



City of St. Helena
Special City Council Meeting
Tuesday, June 29, 2021 @ 6:00 PM
Published: Thursday, June 24, 2021 5:27 PM

PLEASE NOTE: Any person who wishes to speak regarding an item on the agenda or make a comment under the "public comment" portion of the agenda may do so, but please observe the time limit of four minutes.

In accordance with Executive Order N-29-20, and guidance from the California Department of Public Health on gatherings, remote public participation is allowed. We will address the Order in the following ways: Members of the public may not physically attend meetings. The City Council meeting will be live-streamed on Comcast Channel 28 and on the City's website, barring technical difficulties. Those members of the public wishing to participate must do so remotely via Zoom electronic meetings in the following ways; by either logging onto the Zoom link located on the meeting agenda (please download the app to your computer or mobile device) and enter the meeting ID or by calling a listed number and enter the meeting ID. Public comment for City Council meetings will be accepted via email to publiccomment@cityofstheleena.org. All public comments must be emailed by 4:00 PM prior to the meeting. Emailed public comments will not be read out loud but will be publicly available and attached to the on-line City Council agenda.

In the event a quorum of the City Council loses electrical power or suffers an internet connection outage that is not corrected within 10 minutes, the meeting will automatically be adjourned. Any items noticed as public hearings will be continued to the next regularly scheduled evening meeting of the City Council. Any other items on the agenda that the Council has not taken action on will be placed on a future agenda.

Please see the end of the agenda for detailed PUBLIC PARTICIPATION instructions. Spanish translation for this meeting will be offered. To access Spanish translation, you will need to join the meeting using the Zoom app from a computer, iPad or Iphone. You will see an icon on the screen that will allow you to choose Spanish translation. To learn how to use Zoom, please see the instructions below.

Please click the link below to join the Meeting:

<https://us02web.zoom.us/j/82428266098>

Or One tap mobile :

US: +16699006833,,82428266098# or +12532158782,,82428266098#

Or Telephone:

Dial(for higher quality, dial a number based on your current location):

US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 929 205 6099 or
+1 301 715 8592 or +1 312 626 6799

Meeting ID: 824 2826 6098

International numbers available: <https://us02web.zoom.us/j/82428266098>

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Ciudad de Santa Helena Reunión Especial del Ayuntamiento 29 de junio de 2021 @ 6:00 PM  
**De acuerdo con las órdenes ejecutivas N-29-20, y la orientación del Departamento de Salud Pública de California sobre reuniones, se permite la participación pública virtual. Seguiremos la Orden de la siguiente manera: Los miembros del público no pueden asistir físicamente a las reuniones. La reunión del Ayuntamiento de la Ciudad se transmitirá en vivo por el Canal 28 de Comcast y en el sitio web de la Ciudad, salvo dificultades técnicas. Aquellos miembros del público que deseen participar deben hacerlo de forma virtual a través de las reuniones electrónicas de Zoom de las siguientes maneras; iniciando sesión en el enlace Zoom ubicado en la agenda de la reunión (descargue la aplicación en su computadora o dispositivo móvil) e ingrese la ID de la reunión o llamando al número ubicado en la agenda e ingrese la ID de la reunión. Se aceptarán comentarios públicos para la reunión del Ayuntamiento por correo electrónico a [publiccomment@cityofsthelena.org](mailto:publiccomment@cityofsthelena.org). Todos los comentarios públicos se harán públicos y se adjuntarán a la agenda y no se leerán en voz alta. Todos los comentarios públicos que se reciban después de las 4:00 PM se adjuntarán a la agenda al día siguiente.**

En el evento que el Ayuntamiento pierda la energía eléctrica o sufra un corte de conexión de internet que no pueda ser corregido en 10 minutos, la reunión se terminará automáticamente. Todos los artículos notificados como audiencias públicas continuarán a la próxima reunión regular programada del Concejo Municipal. Cualquier otro tema en la agenda sobre el que el Consejo no haya tomado acción se incluirá en una futura agenda.

**Consulte el final de la agenda para obtener instrucciones detalladas de PARTICIPACIÓN PÚBLICA. Se ofrecerá traducción al español para esta reunión. Para acceder a la traducción al español, deberá unirse a la reunión utilizando la aplicación Zoom desde una computadora, iPad o iPhone. Verá un icono en la pantalla que le permitirá elegir la traducción al español. Para aprender a utilizar Zoom, consulte las instrucciones a continuación.**

**TENGA EN CUENTA:** Cualquier persona que desee hablar sobre un tema en la agenda o hacer un comentario en la sección de "comentario público" de la agenda puede hacerlo, pero por favor observe el límite de tiempo de cuatro minutos.

Habrà traducción en español durante la junta

Haga clic en el enlace a continuación para participar en la reunión:

<https://us02web.zoom.us/j/82428266098>

O por iPhone one-tap:

US: +16699006833,,82428266098# or +12532158782,,82428266098#

O por Teléfono: Marque(para mejor calidad, marque número basado en su ubicación actual):

US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 929 205 6099 or +1 301 715 8592 or +1 312 626 6799

ID de la Reunión: ID: 824 2826 6098

Números internacionales disponibles: <https://us02web.zoom.us/j/82428266098>

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1. CALL TO ORDER

2. ROLL CALL

Mayor: Geoff Ellsworth, Vice Mayor: Paul Dohring, City Council Members: Anna Chouteau, Eric Hall and Lester Hardy.

3. ADOPTION OF THE AGENDA

4. PUBLIC COMMENT:

Under California law, public comments at special meetings are limited to subjects on the agenda only. Therefore public comment will take place during consideration of the item. Each person's comments shall be limited to 4 minutes.

5. NEW BUSINESS:

- 5.1. Review of Fire Department Operations, Emergency Response Performance, and Staffing. (~~Report forthcoming~~ PROVIDED 6-29-21)

Prepared By: John Sorensen, Fire Chief

Recommendation:

Discuss and provide direction to the City Manager.

[Fire Department Presentation](#)

- 5.2. Glass Fire After Action Report (AAR) (~~Report forthcoming~~ PROVIDED 6-28-21)

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Prepared By: Chris Hartley, Chief of Police

Recommendation:

Receive and file.

[Glass Fire After Action Report](#)

[Glass Fire After Action Report Powerpoint Presentation](#)

6. ADJOURNMENT

- . The next Regular City Council meeting is scheduled for July 27, 2021, at 6:00 p.m.

I do hereby certify that a copy of the foregoing agenda was posted on the City website on June 24, 2021.



Cindy Tzaopoulos, City Clerk

In Compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please call the City Clerk's Office (707) 967-2792. Notification 72 hours prior to the meeting as required by Section 202 of the Americans with Disabilities Act will enable the City to make reasonable arrangements to ensure accessibility to this meeting.

**THE CITY OF ST. HELENA ENCOURAGES ONLINE PUBLIC PARTICIPATION IN VIRTUAL CITY COUNCIL MEETINGS**

St. Helena, CA— The City of St. Helena is committed to public participation in City government in a manner that is consistent with guidance provided by the Napa County Public Health Official and Governor Newsom's Executive Order N-25-20. These guidelines relate to social distancing, and are intended to protect everyone by limiting the spread of COVID-19 in our community. In adherence to these guidelines, the St. Helena City Council will host a Virtual Council Meeting on Zoom; a free teleconferencing tool that enables users to watch and/or call into the meeting from their computers or phones. This meeting will be open to public and allows for live public comment. The meeting will also be recorded, livestreamed, and posted on the

City's website after the adjournment of the meeting if technical difficulties occur:  
<https://sthelena.civicweb.net/Portal/>

**The ZOOM web link, meeting ID, and phone number will be listed at the top of the City Council Meeting Agenda. You will be required to enter the meeting ID, but there will be no password or participant ID.**

#### **How to Watch or Listen to Council Meetings:**

1. Watch on Comcast Channel 28
2. Watch the livestreaming video on the City's website
3. Watch and Listen on Zoom.us by clicking on the link in the Council Agenda
4. Listen only by calling the Zoom number listed on the Council Agenda

#### **Watch Council Meeting by Joining the Zoom Meeting:**

##### **1. By Computer, Tablet, or Smart Phone:**

1. Before joining the virtual City Council Meeting, it is highly encouraged that you download the Zoom App. To sign up for your own free account, visit [zoom.us/signup](https://zoom.us/signup) and enter your email address. You will receive an email from Zoom (no-reply@zoom.us). In this email, click Activate Account.
2. If you are logged into your account, Enter the **Meeting ID** listed on the City Council Agenda. If you have not created an account go to: <https://zoom.us/join> and enter the **Meeting ID**
3. Select if you would like to connect audio and/or video and tap **Join Meeting**.
4. For specific instructions for your device, go to: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

##### **1. Listen Only by Telephone:**

1. **Dial** the number listed on the Council Agenda.
2. At the prompt, enter the **Meeting ID** provided on the top of the City Council Meeting Agenda and **Press #. A participant ID is not required.**
3. To disconnect from the meeting, hang up the phone.

