

Solano County Emergency Operations Plan

Public Information Annex



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Section 1. Introduction

1.1 Purpose

The purpose of this annex is to establish uniform policies for the effective development, coordination and dissemination of emergency information to the public in case of natural or technological emergency or disaster. This annex has been prepared to be consistent with the California State Emergency Management Plan and the Federal Response Framework format for emergencies and disasters.

Solano County Government’s public information requirements will be determined by the severity of the disaster or emergency as determined by the Solano County Emergency Operations Center (EOC). A significant public information response will involve many Solano County Departments, cities within the operational area, California State, non-profit and non-government organizations, and possibly Federal agencies. This annex describes these agencies and their roles and responsibilities.

During disasters, the flow of public information and facts concerning the event and government’s response to save lives and to protect human health, property, and the environment must be consolidated. The descriptions provided the public must reflect the best information available. The best information source for Solano County government is the County EOC. In order to staff the PIO function on a 24-hour basis for a sustained period of time, trained PIOs from Solano County government, augmented by other personnel, need to work in a consolidated Joint Information Center (JIC) in coordination with other local, State and Federal public information personnel.

During any activation of the EOC, Solano County Public Information Officers (PIOs) for individual departments must be available to staff the EOC, field locations, or a JIC. The disaster procedures for each county department should anticipate this fact and build in appropriate staffing.

1.2 Scope

This annex has been developed to address the needs of all of Solano County regarding issues of public information during an emergency or disaster event. It addresses the alert, warning and notification of emergency information to the general public, including those with access and functional needs and those who speak or read a language other than English. Providing accurate emergency information will increase the response and safety of the public.

This annex provides the following information:

- Quick Guides to follow when responding to immediate public information needs during a disaster
- Authorities and references that relate to public information
- Concept of operations for public information
- Agencies and organizations involved in public information
- Roles and responsibilities of jurisdictions and agencies regarding public information
- Guidance to provide coordinated public information

1.3 Policy

It is the policy of Solano County to develop plans and procedures to address public information needs during an emergency or disaster response within the County. Solano County is responsible for the dissemination of accurate and timely

information to the affected populations and will use all local resources before requesting mutual aid from the State or Federal levels. Information released to the media and/or public will be verified through the EOC Director and public information staff. In addition, the County will ensure that considerations will be taken to include those with access and functional needs, including those who speak and/or read languages other than English. It is further the policy of Solano County to use the concept of a JIC to ensure the coordinated release of emergency information

Section 2. Authorities and References

2.1 Authorities

2.1.1 California

- California Emergency Services Act, California Government Code, Sections 8550-8668.
- State of California Emergency Plan 2009
- Standardized Emergency Management System (SEMS)

2.1.2 Solano County

- Solano County Emergency Operations Plan (EOP)

2.2 References

- National Response Framework
- Solano County Emergency Operations Plan
- Texas Department of Public Safety, Alert Annex

Section 3. Assumptions and Considerations

3.1 Planning Assumptions

Depending on the nature and magnitude of the emergency, different levels of public information will be required. Public information may in fact be the primary function occurring during an emergency. This may happen when:

- Due to media coverage, the public perceives there to be a bigger story than what is actually happening
- Rumors or misinformation cause unnecessary distress among citizens, provoke counter-productive public actions, and impede response and recovery efforts

The County has a reverse 9-1-1 based system in place to contact most residents within a specified area with a brief notification message and has the ability to report back which residents received the call. The County will also update their official website and social media pages to keep the public informed. In the case of a no-notice event such as an earthquake, this can be an important form of communication as people search for answers/guidance.

Once the initial warning is accomplished, the PIOs have the task of keeping the public informed of what to do to prevent injury or property damage, and what actions the County and municipal government is taking. Normal means of communications may not be available. In those situations, nontraditional means of communicating with the public must be established and utilized.

PIOs focus on stopping rumors and providing accurate and timely information using all dissemination methods.

The general public and media will demand information about the emergency situation and instructions on proper survival/response actions.

Residents are more likely to remain calm and make wise decisions if they have up-to-date information about the emergency situation.

The Emergency Alert System (EAS) is the best means to give a rapid, initial warning to the public. It will be used in time sensitive, life threatening situations when the public must be warned immediately of an impending emergency or disaster.

The local media, particularly radio, can perform an essential role in providing emergency instructions and status information to the public. Depending on the severity of the emergency, or the media's conception of the severity of the emergency, regional and national media will also demand information and may play a role in reassuring (or alarming) distant relatives of disaster victims.

A variety of communication options exist. Not all may be available. Use available methods depending on circumstances. Telephone communication may be sporadic. Local and regional radio/television stations without emergency power may also be off the air.

