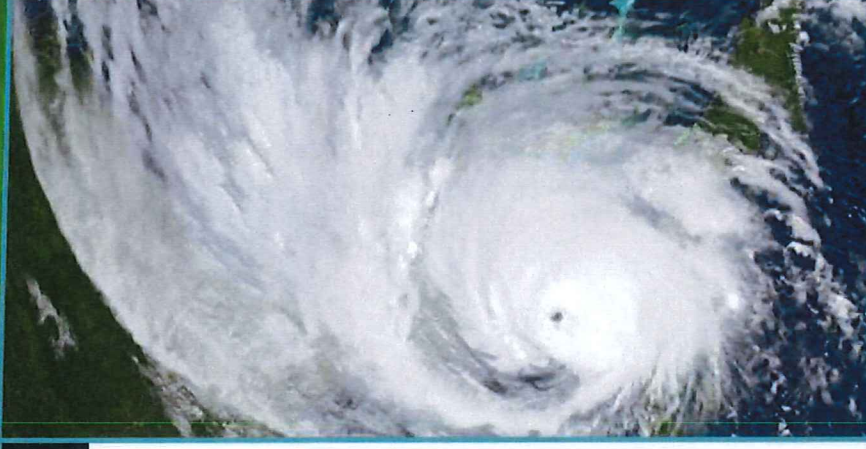


February 9, 2018

Sarasota County Hurricane Irma After Action Review



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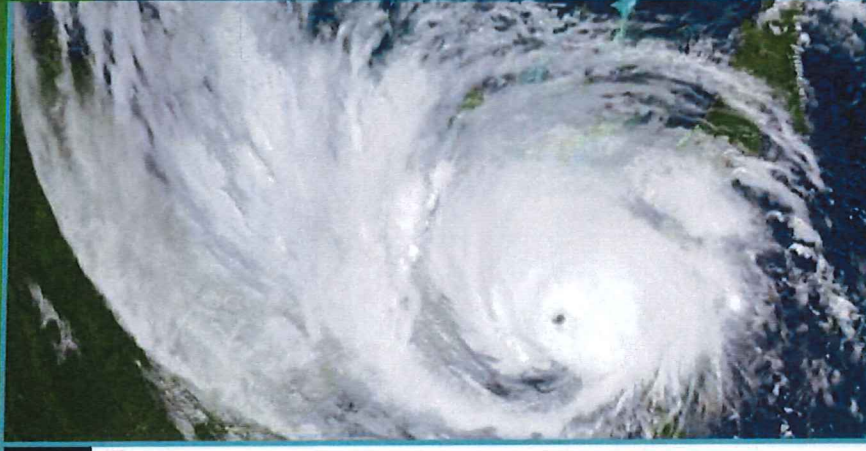
Commission Chair Nancy Detert



Administrator Jonathan Lewis



Sarasota County



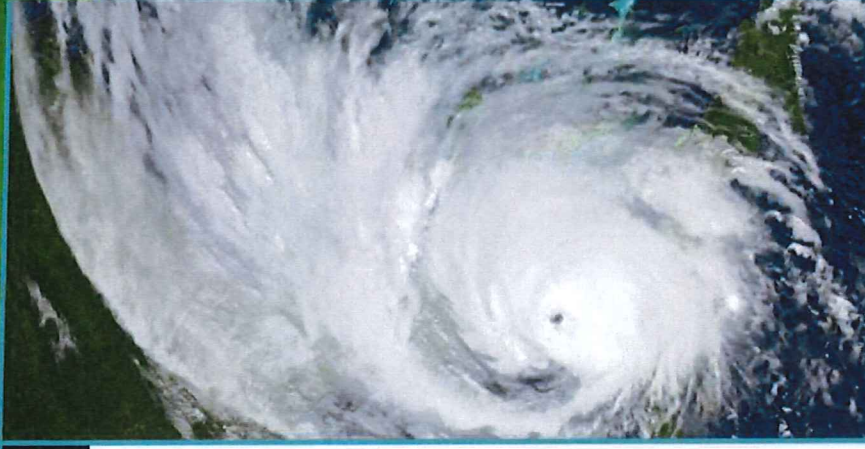
 Sarasota County

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Teri Hansen

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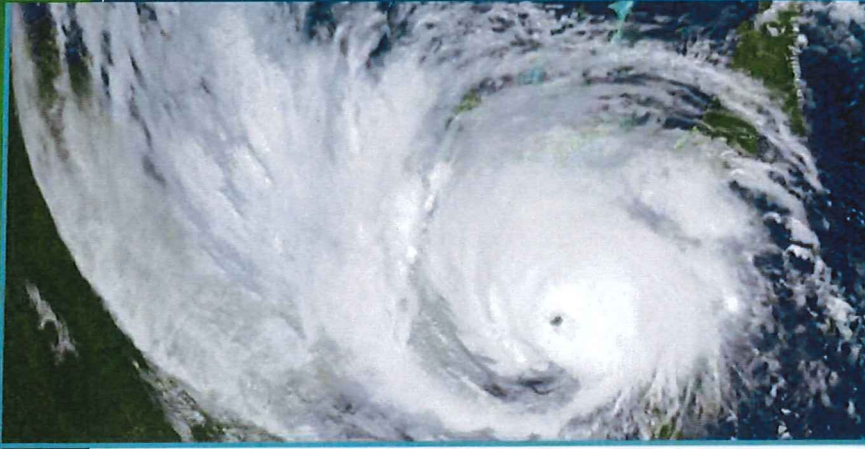


