TOWN OF PORTOLA VALLEY
Special Meeting of the
Emergency Preparedness Committee
Thursday, August 6, 2020 - 8:00 AM

Via Zoom Videoconference

SPECIAL VIDEOCONFERENCE MEETING AGENDA

Join Zoom Video Meeting:

https://zoom.us/j/97835443586?pwd=THlYaUoxNmFhWVVUVklTT1RNRm1PUT09

Phone into Zoom Meeting:
1-669-900-6833
1-877-853-5247 (toll-free)

Meeting ID: 978 3544 3586

Password: 691213

1. 8:00   Call to order
   - Members: Mark Bercow, Lorrie Duval, Dave Howes, Dale Pfau, Chris Raanes, Ray Rothrock, Jerry Shefren, Craig Taylor, Bud Trapp,

2. 8:01   Introductions: All committee members to identify themselves including a one or two word descriptor of role, followed by guests using the same format

3. 8:05   Oral Communications
   - Note that issues brought up under oral communications that are not on the agenda will be limited to 5 minutes

4. 8:10   Approve July 9, 2020 Minutes

5. 8:12   Presentation from Veoci – Virtual Emergency Operations Center (materials attached)

6. 8:42   CERPP/WFPD Report (Lindner/Brown)
   - General report

7. 8:52   Town Report (de Garmeaux)

8. 9:00   Committee Reports
   - Medical Subcommittee (Shefren)
   - Communications Subcommittee (Rothrock)
   - Outreach Subcommittee (Duval)
   - CERT/Town/Woodside integration Subcommittee (Raanes)

9. 9:29   Next meeting is September 3, 2020
   - Identify any specific agenda items for next meeting
   - Quorum check

10. 9:30   Adjourn

TOWN OF PORTOLA VALLEY
Special Meeting of the
Emergency Preparedness Committee Meeting
June 9, 2020
8:00AM – via Zoom Conference

EMERGENCY PREPAREDNESS COMMITTEE MEETING MINUTES

Call to Order: The Zoom meeting was called to order at 8:03AM

Roll Call:

Members Present: Chris Raanes (Chair), Bud Trapp, Craig Taylor, Jerry Shefren, Dale Pfau, Dave Howes, Lorrie Duval, Ray Rothrock, Mark Bercow

Members Absent: None

Guests: Selena Brown - *WFPD*; Brandi de Garmeaux, Sharon Hanlon - *Town*; Fabian Pease – *PV Police Commissioner*, Doug Keyston – *Woodside EPC*, Chuck Nile – *Red Cross*, *Others* - Lisha Mainz, Larry Sweeney – *Sequioas*, John Richards - *Town Council*, Bob McCowan – *PV Ranch*

Oral Communications:

- Craig is investigating 'undergrounding' for power distribution in the Town. Register any interest with Craig Taylor

Approval of Minutes from June 4, 2020: Approved as amended (9 Ayes, 0 Abstentions, 0 Noes)

CERPP/WFPD Report (Lindner/Brown)

- District was aggressive obtaining PPE for employees. Call volume has increased recently, but not as much as other nearby counties. Direction is to still be cautious
- Main office still closed to the public (available by appointment). People are accessible, but exercising caution
- Evacuation planning in full swing
    - Zones are set up. Reviewing each zone for routes, trails, etc. Public will have opportunity to review as well
    - Plan will be a living document and subject to resident input
    - Intent is not to provide specific exit routes. It is a map to show available routes. An evacuation order may or may not be specific on routes depending on the situation.
    - Distinction is that the tool is for use by the professionals for planning purposes
- CERP board meeting – Selena is the new president. Mark Dahlen is VP, Chip Swan is Secretary
- Training:
    - Basics for Emergency Preparedness – June (tonight)
    - Fire resiliency next week
    - WPV-Ready leadership meeting Aug 6

Town Report

- Staff has returned to building in shifts with specific guidelines. Public not yet allowed (all meetings through Zoom)
- PG&E has been conducting training on PSPS. Town has been attending.
- Discussion on using town reopening plan for the EOC operation if required.
- County has dashboard for COVID stats