The emergency organization will become overwhelmed by the demand for information if a sufficient number of trained staff is not available. Likewise, having little information or inaccurate information will increase anxiety and may cause the public to make poor decisions.

If the scale of the disaster requires it, a JIC will be established to coordinate and disseminate accurate and timeline emergency public information.

3.2 Public Information Considerations for those with access and functional needs

In planning for public information, including emergency alert and warning, all populations need to be considered. The PIO, or JIC if activated, will work with the Department of Health and Social Services (DHSS) in the EOC to determine the demographics of the affected populations and to implement various specialized communication dissemination methods, as needed. DHSS services, especially, In-Home Supportive Services (IHSS), Child and Mental Health Crisis all have access to their respective clients’ contact information. Although this information is confidential, access will be granted to use this database information during an emergency. Specialized messaging includes the following:

Table A-1: Special messaging for People with Access and Functional needs

Category	Public Information Protocol
In-Home Supportive Services Clients (IHSS)	DHSS to call IHSS recipients; DHSS service provider to drive to home if no answer
Child Welfare Services Clients	DHSS staff to call to confirm foster children safety
Mental Health	DHSS Mental Health Division alerts mental health facilities directly; use of the California Health Alert Network (CAHAN)
Homeless Populates	DHSS to inform Mission Solano and other service support organizations that care for homeless
Non-English Speakers	The reverse 9-1-1 system has ability to provide message in various languages*
Hard of Hearing	“Crawl” messages will be used at the bottom of the tv screen to alert deaf populations.
Superintendent of Schools	Schools system can alert school staff to initiate emergency procedures. They have call down systems to alert parents to emergency conditions

*In Solano County, English, Spanish and Tagalong are most critical, achieving the 5% threshold level, per the Office of Civil Rights.

Section 4. Roles and Responsibilities

4.1 Overview

Emergency public information to both the general public and the media will only be provided through the PIO of the County EOC, unless the EOC is not yet activated, in which case the Incident Commander may release information based on the facts of the incident. The Incident Commander may elect to delegate this authority to a field level PIO. All other individuals working at either the field response level or the EOC will refer inquiries from the media or general public to the Public Information Officer (or the Incident Commander under the appropriate, limited circumstances where the event does not require a PIO). In emergencies or disasters involving multiple jurisdictions and Federal responders, a JIC may be established to coordinate information releases from a central point in close proximity to the incident.

4.2 Roles and Responsibilities Table.

The table below shows the various emergency functions and the departments or organizations with a primary role or supporting role. This table is not all inclusive and could be expanded to include additional local, State and Federal agencies.

Table A-1: Roles and Responsibilities Table in Support of Public Information Operations

Roles and Responsibilities Table In support of Public Information Operations								
<i>P – Primary Role</i> <i>S – Supporting Role</i>								
Coordinating Agency	Public Information	Alert and Warning	Approves all Messages	People with Disabilities Emergency Communications	Foreign Language Communications	Media Coordination	Rumor Control	Joint Information Center Management
County Administrator/ EOC Director			P	S	S			
Solano County PIO/JIC	P	P		P	P	P	P	P
DHSS (esp. IHSS, Mental Health),	S	S		S				
Superintendent of Schools				S				
Non-Profit Homeless Advocates				S				
Solano County OES	S							

4.3 Solano County

In Solano County, the County Administrator is the official spokesperson for all alerts and warning messaging released from the County. The responsibility is typically assigned to the EOC Director (if not the County Administrator) who in turn assigns public information operations and management to the PIO or the JIC. In all cases, the County Administrator or EOC Director is responsible for final message content.

4.3.1 Public Information Officer

The PIO is the primary point of contact between the EOC, the media and the public. The PIO prepares information releases, briefs media representatives, and provides for press conferences and oversees rumor control activities. The PIO serves as a member of the Management/Command Staff and reports directly to the Emergency Services Manager. Assistant Information Officers may be assigned as needed. The Assistants may represent other jurisdictional departments, agencies, other jurisdictions, and/or they may also be assigned to handle specific public information functions.

A primary source of information for the Public Information function will be from the Situation Analysis Unit in the Planning Section. While not all information in the Unit may be appropriate for the public, the information in Situation Analysis should be the best available and will have been verified for accuracy. The Public Information Officer will provide guidance as appropriate to other departments/agencies on the release of emergency related information. The PIOs responsibilities include:

- Serve as the central coordination point for the Operational Area for all media releases
- Establish a "Disaster Hotline" [aka Citizen's Hotline] with an up-to-date recorded message
- Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information
- Ensure that all rumors are responded to in a timely manner and with factual information
- Coordinate media releases with Public Information Officers at incidents or representing other affected emergency response agencies as required
- Develop the format for press conferences, in conjunction with the EOC Director
- Maintain a positive relationship with the media representatives and respond to all media requests
- Supervise the Public Information function and the JIC, if activated
- Update the County website and/or social media accounts as alternate ways of keeping the public informed.
- Identify a Press Room near the EOC with suitable telecommunication for media reps to ensure media reps are not in the EOC.

