



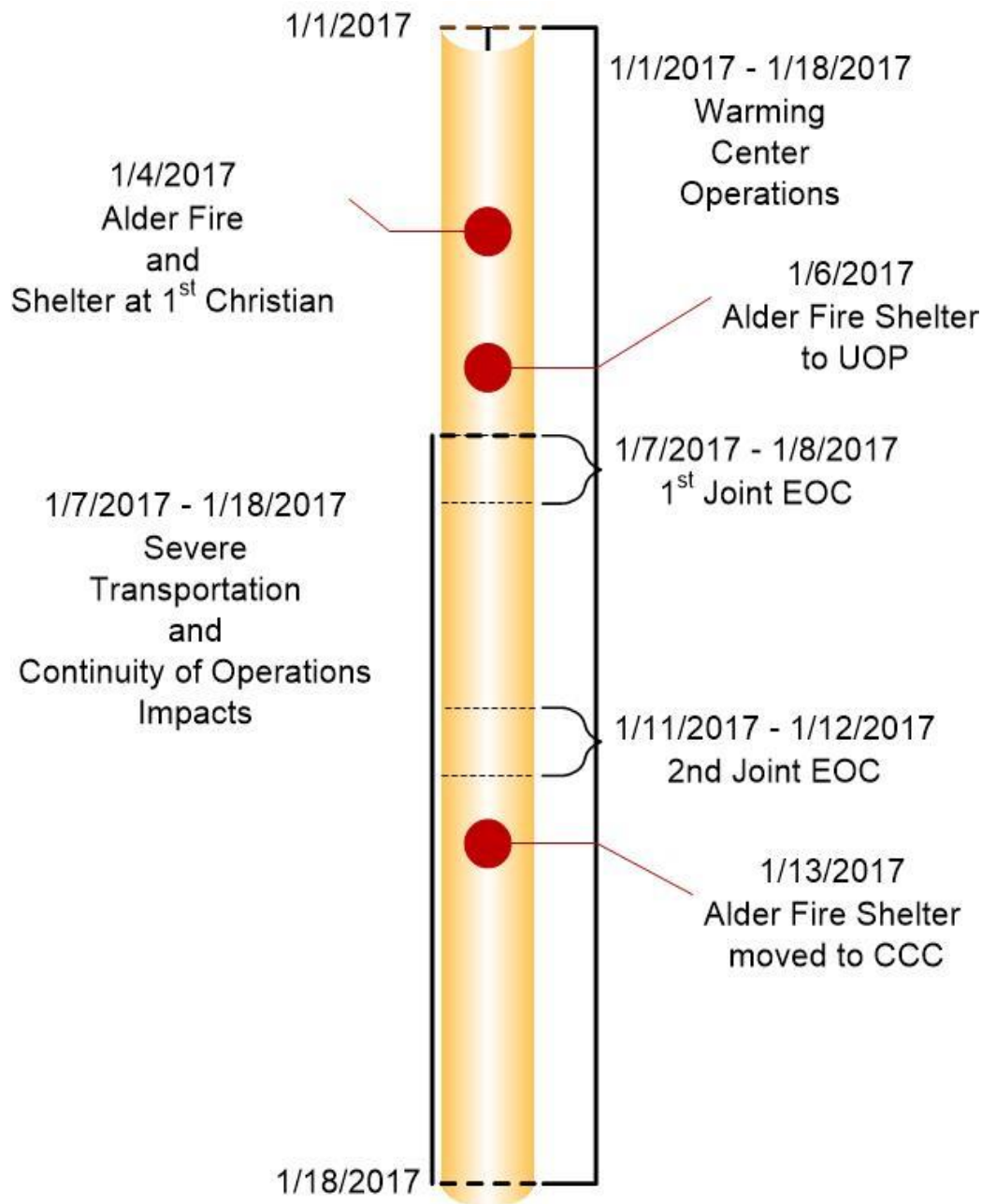
# Multnomah County Severe Weather After Action Report

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Office of Emergency  
Management

April 18, 2017

# January 2017 Severe Weather AFTER ACTION REPORT/IMPROVEMENT PLAN





# Timeline

- 29.7° F – average daily temperature
- 24.7° F – average minimum temperature
- 3.36" – total precipitation
- 8.4' – total snowfall



# County Closure Coordination Calls

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- Department of County Management (DCM)
- Auditor's Office
- Communications Office
- County Attorney
- District Attorney
- Multnomah County Health Department (MCHD)
- Multnomah County Sheriff's Office (MCSO)
- Joint Office of Homeless Services (JOHS)
- Department of County Assets (DCA)
- Department County Human Services (DCHS)
- Department of Community Justice (DCJ)
- Department of Community Services (DCS)
- State Courts
- National Weather Service
- Portland general Electric
- TriMet
- ODOT
- PBOT
- Library
- City / School closure provided