Committee Reports

- Medical Subcommittee
  - Medical subcommittee did not meet this past month. Participation at Woodside committee:
    - How to provide protection to CERT members if needed to deploy. Some PPE has been ordered. PV could receive some equipment. Concerns around liability of distributing and using provided equipment.
    - Discussion about providing PPE for volunteer physicians. Additional concerns around liability
  - Discussion on the applicability of Disaster Services Workers (DSW) indemnity to volunteers. Further discussion on the general topic of liability across all stakeholders and participants (EPCs, CERT, WFPD, etc.).
  - Medical subcommittee will draft a policy statement for review, and be presented to Town Council as a recommendation. The CERT subcommittee will investigate a clarification on the scope of the DSW (agenda next meeting)
- Communications Subcommittee
  - Extension to FCC license AM radio operation at full 10 W through December
  - Recognition of WPV-CERT Emergency Communications webinar on June 25
  - Last 60 days working on repeater coverage. New CERT command repeater. Test Station to be set up on Easter Cross
  - Radios functioned during power outage a few days ago
- Outreach Subcommittee
  - July monthly tip pushed promoting virtual WPV-Ready courses
  - More online content being pushed
- CERT/Town/Woodside Integration Subcommittee
  - Chris met with Jeremy to finalize location for CERT incident command post collocated with PV EPC. Buckeye Room will be utilized. Detailed protocol for communications between the two rooms to be developed
  - Liaison to CERPP. Agenda for next meeting. Suggestion to have someone from EPC on CERPP board. Lorrie will start attending CERPP board meetings

Date & Time of Next Meeting: August 6, 2020, 8:00am

Recommendations from two subcommittees on liability

Liaison role for CERT CERPP

Adjournment: Meeting adjourned at 9:04am

veoci

**EMERGENCY
&
OPERATIONS
MANAGEMENT**

Veoci

Real-time Communication, Complete Situational Awareness, Comprehensive Crisis Planning, and Response Solutions

Veoci is a cloud-based solution that facilitates communication and coordination within your organization during emergency situations, incidents or daily operations. Veoci improves communication and situational awareness, giving you the information you need to manage your organization's response to any crisis and event and assuring optimal response and management of your business continuity events. As a platform, all features are integrated and available as part of a single package.

With Veoci, you can digitize your business continuity and response plans into executable templates. These response templates allow you to quickly organize a response to a crisis while leveraging the experiences gained from similar events in the past. To ensure the proper action takes place, you have the ability to track a team's or an individual team member's response actions through assignable tasks. Veoci also makes it effortless to keep track of files, data, people and other resources that are essential in your response efforts.

Best of all, you get all the benefits of Veoci without having to worry about buying or managing your own servers and assets. Our application is housed at multiple world-class data centers with fully redundant infrastructure. Veoci is accessible from most web-connected computers and devices, including iPhone, Android, and BlackBerry.
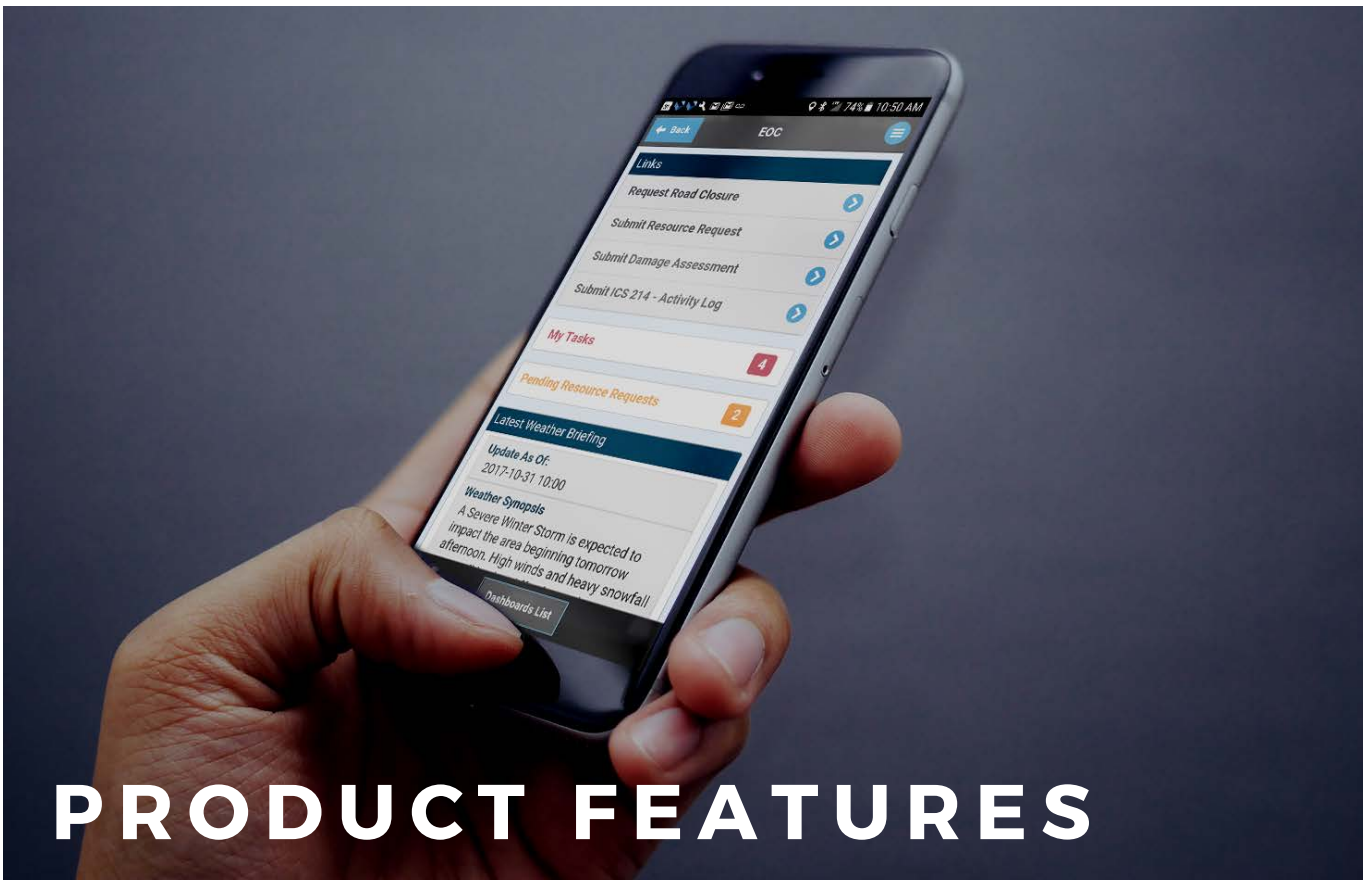
PRODUCT FEATURES

