

Emergency Planning & Response: Promoting Stakeholder Coordination, Partnering and Outreach



June 26, 2018



Key Stakeholder Partnerships

- First Responder Agencies - Fire Departments & Law Enforcement
- County Office of Emergency Services
- Departments of Homeland Security
- City Emergency Operations Centers
- County Fire Chiefs Association
- Greater San Diego Fire Safe Council
- American Red Cross
- 211 San Diego
- The Unified Disaster Council
- San Diego Regional Civilian/Military Council
- Community Emergency Response Teams (CERTS)
- Retired Senior Volunteer Programs (RSVP)
- Water Districts
- Local Schools and Universities
- Disability Rights Advocates
- County Wildland Training Group
- National Weather Service
- California Utilities Emergency Association



American Red Cross
San Diego/Imperial Counties
Chapter



Readiness Initiatives – Stakeholder Engagement

- Joint Emergency Response Planning
- Training & Exercises (internal/external)
- Confluence and communications of fire science, meteorology and big data
- Aviation Program Diversity
- Collaboration and cooperation with First Responder community
- Situational Awareness Processes
- Approach to ICS-Compatibility
- Quality Assurance and Improvement
- EOC interoperability with state & local partners
- Outreach



Coordination in Action – Outreach (December 2018 Events)



- Town Hall meetings with Meteorology, Emergency Management, First Responders, Community Partners and others to discuss fire safety practices, diffuse concerns, educate customers, gain feedback, and demonstrate SDG&E's commitment to safety.
- Customer appreciation for our focus and commitment to safety.

- Customers want and expect other agencies to engage in the same outreach as SDG&E.



- Customers expect us to take action and communicate our progress towards implementing what we heard from them.

Coordination In Action – First Responder Outreach Program

Program objectives:

- Develop a long-term, measurable strategic approach to a successful and sustainable First Responder Program to ensure safety of first responders in San Diego County, SDG&E employees, and the general public.
- Establish strong relationships at the leadership and operational levels with first responders and SDG&E.
- Work toward improved communications, collaboration, and coordination with all first responder agencies.
- Identify improvements for incident response, contingency planning, and roles & responsibilities for SDG&E and first responder agencies.

Target audiences:

- Fire-Fighters
- Chief Officers
- Fire Dispatch personnel
- Local Law Enforcement

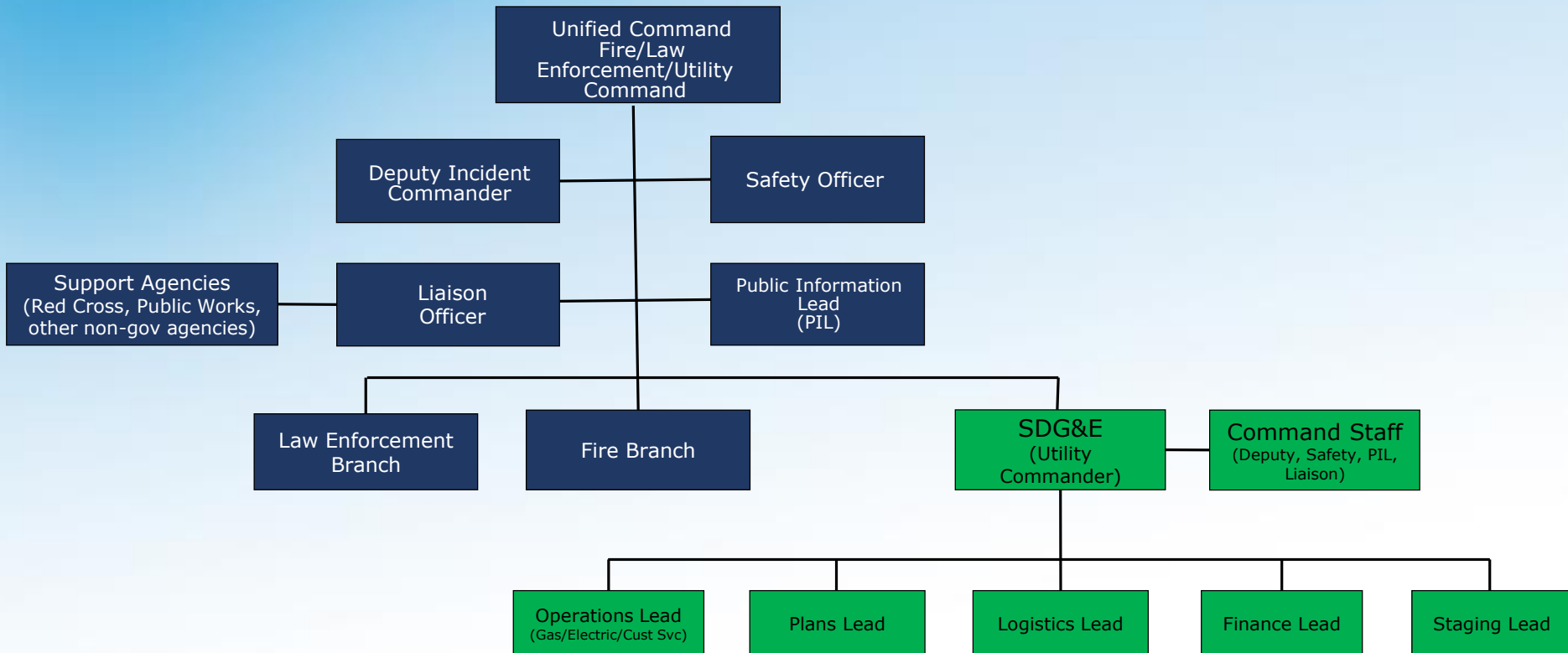


First Responder Outreach Strategies

- Work with county and department leadership to develop training curriculum, schedules, and collaborate on new training concepts and ideas
- Offer customized, targeted training to meet Agency and individual departments needs and availability
- Participate in San Diego County Fire Chiefs' Association monthly meeting
- Annual meeting engagement with all Training Officers
- Engage First Responder Incident Commanders in significant incident debriefs
- Build and maintain relationships with all stakeholders



Unified Incident Command Response Structure – Scene Management



Key Success Factors

- Creative outreach & training design
- Responsive to feedback, recommendations, and individual agency needs
- Flexibility to meet changing conditions, requirements and requests of target audiences and partner agencies
- Customized training scheduling and delivery to meet Agency and individual departments needs and availability
- Collaborative Multi-Year Strategic Planning
- ***We never say "No"!***



QUESTIONS?