The information function within an EOC may have special organizational needs due to the possible size of the organization required to meet the agency or jurisdictional information needs. Development and management of additional public information staff will follow the Standardized Emergency Management System (SEMS) and fit within the current EOC management structure.

4.3.2 County Administrator

The County Administrator is the primary spokesperson for communicating emergency information to the public. The County Administrator shall:

- Organize and coordinate the emergency public information program for the County, to include the preparation and maintenance of a JIC procedures manual
- Conducts training for County department personnel whose normal duties do not include Citizen Information Hotline or PIO functions
- Establish and coordinate procedures and the use of designated facilities by the Solano County PIO Team during emergencies and disasters
- Provide trained PIO staff that can independently set up and operate the Joint Information Center when it is activated
- Establish and coordinate procedures and the use of designated facilities by the Solano County Citizen Information Hotline during emergencies and disasters

4.3.3 Public Information Officer Team

The PIO Team is comprised of the main PIO, along with any Assistant Information Officers, as assigned. Assistant Information Officers will report to the PIO who will, in turn, report to the EOC Director. The PIO Team will provide public information news to the media via news releases, news conferences, and media telephone inquiries. If a JIC is established, the PIO Team will work from the JIC and report information out to the media and public in coordination with the EOC's

approval. Information will also be provided directly to the public via the internet using Solano County and other joint regional public information sites.

4.3.4 Joint Information Center

When necessary, a JIC will be established to coordinate the handling of emergency public information operations for Solano County.

The JIC is a central location that facilitates the coordination of information across all involved agencies and jurisdictions. It may be established at various levels of government, at incident sites, or can be components of Federal, State, tribal, territorial or regional. A JIC will be established at a suitable location, removed from the EOC, but in close proximity to provide for effective management of emergency public information functions.

When activated, the JIC will be staffed by personnel trained to conduct emergency public information activities, including coordinating inter-jurisdictional media releases and the management of rumor control functions. Informational releases are cleared through the EOC (or Area Commander, Incident Command, if the EOC is not activated). Regardless of where the JIC is established, emergency public information functions will continue to be managed from the EOC.

4.3.5 Disaster/Citizen Information Hotline Teams

The Citizen Hotline will provide current disaster information to citizens who call with questions. The information line will either provide an automated message, or staffed by County personnel as staff are available.

4.4 Cal OES Public Information

In the event an emergency or disaster situation is beyond the capabilities of Solano County, assistance may be requested from the California Governor's Office of Emergency Services (Cal OES) at the State level. In this case, a JIC will have been activated and the State liaison will work with the Solano County PIO for the communication of the appropriate public information. State assistance may be needed when:

- The means of dispersing public information at the local government level is damaged or overwhelmed
- Critical information needs to be disseminated to victims, responders, recovery personnel and members of the media
- Multiple response agencies and levels of government need to work cooperatively to provide consistent emergency information

4.5 Private Entities and Non-Profit Entities

4.5.1 Local Radio and Television Stations

Local radio and television stations will be utilized to get emergency information, alerts and warnings out to the public. The County PIO will work directly with the media to coordinate the dissemination of messages, using messages that have been developed within the EOC or JIC, and approved by the EOC Director.

4.5.2 Non-Government/Non-Profit/Voluntary Organizations

Non-government, non-profit and voluntary organizations have a significant role in public information within the County. Organizations will be looking for up to date information and citizens will be turning to their familiar community

organizations as a source of information. Accurate and timely information that is developed by the PIOs and approved by the EOC will need to be disseminated to local organizations as well as residents. PIOs will work with all information personnel, including organization liaisons, to ensure the communication of the most accurate and up-to-date information.

4.5.3 Local Print Media

Print media plays a helpful role in disseminating information on preparedness measures for similar disasters. During a disaster, print media is typically able to provide much more depth and background than tv or radio news, and create a longer lasting archive/ record of events.

Section 5. Concept of Operations

Solano County PIOs prepare and distribute disaster information to the public before, during, and after disaster and emergency events, using all available media and communication methods. Public information will be phased in accordance with the size and scope of the emergency or disaster.

