

SEATTLE OFFICE OF EMERGENCY MANAGEMENT

Snow Storm January 16-20, 2012

Improvement Plan

Incident Number 12-0112

TASK #	OBSERVATION	ACTION TO IMPROVE DUE DATE	RESPONSIBLE PARTY	STATUS
1.	<p>A. Interpretation and translation services for English as a second language, deaf/hard of hearing and other communities should be readily available to departments during the time leading up to the storm and during the response.</p> <p>B. Translations of preparedness and response public messages are not broadcast on local television.</p>	<p>A. June 30 – Review options currently available for interpretation and translation that can provide services within a short period of time and recommend changes as needed.</p> <p>Ensure all departments know how to access these services.</p> <p>B. Determine feasibility of broadcasting translated Public Service Announcements on Channel 21 and/or commercial stations.</p>	<p>A. Strategic Work Group (SWG), OEM and Mayor’s Office</p> <p>B. Mayor’s Office</p>	
2.	<p>A. Public messaging that called for commuters to stay off the roadways conflicted with instructions to City employees that they should report for work.</p> <p>B. Some employees or their supervisors were unfamiliar with the City inclement</p>	<p>A. Mar 9 – Provide Directors with guidelines to assist with implementing the City inclement weather policy.</p> <p>B. Mar 9– Before and during storms post City Inclement</p>	<p>A. OEM and Personnel</p> <p>B. Mayor’s Office and</p>	<p>A. Feb-7 - Draft guidelines submitted to Mayor’s Office.</p>

	<p>weather policy.</p> <p>C. Reporting for work; with a constantly changing weather situation some supervisors and their employees had difficulty determining what was expected.</p> <p>D. Some Departments may not have sufficient information about resources available to support employees working from home.</p> <p>E. Some City employees could not get to work because buses were full.</p> <p>F. Parks Department workforce was down by 70% at times, this posed a challenge for staffing critical positions. Departments could use training in how to better support critical functions in a dynamic event.</p>	<p>Weather policy on City InWeb page.</p> <p>Request all departments have supervisors review the inclement weather policy with their staff annually.</p> <p>C. Mar 9 - Develop a communication plan for notifying and updating employees.</p> <p>Request departments review their COOP with all employees.</p> <p>D. May 23 - Provide information to departments on how to access files from home.</p> <p>E. May 23- Departments review, and update as necessary, their COOP to include guidance on this issue.</p> <p>F. May 23 - Review with EEB the use of COOP essential functions to help determine staffing.</p>	<p>Personnel</p> <p>C. Mayor's Office and OEM</p> <p>D. DoIT and OEM</p> <p>E. OEM</p> <p>F. EEB and OEM</p>	
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3.	A. In the SDOT plan, “Service Level I, II and III” are not well understood by the general public as well as responders and can cause confusion at times.	A. Aug 31 – Rename service levels in SDOT’s plan to something more intuitive.	A. SDOT	
4.	A. Some representatives in the EOC could not locate the notes from the EEB meetings.	A. Feb 3 - Ensure OEM training and checklists include a reminder to post EEB notes in WebEOC. During activations, notify representatives when the EEB notes are posted.	A. OEM	A. Completed – OEM staff were trained on February 21st
5.	A. Clearing sidewalks around City owned buildings was not consistently done outside the City campus (City Hall, Seattle Municipal Tower and Justice Center). This is in conflict with messaging that asks businesses and homeowners to keep the sidewalks around their property clear.	Feb 27 - Remind all City departments that, outside of the downtown campus, they are responsible for clearing the sidewalks around the property they occupy, and safe pathways within it. FAS will recommend a specific level of service expectation for City facilities, and coordinate with the EOC, FAC and Fire Station 10 to clarify their snow removal plan	A. SWG and FAS	
6.	A. City contracts with hotels were, in some cases, not honored.	A. Feb 27 - Review list of contracts with hotels and update as needed.	A. FAS	
7.	A. The sudden ice storm reportedly caused an accumulation of ice on the sides of buildings and other structures to an amount not seen in previous winter	A. March 30 - Contact other jurisdictions in the United States that have more experience with ice storms to	A. OEM	A. Email