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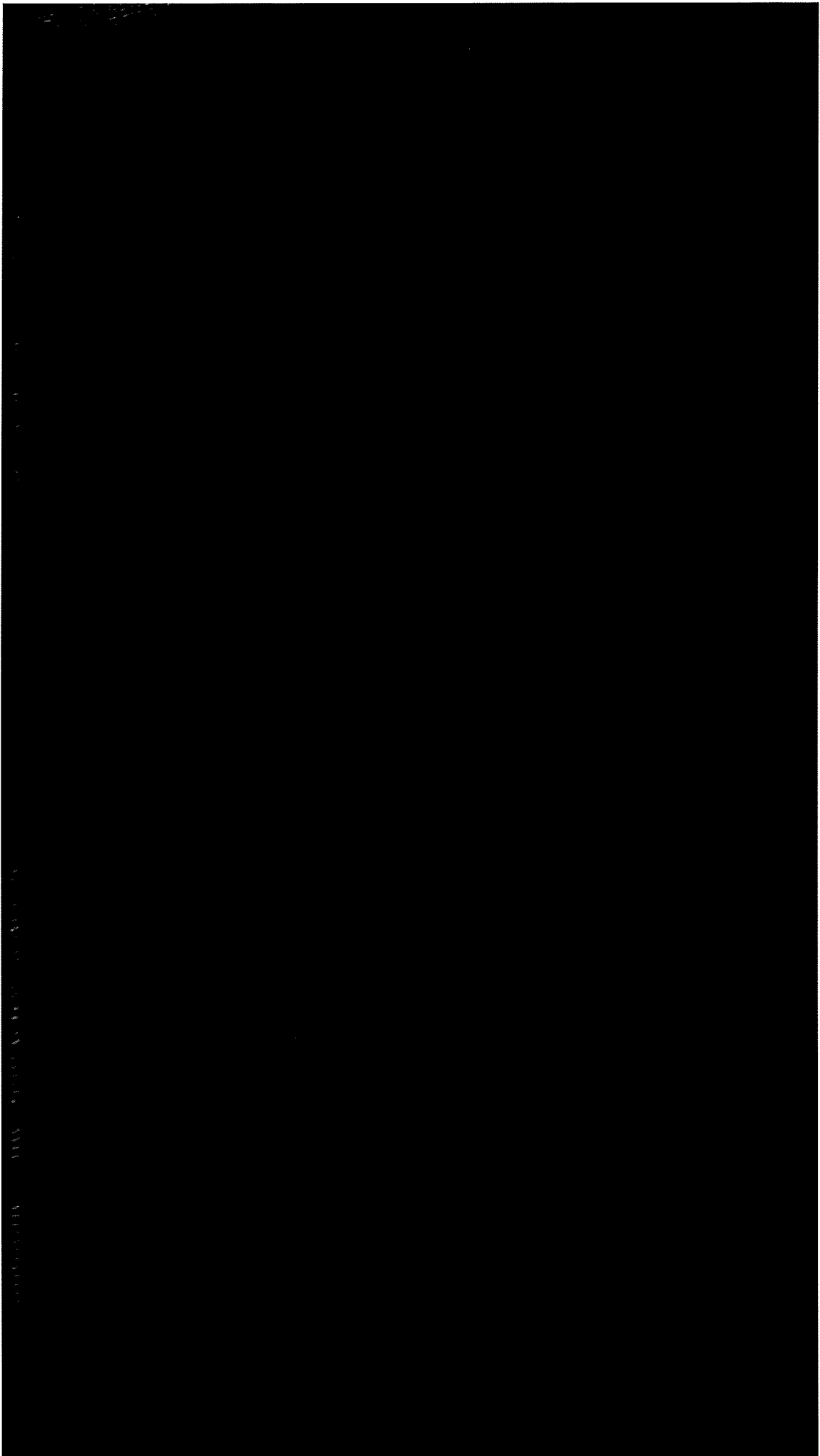
Mark Pritchett

GULF COAST COMMUNITY FOUNDATION



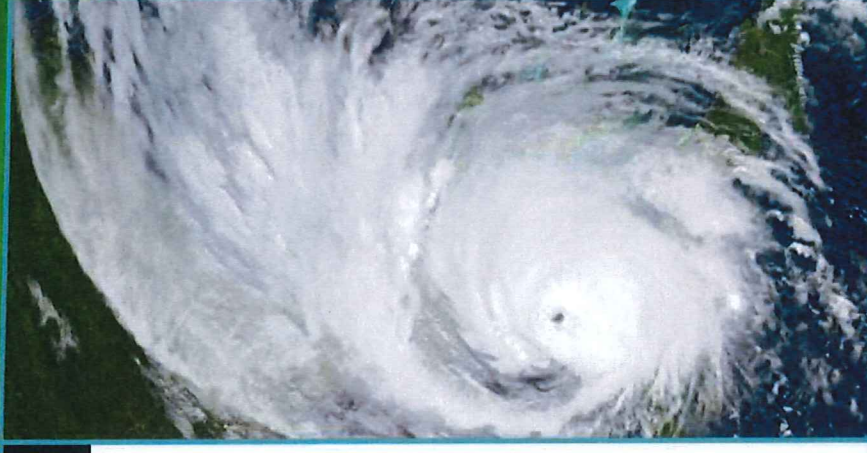
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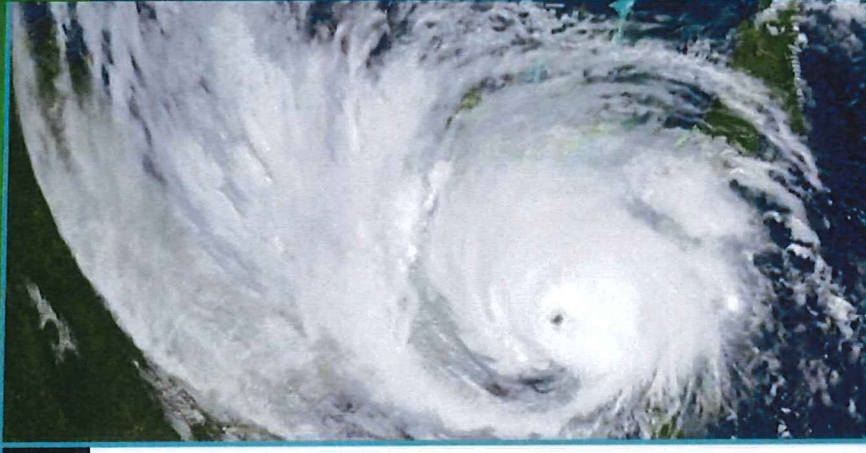
Agenda

- **Welcome and Meeting Opening**
- **Review Introductions**
- **Working Group Session**
- **Working Group Feedback**
- **Participant Questions**
- **Public Comments**
- **Closing Remarks**



Overview of AAR Process

- **Nov. 17:**
 - Foundations After Action Review kickoff meeting.
- **December:**
 - Data collection, stakeholder meetings and analysis.
- **Jan. 24:**
 - Draft findings sent to peer reviewers.
- **Feb. 9:**
 - Facilitated meeting with peer reviewers.
- **March 14:**
 - Final AAR submitted to the Board of County Commissioners.



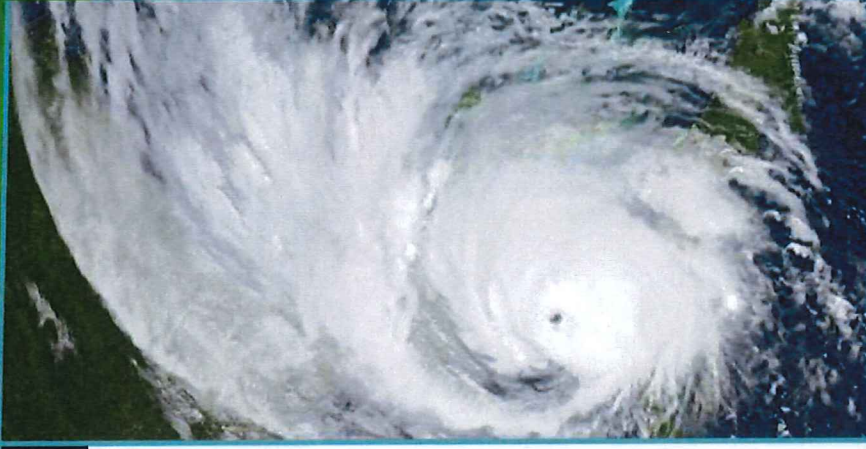
Objectives

- Opportunity for Peer Review Team to share their analysis of the DRAFT After Action Report.
- Receive initial feedback from senior and elected officials from city and county governments, nonprofits and foundations that support emergency service operations.
- Provide opportunity for public comment.



