



CEO's Message



Disaster/Emergency Preparedness

The theme of this edition of *County Connection* is Disaster/Emergency Preparedness. As most of you know, the County of Orange is constantly preparing and practicing for potential and actual disasters. We have first responders and Public Works in leadership roles together with a Disaster Management Council. Additionally, individual Departments such as the Health Care Agency and OC Waste and Recycling have their own contingency plans.

The focus on planning and preparedness are critical. I had the "opportunity" to be the City Manager of Whittier at the time of the 1987 Whittier Narrows earthquake. For that community, it was the "big one" -- - destroying the downtown business district and severely damaging surrounding residential areas. But the City had prepared, for several years, with exercises, preplanning, upgraded communication and stockpiling of equipment and supplies. As a result, we responded quickly and intensely for 30 – 60 days, immediately following the event and for the next several years, master-planning and rebuilding the business and residential neighborhoods.

Beyond planning and preparation,

(Continued on page 2)

ShakeOut in the Largest Earthquake Drill in U.S. History

With 22 million people living in Southern California – 3.1 million living in Orange County alone – a major earthquake could cause an unprecedented catastrophe. How we prepare now, before a big earthquake, will determine what our lives will be like after.

Earthquakes are an inevitable part of Southern California's future, and therefore, we must act quickly to ensure that disasters do not become catastrophes. With this in mind, the Earthquake Country Alliance has organized the Great Southern California ShakeOut, a week of special events featuring a massive earthquake drill at 10 a.m. on Nov. 13.

The ShakeOut drill centers on the [ShakeOut Earthquake Scenario](#), a realistic portrayal of what could happen in a major earthquake on the southern end of the San Andreas Fault. Created by more than 300 experts led by Dr. Lucy Jones of the U.S. Geological Survey, the scenario outlines a hypothetical 7.8 magnitude earthquake originating near

the Salton Sea, which would have the potential to cause major devastation to the entire region.

The ShakeOut drill will be the largest in U.S. history and will involve public and private sector businesses, schools, families and individuals. Several County departments will participate in the drill and encourage employees to "Drop, Cover, and Hold On" at 10 a.m. on Nov. 13.

While employees may participate in the drill at work, there are many ways to take part in the ShakeOut exercise on an individual basis to prepare your home and family for a major earthquake. For more information, visit www.ShakeOut.org and visit the official ShakeOut Blog at greatsocialshakeout.blogspot.com.

The Great
Southern California
**Shake
Out**

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there were several keys to the City's success. The first was the leadership of the elected City Council and their willingness to focus on policy and let the staff manage day-to-day issues. The Council met almost every day to give direction and focus on Federal and State relationships and assistance while the staff worked day and night to clear debris, demolish buildings, manage shelters, arrange FEMA grants and loans and secure the public safety. Another reason for success was a talented and energized staff which performed beyond all expectations. I have often said the preparedness exercises prepared the staff for the "expected", which then allowed them to deal with that as a "routine" and really focus on the unexpected ... and there was a lot of unexpected!

Another key to the City's success was to focus on the needs of the "customer" or citizen. It was important to realize that a lost animal or a fallen wall was as important to that person as was the health of a loved one or the loss of an entire home was to another.

In all of it though, then and now, the key to success was leadership and a willingness to take risks at both the elected and staff level. In both successes and mistakes (and there were a lot of the first and a few of the second), it was important to acknowledge both and move on quickly.

In the County of Orange, we have seen these approaches recently in practiced and actual disasters (most recently, fires and potential floods). There is no doubt in my mind that the leadership and talent exists in the County of Orange to respond to an emergency or disaster in an even better fashion when the need arises ... and one day it will! ... again.

Thomas G. Mauk
County Executive Officer

Register for Emergency Notifications with AlertOC

The wildfires that scorched the Southern California region last year demonstrated that mass notification systems are both effective and imperative to notify residents of evacuation orders and instructions. The public service goal of the County and Cities is to protect the safety, health and welfare of its residents and businesses by alerting them of calculated, rising or imminent emergencies.