USER INTERFACE

Easy to Use

- Intuitive interface: Users can start working with 15 minutes of initial training
- Administrators require less than 1 day of training and do not require programming or database skills
- Works with all browsers: Internet Explorer, Chrome, Firefox and Safari

Mobility

- Supports major mobile platforms: iPad, iPhone, Android and BlackBerry
- Accessible through e-mail and SMS text messaging
- Includes offline capabilities. Users can keep working with no Internet access. Their updates will synchronize after connection is established again.

DIGITAL EMERGENCY PLANNING

Response Templates

- Encapsulates Emergency Operating Plans (EOPs) in predefined workspaces with user lists, task lists, files, notes, data, forms, and workflows
- Templates can be used as components of larger plans

Compliance

- Plans in Veoci can be compliant with the standards and requirements that our customers desire
- Event information collected automatically while working
- Focus on event beyond generating reports

Control Launch

- List of people with authority to launch can be restricted
- Templates can be used before, during, after events

Continuous Improvement

- Captures all activity for a post-event full-transcript hot-wash review
- Lessons learned can easily be incorporated in templates for use next time

SITUATIONAL AWARENESS

Dashboard

- Aggregate information and updates from multiple departments
- Monitoring of tasks, form data, workflows, maps, and important messages to make it the central page from where you can monitor and manage your incident response
- Unlimited number of dashboards to input and receive information in real-time
- Click through to review detail behind dashboard item
- Printable dashboard view

Status Dashboard

- Visual indicators to signal status
- High-level view of the status of all discussions
- Summary view of all pending tasks and processes status
- Color-coded status for each area/sub-team

Individual Perspective

- Visibility to incident data depends on role
- View across different organizations if allowed access
- Log in once - see everything, complete situational overview
- When participating in more than one organization or team, overview will show aggregation

Broadcast / Update Messages

- Messages can be broadcast to all teams and members by phone, email, and/or SMS, typed or voice recorded
- All users can receive alerts and send updates
- Trigger an alert when a task is assigned, a plan is launched, or someone is mentioned in a message
- All replies to update request collected together in a thread