Peer Review Team

Sarasota County Hurricane Irma After Action Review



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Craig Fugate

- **FEMA Administrator**
 - 2009 – 2017
- **Florida Emergency Management Director**
 - 2001 – 2009
- **Alachua County Emergency Management Director**
 - 1987 – 1997



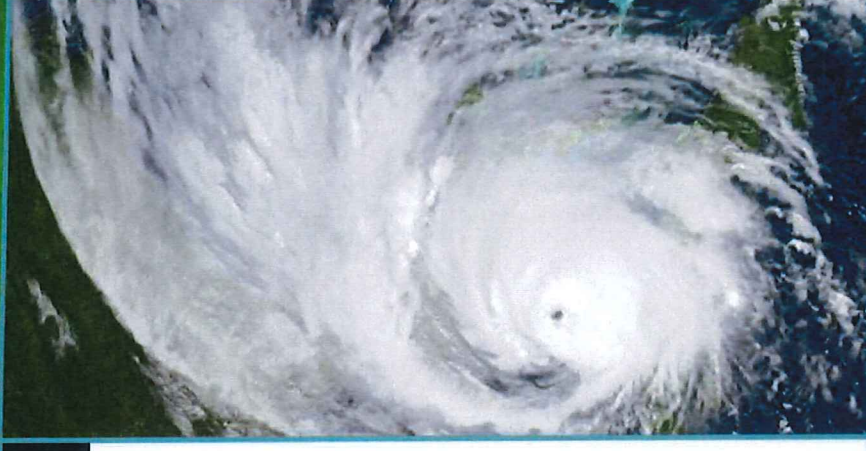
Craig Fugate



- **Shelters**
 - Enhanced Hurricane Protection Areas
 - Accessible
 - Pet Friendly
- **Evacuation/Re-entry**
 - Zones and Geographic Landmarks
 - Red, Yellow, Green Re-Entry
- **Feeding**
 - EOC vs. Field

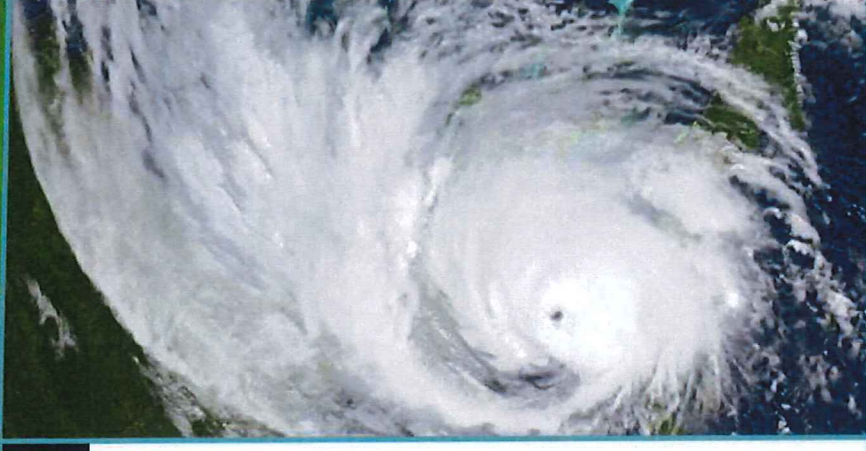
Jonathan Lord

- **Flagler County Emergency Management**
 - Emergency Management Chief
 - January 2018 – present
- **Florida Division of Emergency Management**
 - Deputy Director
 - August 2015 – January 2018
- **Miami-Dade Office of Emergency Management**
 - Division/Deputy Director
 - Assistant Director
 - March 2008 – August 2015



Jonathan Lord

- **Shelter Training**
 - JIT and Webinar
 - Pre-Identified Shelter Teams
 - Transitional Shelter Teams
- **Debris**
 - Local Resources
 - Cleared in 70 Days



Alan Harris

- **Seminole County Emergency Management**
 - Chief Administrator/Emergency Manager
 - August 2004 – present
- **Seminole County Fire Department**
 - Coordinator
 - October 2001 – August 2004
- **Altamonte Springs Fire Department**
 - Program Manager
 - March 1999 – October 2001



Alan Harris

- **Communications**
 - Social Media
 - Multi-Modal Communication Forms
 - Access Sarasota Simulcast to Shelters
 - Employee Communications
- **Staffing and Closure of Government**
 - Refine E-Role to Utilize All Employees
 - Dependent/Employee Sheltering
 - Ramp Down and Ramp Up
- **COADs**
 - Regular Contact with Long-Term Recovery Committee



Manuel Soto

▪ **City of Orlando Office of Emergency Management**

- Emergency Manager
- July 2002 – present

▪ **Orange County Office of Emergency Management**

- Emergency Management Planner
- April 2000 – July 2002

▪ **U.S. Army**

- Infantry/Signal Officer
- May 1985 – April 2000



Manuel Soto

- **Power Issues**
 - Restoration
 - Pinging Meters
 - Prioritize Lift Stations and Traffic Lights with FPL
- **Tactical First-In Teams**
 - Paired with FPL and/or Trained with Equipment

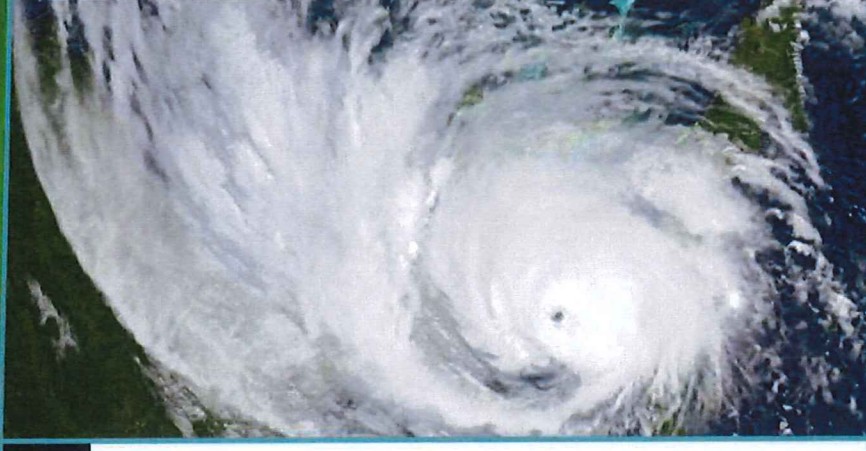


Next Steps

After Action Report/Improvement Plan

Corrective Action Program

- Area of Improvement
- Recommendations
- Primary Responsible Organization
- Organization Point of Contact
- Timeline for Completion
- Implementation and Tracking



What action is being taken now?

▪ Shelter Planning Team

- Find hardened building in central county for possible use as a hurricane evacuation center.

Evacuation Center Planning for Hurricane Season	
Feb. / March	Update/develop plans for hurricane evacuation centers.
April	Prepare training for staff and implement public messaging.
May	Implement staff training.
June	Functional exercise for all shelter teams.

▪ Coordinated Public Education Messaging Strategy



What action is being taken now?