The County has partnered with local cities to create a mass notification system – known as AlertOC – that will inform residents and businesses of critical information in the event of an emergency. By visiting AlertOC.com, you may register your home and alternate phone numbers as part of your individual disaster and emergency preparedness plan – and gain access to valuable warnings and notifications about your home or business.

A distinct feature of AlertOC is the ability to register more than

one contact method to a specific address, thus enabling landlines, cell phones and e-mail addresses to be incorporated into the notification system.

In the event of a situation affecting your neighborhood or business, AlertOC will send a message to all affected registrants informing them of urgent action steps. The system will continuously contact all registered phone numbers until answered by an individual or an answering device, in which a recorded message will be left. In situations of less urgency a registrant will be contacted by only one phone number or through text message or e-mail.

Registration is quick, easy and critical. Stay informed of emergency information by registering your landline, cell phone, and e-mail today. For additional information or to register, visit AlertOC.com.



Residents can receive emergency messages from AlertOC via e-mail, text, landlines, and cell phones.

A Glimpse in History: Rain Brings Worst Natural Disaster in OC

*By Chris Jepsen, OC Archives
Special to the County Connection*



The Santa Ana River flooded in March of 1938, causing the worst natural disaster in Orange County history.

After five days of pounding rain, the Santa Ana River was flowing at 100,000 cubic feet of water per second. At 1 a.m., March 3, 1938, debris under several bridges finally pushed the water over the banks. So began Orange County's worst natural disaster; ironically, construction of the Prado Dam was set to begin in only four months.

Sweeping toward the Pacific, the water covered much of populated Orange County two to 15 feet deep. Hardest hit were the low-lying communities of La Jolla and Atwood in the Santa Ana Canyon. Those who were awake –and survived – will never forget the roar of the approaching eight foot wall of water.

The flood killed at least 38 Orange County residents and left 2,000 homeless. Property damage was estimated at \$14 million. Almost every bridge on the river was destroyed, isolating communities and knocking out most utilities.

As the deluge passed, the County banned visitors to the distressed areas. The National Guard and Civilian Conservation Corps patrolled to prevent looting, while law enforcement officers and private citizens searched for missing residents.

The Red Cross supplied food and organized shelter for thousands. The American Legion, YMCA, cities and schools provided shelter space as well. Although flooding made the County Hospital inaccessible, vaccinations became mobile and were available at multiple locations. The Salvation Army gave clothing, furniture and bedding to those in need.

Over time, river banks and levees were rebuilt. The Works Progress Administration and County Road Department worked day and night to reopen roads and highways. State, County, and City engineers came together to treat sewage, rebuild sewer lines and prevent an epidemic.

The County provided disaster relief money and approached the State and Federal government for reimbursement. Most of the cleanup and repair was complete by mid-summer. In the decades that followed, the Federal government would spend billions taming the Santa Ana River, a process that continues even today.

To learn more about Orange County's rich history, visit Chris Jepsen's O.C. History Roundup blog at <http://ochistorical.blogspot.com/>.



The community of Atwood, located in Placentia, after the flood subsided.

Get The 411 On OC

Emergency Operations Center, Sheriff-Coroner Department



Command staff respond to the 2007 Santiago Fire.



The Emergency Operations Center is located in the hills of Orange at Loma Ridge.