# Coordination Call Decisions

- Information dissemination systems
- Flexibility based on the incident
- Conditions change even after a decision is made

SENT

Delay opening until 12 noon, Friday Dec 9

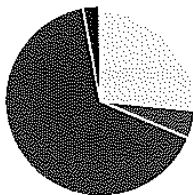
Rebroadcast

Send Follow Up

Answers

Method

Table View



Status	Count
Not Confirmed	66
Unreachable	0
Invalid Response	12
I have received this...	163
I did not receive th...	7

Details

Notification Type: Polling

Priority Greeting: No

Customized Email: [View](#)

Recurring: No

Sent From: Web Manager Portal

Start: 2016-12-09 08:59:50 PST

End: 2016-12-09 09:59:50 PST

Sent by: Alice Busch

Sent to: [248 contacts](#)

Voice Recording: None

Message Format: Text

Escalation: No

Notification

ID:444206993009183

Message

Delay opening until 12 noon, Friday Dec 9

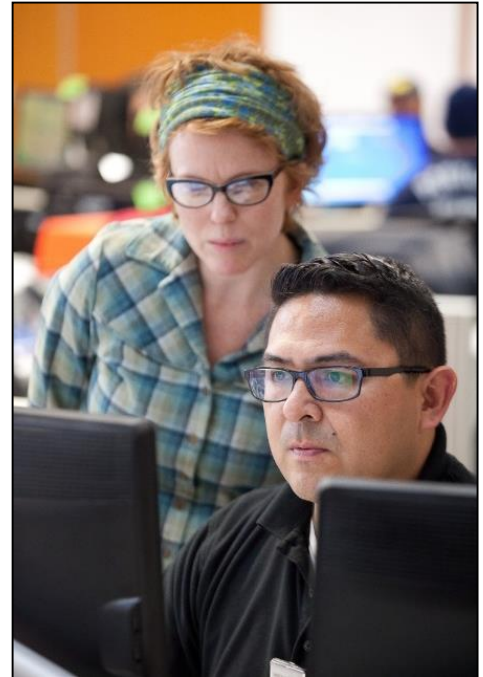
Due to icy conditions, Midland Library, Mid county Health, and Cherry Blossom are on an extended delay opening of 12 noon today, December 9th. Please respond with



# Situational Awareness

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- Participation in the Joint Emergency Coordination Center (City of Portland) and Emergency Operation Center (Multnomah County)
  - First time we have co-located for an activation
- Use of Webeoc as an information collection and dissemination tool
- County-Wide and regional coordination calls
- Collecting of city, county and regional operational information



# *JOHS Sheltering Jan 1 -17*

- Year-Round Shelters open: **All**
- Winter Shelters opened: **2**
- Warming Centers opened: **15**
- Average daily warming center pop: **550**
- Max daily warming center pop (Jan 15): **748**
- Previous winter warming center max: **575**
- Gresham Changes