SITUATIONAL AWARENESS

Search

- Ability to search and filter on any data field variable or combination using Boolean logic
- Search for user by name, email address, or key word
- Search for individual messages by content
- Search for files, tasks and forms information
- Search transcripts
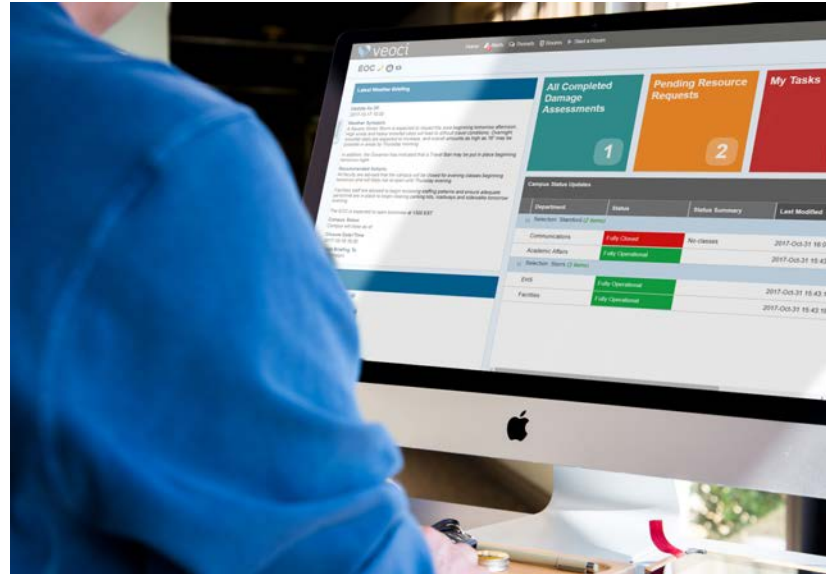
COMPREHENSIVE COMMUNICATION OPTIONS

Multi-team Communication

- Use real-time messaging in a virtual EOC room to share updates and critical information during an emergency between multiple departments and agencies
- Communicate with participants privately or with all the responders and teams at once
- Self-organize into smaller sub-groups that coordinate their own activities separately
- Support multiple independent organizations with true multi-tenancy

Automatic Focus of Discussion

- Any event appears in communication as a new discussion topic
- Discuss tangibles, such as files and tasks, automatically
- Include an event in a normal discussion
- Control access to sub-groups messages and objects

COMPREHENSIVE COMMUNICATION OPTIONS

Clarity in Communication

- Organize multiple messages into logical conversational threads
- Track multiple topics of discussion, even with a large number of participants
- Zoom into individual threads
- Delete unimportant messages
- Edit messages for corrections and clarity
- Access control built-in - not an afterthought
- Access control for organization, groups, teams, and chats
- Objects inherit access control from area where they reside
- Access control override available when needed

Flag Important Messages

- Highlight messages as important
- Important messages provide management summaries

Instantly Add Guests

- Each team controls guest access to their area
- Use email to invite external guests directly
- Limited temporary access to specific message area, as needed

Rich Message Format

- Format messages - bold, italic, fonts, etc.
- Time-stamped communication
- Enter links to websites
- Add photographs and images to messages
- Add tasks to messages
- Attach files to messages

TASK MANAGEMENT

Tasks / Checklists

- Create tasks in form or table view
- Assign tasks to groups or individuals
- Require one or all assignees to respond
- Tasks can be reassigned by task owner
- Connect related tasks
- Track comments on tasks and checklist items

Adapt Task Types

- Organize your team's tasks by type
- Design task views for individuals and teams allowing them to focus on work assigned to them
- Add custom fields to each task
- Edit anytime
- Follow FEMA or other task structure as needed

Add Forms to Tasks

- Replicate form structures
- Add custom fields
- Divide into sections
- Leverage full range of field types
- Make fields mandatory for task

Data Entry

- Use form entry for data collection from sources
- Enter data directly into form or table
- Set validation rules for data entry
- Shared view of current online data
- Supported data types include: text, numbers, date and time, person, location, route, pick-list

Tracking

- Use tasks as a checklist or as a way to assign and keep track of deliverables and actions.
- Track task progress throughout life-cycle
- Set reminders, due dates and track progress.
- Overdue tasks flagged automatically
- Dashboard view of all tasks or only open tasks
- View tasks by person

FORMS MANAGEMENT

Storage
Structured Data

- Store information in a structured format from multiple sources.
- Use forms for damage assessment, incident reporting, and after-action reporting during an incident.
- Store information about critical infrastructure, assets, and resources
- Export and import data from forms into PDF, and Excel formats.
- Make information public if required

Real Time Information

- Get status updates or collect real-time information from multiple departments.