#### **Ways to Provide Public Comment:**

While attending the virtual City Council Meeting, the public will have the opportunity to provide live public comment during Public Forum and after each agenda item. When it is the appropriate time for public comment the Mayor will verbally open public comment. At this time each individual is permitted 4 minutes to speak.

##### **1. Send a Public Comment in by 4:00 PM Prior to the Meeting to:** [publiccomment@cityofsthelena.org](mailto:publiccomment@cityofsthelena.org)

The easiest way to provide public comment is to email your public comment. Public comments may be emailed to [publiccomment@cityofsthelena.org](mailto:publiccomment@cityofsthelena.org). Please include in the subject line "COMMENT TO COUNCIL and the AGENDA ITEM". Any public comment is required to be submitted no later than 2 hours before the scheduled meeting and will be included as an attachment to the agenda. All public comments will be made publicly available and attached to the agenda item and will not be read out loud. All public comments that are received after 4:00 PM will be attached to the agenda the following day.

##### **2. Provide Comment through Zoom meeting from a computer, tablet, or smart phone**

This option allows the public to virtually attend the meeting as a muted 'attendee' with no video or screen sharing capabilities. You will be able to see and hear those participating in the meeting, but they will not be able to hear you until the host unmutes you.

If you wish to provide public comment during a specific agenda item or during public forum, you can use the **"raise hand"** feature located in the control panel at the bottom of your screen. The icon is a small blue hand. In Windows you can also use the Alt+Y keyboard shortcut to raise or lower your hand. In Mac you can also use the Option+Y keyboard shortcut to raise or lower your hand.

The host will be notified that you've raised your hand and you will be placed in a queue with all incoming requests.

When it is your turn to speak, you will be notified that the host has unmuted you. To be removed from the queue, just click the **'raise hand'** button again.

### **3. Call in to the ZOOM meeting from a cell phone or landline phone only**

This option allows the member of the public with the opportunity to verbally participate in public comment.

If you wish to speak during public comment time dial **\*9** on your telephone.

The host will be notified that you would like to speak and you will be placed in a queue with all incoming requests.

When it is your turn to speak, you will be notified that the host has unmuted you. You may press **\*9** again if you wish to be removed from the queue.

You will be notified at the end of your statement that you have been muted.

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En cumplimiento de la Ley de Estadounidenses con Discapacidades, si necesita asistencia especial para participar en esta reunión, llame a la Oficina del Secretaría de la Ciudad (707) 967-2792. La notificación 72 horas antes de la reunión, como lo requiere la Sección 202 de la Ley de Estadounidenses con Discapacidades, permitirá a la Ciudad hacer arreglos razonables para garantizar la accesibilidad a esta reunión.

LA CIUDAD DE ST. HELENA ALIENTA LA PARTICIPACIÓN PÚBLICA EN LÍNEA EN REUNIONES VIRTUALES DEL CONSEJO DE LA CIUDAD

St. Helena, CA— La Ciudad de St. Helena está comprometida con la participación pública en el gobierno de la Ciudad de manera que sea consistente con la guía proporcionada por el Oficial de Salud Pública del Condado de Napa y la Orden Ejecutiva N-25-20 del Gobernador Newsom. Estas pautas se relacionan con el distanciamiento social y están destinadas a proteger a todos al limitar la propagación de COVID-19 en nuestra comunidad. En cumplimiento de estas pautas, el Ayuntamiento de St. Helena organizará una Reunión del Consejo Virtual sobre Zoom; Una herramienta de teleconferencia gratuita que permite a los usuarios mirar y / o llamar a la reunión desde sus computadoras o teléfonos. Esta reunión estará abierta al público y permite comentarios públicos en vivo. La reunión también se grabará, se transmitirá en vivo y se publicará en el sitio web de la Ciudad después de la clausura de la reunión si se presentan dificultades técnicas:

<https://sthelena.civicweb.net/Portal/>

El enlace web de ZOOM, la identificación de la reunión y el número de teléfono se enumerarán en la parte superior de la Agenda de la reunión del Ayuntamiento. Se le pedirá que ingrese la ID de la reunión, pero no habrá contraseña ni ID de participante.

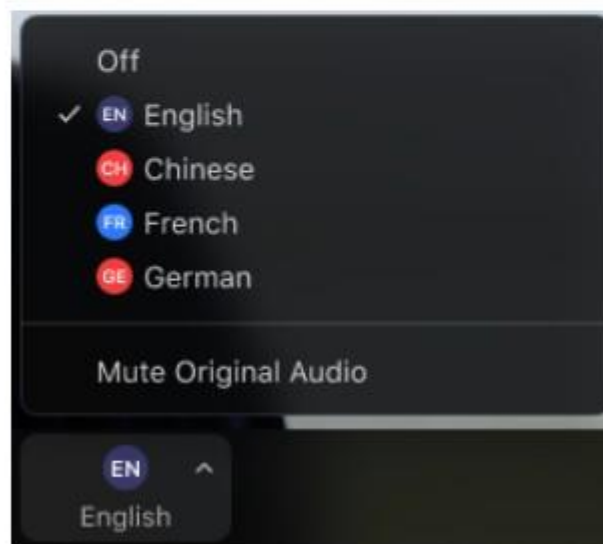
Cómo escuchar la interpretación de un idioma



1. En los controles de la reunión o el seminario web, haga clic en **Interpretación**



2. Haga clic en el idioma que desee escuchar.



3. (Opcional) Para escuchar solo el idioma interpretado, haga clic en **Si**



1. En los controles de la reunión, toque ... Más.



2. Toque **Interpretación de idiomas**.

3. Toque el idioma que desee escuchar.



4. (Opcional) Toque el botón de alternancia **Silenciar audio original**.



5. Haga clic en **Finalizado**.

Cómo ver o escuchar las reuniones del Consejo:

1. Vea a través del canal 28 de Comcast
2. Vea el video de transmisión en vivo en el sitio web de la ciudad
3. Mire y escuche en Zoom.us haciendo clic en el enlace en la Agenda del Consejo
4. Escuche llamando al número de Zoom listado en la Agenda del Consejo

Vea la reunión del Consejo uniéndose a la reunión Zoom:

1. **Por computadora, tableta o teléfono:**
 - a. Antes de unirse a la reunión virtual del Ayuntamiento, le recomendamos que descargue la aplicación Zoom. Para registrarse en su propia cuenta gratuita, visite zoom.us/signup e ingrese su dirección de correo electrónico. Recibirá un correo electrónico de Zoom (no-reply@zoom.us) . En este correo electrónico, haga clic en Activar cuenta.
 - b. Si ha iniciado sesión en su cuenta, ingrese la ID de la reunión que figura en la Agenda del Ayuntamiento. Si no ha creado una cuenta, vaya a: <https://zoom.us/join> e ingrese la ID de la reunión

- c. Seleccione si desea conectar audio y / o video y toque Unirse a la reunión. re. Para obtener instrucciones específicas para su dispositivo, vaya a: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

2. Escuche solo por teléfono:

- a. **Marque** el número que figura en la Agenda del Consejo.
- b. Cuando se le solicite, ingrese la **ID de la reunión** provista en la parte superior de la Agenda de la reunión del Concejo Municipal **y presione #. No se requiere una identificación de participación.**
- c. Para desconectarse de la reunión, cuelgue el teléfono

Formas de proporcionar comentarios públicos:

Mientras asiste a la reunión virtual del Ayuntamiento, el público tendrá la oportunidad de proporcionar comentarios públicos en vivo durante el Foro Público y después de cada tema de la agenda. Cuando sea el momento apropiado para comentarios públicos, el Alcalde abrirá verbalmente los comentarios públicos. En este momento, cada individuo tiene permitido 4 minutos parahablar.