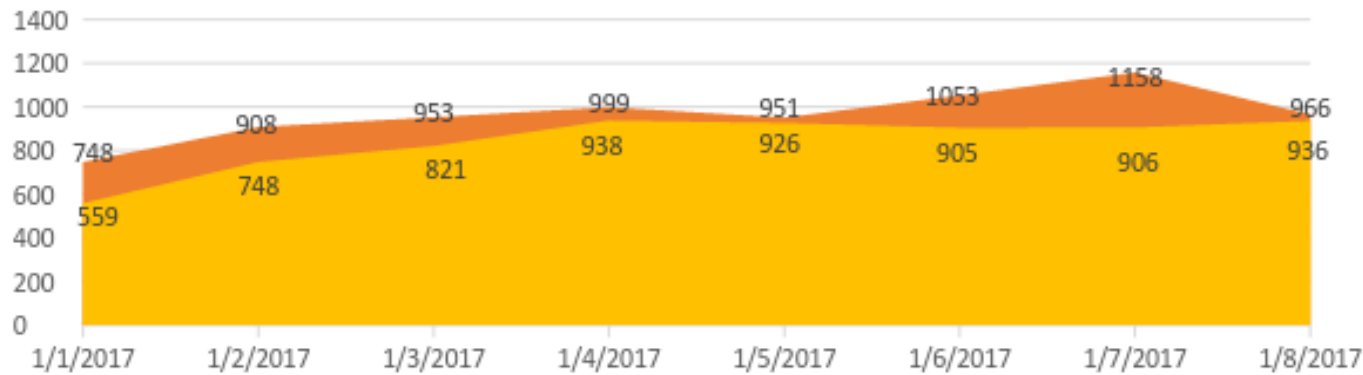


# Total Sheltering Capacity

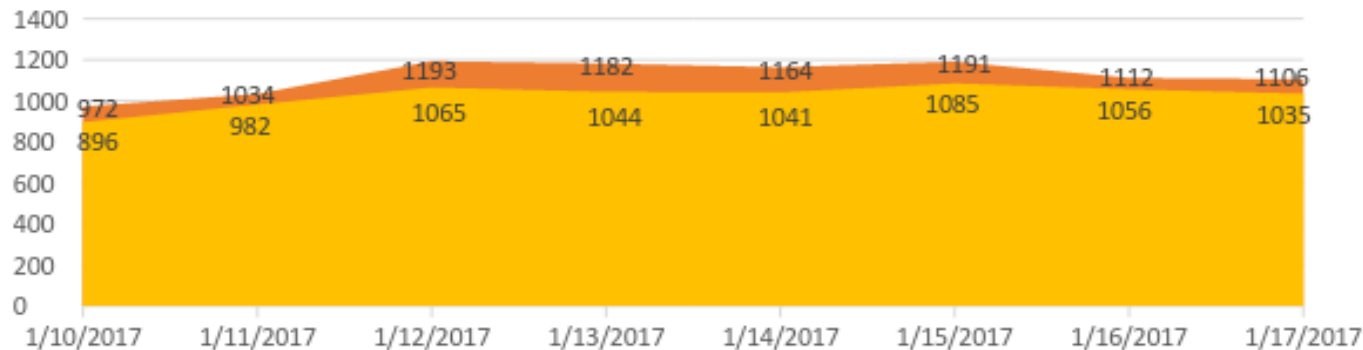
## January 1 to January 17

Shelter