Customization

- Design and manage online forms using a point and click form builder interface.
- Represent stored information on a map
- Restrict access to the information to some users and groups

WORKFLOWS

Automate
Work Processes

- Build intelligence into your online forms by defining a process for approval and review of your data.
- Replace your paper-based and email-based processes
- Define the people, data and processes involved and Veoci manages the flow of information
- Start Workflows externally (without system access)

Features

- Customize actions, provide transparency and set reminders and escalations at every step of the process.
- Conditional assignment and steps
- Full audit trail to keep track of every sequence and change
- Reporting and cycle time measurements

PLANS

Organize Response

- Plans in Veoci act as a template for your emergency response or project.
- Translate your documented emergency plans, checklists, and standard operating procedures into a plan
- Launch plans at the click of a button

Elements in a Plan

- Rooms to launch
- People to be involved in the rooms
- Tasks to be assigned
- Alert message and medium of alert
- Documents and Files that need to be available
- Other settings - map view location, map overlays, and dashboard tiles

FILE STORAGE

Share Files

- Store any file type including spreadsheets, video, images, documents, etc.
- Version control - manage multiple revisions of the same file
- Related files linked to any discussion- uploaded to repository or as attachments to messages
- Image files previewed as thumbnails in discussion flow

Cloud Storage

- Certified, accredited
- Reliable file storage with over 99.997% durability

Secure

- All data encrypted in end to end
- Files encrypted in storage
- Users can inherit access to discussions as part of membership in higher level group
- Administrative rights can be granted at local levels
- Advanced user management for granular access control

INTEGRATED MAPPING

GIS Built-In

- View data overlaid on map
- Map locations, routes and zones
- Map people, task locations, and form data
- Follow user's location on "Moving Map"
- Pull your existing GIS data as overlays
- Create public views of your map and map layers

Data Mapping

- See location and route data collected in forms
- Add data, such as incident location, perimeters and incident command location on a map
- Color code data fields
- Advanced data filtering by form fields or field values

INTEGRATED MAPPING

Task & Checklist Mapping

- Overlay tasks on map
- Color code markers for each type of task
- Click markers for task details

Maps 2.0

- Integration with Google Maps
- Advanced mapping features supplemented by robust maps API
- Customizable view of mapped data
- Included as part of the core application

REMOTE ACCESS

Internet-based, Complete Web Version

- Low bandwidth required
- Works with 3G/4G networks
- Access anywhere with internet access

SMS

- Send alerts
- Reply to messages
- Receive task due alerts
- Close tasks

Email

- Interact via email
- User can set notification frequency
- Reply to chat and thread messages by email
- Submit files and photos by email
- Close tasks by email

Digests

- Subscribe any group or person to digests
- Set digest frequency by number of messages or by schedule
- Digests include links to interact with events and messages

Whole Community
Government Solutions

Solutions Brief

Whole Community Veoci Solution

The benefit of Veoci's whole community solution is that communication can occur in one place; crucial people from various departments can be simultaneously notified of key information and involved in the conversation around an event.

This coordination assists with the sharing of resources, planning events, and streamlined recovery efforts. It also results in tremendous cost savings because you can eliminate redundant systems.

Bring your entire community together with one system.

Veoci provides comprehensive solutions for:

BCP/COOP	Joint Information Center	Public Works
Airports	Law Enforcement	Social Services
Fire Departments	Hospitals	Volunteer Management
Parking Meter Reservation	Permitting/Licensing	Schools & Universities

Emergency Management Solutions

Veoci guides you through every step of the incident management cycle. From asset tracking to after-action reporting, you can rest assured that your emergency management processes will be streamlined by the level of organization and communication achieved through Veoci.