- The Board of Supervisors has designated the Sheriff-Coroner Department as the lead agency in matters of emergency preparedness and disaster response. The County's Emergency Operations Center (EOC), located at Loma Ridge in Orange, is maintained in a constant state of readiness by the Emergency Management Bureau.
- The EOC has a redundant phone system with back-up communications systems in the way of radio, satellite, cellular, and web-based emergency management systems. The facility also has two generators to ensure there are no power disruptions.
- The longest EOC activation on record lasted for eight days and took place during the 2007 Santiago Fire.
- The EOC can accommodate a staff of 140 responders working in 12 hour shifts throughout activation. A five day supply of food and water for 185 people is stored onsite and regularly rotated to ensure maximum preparation.
- The center can be used to gather and process information to and from the County, Cities, school and special districts, business and industry, volunteer organizations, individuals, and State and Federal government agencies. It has the ability to function as a virtual EOC so that Operational Area Members may communicate between EOCs without co-location.
- County employees interested in becoming EOC Responders, should first check with their supervisor before registering for training with Peggy Ernder (714) 628-7156 or perdner@ocsd.org.

To get more of the 411, visit: <http://www.ocgov.com/eoc/>

County Safety Officer Survives 8.4 Earthquake

*By Vernon Goad, County Executive Office
Special to the County Connection*

In the autumn of 1960 I headed off to boot camp in San Diego, which seemed a million miles away from the Oklahoma life I left behind. After putting in time aboard the U.S.S. Ashtabula in Long Beach, I was transferred to a naval station in Adak, Alaska.

Adak is located in the Andreanof Islands, 1,300 miles southwest of Anchorage, and encompasses 122 square miles of land. My job was to manage the stores in Warehouse 33.

I still vividly remember March 27, 1964. A group of us were in the chow line on Good Friday waiting for a warm holiday dinner. As young guys will do, we were scuffling around when all of a sudden, at 5:36 p.m., the ground began to shake violently for more than four minutes. Being from Oklahoma, I had never experienced an earthquake – certainly not one that had a magnitude 8.4.

The earthquake caused extensive damage in Alaska. Local tsunami waves triggered by this earthquake were extremely destructive in Prince William Sound and other areas. Adak was relatively unscathed, probably because there were few structures there.

The base Commander ordered “non-essential” personnel to report to Elmendorf Air Force Base, Anchorage to assist with the recovery efforts. While there, I saw firsthand what an 8.0 (or greater) earthquake can do. Everything was damaged. Roadways in some locations dropped four to five feet, indoor objects were thrown around, power lines were down, and most buildings were utterly destroyed. I spent the next month helping the clean up and recovery efforts. Afterward, I reported back to Adak to continue with my year’s duty before being considered for another duty station or ship.

How to Prepare for and Respond to an Earthquake

Earthquakes can occur at anytime, with little to no warning. The best defense is to plan ahead.

How to Prepare the Workplace:

- Every agency/department and/or building should have an Emergency Evacuation Plan.
- Rearrange cluttered storage areas (especially in hallways or near exits) to provide evacuation routes

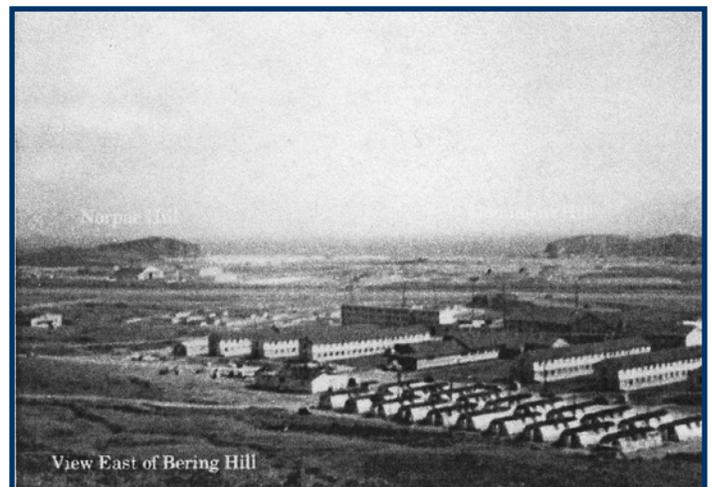
in the event of an emergency. The County’s Lobby and Corridor Use Policy provides information regarding storage in hallways and at exits.