1. Envíe un comentario público por adelantado a publiccomment@cityofsthelena.org

La forma más fácil de proporcionar comentarios públicos es enviar su comentario público por correo electrónico. Los comentarios públicos pueden enviarse por correo electrónico a publiccomment@cityofsthelena.org. Incluya en la línea de asunto "COMENTARIO AL CONSEJO y el PUNTO DEL PROGRAMA". Cualquier comentario público debe presentarse a más tardar 2 horas antes de la reunión programada y se incluirá como un archivo adjunto a la agenda. Todos los comentarios públicos se harán públicos y se adjuntarán al artículo de la agenda y no se leerán en voz alta. Todos los comentarios públicos que se reciban después de las 4:00 PM se adjuntarán a la agenda al día siguiente.

- 2. Proporcione comentarios a través de la reunión Zoom desde una computadora, tableta o teléfono inteligente

Esta opción permite que el público asista virtualmente a la reunión como un "asistente" silenciado sin capacidades de video o pantalla compartida. Podrá ver y escuchar a los participantes en la reunión, pero no podrán escucharlo hasta que el anfitrión de permiso.

Si desea proporcionar comentarios públicos durante un elemento específico de la agenda o durante un foro público, puede usar la función "levantar la mano" ubicada en el panel de control en la parte inferior de la pantalla. El icono es una pequeña mano azul. En Windows también puede usar el atajo de teclado Alt + Y para subir o bajar la mano. En Mac también puedes usar el atajo de teclado Alt + Y para subir o bajar lamano.

Se le notificará al anfitrión que ha levantado la mano y se lo colocará en fila con todas las solicitudes entrantes

Cuando sea su turno de hablar, se le notificará que el anfitrión le ha dado permiso de hablar. Para ser retirado de la fila, simplemente haga clic de nuevo el botón "levantar la mano".

3. Llame a la reunión de ZOOM desde un teléfono fijo o móvil solamente

Esta opción le permite al miembro del público la oportunidad de participar verbalmente en comentarios públicos.

Si desea hablar durante el tiempo de comentarios públicos, marque * 9 en su teléfono.

Se le notificará al anfitrión que le gustaría hablar y se colocará en fila con todas las solicitudes entrantes.

Cuando sea su turno de hablar, se le notificará que el anfitrión le ha dado permiso de hablar. Puede presionar * 9 nuevamente si desea ser eliminado de la fila.



AFTER ACTION REPORT

City of Saint Helena Response to the 2020 Glass Fire Incident



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Napa County Sheriff
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Section 1: After Action Incident Review

Purpose:

The purpose of this After-Action Incident Review (AAR) is to discuss the sequence of events preceding the incident, as well as the Agency's response to the incident, to determine what went well and what can be improved upon.

Review team:

The following City stakeholders participated in the Review team:

City Manager

City Engineer/Public Works Director

Finance Director

Police Chief

Fire Chief

Library Director

Public Information Officer

Objectives:

Discuss and identify areas where City government functioned and overcame seen and unforeseen obstacles; focus on areas where City government has opportunities to improve services during a fire disaster.

Outside Agency Participation:

CalFire

Napa County Sheriff's Office

Cal OES

CHP

Section 2: Incident Overview

Initial Event:

At approximately 3:48 a.m. on Sunday, September 27, 2020, a report of visible flames and smoke were seen near the area of Crystal Springs Road by Reach Air Ambulance which happened to be flying above the area while transporting a patient. This immediately prompted responses from several local agencies, including the Saint Helena Fire Department and Cal Fire.

The Glass Fire started on September 27, 2020 and burned for roughly 23 days and burned over 67,000 acres of land, destroyed 1,555 structures within Napa and Sonoma Counties, including three homes and numerous structures within the City of Saint Helena City limits. Residential areas on the east and west borders of the city were without electricity for approximately 72 hours. Within three days air quality was so poor it was listed as “Hazardous” by the Environmental Protection Agency, the most dangerous rating on their scale. Visibility was impacted over 100 miles away. The City’s east and west sides were under Mandatory Evacuation while the remainder was eventually placed under an Evacuation Warning. The State classified the Glass Fire as part of the LNU Complex fires which also included the Hennessey Fire.

The City was completely blanketed in smoke for the first six days of the fire, most notably in the evening and morning hours. There were also large sized chunks of burned debris that had fallen from the sky scattered throughout the city. Cellular phone service was spotty with Verizon and non-existent with other providers.

In the early morning hours of Monday September 28th, between the hours of 0200 and 0600 the fire entered the City limits east of Silverado Trail along Howell Mountain Road which threatened numerous homes and outbuildings. At approximately 0400 hours, the fire jumped to the west side of Silverado Trail at Pratt Avenue and began traveling south through the Napa River riverbed. By 0430 this spot fire was extinguished. Later in the day, the fire again jumped west of Silverado Trail creating a spot fire just south of College Avenue which was quickly extinguished by on scene firefighters. The damage caused and resources needed to battle the fire were classified as the ninth most expensive fire in California history.

Notification:

Operational entities within Saint Helena were notified almost immediately. The Saint Helena Fire Department provided the first engines to the Glass Fire Incident. The Saint Helena Police Department was immediately involved with evacuations with the assistance of the Napa County Sheriff Office. Public Works call-out staff were notified by 2300 hours and responded by 2400 hours and placing stop signs at all signalized intersections because they were non-operational.

The Saint Helena Police Department followed the progress and monitored emerging fire activity through the radio. While there was no impact to the City at that time, Police Dispatch notified the Police Chief at approximately 0600 hours who arrived at the Police Department and was fully engaged by 0700 hours. Fire Captain Johnny White immediately contacted Fire Chief John Sorenson via telephone as Chief Sorenson was currently deployed to assist with the Creek Fire. Chief Sorenson was immediately released from the Creek Fire and arrived at the City of Saint Helena by 1300 hours.

The City Manager was notified via telephone shortly after the spotting of smoke and flames. Due to the continuing Covid19 pandemic the City Manager utilized the City’s existing virtual Emergency Operations Center (EOC) to manage through the Glass Fire incident. The EOC included the following incident command system (ICS) structure.

INCIDENT COMMAND

Incident Commander – City Manager, Mark Prestwich

Public Information Officer – City Clerk, Cindy Tzaopoulos

Safety Officer – Human Resources Director, Kathy Robinson

Liaison Officer – Library Director Chris Krieden

Operations Section – Public Works Director, Erica Smithies

Police Branch – Police Chief, Chris Hartley

Fire Branch – Fire Chief, John Sorenson

Planning Section – Planning Director, Maya DeRosa

Logistics Section - Recreation Director, Andre Pichly

Finance/Admin Section – Finance Director, April Mitts

Impacts:

Financial impacts were created due to business closures, employee overtime, and damaged City facilities due to the fire.

Loss of electricity and most cellular service began the early morning hours of September 27th. Communications became difficult once the cellular towers that service Saint Helena either burned or lost power. Residents found alternate ways to power their cellular devices including coming to the Library or Lyman Park where makeshift charging stations were made available for the public and where generators were deployed (the City processed numerous generator permits locally since the 2017 Napa-Sonoma Complex fires and onset of Pacific Glass & Electric PG&E Public Safety Power Shutoffs).