Internal Notification	After-Action Reporting
Situational Awareness	IAP/ICS Forms
Damage Assessment	NIMS Compliant
Asset Tracking	Joint Information Center
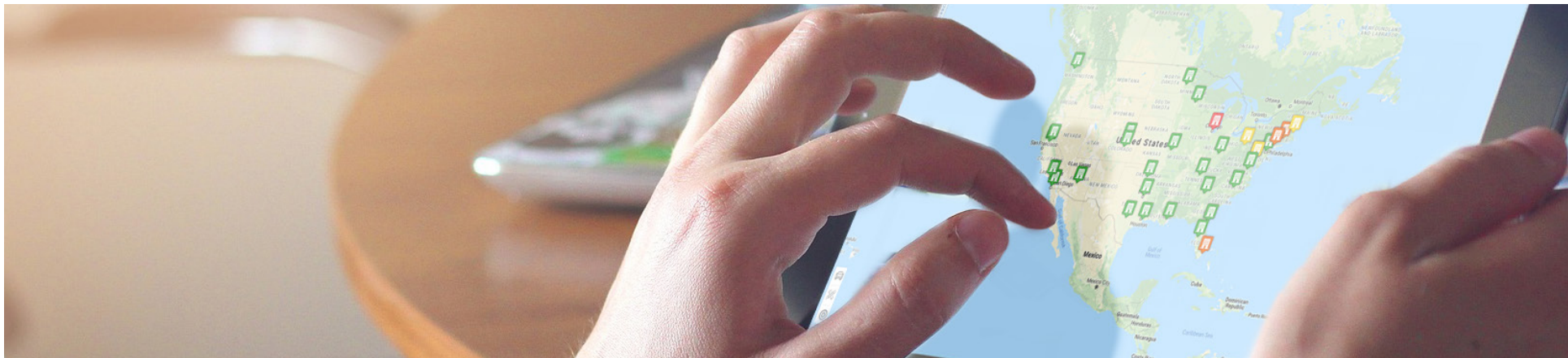
Veoci Dashboards

Easily display important information for personal or public use with Veoci Dashboards and create a single place for all your data to live. Dashboards can be projected on a screen in your EOC to help keep everyone informed and centralized.

GIS Mapping

With Veoci's GIS mapping capabilities you can see reports in live time. You can also draw on the map to indicate road closures and overlay Google Maps to see live traffic updates.

Resource/Task Tracking

Assign tasks with linked reminders to keep your employees informed of their responsibilities. Track resources with a barcode or QR scanner to keep your records up to date.

Common Operating Picture

Achieve situational awareness by making sure everyone from the EOC to the boots on the ground are on the same page with a common operating picture.

Full Solutions for Your Fire Department

Maintain situational awareness of all activities

Keep processes documented & transparent for accountability

Information is up-to-date with real-time communication

Fire Marshal & Inspector Solutions
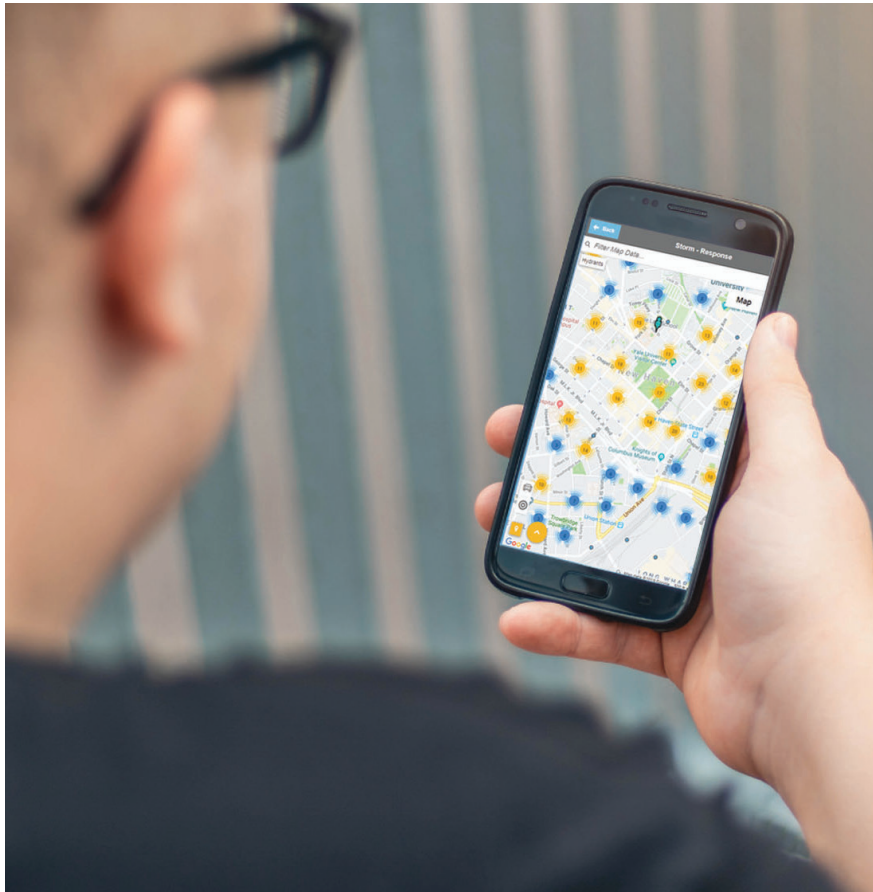
Inspection scheduling with reminders

Ability to create pre-plans

Field-based documentation inputs with pictures and video with date and time stamp

Email reports from the field

Create situational awareness between all Fire Divisions

Damage and windshield assessment

Mobile Application Functionality

Full Veoci functionality is available on the mobile application. This means you can easily send reports, track assets, view real-time map updates all from the field.