Capacity - 1/1/17-1/8/17

Total Capacity Total Count

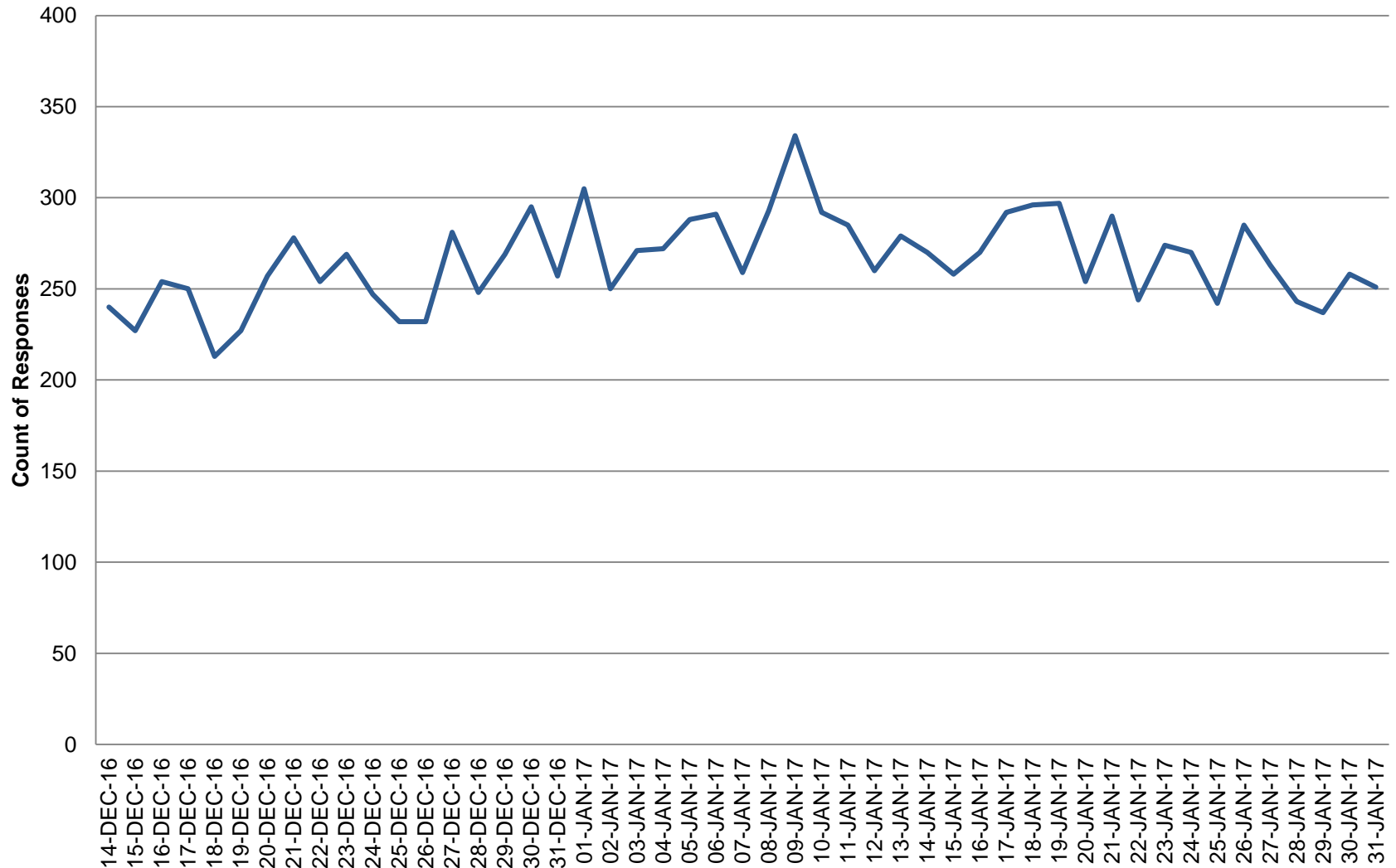


Total Capacity Total Count