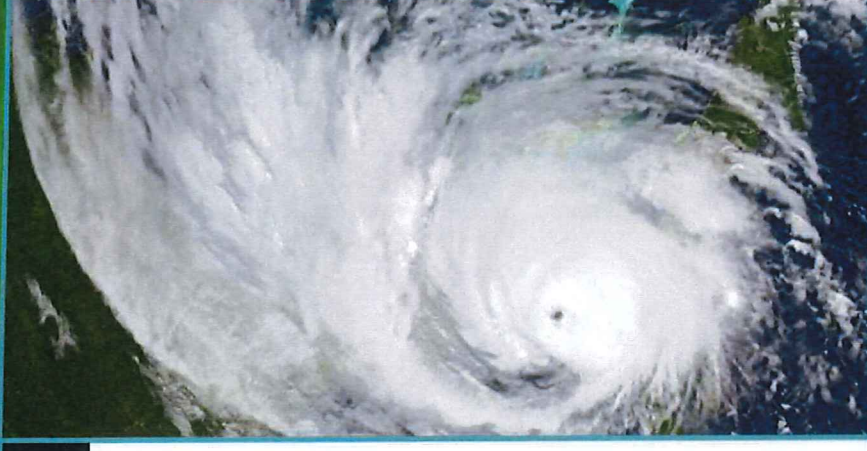
- Enhance coordination and collaboration with partners.
- Employee messaging, disaster roles and preparedness.
- Reviewing and updating communications strategy during EOC activations.
- Reviewing power restoration issues with utilities.
- Reenergizing COAD relationships and planning.
- Memorializing processes during Hurricane Irma response.
- Emergency contracts being reviewed and updated.
- Mitigation grant availability.
- State requests for funding.



Next Steps

Mid → Long-Term

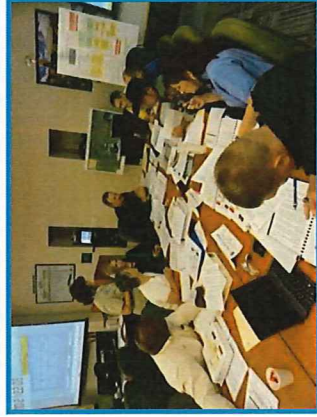
- Updated structural analysis for all schools.
- Complete plans for upgrading construction of a Venice-area school to EHPA standards.
- Identify and prepare any other appropriate EHPA building to a hurricane evacuation center.
- Fund construction for upgrade of Venice-area school.
- Complete construction of EHPA school in the SR 681 area to be used as a hurricane evacuation center.
- Identify funding for adding generators to EHPA shelters.



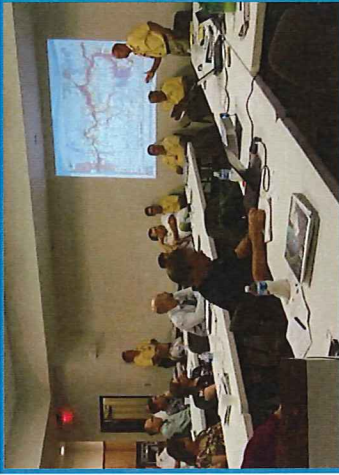
Working Groups



Presentation



Facilitate Discussion



Closing Remarks



Group Reports



Working Group Topics

Preparedness and Protective Actions

- Leadership/EOC Actions
- Evacuations
- Public Communications
- Sheltering
- Nonprofit Support



Working Group Topics

Response Actions

- Leadership/EOC Actions
- Public Communications
- Public Safety Response
- All Clear/Curfew
- Tactical First-In Teams



Working Group Topics

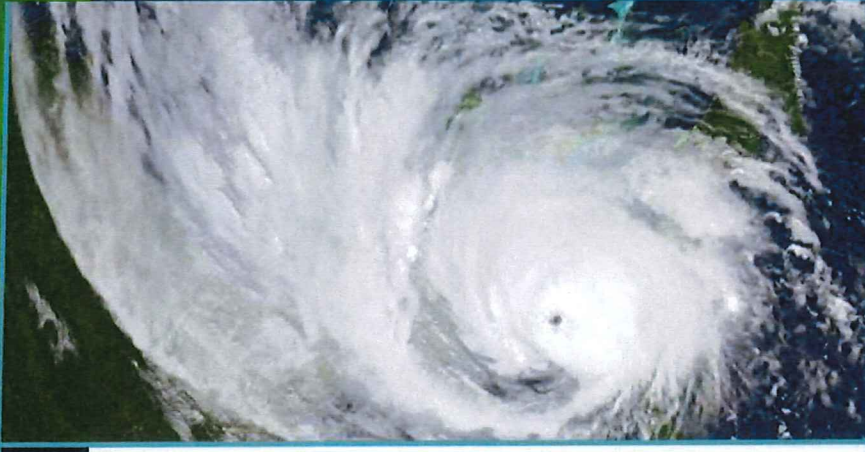
Recovery Actions

- Power Restoration
- Debris Removal
- Public Communications
- Nonprofit Support



Working Group Reports & Questions

Sarasota County Hurricane Irma After Action Review

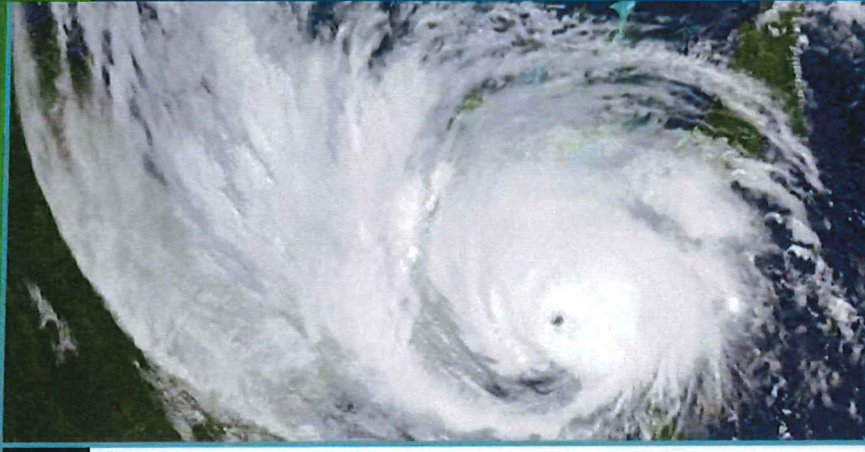


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Public Comment

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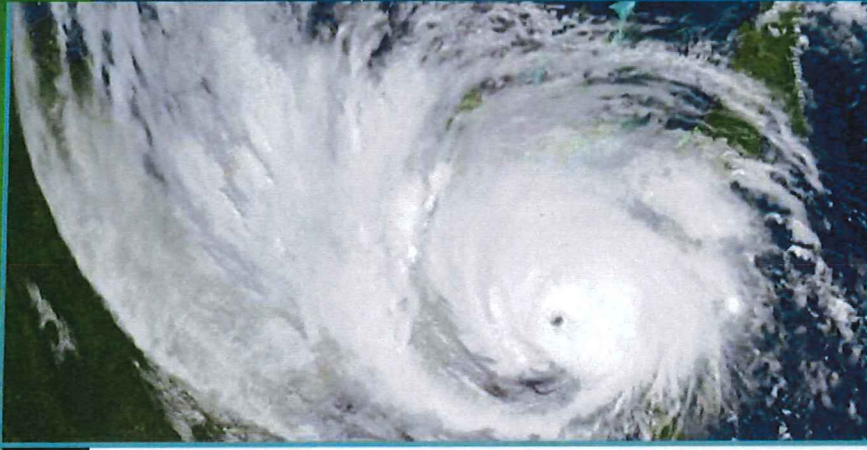
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February 9, 2018

**Sarasota County
Hurricane Irma
After Action Review**

Thank you for your hard work!