PG&E restored power to the City's downtown corridor on the evening of September 28th. Power restoration to the outlying areas within the City limits occurred on the afternoon of October 3rd.

Finance reported fire damage to the following city assets:

- Meadowood water tanks.
- Police Department's training and shooting range.
- Water Treatment Plant Permanganate building.
- Water Treatment Plant SCADA equipment.
- Upper York Creek Sediment Traps.
- Water Treatment Plant Alarms and Communications equipment.

- Water Treatment Plant generator.
- Smoke damage to City facilities.

In addition to the costs to remediate and replace the items above additional costs incurred due to the Glass Fire included, but is not limited to:

- Overtime incurred.
- Generator rentals.
- Water loss for firefighting purposes.

Initial Response Operations

The City Manager redesignated the current Covid19 Emergency Operation Center (EOC) as the Glass Fire EOC. The Police Department called in an extra Police Officers for evacuations, hard road closures and residential security. The Fire Department called in all full time, part time and volunteer personnel and assigned them to rotating 24/7 shifts. The Public Works Department also established a rotational 24/7 emergency crew with 12-hour shifts.

County Emergency Operations Center

The County of Napa EOC was already established due to the LNU/Hennessey Fire to coordinate countywide emergency operations.

Cal Fire Incident Command (IC) Center

The Cal Fire IC was established at the Sonoma County Fairgrounds in Santa Rosa, CA on September 27th at approximately 1200 hours. Meetings and updates occurred daily at 0700 and 1700 hours.

City Hall and Library Operations (September 27 – October 3rd)

City Hall remained open by appointment only during the normal business hours. Internet services and email were difficult during the first 24 hours until power was restored. This made it difficult for communications with the Napa County EOC.

City Hall also coordinated the rapid installation of charging stations at key locations within the City for community use including, Lyman Park, St Helena Library, and the Napa Valley College Upper Campus. These charging stations were open from 0800-1800 through the first three days until power was fully restored.

The City's EOC established a community informational center at the Police Station to provide the community with a non-computer based emergency information source.

City Communications

The City utilized multiple concurrent communication forums to update the community:

Nixle - The countywide Nixle text message alert system was used to provide periodic updates about the fires, smoke, and related information. During the 2017 Napa-Sonoma fires there were approximately 2391 local subscribers. These numbers climbed to 14,832 local subscribers in 2020 during the Glass Fire incident and there are currently 15,632 local subscribers to date.

Press Releases – The City issued daily press releases during the Glass Fire emergency. Typically, these were distributed mid-morning and early afternoon.

City Website – The City provide daily or twice daily Glass Fire updates via the City website.

Email – When press releases were distributed, the City also distributed press releases via email to subscribers.

Social Media – The City's Police Department Facebook page was also used periodically for more frequent updates on the fire.

Sign board – The City maintained a public informational sign board on Main Street in front of the Police Department with current and updated fire maps, evacuation orders and fire assistance information.

Electronic Messaging Boards – During the After Action Report of the 2017 Napa-Sonoma fires it was recommended that the City acquire electronic messaging boards to assist with community messaging. Since the 2017 fires, the City obtained three of these messaging boards. Two of these digital signs were placed on Main Street (SR29) and one on Pope Street during the Glass Fire. These signs assisted with informing the community of where to go for resources, current fire updates, road closures and evacuation information.

Emergency Declarations

The City Manager issued an Emergency Declaration for the Glass Fire event on September 27, 2020 which was ratified by the City Council at a Special Council meeting held on October 2, 2020.

The initial evacuation warnings and orders for the City came from Calfire as the formal State EOC had not been established. Once the State EOC was established, the Saint Helena Police Department placed a Sergeant in their EOC.

Evacuation Orders:

Sunday September 27,

0640- Evacuation warning for Deer Park and Angwin

1645- Mandatory Evacuation Deer Park Rd and Meadowood

2041- Mandatory Evacuation all of Spring Mountain Rd. and Deer Park Rd. west of Hwy 29 to Elmhurst.

Monday September 28

0312- Mandatory Evacuation Spring Mountain Rd, Streets between Madrona Ave and Spring St. including, Valleyview, Sylvaner, Pinot, Chablis and Springbrook Ct. Evacuation Warning for entire City of Saint Helena.

Monday October 5

1700- Mandatory Evacuations reduced to Evacuation Warning for Streets between Madrona Ave and Spring St. including, Valleyview, Sylvaner, Pinot, Chablis and Springbrook Ct.

Tuesday October 6

Evacuation Order reduced to evacuation warning for Spring Mountain Rd north of Madrona inside City limits.

Wednesday October 7

All evacuation orders lifted withing the City of Saint Helena.

Post-Response Operations / Recovery operations

Recovery and Post-Incident operations were most impactful in the Public Works Department and the Planning/Building Department. It was necessary for both departments to pause all projects and normal daily activities until the fires were under control.

Finance is currently in the process of working with the City's insurance provider and State and/or Federal agencies for reimbursement for eligible City expenditures.

Section 3: Outside Agency Incident Responsibilities

CalFire

Responsibilities include, but are not limited to, protecting life and property, establishing Emergency Command Center, provide resources, issue or recommend evacuation orders and road closures, communicate and coordinate with allied agencies.

Napa County Sheriff

Responsibilities include but are not limited to, protecting life and property within Napa County, issue evacuation orders, provide mutual aid to allied agencies, communicate, plan and coordinate activities with allied agencies.

Cal OES

Responsibilities include but are not limited to providing logistical support, oversight and financial aid throughout disaster.

California Highway Patrol

Responsibilities include but are not limited to protecting life and property, road closures, establish evacuation routes and provide mutual aid.

Section 4: Post Incident Assessment

Special Council Meeting

Post Glass Fire Incident, City Council held a Community Forum on December 7, 2020 to receive feedback on the Glass Fire Incident response, including what worked well, opportunities for improvement, and to identify solutions for future disaster mitigation. Most of the questions and comments revolved around the City's Vineyard Valley residents who could actively see flames from their homes and were confused as to why they were not placed under a mandatory evacuation. Below are the community questions that arose from this meeting.

What are the criteria for an evacuation warning and a mandatory evacuation?

Why weren't the High/Low sirens activated?

Could Fire, Police and the City clearly state if there is a civic duty and or responsibility going forward toward the senior citizens at Vineyard Valley?

Why weren't police stationed at the front gate to assist with evacuations?

Can we get Evacuation tags and where can we get them from?

What methods can be done to create a second exit to Vineyard Valley?

Who is responsible for security in Vineyard Valley to stop looters?

Who is responsible for implementing and maintaining a list of residents in need of assistance for evacuation?

Who is responsible for cleaning brush, dry debris, and vegetation from the riverbed?

What steps do police and fire take in determining official evacuation warnings and mandatory evacuations? Who makes that call?

How do residents receive vital communication when power and cell towers go down?

These questions have been addressed and are a continued work in progress. A follow up meeting was held between the Vineyard Valley Chairperson and the Chief of Police on Mar29, 2021 regarding these specific questions and concerns.

Guidance

The following section includes major findings associated with the City's responses and incident management operations. The first section contains high level **highlights** of areas of success and areas for improvement.

The second section provides more detail based upon the following:

1. AAR survey responses received from Department Heads.
2. Interviews of Department Heads and leaders of the City's EOC.

The findings do not address external agency operations except for when they were a part of an overarching response and directly affected the City's actions and outcomes.

It is important to note these findings, although based upon objective source material, are constructed in a subjective manner reflecting personal reflections, narratives, and responses to the AAR survey. The key was to identify findings that were relevant, actionable, scoped for City involvement, and appropriate for the After Action Review process.

