

### Introduction



When the CZU Lightening Complex fire hit Santa Cruz County in 2020, local emergency management realized their plans and processes were not current, relevant, and actionable by EOC staff enough to address the community's needs from the wildfire bearing down on them.

After the fire, the County completed an After Action Report that listed various areas for improvement. With a small dedicated emergency management (EM) staff, the County recognized thru their AAR that the EM tools must be built in a format that can support their disaster service worker EOC support staff to get up to speed and be effective quickly.



#### THE PARTNERSHIP

<u>Santa Cruz County</u> is the heart of California's wildland fire country, consistently impacted by wildfire risks across a rural and suburban population. Two Lynchpin Road is an emergency management firm building tactically operational plans with organizations throughout the U.S.

Two Lynchpin Road and Santa Cruz County developed tools to prepare the EOC for upcoming activations. The team worked with the community to understand their needs, then developed two products customized to the location's needs and deployable with little to no notice.

To discuss this project and additional collaborations, contact Alicia Johnson at alicia@twolynchpinroad.com.



#### THE TOOLS

**The Quick Start Guide** is a framework that combines a visual flowchart and position checklists for the first 72 hours of response. The results are designed to be displayed and used actively throughout an EOC operation.

Designed to educate and provide just-in-time training, the 'swim lane' model can be used by staff unfamiliar with EOC operations to respond quickly to emergencies. The guide includes checklists for all Incident Command System (ICS) roles. This product will be used during training and activations to help guide strategic and tactical operations in Santa Cruz County.



#### **WILDFIRE ANNEX**

Every wildland-urban interface community needs a wildfire hazard-specific EOC response plan.

Two Lynchpin Road worked with Santa Cruz County to create a responsive Wildfire Annex that guides and informs best practice hazard-specific response. This annex will inform the exercise, training, and future development of the Emergency Operations Plan and other stakeholder initiatives.

Does my community need both? The Wildfire Annex encompasses the unique physical aspects of response operations; the Quick Start Guide includes visual depictions of EOC functionalities integrated with position task lists. Many communities, like Santa Cruz County, benefit from a strategic and tactical representation of emergency operations.

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# Can this be done for other hazards and in organizations outside the government?

Yes, a hazard annex can be created for any hazard in any sector or organization. The principles of preparedness and recovery remain the same and can be customized to fit your specific local or regional needs.



## Conclusion



Community preparedness is essential to strong and speedy disaster recovery. Knowing what you will do and when you will do it is the first step to disaster preparedness.

Partnering with Two Lynchpin Road, Santa Cruz County invested time and resources to develop a functional toolkit grounded in their real-world wildfire response experiences that leads to better all-hazards preparedness for their diverse Emergency operations team.



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