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WORKGROUP FEEDBACK FORM

SARASOTA COUNTY HURRICANE IRMA AFTER ACTION REVIEW

FEBRUARY 9, 2018

Table #: 1

Scribe's Name: NANCY DETERT

E-Mail: _____

Working Group Feedback: Based upon findings and recommendations, please identify questions you may have, or additional thoughts related to "What worked well or what you think we should do differently in the next storm".

1. Preparedness and Protective Actions:

Leadership/EOC Actions:

* EVAC - LATE DECISIONS.
COMMUNICATIONS - WEB CAMS, CITIES, CROSS COUNTIES
PEOPLE WERE CONFUSED BY NATIONAL T.V.

Evacuations:

SHelters opening ALL AT ONCE HELPS
PET FRIENDLY HELPS
INFO sooner on whether to go or STAY

Public Communications:

* MULTIPLE PLATFORMS
TWITTER to the PRESS then they can
WRITE the STORY

Sheltering:

TRANSPORTATION ISSUES getting to the shelters.
POWER lost at schools. NO generators.
UNDER STAFFED.

Non-profit support:

ALL FAITH Food Bank. ALFs helped w/ special
needs people.

2. Response Actions:

Leadership/EOC Actions:

EOC w/ elected officials needs improvement.
PSA'S WORK WELL

Public Communications:

EOC should give elected officials factual info
so they can communicate w/ public.

Public Safety Response:

Shortage of help in shelters caused Sheriff & police to have to help men shelters.
Red Cross participation can be enlarged.

All Clear/Curfew:

MAKE sure there is power for special needs people at their home before they leave the shelter.

Tactical First-in Teams:

LAW enforcement, FIRE & Public works.
Good job getting traffic moving again.
would help to have an FPL member w/ the team

3. Recovery Actions

Power Restoration:

DEBRIS PICKUP TOOK A LONG TIME
FPL should assign more people to let responders deal w/ downed power lines

Debris Removal:

Public Communications:

Non-Profit Support:

Additional Comments:

WORKGROUP FEEDBACK FORM

SARASOTA COUNTY HURRICANE IRMA AFTER ACTION REVIEW

FEBRUARY 9, 2018

Table #: 2

Scribe's Name: _____

E-Mail: _____

Working Group Feedback: Based upon findings and recommendations, please identify questions you may have, or additional thoughts related to "What worked well or what you think we should do differently in the next storm".

1. Preparedness and Protective Actions:

Leadership/EOC Actions:

- More information out from EOC to municipalities
- clarity on role and functions of groups meeting pre storm
- assign right person to EOC and working groups

Evacuations:

- know well in advance what shelters will be available
- don't miss opportunities when new construction occurs
-

Public Communications:

- one source of info from public entities on things like shelters and evacuations
- simplify all communications

Sheltering:

Known locations well in advance
~~signs~~ signs to clarify if possible
single source of information
transportation plan well advertized

Non-profit support:

we need to have better system to maximize the
networks that the non-profit communities have existing

2. Response Actions:

Leadership/EOC Actions:

Public Communications:

Public Safety Response:

All Clear/Curfew:

Tactical First-in Teams:

3. Recovery Actions

Power Restoration:

Debris Removal:

~~estimate~~ plans for private hauler failure

Public Communications:

Non-Profit Support:

is there an opportunity to have social worker support
in shelters

Additional Comments:

- Plan to return schools to normal operations
ASAP

WORKGROUP FEEDBACK FORM

SARASOTA COUNTY HURRICANE IRMA AFTER ACTION REVIEW

FEBRUARY 9, 2018

Table #: 3

Scribe's Name:

BRIDGET ZIEGLER

E-Mail:

BRIDGET.ZIEGLER@SARASOTACOUNTYSCHOOLS.COM

Working Group Feedback: Based upon findings and recommendations, please identify questions you may have, or additional thoughts related to "What worked well or what you think we should do differently in the next storm".

1. Preparedness and Protective Actions:

Leadership/EOC Actions:

E Roles/Essential Personnel: Included in Job description
- HR Training - on Boarding / - Refresher yearly before
Hurricane Season.

Evacuations:

- * VENICE / STAGING AREA TO ~~TRANSPORT~~ TRANSPORT TO ADEQUATE SHELTER?
- * CLEAR COMMUNICATION THAT SHELTERS NEED TO BE SAFE (NOT ALWAYS CLOSE./CONVENIENT)

Public Communications:

Communication teams - Pre coordinate w/ media - Emergency management.

Sheltering:

* PET CRATES -

* HARDENING! Mitigation Dollars - Public facilities + Private Sector
new Buildings

Non-profit support:

* Identified NP that can provide assistance w/ unique special needs or
medical issues as part of shelter teams.

* HUMANE SOCIETY - Add'l support.

* Social workers.

2. Response Actions:

Leadership/EOC Actions:

Public Communications:

Public Safety Response:

* WHAT DO YOU DO IF SOMEONE OR GROUP OPENS
A "SHELTER" THAT HAS NOT BEEN AN[✓] DEEMED-
OFFICIAL SAFE
SHELTER

All Clear/Curfew:

* Special Needs/Medical Assistance: when to confirm their homes
are "safe" to Return, given special Assistance req'd - ie, Power on?

Tactical First-in Teams:

* 3rd Party Transportation equipped - PARA Transit

3. Recovery Actions

Power Restoration:

Debris Removal:

Public Communications:

Non-Profit Support:

Additional Comments:

Hotel Vouchers? - For Post storm relief at Identified
Hotels - ~~Not~~ Process for approval? No near by hotels
offered in N.P.

WORKGROUP FEEDBACK FORM

SARASOTA COUNTY HURRICANE IRMA AFTER ACTION REVIEW

FEBRUARY 9, 2018

Table #: 4

Scribe's Name: Linda Yates & Jamie Miller

E-Mail: lyates@cityofnorthport.com

Working Group Feedback: Based upon findings and recommendations, please identify questions you may have, or additional thoughts related to "What worked well or what you think we should do differently in the next storm".