Sections 5. After Action Findings and Recommendations

Highlights – Areas of Success:

Evacuations

Mandatory Evacuations were executed within the City of Saint Helena with the assistance of the Napa County Sheriff's Office. The evacuations were conducted with Hi/Lo sirens and door to door notifications. The evacuations were timely and effective resulting in no civilian casualties.

Life Safety Response

Civilian casualties and injuries were minimized and there were no City fatalities, and the only injuries were from first responders due to smoke inhalation.

City fire, police and public works mobilization and response to the incident was expeditious.

Empowered employees made decisions and improvised problem-solving techniques during throughout the event.

Through mutual aid agreements, City Police worked closely with outside law enforcement agencies for evacuations and road closures.

Public Health and Safety issues were assessed, and appropriate measures implemented. Health information was disseminated to the community via Napa County OES, City Social Media, and Nixle[®].

City Public Works crews reacted quickly and effectively by immediately establishing a perimeter around the water treatment plant to protect it from the fire.

Communications

Most incident notifications conducted by the City were timely, accurate, and effective. The use of Social Media, the City website and Nixle[®] was able to reach large portions of the community.

The Library was able to provide charging stations for residents and displaced persons, creating a community hub for gathering information, contacting family, and making arrangements.

Communication between employees and supervisors was excellent in providing notifications, direction, and updates.

Organization

Interagency coordination was generally effective and timely.

The City was able to establish an EOC presence in Napa at the County EOC.

Dedicated staff overcame obstacles to provide continuous service, information, and met the needs of the community.

Succession planning and employee empowerment allowed for independent and timely decisions to be made when there was no supervision present.

Some prior cross training allowed for employees to cover for missing staff.

Normal duties and mandatory timelines were met.

Resources

Police Department was able to stay open and provide impromptu charging stations.

The Fire Station was able to quickly move to a 24/7 operation.

County EOC responded with material needs with minimal delay.

Highlights – Areas for Improvement

Evacuations

Initial evacuations were issued by Calfire as the representatives from the Police Department were unaware of their responsibilities within the State's EOC. This was rectified prior to the repopulation period where the Chief of Police and Lieutenant were able to assume the City's role within the EOC and took over the decision-making process pertaining to evacuations and repopulation. It is also recommended a ranking officer from the Fire Department be permanently assigned to the State EOC (if operational) during a disaster and even more importantly during a fire.

Communications

On Day One of the fire, the City lost power including internet access which made all City communication much more difficult. This highlighted the need for internet redundancy. Currently the City utilizes both Comcast and AT&T internet services which both become extremely slow with multiple users during a critical incident. One recommendation from Finance was to provide a computer "Hot Spot" to enable internet connection from all offsite locations. Another possible solution is installation of fiber optic cable which is currently being researched by the City's Information Technology contractor (Marin IT).

Organization

City employees will benefit from a better understanding of how they individually operate within an emergency response from the City. This can be accomplished through initial onboarding and annual or semi-annual refresher training on how employees of the City are disaster workers during time of emergency. City personnel are issued ID cards which identify them as essential emergency workers allowing them easy access to carry out their duties within an emergency area.

The City should update its Emergency Operations Plan and incorporate it into annual emergency preparedness Town Hall events each spring. Many of the areas of improvement mentioned by

both the community and City Officials can be addressed by policy and procedure with the Emergency Preparedness Plan.

Resources

There remains a willingness among the community to participate in CERT (Community Emergency Response Team) training and establish identified responses to emergencies of varying degree. While recognizing that the County of Napa manages regional scale disasters, enhanced use of volunteers for emergency preparedness efforts preceding disasters can improve community preparedness. Another community outreach program is offered by the Napa County Fire Wise program which recently started a program in Saint Helena.

Section 6. After Actions Needs Assessment

Finance

The Finance Department was challenged with transmitting digital payroll and addressing other administrative issues such as the inability to perform certain tasks. Accounts payable and accounts receivable were two tasks that were left unattended due to the loss of power during a fire. The Finance Department was also involved in an annual fiscal audit which had to be postponed. To address the challenge of transmitting payroll, the Finance Department fast-tracked the conversion to a cloud-based service which no longer relied on the City servers and connection to the servers via the internet. This upgrade was scheduled for late FY 21, and the schedule was moved up to accommodate any future disasters.

The expected time frame for the completion of full reimbursement is uncertain as there are ongoing recovery projects; however, current construction projects have a mandatory completion date of April 16, 2022.

Charging Stations in Various Locations

While the Police Department was able to provide outlets for people at Lyman Park and the Fire Department provided a charging location, the community was concerned as to why PG&E did not provide a community resource center as they had previously done during power outages. PG&E establishes Community Resource Centers (CRC's) during Public Safety Power Shutoffs only. PG&E will not place a CRC in an evacuated area, nor will they place a CRC in a location where there is the possibility of a threat to public safety.

The Solar charging systems received minimal if any use as they are limited to charging one or two devices at a time and are much slower than an electrical outlet. They are not meant to charge multiple devices as is needed during a major power outage.

Public Works

Mobile Generator(s)

During the Glass Fire, Public Works was required rent generators for the Water Treatment Plant and a generator for MKS. The need for generators was identified during the 2017 Napa-Sonoma Fire. The City received a grant for generator replacement and had purchased new generators. These generators were in the installation process during the Glass Fire incident. Having the new generators online will allow the City to avoid time delays and the cost of renting generators during future emergencies or power outages.

Safety

Mobile Programmable Sign Board / Predetermined Information Stations

As noted in the 2017 AAR, information dissemination is difficult without electricity and/or cellular service.

A formal evacuation plan should be developed to identify strategic ingress/egress routes during evacuations. Currently all Napa County law enforcement agencies have partnered with Zonehaven to establish evacuation zones. Zonehaven provides precise evacuation areas and area assignment to law enforcement agencies through computer-based programming. This project is near completion and will be disseminated with the public in the coming months.

An annual public safety meeting should continue to be held annually by the Fire and Police Departments to address changes in safety procedures, best practices and to answer questions from the community.

Section 7. Recommendations:

Improvement recommendations were developed resulting from both survey responses and comments arising during the interviews. Although not all-inclusive, the recommendations serve to highlight general focused areas of improvement to guide City departments in enhancing internal disaster and emergency preparedness.

Recommendations are as follows:

1. Provide each Department with external cellular “Hot Spot” device to enable wifi connections when other services are down and research the feasibility of fiber optics within the new City Hall and Police facilities.

2. City Manager, Fire Chief and Police Chief review, update and provide the City Council with an Emergency Preparedness Update annually each spring.
3. Public Works Director, establish and publish brush clearing procedures for riverbeds, creek beds, parks, and other public areas within the City to be completed by June 1st, annually.
4. Fire Department conduct annual physical inspections preceding June 1 of residential defensible space and City-owned property to mitigate potential fire hazards.
5. Police Chief and Fire Chief conduct an annual emergency preparedness community forum to address evacuations and fire safety prior to fire season.
6. Police Department conduct bi-annual evacuation training or drills for sensitive areas of the community (Vineyard Valley, Silverado Orchards, Woodbridge etc.)
7. Public Works and Fire Department designate an alternate evacuation route for Vineyard Valley Mobile Home Park and coordinate with Park ownership on an annual exercise or informational events.
8. Bi-Annual Training for Department Heads and key community volunteers in the operations of an Emergency Operations Command.
9. Administrative Services Department create and maintain recorded phone line during critical incidents that the community can call for daily updates prior to each fire season.
10. City fund and implement a Planning and Community Development online application/permit submittal system to prevent work/project delays or stoppages during critical incidents or power outages.
11. Public Works Department, contract for a deep cleaning of City facilities after a major fire or smoke event.
12. In 2021, the Fire Department was only staffed daily from 0700-1700. While the City has staffed the Fire Department 24/7 during Red Flag warnings in the recent year, it is recommended this practice be formalized as a policy.
13. Administration provide and coordinate an emergency contact list for congregate living facility managers. This list should include cellular phone numbers for the City Manager, Chief of Police, Fire Chief, Public Works Director and Public Information Officer. Police Department conduct an annual update of contact numbers for congregate living facility managers.