The initial response will normally be covered by operating the public information function from the County EOC, with the EOC Director assembling a team of one or more departmental PIOs. Because of the nature of the incident(s), a PIO Team may need to be dispatched to deal with the media at the scene of an incident in support of an Incident Commander.

In a large-scale disaster, the PIO function will be conducted from a JIC that includes other non-Solano County jurisdictions. These may include, but are not limited to cities, special districts, other counties, State and Federal representatives, utilities and business and industry. The purpose of the JIC is not to control the activities of other jurisdictions, but to provide a forum for the sharing of information between jurisdictions and a central point for the media to get information.

Concurrent with the establishment of the PIO function at the EOC, the County PIO will, when required, establish a “Disaster Hotline.” This Hotline will be used to provide timely and accurate information on what the County; State and Federal governments are doing to respond to citizens’ needs. This Hotline will be supervised by the Public Information EOC staff and may operate from the EOC, be co-located with the JIC, or located in another facility. An active liaison will be required between the EOC and the Public Information function to ensure that the information being disseminated is consistent between the three entities.

5.1 Organization

The EOC Director is the lead PIO in the event of any activation of the EOC. Control of the Public Information function will be directed by the EOC Director or his designee. All PIO actions will be coordinated with the EOC via the Emergency Services Manager or his/her designee.

During any activation of the EOC, County PIOs are no longer available to serve the needs of their individual departments. Instead, they must be available to staff the EOC, field locations, or a JIC. If individual departments need specific public information support, it will be provided on a prioritized basis by the PIO team at the EOC.

Emergency public information functions include, but are not limited to:

- Facilitate the issuance of effective warning information using available communications networks
- The timely and accurate dissemination of official information to the public during periods of emergency
- Coordinating the release of official news and information through recognized broadcast and print media services and organizations
- Response to specific media inquiries and calls from the public requesting information assistance
- Establishment and operation of a 24-hour emergency public information point of contact
- Establishment and operation of a JIC, as necessary to support County government and Operational Area emergency public information activities
- Provision of emergency public information support to field Incident Command as requested
- Control of rumors and misinformation
- Disseminate information regarding people with disabilities and care for service and companion animals

5.2 Pre-Response

PIO personnel are identified in various County Departments, especially in the DHSS and in the Sheriff's Office. These trained staff will be called upon during emergencies and disasters to staff the PIO position at the EOC, or in other cases, to support an Incident Command post or work in a multi-agency JIC. PIO and Citizen Information Hotline teams will participate in training and EOC exercises in order to improve and maintain their skills.

The County is committed to interactions with the local media such that solid working relationships before a disaster will support effective information dissemination during emergencies.

5.3 Response/Public Information Coordination

5.3.1 Alert and Warning Systems

Depending upon the threat and time availability, the EOC will initiate alerts and warnings utilizing a variety of communication methods. As in any emergency, the effectiveness of any warning will be dependent upon many factors including:

- Time availability
- Initial notice of threat
- Time of day
- Language barriers
- Communication systems viability

The County will use the following systems for providing alert and notification.

- Activation of the Emergency Alert System
- Activation of the Emergency Digital Information System
- Activation of the California Health Alert Network (CAHAN)
- Activation of existing automatic telephone notification systems available within the County EOC and within other local jurisdictions
- Rapid field warnings using response personnel
- Media broadcast alerts
- Vehicles with loudspeakers roving local streets and door-to-door alerts

In order to ensure populations with access and functional needs have been notified, the PIO will coordinate with the Access and Functional Needs Unit (or DHSS representative) to ensure the impacted area are appropriately notified. Systems and considerations include, but are not limited to:

- TDD/TDY telecommunications devices for blind/deaf
- Messages in multiple languages
- Outreach to Mental Health client list
- Outreach to In Home Support Services (IHSS) client list
- Outreach to Foster Children in the County's care
- Notification to Superintendent of schools, and activation of call-down systems for schools in impacted area
- 2-1-1 alert, and their provision of accurate, timely information to their constituents

5.3.2 Emergency Alert System¹

The Emergency Alert System (EAS) is a national public warning system that requires TV and radio broadcasters, cable television systems, wireless cable systems, satellite digital audio radio service providers, direct broadcast satellite service providers, and wire line video service providers to offer to the President the communications capability to address the American public during a national emergency. The system also may be used by State and local authorities to deliver important emergency information such as AMBER Alerts (for missing children) and emergency weather information targeted to a specific area.