1. Preparedness and Protective Actions:

Leadership/EOC Actions:

WAS Good - MAINTAIN the Collaborations

Evacuations:

★ Challenging For PSN - Earlier availability to information of PSN in order to get to them & Get them where they need to be.
person special needs

Public Communications:

Consistent Communications

Sheltering:

- ★ High Priority For Generators At Every Shelter
- ★ PET FRIENDLY - what does THAT MEAN? what is a "PET"; PETS & OWNERS STAY TOGETHER; PEOPLE WITH ALLERGIES; PEOPLE WITH FEAR OF DOGS & ANIMALS; PREPARED TEAMS WHO ARE FAMILIAR WITH FACILITY they ARE STAFFING IMPORTANT TO HAVE THE "JUST IN TIME" VIDEO FOR SHORT TIME BEFORE EVENT

Non-profit support:

Keep the Early Coordination going

2. Response Actions:

Leadership/EOC Actions:

- ★ Local Jurisdictions Need more Advanced Communications For the Feeding & Supplies

Public Communications:

Good

Public Safety Response:

All Clear/Curfew:



NEED MORE VETTING AS TO THE RED, YELLOW, GREEN APPROACH
AND IN SOME CIRCUMSTANCES STILL NEED TO SAY NO AND EVERY
CIRCUMSTANCE IS DIFFERENT FOR AN ALL CLEAR OR NEED FOR CURFEW

Tactical First-in Teams:

3. Recovery Actions

Power Restoration:

Debris Removal:

Public Communications:

Non-Profit Support:

Additional Comments:

WORKGROUP FEEDBACK FORM

SARASOTA COUNTY HURRICANE IRMA AFTER ACTION REVIEW

FEBRUARY 9, 2018

Table #: 5

Scribe's Name: Liz Alpert, Sarasota Commissioner

E-Mail: liz.alpert@sarasotafl.gov

Working Group Feedback: Based upon findings and recommendations, please identify questions you may have, or additional thoughts related to "What worked well or what you think we should do differently in the next storm".

1. Preparedness and Protective Actions:

Leadership/EOC Actions:

- Group felt like it was timely and efficient
- Participation by leadership was really good.

Evacuations:

- A lot learned. One of first people took seriously. But some people still waited too long & some still refused. Those take up a lot of manpower.
- Overall it went well, but still need to keep educating public on importance of evacuations.

Public Communications:

Communications to public were really good, but need to expand the platforms. Remember some seniors don't use internet.

Sheltering:

- Problem in Venice was that only hurricane - rated shelter was on island.
- some information on internet that is old resulted in people going to buildings that were no longer shelters.
- Need to assume every shelter has ability to accommodate pets

Non-profit support:

- Need to get them more involved. They want to help, but were not utilized enough.
- Be pro-active and establish those relationships early.
- many have loose networks of for disaster response, but need to coordinate their efforts & engage them in a more organized manner.

2. Response Actions:

Leadership/EOC Actions:

- Very well coordinated.
- Constant communication to keep everyone on the same page.

Public Communications:

- Constant communications of what services were available.
- constant communication regarding what was open and what was not.
- Felt like during process communication kept getting better.

Public Safety Response:

* All Clear/Curfew:

- Not much coordination between counties about who had a curfew.
- Need to have a more nuanced all-clear due to different challenges.

* Tactical First-in Teams:

- Made up of all entities.
- Issue was that due to extent of storm. FPL could not have one crew with each first-in team.
- Need to make sure all entities are committed.

3. Recovery Actions

Power Restoration:

- FPL had two employees at EOC at all times which was very helpful.
- Felt FPL did a good job of coordination.
- FPL should be commended for suspending ^{their} bills.

Debris Removal:

- * - Whether coordination from North to South. Would have been better to have someone in each of four sectors; North, South, East, West, so that public saw work being done was more visible.
- Did well in terms of providing real time updates on when the crews would get to their area.

Public Communications:

Non-Profit Support:

Additional Comments:

WORKGROUP FEEDBACK FORM

SARASOTA COUNTY HURRICANE IRMA AFTER ACTION REVIEW

FEBRUARY 9, 2018

Table #: 6

Scribe's Name: Todd Kerkering

E-Mail: richard.kerkering@sarasotafl.gov

Working Group Feedback: Based upon findings and recommendations, please identify questions you may have, or additional thoughts related to "What worked well or what you think we should do differently in the next storm".

1. Preparedness and Protective Actions:

Leadership/EOC Actions:

Chain of Command
Strategic, operational, Tactical Decisions

Evacuations:

simplify evacuation zones
transportation to shelters
understanding mandatory evacuation

Public Communications:

Narrow communications to one outlet

Sheltering:

continue with plan to open all shelters to include pet & medical

Non-profit support:

help with identifying people with needs/difficulties underserved with communicators

2. Response Actions:

Leadership/EOC Actions:

strategic operational tactical

Public Communications:

push one voice

Public Safety Response:

Fine

All Clear/Curfew:

clearly define all clear means lots depending on geographic area

Tactical First-in Teams:

FPL support

3. Recovery Actions

Power Restoration:

vegetation control

major employers critical list

emphasize to residents to trim trees

Debris Removal:

citizen expectations

Public Communications:

one outlet

Non-Profit Support:

follow up with those in need

Additional Comments:

WORKGROUP FEEDBACK FORM

SARASOTA COUNTY HURRICANE IRMA AFTER ACTION REVIEW

FEBRUARY 9, 2018

Table #: 7

Scribe's Name: Lt. Brigit Leonard

E-Mail: Brigit.Leonard@SarasotaSheriff.org

Working Group Feedback: Based upon findings and recommendations, please identify questions you may have, or additional thoughts related to "What worked well or what you think we should do differently in the next storm".

1. Preparedness and Protective Actions:

Leadership/EOC Actions:

- ① Staffing for shelters - open all @ once + prepare for shelter managers
- ② more coordination w/manatee County *consistency. Regional Planning

Evacuations:

- ① Red, yellow + ~~Blue~~ Green - great idea

Public Communications:

- ① Education to residents prior to storm
 - Ⓐ evacuation routes / who + why
 - Ⓑ Return procedures
 - Ⓒ after storm expectations

- ② more communication to the public
- ③ coordinated
- ④ media Partnership

Sheltering:

- Hotels in "A" zone were kicking people out of ~~the~~ rooms + ~~the~~ those people didn't have a place to go

Non-profit support:

- FP+L - more communication w/ both Counties

2. Response Actions:

Leadership/EOC Actions:

Public Communications:

- Better communication pre-storm to out laying Islands listened to ~~the~~ evacuation Requirements
- Not enough
- Put out Comm about ^{what} who to call for what -
- Not all / Non-emergency → Call center.

Public Safety Response:

All Clear/Curfew:

Tactical First-in Teams:

- Island had teams looking for issues first.
then allowed people in. (down trees)
- need to be consistent w/clear chain of command

3. Recovery Actions

Power Restoration:

-  Better way for reporting down lines
+ power restoration

Debris Removal:

* good efforts (NOT county/city faults)

Public Communications:

* good efforts - consistency.

Non-Profit Support:

- Partner w/ Government to ASSIST
(CERT)

Additional Comments:

media - accurately w/o hype ??
* Reporting facts.

WORKGROUP FEEDBACK FORM

SARASOTA COUNTY HURRICANE IRMA AFTER ACTION REVIEW

FEBRUARY 9, 2018

Table #: 8

Scribe's Name: Nancy DeLoach

E-Mail: ndeloach@scgov.net

Working Group Feedback: Based upon findings and recommendations, please identify questions you may have, or additional thoughts related to "What worked well or what you think we should do differently in the next storm".