APPENDIX A

Department Head Interviews

Police Department

On September 27, 2020 at 0349 hours, St. Helena Police Dispatch monitoring Calfire radio traffic, is made aware of a vegetation fire, spreading rapidly within the area of Crystal Springs Road.

The Police Department provided 180.2 hours of overtime hours to assist the County with Mutual Aid. Mutual aid includes evacuation, patrol of evacuated areas, assisting with animal feedings, and checking on those that remained in their home during the evacuation order. Two Officers suffered from smoke inhalation that required medical treatment.

The Police Department provided 142.75 hours of additional overtime hours of patrol and dispatching, exclusively for the Glass Fire. The overtime included additional Dispatchers to handle the increased call volume, lobby traffic, and Officer assigned to dedicated patrols of evacuated areas to prevent looting of empty businesses and homes.

The Police Department maintained normal service calls, including numerous vehicle and pedestrian checks in and around evacuated areas. Two physical altercations took place during the Glass Fire, with one suspected being booking into the Napa County Jail. Officers responded to numerous calls of suspicious persons/vehicles and alarms due to the prolonged power outage.

Police Administration was in constant contact with neighboring law enforcement agencies, the City Manager and Elected Officials with fire updates. Daily evaluation of Police Department staffing needs and changes in fire conditions were monitored daily throughout the fire.

Fire Department

The Fire Department reported that 25 out of 26 firefighters responded, worked rotating 24 hour shifts for seven days straight until the fire was under control. There were no major injuries reported. Minor burns from the ember cast affected one firefighter and a separate firefighter fell through a septic tank. There were no civilian nor firefighter fatalities.

Activities conducted by firefighters included, cutting firebreaks on the east side of the City, suppressing active fires on both the east and west sides of the city including Big Rock Road, Howell Mountain Road, the east side of Silverado Trail, behind Culinary Institute, Boyson Lane,

Palmer Drive, Fir Hill, Madrona, Reisling, Sylvaner and Spring Street. The Fire Department also suppressed 20 to 30 spot fires which were mostly in the Napa River area of the city. Fire crews led dozers in major dozer line from Fantasca Winery down to Hwy 29 near Morlet Winery. The Fire Department also constructed a dozer line from Spring Mountain Winery to Fir Hill Road behind Sylvaner tying into to the county line at White Sulphur Springs. The Fire Department noted the following challenges:

- Multiple fires on both sides of the city. Not enough resources due to 23 major fire events statewide.
- Not enough wildland fire hose on hand. SHFD has two miles of backup hose that is far above the usual necessary amount, but it was exhausted quickly.
- The Fire Department reported challenges and areas of improvement to include the need for an additional 15,000 feet of hose and additional hose fittings to keep in reserve. These items would cost approximately \$55,000.
- Currently the Saint Helena Fire Department is only staffed 10 hours a day, seven days a week. The Fire Chief related, keeping fires small would require 24 hour staffing seven days a week.

Lastly, the Fire Chief recommends that Saint Helena residents must be prepared to be self-sufficient for three days without help and be prepared to evacuate at a moments notice. Homes need to maintain a defensible space around their homes both within the urban interface (150 feet) and the valley floor (50 feet). Code Enforcement of defensible space will begin annually in May.

Public Works

The Public Works Department was forced to cease normal daily operations and stop all projects to provided support city facilities. During the first eight hours the fire rapidly ascended upon the Bell Canyon water treatment plant. The City Manager had issued an emergency contract three weeks earlier during the LNU Complex Fire to optimize the defensible space at the plant which better prepared the facility's ability to survive the Glass Fire.

A third of the Public Works Department deployed to the treatment plant on the morning of September 27 to assist with saving the structure and integrity of the plant. Once the crew was in place, they could not leave as they were rapidly surrounded by the fire and all egress roads had been closed. The Saint Helena Fire Department had one water tender and crew stationed with them at the treatment plant where they remained for two days. The treatment plant sustained minor damage partially due to the direct actions of the Public Works personnel, the Fire Crews, and the fact that the hillside had been previously cleared.

The remainder of Public Works personnel had difficulty responding to work due to the numerous road closures. Once they did arrive, they assisted with providing generators for facilities, erecting roadblocks, assisted with keeping City facilities running and maintaining the City infrastructure. During the first night of the fire, the Public Works communication tower burned down with the Meadowood water tanks which made radio communications extremely difficult and caused them to utilize cell phones for communication.

Assets damaged or destroyed included the Meadowood Water Tanks, Waters Permag building, Lift station control board, two suitcase generators, two trash pumps, five water meters, a compound water meter, a turbo water meter, Pax mixer, water treatment plant generator set, and erosion to the Bell Canyon water shed. Projects that were disrupted by the Glass Fire event included, Lyman Park Landscape Project, Lewis Station Rehab Project, road-side clearing, ditch work, culvert cleaning, building assessments, ADA fixture replacement and work on the Underground Utilities Master Plan.

Finance

The Finance Department had set up home offices prior to this event due to the COVID19 pandemic. Challenges and issues occurred when internet service became unavailable due to the fire causing major power outages throughout Napa County. It was necessary for Finance personnel to drive to their offices in Saint Helena where they could establish internet connections as Saint Helena public safety buildings had generators for power where employees could obtain internet service. Processes interrupted included, but were not limited to, payroll processing, billing and the City's Annual Financial Audit.

Public Information Officer

A Recreation Supervisor was reassigned as a Public Information Officer from the onset of the Glass Fire. The EOC Communications team shifted from two PIO's performing COVID duties, to one PIO completing full time Fire duties. The hours devoted to fire communications were sporadic, demanding, and exceeded normal working hours.

In addition, we were able to replicate communication strategies to include information board, 3x daily press releases, social channels, and business communications. It also worked well doing fire communications out of the Fire Station, which allowed for opportunity to communicate directly with fire fighters when needed.

It also was difficult to get information from the Fire Chief during the Fire as he served as a unit leader for the fire. If the Chief is attending the Calfire briefings, it will be important to communicate updated information with the PIO before leaving for assignment.

It could also be helpful when press releases are released, that information is condensed and recorded to a line where residents could call and listen. This could be helpful to communicate with seniors who do not utilize email or social media.

Planning

Planning Director Maya DeRosa reported six private residential structures destroyed, and one home damaged by a fire damaged tree that fell onto the home. Also reported were seven homes that had sustained minor damage to siding and or decks, or damage to electrical services.

One of the biggest challenges for the Planning/Building Department was the fact that their department was essentially shutdown to normal business for an entire week; no inspections or project submittals from September 28- October 2, 2020. The shutdown created unforeseen delays in the services and projects that were previously active.

Human Resources

Human Resources (HR) Director, Kathy Robinson reported two City employees were injured with claims filed resulting from the Glass Fire. As a lesson learned after the 2017 Napa-Sonoma Fire, Human Resources had issued all non-safety City employees with City ID badges which included a statement on the back of the employee being a Disaster Services Worker and to grant access to places of assignment to carry out their prescribed duties. The badge allows employees to display their City badge to gain access through roadblocks and into affected areas. Public Works requested City badges for consultants who were retained to clean up after the Glass Fire event. Public Works also requested City badges for employee who did not have their badge on their person.

What did work well for HR was the coordination of Public Works, Fire and HR to get the badges issued quickly. We did note that to improve the badge issues, better preparation in the future can be achieved by ensuring that employees always have City badges on them.

Library

Due to COVID-19, the Library building was closed to the public. Staff provided curbside service until the Glass Fire event suspended service for about a week due to heavy smoke and evacuation warnings and orders in the upper Napa Valley. All physical Library functions were suspended, however the Virtual Library continued functioning. Fulltime staff worked remotely and were focused on EOC duties. There were, however, questions that came through the Library's website "Chat with a Librarian" feature and through the Library's phoneline which was forwarded to an employee cellphone.