The Emergency Alert System is a network of public broadcast stations and interconnecting facilities, authorized by the Federal Communications Commission to operate in a controlled manner during wartime, or during a state of disaster or national emergency. The system is designed to provide a communications link between government authorities and the public. Priority for use is:

- Presidential messages
- Local programming
- State programming
- National programming and news

5.3.3 Social Media

Social media is more predominant in the world every day and is now being used by organizations as a significant tool for the release of public information. Both Facebook and Twitter can be used by the County and partnering jurisdictions to provide real time, up-to-date information to a large number of people. In addition, it allows for the public to post and respond with their messages and concerns regarding the emergency event. In recent disasters, social media has been the first source of information, not the public media.

Information posted to social media by the public at large must be vetted before being accepted. The EOC can monitor social media releases to support rumor control.

The County will be moving away from City Watch, but have not selected a new notification platform yet.

5.4 Recovery

The public information program will continue through the recovery period, providing information and instructions about County, State and Federal government emergency operations, future plans for restoration of disaster affected areas, and instructions on how to apply for Federal disaster assistance programs administered by the State. More information regarding the recovery process and procedures for Solano County is included in the *Solano County Emergency Operations Plan, Recovery Annex*.

¹<http://www.fcc.gov/guides/emergency-alert-system-eas>

Appendix A Acronyms

Table A-1: Public Information Annex Acronyms

CAHAN	California Health Alert Network
Cal OES	California Governor’s Office of Emergency Services
H&SS	Department of Health and Social Services, Solano County
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
IHSS	In Home Supportive Services (part of DHSS)
JIC	Joint Information Center
PIO	Public Information Officer
SEMS	Standardized Emergency Management System, California

Attachment A Pre-Scripted Messages²

A 1.1: Warning – General Incident

1. The Solano County Office of Emergency Services has issued the following warning for those who live, work, or are visiting in [county/city/jurisdiction]. [Describe what the emergency is.]
2. An emergency situation involving [county/city/jurisdiction] is currently in progress at: *[Describe location by reference to facility name (if known), street and cross street, other geographic features (rivers, rail lines, etc.), and neighborhood name where appropriate].* [Describe what the emergency is.]
3. Emergency personnel are currently responding to [incident name] and local officials are monitoring the situation. To keep yourself safe and avoid impeding the emergency response, please avoid this area until further notice. [Describe what the emergency is.]
4. To repeat, an emergency situation involving [county/city/jurisdiction] is currently in progress at: *(Repeat location in 2 above).* Please avoid this area. [Describe what the emergency is.]
5. Do not call [911] for information about the emergency situation. Instead, stay tuned to [radio/TV station] for additional official information. [Describe what the emergency is.]

² Texas Department of Public Safety, Alert Annex

A 1.2: Warning – Road/Facility Closure

Solano County Office of Emergency Services has issued the following warning for those who live, work, or is visiting in [county/city/jurisdiction]:

It has been necessary to close certain local streets and highways due to:

- Flooding
- Heavy accumulations of snow and ice
- Fire / explosion
- Incident involving hazardous materials
- Other:

As of _____ today, the following roads have been closed by law enforcement officials:

Street or Route

At or Between

1. Please avoid these routes:

2. If you must travel, use alternate routes, such as:

3. We recommend that you refrain from driving and remain at home due to the extremely bad travel conditions.

4. In addition, the following facilities have been closed due to the [incident name].

5. Again, the roads and streets that have been closed are: *(Repeat as listed)*

6. Please stay tuned to [radio/TV station] for additional information on the current emergency situation.

A 1.3: Warning – Shelter-in-Place

The Solano County Office of Emergency Services has issued the following warning for those who live, work, or is visiting in [county/city/jurisdiction].

There has been an accidental release of hazardous material that is affecting a portion of the local area. People in the following area must take protective measures: [Describe area boundaries].

If you are located in this area, do the following immediately in order to protect yourself:

- Go inside your home, workplace, or the nearest building that appears to be reasonably airtight and stay there. Take your pets with you.
- Close all doors, windows, and any fireplace dampers.
- Turn off any heating or cooling system that draws in air from the outside.
- Keep your radio on and tuned to [radio station] to receive emergency announcements and instructions.
- Gather items that you may need to take with you if you are advised to evacuate.

People traveling in vehicles should seek shelter in the nearest airtight structure. If a suitable structure is not immediately available, travelers should roll up car windows, close air vents, and turn off the heater or air conditioner until they reach a suitable building.

If shelter is not immediately available, keep a handkerchief, towel, or damp cloth snugly over your nose and mouth until you get indoors.

If you know of any neighbors or co-workers with hearing or language problems or special needs, please advise them of this message.

Please do not call [911] or local emergency officials for information. Stay turned to [radio/TV station] for additional information.

If school is in session, choose one of the following:

- Students at the following school(s) are taking shelter at their schools: _____

Parents should not attempt to pick up students at school until the hazardous situation is resolved and they are advised it is safe to do so.

