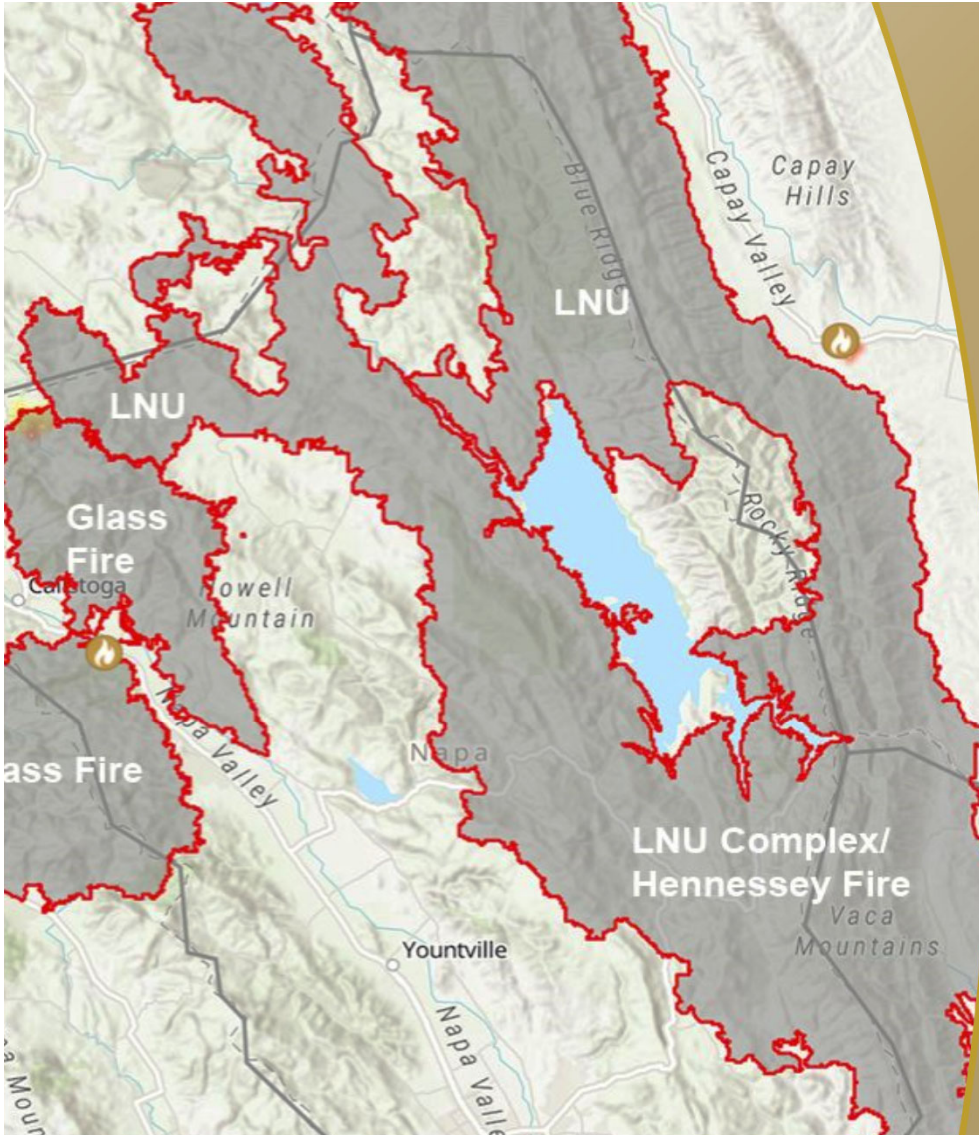




# LNU Lightning Complex and Glass Fires

## After Action Report and Improvement Plan

*Presentation to  
Napa County Board of Supervisors  
July 20, 2021*



# Scope of the After Action Reports

- These AARs focus on the EOC activation to support emergency response to the 2020 LNU Lightning Complex and Glass Fires.
- Includes discussion of EOC Activation & Operations, Evacuation and Repopulation, Public Information, Alert & Warning, Shelter Operations, COVID-19 Impacts on Response, Transition to Recovery
- These AARs do not focus on field operations, tactical decisions made by first responders, or specific department procedures.
- The purpose of this report is to help improve the County's response to future fires and other disasters.

# Strengths

LNU Lightning Complex Fire	Glass Fire
<ul style="list-style-type: none"><li>• Strong, cohesive, highly dedicated core team</li><li>• Evacuation support tools such as hi-lo sirens and evacuation tags were very effective</li><li>• Non-congregate sheltering successfully implemented for the first time</li><li>• Strong collaboration with partners like CERT, NCART, Crosswalk, COAD, CVNL supplement and strengthen County's response</li></ul>	<ul style="list-style-type: none"><li>• Public health measures successfully integrated into response operations. No known transmission of COVID-19 linked to EOC, evacuation, or sheltering operations.</li><li>• Mutual aid provided welcome relief</li><li>• Pilot use of Zonehaven improved evacuation communication</li><li>• Full evacuation and closure of St. Helena Hospital</li><li>• PIO team utilized multi-model, digital engagement strategy</li></ul>

# Areas for Improvement

LNU Lightning Complex Fire	Glass Fire
<ul style="list-style-type: none"><li>• Focus on in-person mentoring at the expense of position checklists, formalized processes that might ease onboarding process</li><li>• Greater coordination needed around donations management</li><li>• Public confusion around evacuation communication</li><li>• Ag Pass Program would benefit from enhanced coordination</li><li>• Ad hoc problem solving was effective but could have been better anticipated through enhanced planning</li></ul>	<ul style="list-style-type: none"><li>• Several functions, including PIO, are understaffed</li><li>• Staff working back to back activations reported feelings of burnout</li><li>• Opportunity to streamline shelter coordination and improve communication with evacuees</li><li>• Opportunity to enhance alert and warning program</li><li>• Recovery communication presented challenges</li></ul>

# Improvements in Progress

- August 4 Shelter Staff Training/August 5 Shelter Exercise
  - Credentials for shelter staff
- Resuming focus on training and exercise
  - ICS 300/400 coming to Napa
  - Disaster Service Worker orientation and refresher training
  - Regional exercise (Golden Eagle in November 2021)
  - Warm activation for BottleRock
- Updated staffing plan with shadowing process
- Bi-weekly Op Area briefing
- Ag Branch in the EOC
- Zonehaven
- Expanded PIO section
- Ongoing discussion with Bay Area 211
- IPAWS Test – August 5
- Nixle templates in place
- Funding identified for Continuity of Operations Plan