Once given the OK to "open" again, the Library restarted curbside service. Smoke inside the building affected the amount of time staff could be in building. N95 masks were worn during shifts until the smoke dissipated.

One of the issues the department faced was the fact that four employees had their homes under an evacuation order, forcing them to leave the area.

Because the Library's main phoneline had been forwarded to an employee cellphone, many calls were received looking for information concerning evacuation orders and related information from residents who had left the area. These residents were not receiving Nixel alerts or City alerts and as regular users of the Library were turning to the library for information. These calls were fielded because the staff member was participating as a member of the EOC Planning Section.

Parks and Recreation

The Director of Parks and Recreation Andre Pichly was assigned as the Logistics Chief for the City EOC during the COVID Pandemic and remained in that role during the Glass Fire. The other two members of Parks and Recreation were assigned to assist as an Assistant Public Information Officer and staff with the EOC Planning Section. During the Glass Fire, Director Pichly and his staff were responsible for the following service.

Director Pichly provided logistical supplies to the following Departments:

Public Works - Food and beverages for field crews, health items, like eye drops, nasal spray and lip balm, signage for road closures and reserved hotel rooms for displaced essential workers.

Police Department - Food and beverages for patrol units, reserved a hotel room for a displaced essential worker.

Fire Department - Beverages for fire fighters.

Planning Department - Reserved a hotel room for the City Building Inspector and City Manager who were both displaced due to the Glass Fire.

Recreation Supervisor Kulczycki - was assigned to the Planning Section and assisted with the creation and design of community informational posters.

Recreation Supervisor Iacobacci - was assigned to the Public Information Office and attended County EOC briefings via Zoom, wrote press releases, managed social media posts related to the fire for the City's social media accounts on Facebook and Nextdoor, Iacobacci also updated the City information board located outside the Police Department daily.

Director Pichly noted that communication between staff was excellent. There was good use of mobile devices, emails, and discussions during our EOC meetings and that the Finance Section was responsive and helpful, enabling him to make purchases when my Cal Card limit needed to be increased. Director Pichly related that should a disaster occur in the future, the Parks &

Recreation Department could assist with communication, as they already have a strong outreach and communicate with the community regularly. In addition, Parks & Recreation staff could staff an information booth for when power and communications are compromised. The information board is helpful, but many people expressed an interest in wanting someone to explain the situation. If the City staffed an information site – 7am to 5 pm” then this could be a helpful service to the community.

APPENDIX B

Lessons Learned and Areas of Improvement.

Police Department:

In the future, the Lieutenant will keep track of dates and times of major events, such staffing, important notification to the public and major changes that affect the City such as evacuation orders or changes in evacuation status. This information was not kept and had to be searched for when needed for public meetings and this report.

Chief of Police or Lieutenant should attend all daily Calfire Briefings and evacuation/repopulation meetings. Decisions in these meetings are beyond the scope of an Officer or a Sergeant. The Chief of Police or Lieutenant can make critical decisions for the City as needed, without direction. A Sergeant or Officer at the meeting must attempt to contact Police administration for guidance with the decision causing delays and misinformation.

Complete a comprehensive citywide evacuation plan. The evacuation plan would integrate Zonehaven, a reliable source of evacuation information and resources. Zonehaven is being implemented county wide to ease evacuation management in the future. Zonehaven will lessen confusion associated with evacuation orders by clear boundaries to assigned zones (geographical area within the city). A Public Education campaign will help residences identify which geographical zone they reside in.

Fire Department:

The Fire Department believes that Saint Helena residents must be prepared to be self-sufficient for three days without help and need to be ready for an evacuation at a moment's notice. Homes need to maintain defensible space both within wildland urban interface areas (150 feet) and within the valley floor (50 feet).

Public Information Officer:

When wifi was not working from home, the PIO was required to use the Fire Station which has a generator. The City should have a wifi hotspot that plugs into laptops in the case there is no wifi, so communications are not interrupted.

Library:

One of our lessons learned was that the Library's HVAC system drew smoke into the Library which then became trapped in the building.

APPENDIX C

DEPARTMENT QUESTIONNAIRE

Department of _____

1. Describe your department's activities during the Glass Fire. What work did your department perform related to the Glass fire? Was your department's work modified due to the Glass Fire? How quickly was your department able to return to normal functions? Was any staff affected by the Glass Fire? If so, how?
2. What worked well for your department during the Glass Fire?
3. What opportunities exist to improve your Department's or the City's preparedness during a Fire disaster?
4. Are there any equipment, tools, products, etc. that the City could acquire that could help your department or the City improve its preparedness during an emergency event?
5. What Department expenditures did the Glass Fire cause?

APPENDIX D

Department Interviews

1. When were you notified of the Glass Fire?
2. What was your response (specific to job related duties)?
3. How was your department impacted?
4. What on-going efforts did this cause?
5. What post-incident impacts have you felt?
6. What are some areas of success that you are aware of?
 - a. Areas where we did well.
7. What areas are you aware of that we could improve our response in?
 - a. What hurdles do we need to overcome?

Appendix E

Comprehensive Timeline

Fire:

Sunday September 27, @ 03:48 Initial Report of Fire

03:48 – Visible flames and smoke reported in the area of the North fork of Crystal Springs Rd. by Reach Air Ambulance

03:49 – Engine 417, engine 17, brush 17, brush 217 and water tender 17 responded from St. Helena Fire Dept. along with multiple CAL Fire engines, dozers and battalion chief.

03:58 – Engine 17 from St. Helena Fire Dept. was first at scene reports fire 30 acres of grass and brush with rapid rate of spread.

04:00 – Captain Johnnie White notified Chief Sorensen (who was assigned to the Creek Fire in Fresno area) of a rapidly moving wildfire in the Crystal Springs area and kept him updated through the early morning hours.

04:21 – St. Helena Police Department issues mandatory evacuation order from Deep Park Rd. to Crystal Springs Rd.

04:30 – Engines and dozers initially at scene were unable to contain fire and it spread to an estimated 600 acres by 07:00.

07:30 – Rombauer spot fire West side of Silverado Trl.

08:30 – Chief Sorensen released from Creek Fire

13:00 – Chief Sorensen arrived in St. Helena at command post for Glass Fire Event (Cal Fire Headquarters St. Helena)

14:00 – 15:00 – the wind picked up and the fire headed to the water treatment plant.

19:00 – Fire spots over the valley floor to Spring Mountain

20:34 – Sonoma County Sheriff orders evacuation of St. Helena Rd and Las Alamos Rd.

20:44 – Napa County OES mandatory evacuation West of Highway 29 from Deer Park Rd. to Elmhurst Ave. and all of Spring Mountain Rd.

21:41 – Mandatory evacuations all of White Sulphur Springs Rd. to Whitehall Ln. and west to Sonoma County line.

22:00 – Chief Sorensen along with CAL Fire Battalion Chief Jake Koewn performed evacuation with SHPD and Napa County Sheriff up Spring Mountain Rd. and directed suppression efforts of strike teams in the area.

22:00 – Dozer lines planned and executed from Highway 29 at Deer Park Rd., west to Spring Mountain Rd. and then south to Sylvaner Ave.

22:31 – Multiple fast-moving fires near Las Alamos Rd in Sonoma County

23:00 – Glass Fire crosses Deer Park Rd. heading south.

Monday September 28th

03:00 – Chief Sorensen was assigned to Division Uniform by Incident Commander Geoff Belyea. Area of operation encompassed White Sulphur Springs Rd. west to the Sonoma County line and Spring Mtn Rd. North to Big Tree Rd. on Hwy 29. East to Deer Park Rd and Silverado Trail. South to Zinfandel Ln. at Silverado Trail.

04:00 – Chief Sorensen assigns SHFD Water Tender 17, Brush 217 and Calistoga Brush 19 to patrol Vineyard Valley, flood project, Pope St., Napa Valley College, Pratt Ave. and Kidd Ranch Rd.