	<p>storms. More information is needed on this phenomenon.</p> <p>B. The Seattle Hazard Identification and Vulnerability Analysis, Seattle Disaster Readiness and Response Plan and Winter Storm Incident Annex should be updated with more information on ice storms, potential impacts and options for response.</p>	<p>determine best practices.</p> <p>B. Sept 30 - The Strategic Workgroup will update plans to include ice storms. Consider including ice storms in the annual winter TTX.</p>	<p>B. SWG and OEM</p>	
8.	<p>A. All ESF Representatives would benefit from knowing more about 2-1-1 and the critical support they provide the community. This information should be added to department plans and training programs where appropriate.</p>	<p>A. March 30 - Schedule a 2-1-1 briefing for the Strategic Workgroup and the Disaster Management Committee.</p>	<p>A. OEM</p>	
9.	<p>A. The terms shelter, warming shelter, homeless shelter, cold weather shelter and center were not well understood by some ESF representatives, JIC staff and possibly the general public which may have caused some confusion.</p>	<p>A. Feb 27 - Clarify the terminology involving shelters and update plans accordingly.</p> <p>Brief the SWG and DMC</p>	<p>A. HSD</p>	
10.	<p>A. A checklist for a King County ECC Liaison working in the Seattle EOC would be helpful and improve efficiency.</p>	<p>A. Feb 27 - Develop checklist for King County Liaison position.</p>	<p>A. OEM</p>	
11.	<p>A. Advanced planning continues to grow in importance during extended or complex EOC operations. Staffing this function can be difficult. Training is needed for OEM staff and activation procedures should include staffing this function when necessary.</p>	<p>A. Feb 20 - Develop procedure for staffing an Advanced Planning Group and conduct training</p>	<p>A. OEM</p>	<p>A. Completed: Staffing procedure has been developed and training provided at OEM Staff Duty Officer meeting February 14th.</p>
12.	<p>A. The City Snow Storm Incident Annex does not include information about when and</p>	<p>A. March 30 - Update the City Snow Storm Incident Annex to</p>	<p>A. SDOT and OEM</p>	

	how SDOT will remove accumulated snow from the roadway and what support might be required.	include removal of accumulated snow		
13.	A. The City Snowstorm Incident Annex does not include reference to the Human Services Department's Winter Response Plan for Homeless Persons.	A. Mar 30 – Update the City Snowstorm Incident Annex to include reference to the Winter Response Plan for Homeless Persons.	A. HSD and OEM	
14.	A. During the storm, King County ECC established one email address for receiving situation reports and another for all other emails which caused confusion.	A. Feb 13 - Clarify with King County OEM the email address for sharing documents and update checklists as needed.	A. OEM	A. Completed: King County OEM has agreed to use one email address for all correspondence.
15.	A. Putting key staff in hotels to ensure continuity of essential functions is a sound strategy. Departments would benefit from guidelines on hotel use.	A. Apr 9 - Coordinate a SWG discussion on use of hotels during emergencies and identify options to share transport to and from. Determine if a City policy on this issue should be developed. Identify options for housing/feeding staff if hotels are unavailable.	A. EEB, SWG and FAS	
16.	A. Because of the steep grade, Jefferson St, next to the King County Jail, is typically closed during a winter storm which prevents the use of the sally port entrance. SFD medics experienced difficulty moving a patient out of the jail	A. Feb 27 - Develop an agreement between SDOT, SFD, SPD and King County Jail staff that, given the limits and capabilities of existing resources, supports access to	A. OEM, SDOT, SFD and KC Jail	A. Draft guidelines submitted to SDOT for review.

	using the facility loading dock.	the jail by emergency medical personnel during inclement weather.		
17.	A. The Joint Information Center was not able to log all of the phone calls due to workload.	A. April 16 – Develop a procedure for logging calls. Consider using Customer Relations Management System.	A. Mayor’s Office	
18.	A. High demand for public accessible GIS maps has identified a potential weakness in the City of Seattle’s GIS architecture and ability to support this increased public demand	A. Mar 30–Review server capability/capacity within the GIS architecture to support the increased demand for public facing maps and provide recommendations to improve as needed.	A. DoIT, SDOT, SPU, OEM	
19.	A. Some portions of the City website were reportedly not readable by the devices used by the blind and visually impaired to access content.	A. April 16 Determine cause of problem and propose solution as needed.	A. DoIT	A. DoIT and Disability Commission Liaison contacted.