1. Preparedness and Protective Actions:

Leadership/EOC Actions:

- activated really early
- good communication w/ EOC (constant updates)
 - everyone included
- understaffed @ EOC- Logistics Services section
- NP had local EOC

Evacuations:

stopped school Thursday night ; began evacuations Friday morning
School system skilled at transporting large #'s of people daily
Zone stuff wasn't easy to understand
Use robo-call technology

Public Communications:

- lots of conflicting information
- social media
- media was responsible for a lot of the chaos
- transportation of those that don't drive s/b better communicated

Confusion around signing up ahead of time for SpNS.

- pick up times
- make clear definition of special needs

Sheltering:

- none reached full capacity
- lots of folks from Charlotte County - NP shelters filled up quickly
- water was big issue (bottled water was used up while water fountains were available) AFFB brought in pallets of water
- open all at once ^{not all in agreement that} this is a good idea

Non-profit support:

- People trying to figure out what services & who was open.
- Would be helpful to develop a system to communicate w/ each other and the EOC on what they can offer and services available

takes lots of resources that may not be necessary

2. Response Actions:

Leadership/EOC Actions:

communication was good w/ EOC

Public Communications:

- too many media outlets
- conflicting info
- media jumping the gun on releasing information
- created evacuation frenzy

Nat'l Guard utilization → unclear their capabilities, concern about them being armed

Public Safety Response:

Excellent

All Clear/Curfew:

- like red, yellow, green system but should be better coordinated w/ TFIT
- Red should mean you can't go in

Tactical First-in Teams:

- windshield survey started really early
- excellent

3. Recovery Actions

Power Restoration:

- at EOC @ all times
- system didn't work really well w/ so many w/o power
- some miscommunication on pinging
- NP city hall was not prioritized

Debris Removal:

- Slow
- improve contracting
- NP worked great
- some citizens took opportunity to re landscape creating even more debris

Public Communications:

Non-Profit Support:

Like pre-determined teams trained together, familiar w/ location

Additional Comments:

- Sheltering - not all in agreement on opening all at once, costs, staffing capacity, supports (EMS, LEO, etc)
- Need a way to work w/ media to ensure better accuracy, timeliness of ~~media~~ information
- Nonprofit Support - set up system for NPO's to communicate w/ each other and ROC on opening/closing and services they can offer
- Like red, yellow, green system but should ensure that it is coordinated w/ TFIT

WORKGROUP FEEDBACK FORM

SARASOTA COUNTY HURRICANE IRMA AFTER ACTION REVIEW

FEBRUARY 9, 2018

Table #: 9

Scribe's Name: Virginia Haley

E-Mail: vhaley@visit Sarasota.org

Working Group Feedback: Based upon findings and recommendations, please identify questions you may have, or additional thoughts related to "What worked well or what you think we should do differently in the next storm".

1. Preparedness and Protective Actions:

Leadership/EOC Actions:

~~How do we~~
~~State~~ Manatee County reaction pre
was very different than Sarasota
~~staying~~

Evacuations:

Can current evacuation route signs
be color coded to point to color
coded shelter

Identify new ALFs that can shelter in place &
shelter employees there

→ Patients from Coastal Behavioral no plan

Public Communications:

Consistency in knowing your community/
neighborhood's pre determined shelter

- communicate w/ businesses prior to storm
to understand their resources

Ask businesses to plan & offer guidance
& registration process

Remind public electronic entry to home will
not work

Sheltering:

Develop teams for sheltering
People know their local shelters
Communicate exact shelter you go to
All shelters pet friendly
Identify businesses that could be a shelter
Encourage as an option

Non-profit support:

Sara Include businesses in support
Community Found could host other non-
profits to operate

2. Response Actions:

Leadership/EOC Actions:

HPs: If someone is riding out storm
Use next door

Public Communications:

How do you push out communication
with no power
Localized & very specific

Public Safety Response:

Mandatory evacuation terminology
is misleading
Remind public of danger of driving w/out
traffic lights

All Clear/Curfew:

Red yellow goes better
No curfew

Tactical First-in Teams:

3. Recovery Actions

Power Restoration:

Allow businesses with power to host
their employees at the busin

Debris Removal:

Public Communications:

Use of emergency communication system
for 4-5 times a day on detail of
recovery

with time there was no comm as to whether bridges
to keys were open or closed

Non-Profit Support:

Additional Comments:

After storm be very specific on
damaged areas

No curve - positive red yellow green

Expectation of power restoration
must be given

WORKGROUP FEEDBACK FORM

SARASOTA COUNTY HURRICANE IRMA AFTER ACTION REVIEW

FEBRUARY 9, 2018

Table #: 10

Scribe's Name: Steve Hyatt

E-Mail: shyatt@scgov.net

Working Group Feedback: *Based upon findings and recommendations, please identify questions you may have, or additional thoughts related to "What worked well or what you think we should do differently in the next storm".*

1. Preparedness and Protective Actions:

Leadership/EOC Actions:

- Confusion on assigned shelters - can you pick one? which ones were open? pet shelters?
- Transportation issues to shelters
- Looking up shelters on Google - showing up to shelters that were closed.
- Getting away from zones and more geographic.

Evacuations:

Public Communications:

- * Switching over websites to limited, emergency only information
 - increased coordination amongst PIO / Chamber of Commerce
- Joint Information Center operating in own "world"
 - difficulty in spreading information out to leadership

Sheltering:

- * More diversity in team (EMS, food team)
 - pre-designated role opens/staff
- Shelters last minute requests from medical/EMS teams to shelter
 - removed resources from fire station.
- Staff could have assigned Shelters (reporting staff) for their families
- * "Open-house" on shelters to gain familiarity from public + what to expect or virtual tour

Non-profit support:

- * Identify who they are and pre-assign roles (who has specific skillset)
 - difficulty with "Volunteers" actually being available
 - difficult to commit resources.
- "Volunteer" debris removal option to assist?
- More support for PSN calling - NPO's can do while county resources tied up.

2. Response Actions:

Leadership/EOC Actions:

- * Coordination was great amongst the team - got the job done. Politics didn't matter.
- * Flexibility to adapt to situations evolving and assisting one another.
 - Satellite phones to share/business owner providing
- Peer information flow to liaisons into EOC.
- "lock-down" stating difficulties - do you need a full table/multiple portions

Public Communications:

Public Safety Response:

All Clear/Curfew:

✕ • Clarify what "All Clear" means + clearer terminology

Tactical First-in Teams:

3. Recovery Actions

Power Restoration:

- ✕ • Nursing homes with no back-up power / air conditioning
 - need a back-up / direct line to FPL
- Better reporting from nursing homes on status
 - increased coordination

Debris Removal:

Public Communications:

Non-Profit Support:

Additional Comments:

- * - When schools still closed - huge issues with parents with Kids
 - come together as a community
 - clearly communicate its availability
- * - Comprehensive regional inventory list

WORKGROUP FEEDBACK FORM

SARASOTA COUNTY HURRICANE IRMA AFTER ACTION REVIEW

FEBRUARY 9, 2018

Table #: 11

Scribe's Name: KIM SPRAGUE - FPL

E-Mail: Kimberly.Sprague@FPL.com

Working Group Feedback: Based upon findings and recommendations, please identify questions you may have, or additional thoughts related to "What worked well or what you think we should do differently in the next storm".