- Secure bookcases, filing cabinets, shelves, racks, and similar items that are 42 inches or taller. There are several ways to secure these items. For information, contact the County Safety Office at (714) 285-5535.
- Store valuable and shock-sensitive materials in latched cabinets to prevent falling. All non-structural items should be secured to prevent movement during an earthquake.
- If possible, move or rearrange your desk or work tables away from windows. If this is not possible, ensure that there is a place close by to “Duck, Cover and Hold On” during an earthquake.
- Inspect your work areas periodically and identify situations that need to be corrected
- Keep large and heavy objects stored on low levels of shelves and cabinets
- Agencies/Department should hold regular earthquake drills during which employees do not evacuate, but “Duck, Cover and Hold On”

How to Respond to an Earthquake

- If you are indoors, stay inside and take cover under a sturdy table or desk. Do not evacuate outdoors until the shaking has stopped.

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Adak Naval Station sustained an 8.4 magnitude earthquake in 1964.

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- If you are in a high-rise building, move away from desks, tables and other heavy equipment. Move against an interior wall and protect your head with your arms. Alarm and/or sprinkler systems may activate, but it is important to stay indoors. Avoid glass window panels.
- If you are driving, pull over to the side of the road and stay in the vehicle. Avoid stopping by overpasses and power lines. Stay in your vehicle until the shaking stops.
- If you are in a crowded store or a public place, do not rush for the exits. Panic is a chain reaction and running towards exits creates dangerous mob situations that cause injury or death. Calmly move away from display shelves containing objects that could fall.
- If you are in the kitchen of your home, move away from appliances like the refrigerator and the stove that can fall on you. Avoid overhead cupboards.
- If you are in a stadium or a theater, stay in your seat. Protect your head with your arms, and do not try and exit the area until the shaking has subsided. Avoid rushing towards exits.

For more information, please contact the County Safety Office at (714) 285-5535.

Health Preparedness Summit Promotes Partnerships in Emergency Preparation and Response

Last month, the Health Care Agency (HCA) held a two-day event as a proactive step in building collaborative partnerships with local schools, community colleges, health care representatives and businesses. These unions are the foundation of the County’s efforts to prepare for and manage health related emergencies.

The Health Preparedness Summit raised awareness and advanced partnerships between the County and its schools and businesses. Preparing for health emergencies is an ongoing responsibility and the event’s central theme called for community preparedness.

The first day of the Health Preparedness Summit fo-

cusced the 75 participants on the role schools play in maintaining public safety. From developing pandemic influenza plans to mass notification systems, the presentations by Superintendent of schools, William Habermehl and HCA’s Public Health Officer Dr. Eric Handler promoted the vital role of County and school collaboration.

Third District Supervisor Bill Campbell spoke to the participants during the second day about the critical importance of developing partnerships between the public and private sector businesses. Also highlighted by Supervisor Campbell was the extreme importance of emergency preparedness.



Third District Supervisor Bill Campbell, CEO Tom Mauk, HCA Director Julie Poulson, David Souleles (HCA) and Dr. Eric Handler (HCA) attend the Health Preparedness Summit.



Superintendent of Schools William Habermehl speaks to the summit participants.

Take Extra Care When Making an Outgoing Call

Last August, all outbound local calls in the 714 area required a 1-714 to be entered before dialing the telephone number. In the County, as well as most businesses, a “9” is required to get an outside line. Because of this, errors are being made by people dialing 9-1-714 and accidentally hitting the “1” key a second time. This looks like a 9-1-1 call which immediately rings to the emergency dispatch locations.

Emergency call centers have become overwhelmed as calls to 9-1-1 have increased from approximately 300 per week prior to the dialing pattern change to more than 700 per week.