- Students at the following school(s) [have been/are being] evacuated to other facilities:

Parents should not attempt to pick up students from schools that have been evacuated.

Local officials will provide information on where to pick up school children as soon as it is available.

A 1.4: Special News Advisory – Pre-Evacuation

The Solano County Emergency Operations Center has issued the following advisory for those who live, work, or are visiting in [county/city/jurisdiction].

1. Due to the threat of [insert threat], it may be necessary for people who live, work or are visiting in the certain local areas to evacuate in the near future. This area(s) that may be at risk include:[*Describe area boundaries*]

Potential evacuation routes from the area(s) at risk include: _____.

2. Evacuation is NOT being recommended at this time. Local officials will advise you if evacuation is necessary. However, you should be prepared to evacuate if needed. To prepare, you should:

Assemble the following emergency supplies:

- Clothing for your family for several days.
- Bedding, pillows, and towels.
- Prescription medicines & spare eyeglasses.
- Soap and toiletries.
- Baby food and diapers.
- Your address book or list of important telephone numbers.
- Your checkbook, credit cards, and cash.
- Your driver's license and identification cards.
- A portable radio and flashlight.

You should also:

- Gather suitcases, boxes, or bags to hold your emergency supplies.
 - Be prepared to secure your home or office and your property before you depart.
 - Ensure your car is in good shape and you have adequate fuel.
 - Decide where you will go if you have to evacuate. Make arrangements with relatives or friends or consider making hotel or motel reservations.
3. If you know of any neighbors or co-workers with hearing or language problems or with access and functional needs, please advise them of this message. And if you have neighbors or co-workers who do not have transportation, offer to assist them if you can.
 4. We want to emphasize that this is a PRECAUTIONARY message about possible evacuation. Evacuation is NOT being recommended at this time.

Keep your radio or TV on and listen for further information about this situation. Please do not call [911] or local emergency officials for information as this impacts telephone lines needed for emergency operations.

A 1.5: Warning Message – Urgent Evacuation

The Solano County Office of Emergency Services has issued the following warning for those who live, work, or are visiting in [county/city/jurisdiction].

Due to [insert emergency] that threatens/is affecting a portion of the local area, the [County Administrator/City Mayor] recommends that people in the following area evacuate immediately to protect their health and safety:

Recommended evacuation routes from the area(s) at risk include: _____.

Be sure to take essential items such as:

- prescription medicines
- eyeglasses
- identification cards
- checkbook
- credit cards
- valuable papers

Do not delay your departure to collect other belongings.

Things to Remember

1. Take your pets with you, but make sure you bring a leash, crate, or cage for them. Some shelters will not accept pets.
2. If you have no means of transportation, or if you are physically unable to evacuate on your own, ask a neighbor to assist you.
3. If you know of any neighbors or co-workers with hearing or language problems or special needs, please advise them of this message. And if you have neighbors or co-workers who need help or do not have transportation, offer to assist them if you can.
4. Repeating, local officials recommend the people in the following area(s) evacuate now: *(Repeat the area above.)*
5. Please do not use your telephone except to report a true emergency. Stay tuned to this station for more information and instructions from local officials.

A 1.6: Warning Message – Mandatory Evacuation

The Solano County Office of Emergency Services has issued the following warning for those who live, work, or are visiting in [county/city/jurisdiction]:

Due to [*insert emergency*], the [County Administrator/City Mayor], under California law, has ordered that people evacuate immediately the following area to protect their health and safety and the health and safety of possible rescuers.

Recommended evacuation routes from the area(s) at risk include: _____.

Be sure to take essential items such as:

- prescription medicines
- eyeglasses
- baby supplies
- personal care items
- identification cards
- checkbook and credit cards
- valuable papers

Listen to this station for more information on what you need to take with you. Secure your home before you depart.

Things to Remember

1. Take your pets with you, but make sure you bring a leash, crate, or cage for them. Remember some shelters will not accept pets
2. Decide where you will stay until the emergency situation is resolved. Staying with relatives or friends or in a hotel or motel is a good choice.
3. If you can't stay with friends or relatives or find a motel room, listen to this station for more information on the locations of public shelters.
4. If you have no means of transportation or if you are physically unable to evacuate on your own, ask a neighbor to assist you.
5. If you know of any neighbors or co-workers with hearing or language problems or special needs, please advise them of this message. And if you have neighbors or co-workers who need help or do not have transportation, offer assistance if you can.
6. Repeating, local officials, under California law, are ordering the people in the following area(s) to evacuate immediately: (*Repeat the area description above.*)
7. Please do not use your telephone except to report a true emergency. Stay tuned to this station for more information and instructions from local officials.