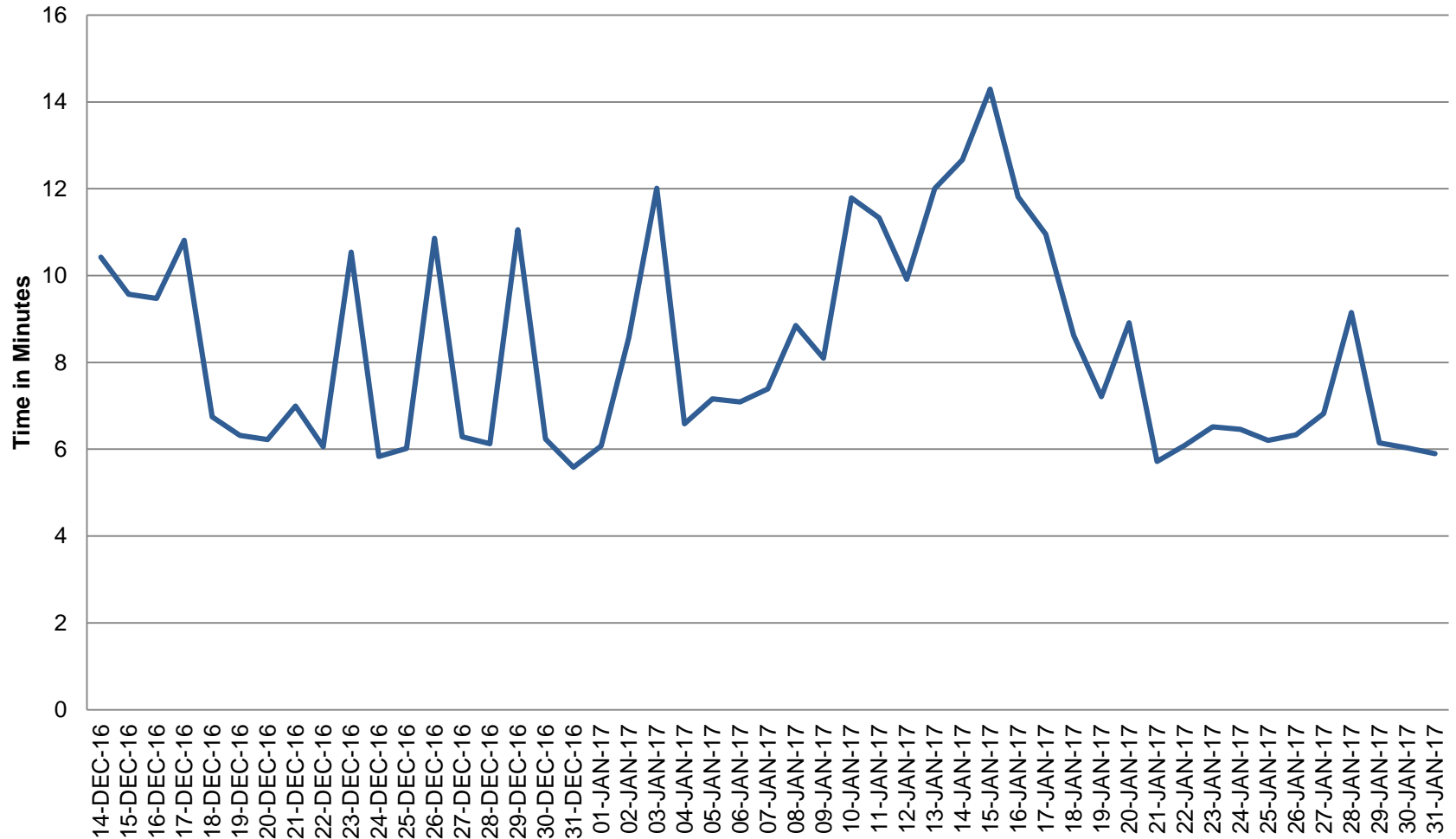




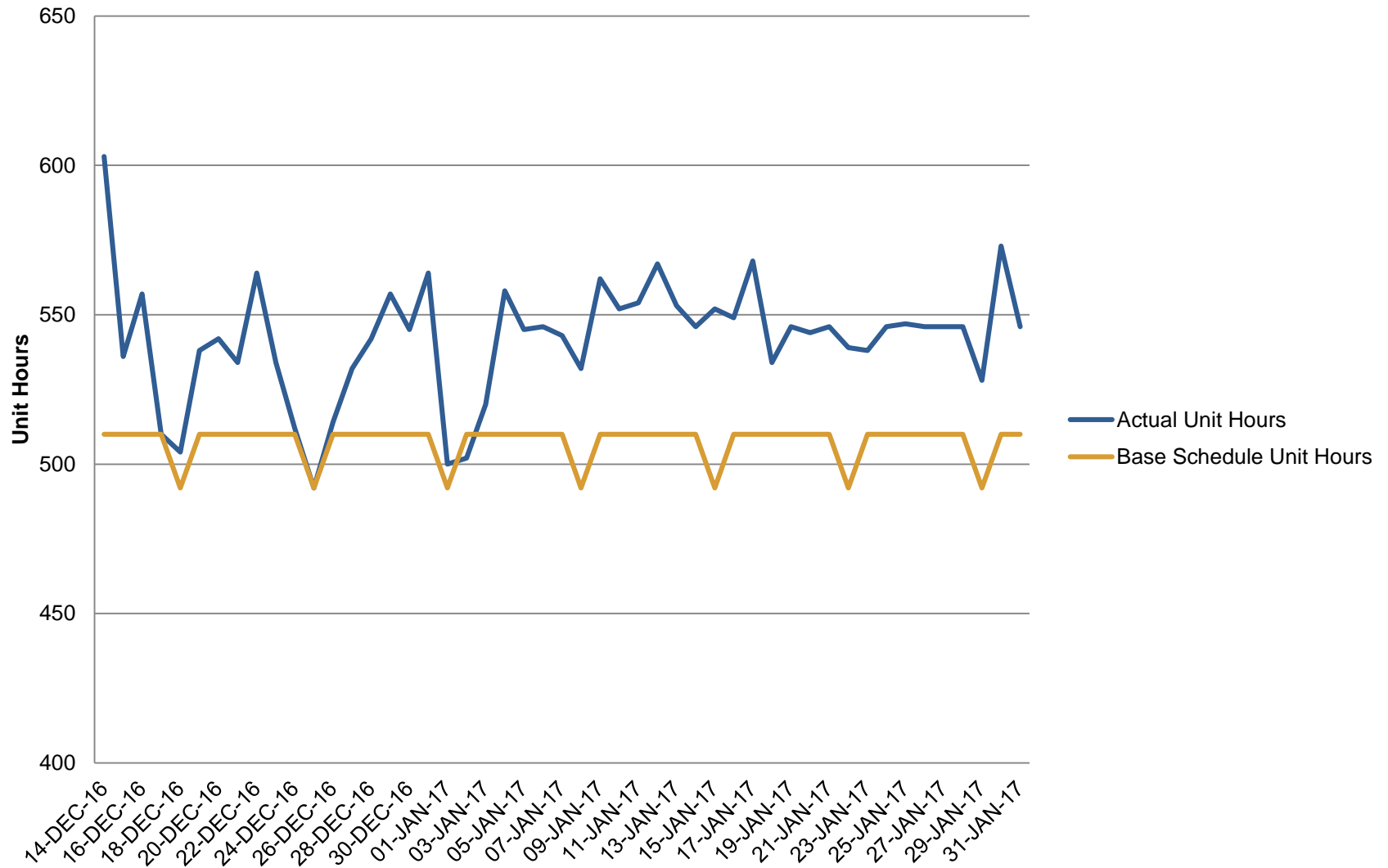
# Bureau of Emergency Communications dispatched 9-1-1 Ambulance Responses