CEO/IT Telephone Services is testing ways to ad-

dress this matter. We are in the testing phase for other options. Until an alternative is in place, **it is important to remain on the line if 9-1-1 is accidentally dialed** to inform the emergency operator that it was a dialing mistake and not a true emergency. There have been several instances where emergency responders have arrived at a County site because the caller disconnected before informing the operator that there was no emergency.

Employees are urged to take extra care when making an outside call and if you inadvertently dial 9-1-1, wait until the operator answers. Avoid hanging up and dialing out again.

Prepare Your Family and Home for Emergencies

Most Californians feel secure in their emergency preparedness – until the emergency happens. More than seven out of 10 Californians are not prepared for an emergency. Being ready for an emergency is as simple as one, two, and three, according to ReadyOC.

Here are the three steps you should know about being ready:

1. **Create a Plan** - Your family and loved ones may not be together in the event of an emergency, so plan now on how you will contact each other and review what you should do in different situations.
2. **Make a Kit** - Make an emergency supply kit

with enough food, water and other essentials for at least three days. Learn what you will need to make your own kit.

3. **Be Involved** – Be involved in your community and at work by spreading the word about being ready. Working with neighbors and co-workers can save lives and property.

“Disasters and major emergencies will continue to affect our Orange County community,” said Donna Boston, Emergency Manager with the Orange County Sheriff’s Department, Emergency Management Bureau. “It is up to each one of us to be prepared to ride out disaster impacts on a personal level. We all need to be prepared for three days, at a minimum.”



35 Years

Kathy Goto
Probation

Kevin Brewer
Clerk-Recorder

Elaine Wilkins
Social Services Agency

Larry Geddes
OC Public Works

30 Years

Kimberly Maturkanich
Sheriff-Coroner

25 Years

Anne Marie Nguyen
Auditor-Controller

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William Lapinski
Sheriff-Coroner

Robert Fleming
OC Waste & Recycling

20 Years

Maureen Chang
Auditor-Controller

Judith Carrillo
Auditor-Controller

Christine Sanders
District Attorney

Steven Yonemura
District Attorney

Jeannie Sepeda
District Attorney

Dorothy Bigler
Child Support Services

Nina Mays
Health Care Agency

Veronica Yost
Health Care Agency

Maggie Blount
Probation

Khosro Amirhosseini
Probation

Shelly Dante
Public Defender

Lydia Underwood
Public Defender

Randall Mobley
Sheriff-Coroner

Mark Kelley
Sheriff-Coroner

Mitchell Wang
Sheriff-Coroner

Donna Mereness
Sheriff-Coroner

Wade Walsvick
Sheriff-Coroner

Alan Wyffels
Sheriff-Coroner

Daniel Munoz
Sheriff-Coroner

John Cooper
Sheriff-Coroner

James Chambers
Sheriff-Coroner

Paul Gilmore
Sheriff-Coroner

Janice Murphy
Sheriff-Coroner

Jeffrey Williams
Sheriff-Coroner

Georgina La Barbera
Sheriff-Coroner

Steve Sherrill
Sheriff-Coroner

Robert Sutton
Sheriff-Coroner

Ollie Lerma
Sheriff-Coroner

Anita Marcario
Social Services Agency

Adrienne Flores
Social Services Agency

Drucilla Ash
Social Services Agency

Jaime Franco
Social Services Agency

Adelina Brito
Social Services Agency

Tam Thi Nguyen
Social Services Agency

Donnell Robinson
Social Services Agency

Amarante Chavez
Social Services Agency

Debbie Rangel
Social Services Agency

Brian Harpster
OC Community Resources

Gilbert Melendez
OC Community Resources

Boyd Underwood
OC Waste & Recycling

Linda Baker
OC Waste & Recycling

Randy Vannoy
OC Public Works

Paul De La Hoya
OC Public Works

Jeffrey Adams
OC Public Works

Juan Ochoa
OC Public Works

Mark Liu
OC Public Works

Jerry Harr
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County Connection

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