Daily Fire Operations

Integrate your standard operating procedures with Veoci's configurable fire department solutions software. Maintain situational awareness of all activities, keep processes documented and transparent, and make sure your information is up-to-date with real-time communication.

Inventory Control and Inspection for SCBA, Trucks, Gear, and Medication

Maintenance reminders, requests, and tracking

Water source management

Hydrants and Draft site inspections

Staffing and Assignment creation

Tier II Reporting

Barcodes and QR Codes

Daily Solutions for Your Public Works Department

Operate your work order management, asset management, and inventory management all in one place. Handle requests, approvals, and assignments, and track use, costs, and work order relationships directly from your mobile device. Maintain awareness with live updates through Veoci GIS mapping.

> **"Veoci has streamlined complex information flows and enabled much needed, real-time, remote access to information."**
>
> ———
>
> **Paul Johnson**
>
> Susquehanna County
> Department of Public Safety

PERSONNEL TRACKING

Create high efficiency production results with your crews

TWO-WAY INSTANT COMMUNICATION

Send new information to crews and receive updates back automatically

TASKING

Create new tasks and forward to crews and personnel as events arise

MAPPING CLOSURES

Update city maps in real time to reflect road closures and work advisories and share to inform the public

RESOURCE TRACKING

GPS place a unit, create reminders to re-fuel or inspect & to return

WORK ORDERS

Manage a work order request from beginning to end to keep the infrastructure safe

MAINTENANCE TRACKING

When a resource need to be repaired, it can be tracked from initial report to completion

The Veoci Difference

You can count on Veoci to keep you running during any type of incident. Our team is comprised of subject matter experts who understand the responsibilities involved in keeping a community safe and prepared. Our software is designed to meet you where you are, and elevate your processes to the next level by enhancing security, communication, and organization.

SECURE

Veoci's industrial grade encryption and security practices makes sure your data is safe and secure

KEY INTEGRATIONS

Tie in your monitoring systems through key integrations to trigger a response when escalated

SYSTEM AVAILABILITY

Veoci maintains 99.997% uptime. Even if your network is down or compromised, your team will have Veoci to continue the response

|	Status	Status Summary	Last Modified ▾	
ord (2 items)				
s	Fully Closed	No classes	2017-Oct-31 16:05:22	E
rs	Fully Operational		2017-Oct-31 15:43:18	E
rrs (2 items)				
	Fully Operational		2017-Oct-31 15:43:18	E
	Fully Operational		2017-Oct-31 15:43:18	E

USER FRIENDLY SOFTWARE

An intuitive and modern interface means your teams will be up and running in no time

RAPID IMPLEMENTATION

Veoci's No-Code foundation enables you to rapidly develop solutions that scale quickly
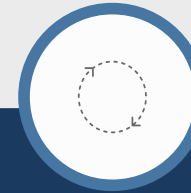
AGILE SOFTWARE DEVELOPMENT

New features are deployed every two weeks, ensuring the best new customer-driven enhancements

Advanced Solutions Law Enforcement

Veoci's solution for Law Enforcement helps consolidate your processes and creates a log of all the information you input. Manage case management with lead tracking, interagency collaboration, and communication. Complete your IAP's, track incidents, and maintain situational awareness with GIS mapping.

Personnel Management

Track from recruit status to hired through to re-certifying

Special Events Planning

Set teams for city-wide functions fairs, protests, or parades

Inventory Control

Track bulletproof vests, firearms, and ammunition via barcodes or QR codes

Fleet Vehicle Maintenance

Track mileage, place requests for maintenance, and track costs

Volunteer and CERT Management

Manage large groups of volunteers throughout the training process, event registration, and activations. Communicate effortlessly with your whole team to keep everyone in the know.

✓ Track courses, training, member registration, profiles, and resources

✓ Communicate day-to-day and during activation

✓ Easy mobile mapping and damage assessment form

✓ Host drills with virtual Simcell injects

veoci

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# Contact Tracing:
A Solution for Protecting a Community

Veoci's contact tracing solution uses forms, dashboards, notifications, and other features to help state, local, and public health departments track and isolate cases of COVID-19.