# Mean Ambulance Response Time Raw 9-1-1 CAD

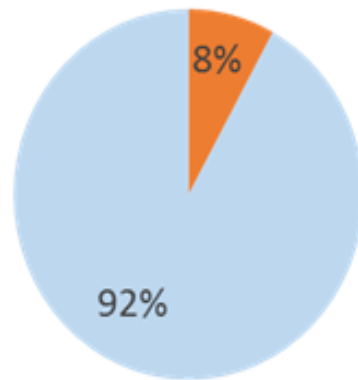


# Actual Ambulance Unit Hours per Day

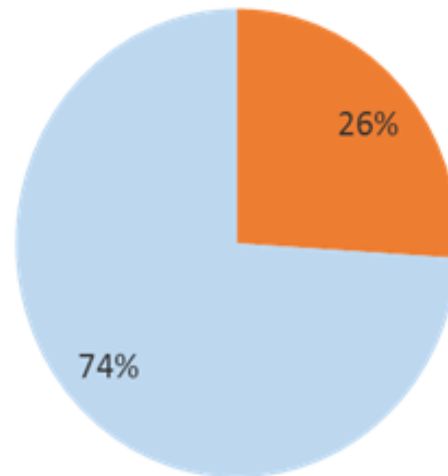


# Percentage of Hypothermia-Related Visits among Homeless Individuals Compared to Non-Homeless Individuals

Winter 2015-2016 (N = 53)



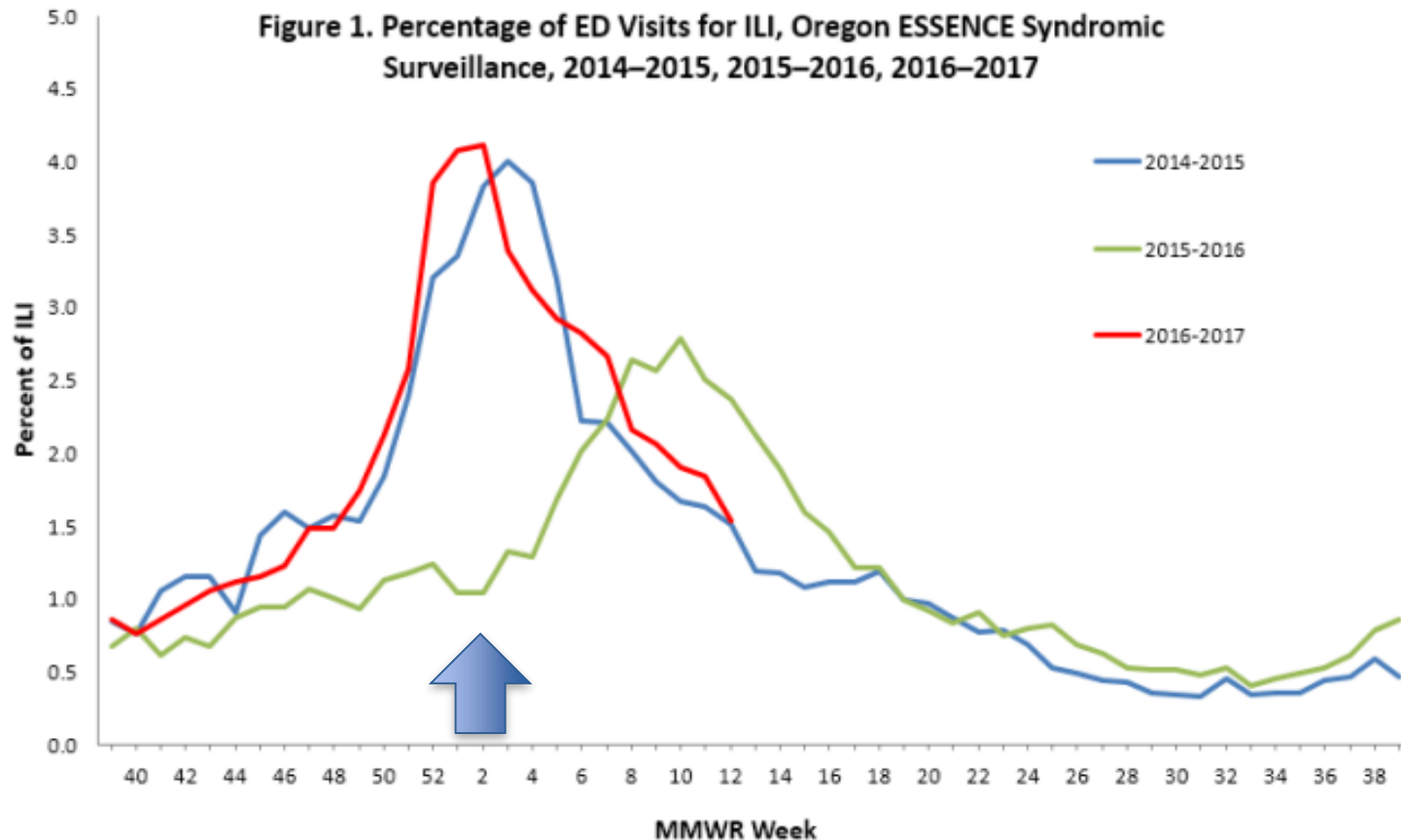
Winter 2016-2017 (N = 144)