1. Preparedness and Protective Actions:

Leadership/EOC Actions:

- * Opening shelter - Preassignment of entities of shelter + groups need to meet prior + talk thru roles, issues that arise such as capacity (Additional support, family members also coming, etc. - Actually Counts For Food, Cots, Resources.
- Different

Evacuations:

- * Simplify it is good. Give specific STREETS, NEIGHBOOD NAMES.
-

Public Communications:

- * Same messaging or link to hurricane update from EOC if they go to the different sites. "One Voice"
- * SCAT website went dormant; need that direct to the mo EOC site. Review ever 24 hrs.
- Went well from inside looking out!

Sheltering:

- Just the moving parts of all the different groups.
- Record Keeping Requirements improvement opportunities of who they were, when they live, + etc. - Record Keeping at the end needs some help (special needs - Totum Elem example)
- Bridge gap between support organization - MEET PRIOR, Discus Rules etc

Non-profit support:

- Understanding what the agencies can do to assist, i.e. Red Cross can do a lot but not everything. What can they offer as a non-profit.
- Have representation such as "All Faiths Food Bank" at EOC. That went well.

2. Response Actions:

Leadership/EOC Actions:

- Have lun w/ EOC + SS County leaders coming + seeing the FPL operations at Fairgrounds staging site + meeting w/ incident commander + FPL President + sharing the message.

Public Communications:

- Impact of storm surge on the evacuation notice is very important. Can improve on this area not only word speed communications

Public Safety Response:

- Attention to maintain to shallow rooting of Australia Av Pines on to Access to Roads to LBR (Longboat Key to other AREAS)

All Clear/Curfew:

- Coordinate w/ neighboring countries/cities on curfews established times, etc.
- Hard to do the "ALL CLEAR".

Tactical First-in Teams:

- Continue Partnership/ FPL on 1st Responder training on electrical hazard & line identification.
- KEEP TACTICAL TEAMS w/ FPL Longer to ensure needs are met - Hard to get back once released bec.

3. Recovery Actions

Power Restoration:

- Better overall communication process down

Debris Removal:

Public Communications:

- ~~Customers~~ Residents Responsibility of Maintaining their Vegetation; Right Tree Right Place; Access to Facilities.

Non-Profit Support:

- Who can we refer people to what services + what they can provide. More comprehensive list.

Additional Comments:

WORKGROUP FEEDBACK FORM

SARASOTA COUNTY HURRICANE IRMA AFTER ACTION REVIEW

FEBRUARY 9, 2018

Table #: 12

Scribe's Name: Heather Larson

E-Mail: hlarson@scgov.net

Working Group Feedback: Based upon findings and recommendations, please identify questions you may have, or additional thoughts related to "What worked well or what you think we should do differently in the next storm".

1. Preparedness and Protective Actions:

Leadership/EOC Actions:

- Identify key Players in all non-profit's and their resources available. Possible 10 main ones - Ones that have hardened facilities & resources (generator)

Evacuations:

- A portion of population, not always comfortable w/ evacuation
- Transit needs - to shelter's etc.

Public Communications:

- Better Communication in all formats - print, TV, All Scgov pages. Different media push, not just online
- Spanish Communication? - Other languages Italian/Creole & others.
- Overall fuel was an issue from evacuation to returning to actual Recovery

Sheltering:

- Open all
- Better shelter in place to include family members! @County even has different "policy" between departments.
- Better Communication about what to bring or not to bring.

Non-profit support:

See first Block.

2. Response Actions:

Leadership/EOC Actions:

1

Public Communications:

- Venice - Robo calls - excel.
- Make sure on radio stations that are on. Have partners w/ stations that operate through night - will have live updates.

Public Safety Response:

- Out as soon as could - good.

All Clear/Curfew:

- Communication regarding Curfew or not.
- All Clear should be issued - might be good thing
- Clarify All Clear - what does that mean.

Tactical First-in Teams:

- After storm passed welfare checks in Venice happened. This was a good thing.

3. Recovery Actions

Power Restoration:

- Loss of Power was detrimental to communication plans

Debris Removal:

- People added to debris piles.
- Re-evaluate Contracts/Price.

Public Communications:

- Debris removal information - All media's

Non-Profit Support:

- Better communication - which non-profit would do what.

Additional Comments:

- Better Communication with Non Profits - between

PUBLIC FEEDBACK FORM

SARASOTA COUNTY HURRICANE IRMA AFTER ACTION REVIEW

FEBRUARY 9, 2018

Thank you for participating in the after-action process. Your input is greatly appreciated.
Based on today's presentation, please identify additional thoughts related to "What worked well or what you think we should do differently in the next storm".
Please keep comments concise, specific, and constructive. Please print legibly.

Part I: General Information (Optional)

Please enter your responses in the form field after the appropriate selection.

Name: _____

Telephone Number: _____

E-Mail: _____

Part II: Participant Feedback

What worked well?

*Use of Social media,
Emergency management team weekly calls*

What you think we should do differently in the next storm?

Inter county coordination - we have employees who live in neighboring counties who received inconsistent messaging pertaining to sheltering in place or evacuation or all-clear. While one county gave the all-clear, another may have still had a shelter-in-place alert, therefore the employee didn't have a clear, consistent message on what they should do.

Gulfcoastfc.org 941.488.4600

GULF COAST COMMUNITY FOUNDATION

The Boys + Girls Clubs are equipped to help in the post storm needs. However they were closed too along with the schools being closed.

Coordinate with them and the YMCA would be helpful and beneficial

PUBLIC FEEDBACK FORM

SARASOTA COUNTY HURRICANE IRMA AFTER ACTION REVIEW

FEBRUARY 9, 2018

Thank you for participating in the after-action process. Your input is greatly appreciated. Based on today's presentation, please identify additional thoughts related to "What worked well or what you think we should do differently in the next storm". Please keep comments concise, specific, and constructive. Please print legibly.

Part I: General Information (Optional)

Please enter your responses in the form field after the appropriate selection.

Name: RANDY BOUCK DIR. OF Facilities + child Safety

Telephone Number: 941-366-3911

E-Mail: Rbuck@bgc.sarasota.com

Part II: Participant Feedback

What worked well?

We have one location next to Roberts arena where FPL was setup. Post storm we asked FPL what we could help with. They used our gym to set up cots for staff to shower + sleep. They used our parking lot for staging.

Please include us in planning so we can utilize

What you think we should do differently in the next storm?

our facilities from North Port to N. Sarasota as post storm facilities. FPL also used rooms to store additional supplies. * We are not hurricane rated facilities but can provide post storm support.

OVER →

In terms of helping kids we would like to analyze how we would reopen + provide care for any school age children so parents can return to work. Especially county + city staff that have to work the pre-post storm!

Question:

~~Are~~ IS there ACCESS for funding to enhance our facilities so ~~that~~ they could be used as shelters?
* Add Alternative power source!