As the COVID-19 pandemic continues, contact tracing will be one of the most important operations for states, local governments, and public health departments. Finding and isolating possibly infected individuals will limit general exposure to the coronavirus, keeping the general public healthy, limiting stress on associated health systems, and ensure a faster return to normalcy.

Because of the potential size and scope a contact tracing program can achieve, a platform for it needs to be flexible. Veoci's solution for contact tracing offers this scalability, and all of the tools a state, local governments, and public health departments need during this pandemic. It wraps the data gathering, communications, reports, and analytics all into one place, simplifying the operations involved in contact tracing, and making the process more efficient overall.

Below are the critical components and processes of Veoci's contact tracing solution:

1. A form for recording a contact.

2. A form for recording follow-ups with a contact.

3. The ability to automate follow up requests with a contact twice daily for a period of up to 14 days by email or text message. This follow up request will allow for the contact to report their status. The reporting of the status either needs to be submitted by responding to the text message (with particular codes) or clicking a URL to a web form and submitting the form.

4. Texts can come from a single dedicated number under a state's control, which can be disseminated to the contacts. This will increase response rates as texts will consistently come from a known number.

5. When a contact reports a change in their status, and it requires further action, it will be escalated to the appropriate people at the local or state level. These escalations can be by any combination of dashboards, emails, texts, push notifications or phone calls.

6. A mechanism for escalating a contact tracing request to the state or other health department if a local health department has limited resources.

7. Reporting dashboards that include tabular data, charts, graphs, and embedded external data.

8. Dashboards for performing contact tracing activities when appropriate.

9. Local health department reporting dashboard templates, which can include tabular data, charts, graphs, and embedded external data.

10. Local health department dashboard templates which will include the tools for performing contact tracing activities.
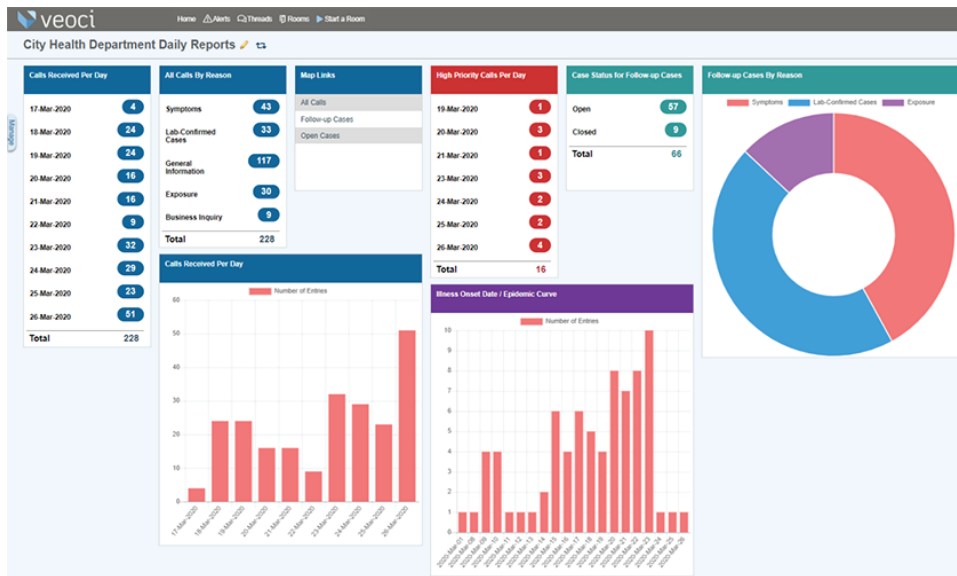
The data in this diagram is not actual data, but used for demonstration purposes.

A dashboard for tracking calls, case statuses, follow-up cases,
and infection trends.

11. The ability for a local health department to record a contact that resides in a different jurisdiction and have that contact become one of the contacts for follow up in that contact's jurisdiction of residence.

12. A live report of contacts residing outside of a state is available for any further action if needed.

13. Volunteer management tools that allow either a state or local health departments to receive, review, and approve volunteer applications and provision volunteer access.

14. Access controls per a state's requirements.

15. The solution provides a geocoding service that will resolve addresses and allows cases and contacts to be plotted on a map accessible at both the local or state levels. Data can be cross referenced with other geo-datasets, like political boundaries, for further classification and reporting.Veoci supports importing Shape files for this purpose.

16. Existing case data may be imported into the follow-up forms by uploading a spreadsheet, via an API, or both.