■ Homeless ■ Non-Homeless



# Peak of Flu Season



**Oregon ESSENCE Syndromic Surveillance:** Oregon Public Health tracks hospital emergency department (ED) visits throughout the state using the Oregon ESSENCE syndromic surveillance system. ESSENCE categorizes chief complaints into syndrome categories, which include ILI. Figure 1, above, displays percentages for all of Oregon during this flu season compared with the previous two flu seasons. The percent of ED visits for ILI in all of Oregon was 1.5% during week 12, 2017.



# Water Main Breaks by Month

from the Portland Water Bureau

<u>Month</u>		<u>Main Break Count</u>	<u>Hist Avg</u>
March	17	10	9
February	17	7	12
January	17	93	34
December	16	41	29
November	16	10	16
October	16	6	9
September	16	10	9
August	16	8	8
July	16	4	8
June	16	4	9
May	16	3	9
April	16	9	7
		<b>205</b>	<b>159</b>

Note: Includes only CI and DI mains larger than 2"



# Power Outage Highlights

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- 1/8: 4,000 PGE customers lost power
- 1/11: 7,000 PGE and Pacific Power customers lost power
- 1/13: Power restored to more than 80,000 PGE customers





# 211 Services Summary

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- Requests for shelter/housing services: 16,179
- Requests for donation services: 8,080
- Transports arranged: 158
- 211 website visits:
  - Severe weather emergency page,  
<http://211info.org/emergency>: 11,639
  - Severe weather donations page,  
<http://211info.org/donations>: 7,477
- Transports coordinated through MCEM: 45  
(Mountain Wave Rescue)



# TriMet Operations / Impacts

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- TriMet EOC activated January 7<sup>th</sup> through 13<sup>th</sup> and again on the 17<sup>th</sup>
- Chains required during various periods of the storm
- Deployment of “ice cutter” to train cars
- Portland’s Neighborhood Emergency Team (NET) volunteers cleared snow from MAX platforms.
- January 10, 62 buses stuck in the ice and snow.
- January 11, TriMet advised the public against unnecessary travel and suspended bus service to the Oregon Health and Science University (OHSU) campus.
- LIFT paratransit service only provided life-sustaining trips on January 11, 13, 17 and 18.
- January 12, over 20 bus routes were cancelled, with an additional 40 blocks on the remaining routes.
- January 17, Canceled 24 bus routes and altered 7 routes



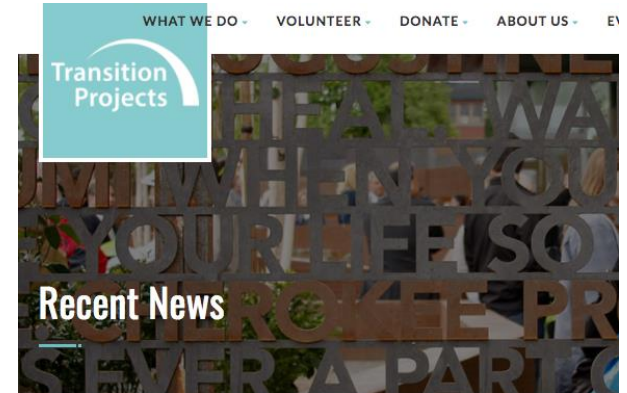
# Communications

- Nov 22: Collaborative messages developed and shared widely (MCSO, Cities, PPB, Communications, PBEM, MCEM, Health, and Human Services).
- Public Information work coordinated throughout entire winter weather, facilitated by EOC
- Near daily conference calls from Dec – Feb
- Over 70 stories
  - TV
  - Print
  - Radio



# Communications

- County press releases were shared with partners and were reposted by others ~ Consistent, clear, credible.
- More than 80,000 people reached on Facebook alone, in one 18 day stretch.
- Over 50 social media messages were created and shared over 700 times.