A 1.7: Special News Advisory – Supplemental Evacuation Information

The Solano County Office of Emergency Services has issued the following advisory for those who live, work, or are visiting in [county/city/jurisdiction]:

Due to the threat of [insert emergency], local officials have recommended that people who live, work or are visiting in the following areas evacuate to protect their health and safety: [Describe area boundaries.]

Use the following evacuation routes: _____.

You should take the following emergency supplies with you:

- clothing for your family for several days
- bedding, pillows, and towels for each family member
- prescription medicines & spare eyeglasses
- soap and toiletries
- baby food and diapers
- address book or list of important telephone numbers
- checkbook, credit cards, and cash
- driver's license and identification cards
- portable radio and flashlight, with extra batteries

Things to Remember

1. Plan where you will stay until the emergency situation is resolved. Staying with relatives or friends or in a hotel or motel is a good choice.
2. If you cannot find another place to stay, temporary public shelters will be/have been opened at: _____.
3. Take your pets with you, but make sure you bring a leash, crate, or cage for them as well as pet food.
4. Secure your property before you depart. Shut off all appliances, except refrigerators and freezers. Lock all doors and windows.
5. Expect travel delays on evacuation routes. If you have a substantial distance to drive, you may want to take drinks and ready-to-eat food in your car in case you are delayed.
6. If you have no means of transportation or if you are physically unable to evacuate on your own, ask a neighbor to help you.
7. If you have neighbors or co-workers, who need help or do not have transportation, offer to assist them if you can.
8. If you know of any neighbors or co-workers with hearing or language problems or special needs, please advise them of this message.
9. Please do not use your telephone except to report a true emergency. Stay tuned to this station for more information and instructions from local officials. If you missed some of the information in this advisory, it will be broadcast again soon.

A 1.8: Special News Advisory – School & Public Facilities

The Solano County Office of Emergency Services has issued the following advisory for those who live, work, or are visiting in [county/city/jurisdiction]:

The current emergency situation involving [insert emergency] has affected the operation of the number of local facilities. This advisory is intended to provide you an update on the status of schools, hospitals, nursing homes, and other key facilities.

Chose one or more of the following options regarding schools:

- All local public schools have been closed.
- The following schools have been closed and students [are being/have been] returned to their homes: _____.
- The following schools have been evacuated and their students relocated to other facilities: School: _____ . Students relocated to: _____.
- Parents should pick up their children at these host facilities: _____.

Hospitals

The following hospitals and nursing homes have been evacuated and their patients relocated to other facilities:

Facility: _____ . Patients relocated to: _____ .

Government Offices

The following government offices, parks, recreation areas, and other public facilities have been closed:

Things to Remember

1. Please stay tuned to this station for more information and instructions from local officials.
2. And please refrain from using the telephone unless you have a true emergency.

Attachment B Government Access Channels and Locations

Solano County OES maintains a list with updated person-specific contact information for the following Government Access Channels. The information below provides general contact information only.

BENICIA

250 East "L" Street
Benicia, CA 94510-3239
Phone: (707) 746-4287

DIXON

600 East "A" Street
Dixon, CA 95620-3697
Phone: (707) 678-7000

FAIRFIELD

1000 Webster Street
Fairfield, CA 94533-4883
Phone: (707) 428-7752

RIO VISTA

One Main St.
Rio Vista, CA 94571-1842
Phone: (707) 374-5063

SUISUN CITY

701 Civic Center Blvd.
Suisun City, CA 94585-2600
Phone: (707) 421-7333

*Does not have a cable access channel, but can link videos via its website.

VACAVILLE

650 Merchant Street
Vacaville, CA 95688-6992
Phone: (707) 449-5371

VALLEJO

555 Santa Clara St.
Vallejo, CA 94590-5934
Phone: (707) 648-4500 or 648-5201

Attachment C Media List

Solano County OES maintains a list with updated person-specific contact information for the following media organizations. The information below provides general contact information only.

Table C-1: Local Print Media

Local Print Media	
Fairfield Daily Republic 1250 Texas St. PO Box 47 Fairfield, CA 94533	www.dailyrepublic.net FAX: 425-5924 News Room: 425-4646
Vacaville Reporter 916 Cotting Lane Vacaville, CA 95688 P.O. Box 1509 Vacaville, CA 95696	www.thereporter.com FAX: 451-5210 News Room: 448-2200
Dixon Tribune 145 East A St. Dixon, CA 95620	http://www.facebook.com/pages/The-Dixon-Tribune/191440726067?sk=notes FAX: 678-5404
Independent Voice PO Box 1106 Dixon, CA 95620	www.independentvoice.com FAX: 678-4046
River News Herald & Isleton Journal 21 S. Front Street; PO Box 786 Rio Vista, CA 94571	www.rivernews herald.org FAX: 374-6322
Rio Vista Beacon PO Box 726 Brentwood, CA 94513	http://www.riovistabeacon.com/ FAX: (925) 634-0193
Vallejo Times Herald 440 Curtola Parkway PO Box 3188 Vallejo, CA 94590	www.timesheraldonline.com FAX: 553-6851 News Room: 533-6840
Benicia Herald 820 First St. Benicia, CA 94510	www.beniciaherald.wordpress.com FAX: 745-8583