04:00 – Spot fire behind Beringer facility north of Pratt Ave. knocked down and extinguished.

04:00 – 06:00 Meadowood impacted by fire. Fire line established east of Silverado Trail.

12:00 – Fire backed down from Gamble residence towards Silverado Trail at Howell Mountain Rd.

12:30 – Fire burned to East side of Silverado Trail and was extinguished. Small spot fire south of Pope St. on the West side of Silverado Trail was also extinguished.

13:00 – No fires found in the City west of Silverado Trail or South of Pratt Ave.

Police:

Sunday September 27th, 2020

Nightshift St. Helena Police Officer immediately respond and begin to assist the Napa County Sheriff's Department with evacuation ahead of the rapidly evolving fire.

Dispatch immediately contacted Sergeant at home to advise him of the fire and rapidly changing conditions.

Sergeant responds from home to assess fires progression and manage Police Personnel.

0430 - Sergeant telephones the St. Helena Chief of Police and Lieutenant to notify them about the fire and rapidly changing conditions.

Dispatch begins answering an increased volume of telephone calls from citizens within the City of St. Helena and County of Napa.

Citizens begin to question: The status of the St. Helena Hospital, the location of the fire and direction of travel, road closures and evacuation routes, current evacuation orders.

Dayshift St. Helena Police Officer arrives at 0600 hours and immediately responds to assist the Napa County Sheriff's Department with evacuations.

Nightshift Officer is ill from smoke inhalation while conducting evacuations for the fire and is treated by AMR at the Police Department.

0630 - the Lieutenant arrives on scene.

0730 - Chief of Police arrives on scene.

0745 - Chief of Police contacts Assistant Fire Chief to get an overview of the fire

Both Chief of Police and Lieutenant assess staffing needs for the Police Department and drive out to where the fire is progressing.

1107 - Officer responds and issues an evacuation warning within the City of St. Helena on Howell Mountain Road, from Silverado Trail, east to the city limits.

1606 - Officers respond and start mandatory evacuations within the City of St. Helena on Howell Mountain Road, from Silverado Trail, east to city limits.

1800 - Officer is sent to Incident Command to relay critical information back to the Police Department concerning fire movement and evacuation warnings/orders.

1944 - caller reports to Dispatch a fire/orange glow is observed on the east side of the valley. Calfire enroute to assess the situation.

1952 - Officer begin mandatory evacuation on 2400 block of Spring Mountain Road, west into County of Napa.

2000 - evacuation order issued for all areas north of Madrona Avenue/Elmhurst Avenue. The evacuation would include the Culinary Institute of America and Los Alcobas Hotel. Officers respond with St. Helena Fire to evacuate. California Highway Patrol enforces a hard road closure in place on Spring Mountain Road at Boyson Lane.

One Dispatcher that lives in the Angwin area is evacuated.

Monday September 28th, 2020

0146 - evacuation warning issued for residences in the City of St. Helena, west of Hudson Avenue between Madrona Avenue and Spring Street. This would include all roads and residences encompassed within.

0312 - mandatory evacuations issued for residence in the City of St. Helena, west of Hudson Avenue between Madrona Avenue and Spring Street. This would include all roads and residences encompassed within. St. Helena Police Officer, Napa County Sheriff's Department and St. Helena Fire work to evacuate residents from the evacuation area.

0600 - Officers on mutual aid overtime to assist with Sheriff's Office with evacuation and patrolling evacuated areas for looting.

Dispatch begins to staff a second Dispatcher due to high call volume and walk in lobby traffic. (A second Dispatcher was utilized until, October 5th, 2020.)

Chief of Police and Lieutenant continue to monitor fire conditions. Contact is made with St. Helena Fire Department several times a day for updates on conditions.

1400 - a request is made to Incident Command for two Police Units for hard closures at Spring Street at Valley View and Madrona at Hudson Avenue.

1800 - St. Helena Police Officers begin extra roving patrols of all evacuated areas within the city including foot patrols and vehicle patrols.

1836 - allied agencies implemented hard closures on Spring Street at Valley View and Madrona at Hudson Avenue. Police agencies included Fairfield Police Department and Benicia Police Department. (This closure will be manned 24-hour a day until the evacuation order is lifted on October 5th, 2020.)

Sergeants begin to use marked St. Helena Police Vehicle to travel to and from home in Lake County. (This continues until Hwy 29 is reopened to Lake County.)

Tuesday September 29th, 2020

Dispatch begins to hand out masks donated by Adventist Health, due to extremely poor air

quality.

Sergeants attends evacuation/repopulation meeting at Incident Command in Santa Rosa (This occurs until Sunday October 4th, 2020.)

0800 - Police Volunteers, Community Service Officers and Officers begin to escort residences into evacuation areas within the city to pick up necessary items such as legal papers and prescription medication. Some residences elected to stay in their homes and refused to leave. (This service will be offered until 0800-1700 hours until mandatory evacuation order is lifted.)

Chief of Police and Lieutenant evaluate fire, get updates from Assistant Fire Chief and report to elected Officials and City Manager.

Chief of Police and Lieutenant patrol the evacuated portions of the city and find approximately five homes with sprinklers running on the roof and landscaping. This endangers the water system for emergency services. All sprinklers were shut off to conserve water and maintain water pressure for fire hydrants.

Wednesday September 30th, 2020

0915 - the entire City of St. Helena is put under an evacuation warning.

Officer contacted in person, all facilities in the city that cater to the elderly and advised the city was now under an evacuation warning which included Vineyard Valley Mobile Home Park, Woodbridge Village and Silverado Orchards. None request this assistance.

Lieutenant contacted all facilities in the city that cater to the elderly and to advise buses are available should their residents want or are required to evacuate. The contacts included Vineyard Valley Mobile Home Park, Woodbridge Village and Silverado Orchards. None request this assistance.

Thursday, October 1st, 2020'

Police Volunteer's vehicle breaks down while doing escorts into evacuated zones and requires towing to repair facility.

Monday, October 5th, 2020

0630 - Lieutenant responds to repopulation meeting at Incident Command in Santa Rosa. Lieutenant requests evacuation order be reduced to a warning for the City of City of St. Helena, west of Hudson Avenue between Madrona Avenue and Spring Street. This would include all roads and residences encompassed within.

1700 - Chief of Police and Lieutenant respond to repopulation meeting at Incident Command in Santa Rosa. Reduction of Evacuation order to a warning for the City of City of St. Helena, west of Hudson Avenue between Madrona Avenue and Spring Street. This would include all roads and residences encompassed within.

1830 - Evacuation Orders were lifted for the City of City of St. Helena, west of Hudson Avenue between Madrona Avenue and Spring Street. This would include all roads and residences encompassed within

1830 - all outside agency assistance was terminated as no area required hard road closures.
Tuesday, October 6th, 2020

0630 - Chief of Police and Lieutenant respond to repopulation meeting at Incident Command in Santa Rosa. Chief of Police request the entire City of St. Helena be relieved of all evacuation warnings/orders.

1700 - Chief of Police and Lieutenant respond to repopulation meeting at Incident Command in Santa Rosa. The request for entire City of St. Helena to be relieved of all evacuation warnings and orders.

Wednesday October 7th, 2020

1500 - all evacuation warnings and orders are lifted from the City of St. Helena, thus ending the City of St. Helena's involvement in the Glass Fire.

Appendix F

Status of 2018 After Action Report (AAR) Recommendations – Napa/Sonoma Complex Fire

Recommendation	Yes
1. Three days worth of emergency rations	X
2. Establish charging stations in various locations	X
3. Purchase additional satellite phones for essential staff members	X
4. Purchase a large format plotter to assist with map generation	X
5. Procure a fixed generator for the library	X
6. Procure two mobile emergency generators to assist water system pumping	X
7. Install a fuel pumping station with at least 250 gallon holding tank for Corp Yard	X
8. Purchase at least three mobile programmable sign boards	X
9. Develop alternate means of broadcasting mass messaging if power is down	X

Appendix G