## Severe Weather Warming Centers Open

COMMUNITY URGED TO LOOK OUT FOR THOSE MOST VULNERABLE



###PPB###



###ORIGINAL MESSAGE BELOW###



# Multnomah County Sheriff's Office Portland Fire and Rescue, and Portland Police Bureau

- Enhanced 24/7 operations, additional staff to cover significant increase in call volume
- MCSO coordinated laundry of 200 blankets a day for several days
- Lifesaving transport to shelters by MCSO, Portland Police and Portland Fire 24/7
- Safe and well checks of those unsheltered
- Delivery of food and blankets to camps throughout inclement weather
  - Portland Fire Bureau made Approximately 600 contacts and handed out approximately 600 blankets and unknown quantities of sock, hats, gloves, water, and energy bars.





# Additional Actions

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- More than 250 flights were cancelled by PDX between Friday January 6th and Sunday January 8<sup>th</sup>
- Aging Disability Veterans Services Division case managers called every customer receiving in-home services (4,252) to check on their health and safety and to ensure their home care provider was able to make it to their residence and provide necessary assistance
- Expanded Homeless services and opened East County Building to support overnight and daytime sheltering
- National Guard assistance with ambulance services in difficult to reach areas



# Strengths and Opportunities

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- Transport (critical workers and supplies)
- EOC staffing / organizations
  - One location for coordinating organizations
  - Common Operating Picture
  - Shared personnel
- Resource management
- Financial tracking for reimbursement
- Who is financially responsible for costs related to the storms





# Strengths and Opportunities

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- Volunteers / Liability for some tasks unknown
- County Staffing of Shelters
  - Health, DCHS, DCA, Libraries, DCM
- East County Sheltering of the Homeless
- County costs for an Initial Damage Assessment
  - Processes to capture costs across the county
  - Inclusion of all eligible participants



# Will we receive a Federal Declaration to help pay for it all?

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## Federal Declaration Process

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- State to FEMA region
- FEMA region to FEMA HQ (We are Here)
- FEMA HQ to President
- Immediate or deliberative
  - Initial Damage Assessment
  - Preliminary Damage Assessment
  - Damage and Cost Thresholds – FY17 State \$1.43 per capita; County \$3.61 per capita



# FEMA Preliminary Damage Assessment (estimation of eligible costs submitted)

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- City of Gresham - \$60,000
- City of Portland - \$3,500,000
- Department of Community Services - \$2,275,000
- Department of County Assets - \$350,000
- Joint Office of Homeless Services - \$100,000
- Kaiser Permanente Hospital - \$200,000
- OHSU - \$220,000
- Port of Portland - \$1,250,000
- Portland Public Schools - \$500,000
- Portland State University - \$775,000
- Providence Hospital - \$80,000
- Trimet - \$2,600,000



# To Declare or Not to Declare?

## Emergency Powers under a State of Emergency

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1. Declare a state of emergency as defined by state law when conditions exist requiring such declaration
2. Seek an emergency proclamation from the Governor when local resources are not adequate to deal with a state of emergency
3. Order mandatory evacuations of residents and other individuals when doing so is necessary for public safety or when necessary for the efficient conduct of activities that minimize or mitigate the effects of the emergency
4. Designate an area within the county or over which the county may exercise police jurisdiction, an emergency area
5. Fix the limit of the area in the case of any disaster, catastrophe or civil disorder that warrants the exercise of emergency control in the public interest
6. Fix the time during which the area designated will remain an emergency area
7. Publicly announce or proclaim a curfew for the area that fixes the hours during which all persons other than authorized official personnel are prohibited from being on the streets, in parks or other public places without authorization of the Sheriff
8. Implement authority assigned by the emergency operations plan
9. Commit county resources for emergency response, restoration or recovery; (S-1 2011) Chapter 25 - Non-departmental 7
10. Redirect county funds for emergency use and suspend standard county procurement procedures
11. Suspend any county code, resolution, executive rule, administrative rule, guideline or practice if compliance with such provision would in any way prevent, hinder, or delay necessary action in coping with the emergency
12. Direct county officers and employees to perform or facilitate emergency services
13. Act on appropriate requests for compensation, commandeer or utilize any private property if deemed necessary to cope with the emergency
14. Prescribe routes, modes of transportation, and destinations in connection with evacuation within the county
15. Order any other action necessary to address and alleviate the emergency.



# Questions?

And *thank you* to all those that helped to support this effort!

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