Table C-2: Local Online Only Publications

Local Online Only Publications	
Dixon Patch	www.dixon.patch.com
Benicia Patch	www.beniciapatch.com
Suisun City Patch	www.suisuncity.patch.com
Examiner.com	www.examiner.com/solano-county-buzz-in-san-francisco

Table C-3: Local Radio Stations

Local Radio Stations	
95.3 KUIC Radio 555 Mason St., Suite 245 Vacaville, CA 95688	www.kuic.com FAX: 446-0122

Table C-4: Sacramento Radio Stations

Sacramento Area Radio Stations	
Vacaville - 530 kHz (2 fixed ALERT AM stations)	
Sacramento International Airport - 530 kHz (fixed Information Station)	

Table C-5: Bay Area Radio Stations

Bay Area Radio Stations	
San Francisco International Airport - 1610 kHz (fixed Information Station)	
San Mateo - 530 kHz (fixed Information Station)	
San Jose University - 1700 kHz (fixed Information Station, custom)	

Table C-6: Sacramento Print Media

Sacramento Local Media	
Sacramento Bee 2100 Q. St. Sacramento, CA 95816 PO Box 15779	www.sacbee.com FAX: (916) 321-1009 General: (916) 321-1000

Sacramento Local Media

Sacramento, CA 95852	
Sacramento Business Journal 1400 X Street Sacramento, CA 95818	www.bizjournals.com/sacramento FAX: (916) 444-7779 General: (916) 447-7661
KXTV 10 (ABC) 400 Broadway Sacramento, CA 95818-2098 Mail: 400 Broadway Sacramento, CA 95812-0010	www.news10.net FAX: (916) 321-3384 General: (916) 447-6107
KCRA 3 (NBC) & KQCA 58 3 Television Circle Sacramento, CA 95814-0794	www.kcra.com FAX: (916) 441-4050 General: 916-446-3333
KOVR 13 (CBS) & CW31 CBS Offices & Studios 2713 KOVR Drive West Sacramento, CA 95605	www.kovr.com FAX: (916) 374-1304 General: (916) 374-1313
KTXL 40 (FOX) 4655 Fruitridge Road Sacramento, CA 98520-5299	www.fox40.com FAX: (916) 739-1079 General: (916) 739-1079
KFPK AM (650/1530) 1440 Ethan Way, #200 Sacramento, CA 95825	www.kfbk.com FAX: (916) 646-9409 General: (916) 929-5325

Table C-7: Bay Area Print Media

Bay Area Local Media

San Francisco Chronicle 901 Mission St. San Francisco, CA 94103-2905	www.sfgate.com FAX: General: (415) 777-1111
Oakland Tribune 7677 Oakport St., #950 Oakland, CA 94621	www.insidebayarea.com/oakland-tribune FAX: General: (510) 208-6300
Contra Costa Times 2640 Shadelands Drive Walnut Creek, CA 94598	www.contracostatimes.com FAX: General: (925) 933-2020
Bay City News Service Fox Plaza, Suite 324 1390 Market St. San Francisco, CA 94102	

Bay Area Local Media

San Francisco Business Times 275 Battery St., Suite 940 San Francisco, CA 94111	www.bizjournals.com/eastbay FAX: (415) 398-2494
KTVU 2 (FOX) / BayInsider.com PO Box 22222 Oakland, CA 94623	www.ktvu.com www.bayinsider.com FAX: (510) 451-2610 General: (510) 834-1212
KPIX 5 (CBS) 855 Battery St. San Francisco, CA 94111	www.kpix.com FAX: General: (415) 362-5550
KCBS Radio (740AM/106.9FM) 855 Battery St. San Francisco, CA 94111	www.sanfrancisco.cbslocal.com/station/kcbs/ General: (415) 765-4000
KGO 7 (ABC) 900 Front Street San Francisco, CA 94111	www.abclocal.go.com/kgo General: (415) 954-7777
KRON 4 (NBC) 1001 Van Ness Ave. San Francisco, CA 94109	www.kron.com (415) 441-4444