



**CITY CLERKS: PLEASE POST**

**AGENDA**

**PALOS VERDES PENINSULA  
PUBLIC SAFETY COMMITTEE**

**THURSDAY, NOVEMBER 9, 2023  
7:30 A.M.**

**VIRTUAL MEETING**

The Palos Verdes Peninsula Public Safety Committee for Thursday, November 9, 2023, at 7:30 a.m., will be conducted via teleconference using the Zoom platform. Members of the public may participate virtually in the meeting in the following ways:

*-Members of the public who wish to speak during this meeting may join the Zoom meeting by accessing the Zoom app from a computer, tablet, or phone (Download app at <https://zoom.us/download>). Input the following credentials: Meeting ID: 856 2233 4560, Meeting Passcode: 698868. Members of the public who join the Zoom meeting will not appear on video but may request to speak using the following process while on Zoom: Select the "raise hand" option on the lower portion of your screen. Staff will unmute your mic at the appropriate time.*

*-Members of the public who wish to comment on an agenda item may email requests to speak to [mherrera@pvestates.org](mailto:mherrera@pvestates.org). Please include your first and last name, and the name of the agenda item on which you would like to comment.*

*- Public correspondence may be emailed to the City Clerk at [cityclerks@pvestates.org](mailto:cityclerks@pvestates.org).*

- I. CALL TO ORDER**
- II. ROLL CALL**
- III. PLEDGE OF ALLEGIANCE**
- IV. PUBLIC COMMENT**

**NOTE:** *This is the appropriate time for members of the public to make comments regarding items not listed on this agenda.*

**V. APPROVAL OF MINUTES**

- A. MINUTES OF MAY 11, 2023

**VI. OLD BUSINESS**

- A. SCHOOL RESOURCE OFFICER (SRO) UPDATE (SCHOOL DISTRICT REPORT)
- B. UPDATE ON THE PENINSULA EMERGENCY PREPAREDNESS TASKFORCE (RHE VERBAL REPORT)
- i. Prepared Peninsula Expo and Natural Disaster Town Hall Update
- C. STATUS UPDATE ON PENINSULA WILDFIRE CAMERAS (RPV VERBAL REPORT)
- D. LOS ANGELES COUNTY FIRE DEPARTMENT UPDATE (LACOFD VERBAL REPORT)

**VII. NEW BUSINESS**

- A. MASS COMMUNICATION (RHE WRITTEN REPORT)
- B. PENINSULA FUNCTIONAL EXERCISE (RPV VERBAL REPORT)

**VIII. OTHER MATTERS FROM COMMITTEE MEMBERS**

**NOTE:** *This is the appropriate time for Committee Members to direct the placement of items for future action on upcoming agendas.*

Next meeting **Thursday, February 1, 2024**, at 7:30 a.m.



**PALOS VERDES PENINSULA PUBLIC SAFETY COMMITTEE  
MINUTES TO MEETING ON THURSDAY, MAY 11, 2023**

**I. CALL TO ORDER**

A meeting of the Palos Verdes Peninsula Public Safety Committee was called to order by Chair Murdock at 7:31 a.m., via Zoom.

**II. ROLL CALL**

PRESENT:

**Rancho Palos Verdes**

David Bradley, Councilmember

Eric Alegria, Councilmember

**Rolling Hills Estates**

Britt Huff, Mayor

Frank V. Zerunyan, Councilmember

**Rolling Hills**

Bea Dieringer, Councilmember

**Palos Verdes Estates**

Dawn Murdock, Mayor Pro Tem

David McGowan, Councilmember

ABSENT:

Patrick Wilson, Mayor, Rolling Hills

ALSO PRESENT:

**Rancho Palos Verdes**

Ara Mihanian, City Manager

Karina Banales, Deputy City Manager

Jesse Villalpando, Emergency Services Coordinator

Shaunna Hunter, Administrative Analyst

**Rolling Hills Estates**

Greg Grammar, City Manager

Alexa Davis, Assistant City Manager

Jessica Slawson, Management Analyst

**Rolling Hills**

Elaine Jeng, City Manager  
Christian Horvath, City Clerk/Executive Asst to the City Manager  
**Palos Verdes Estates**  
Steve Barber, Police Captain  
Merlin David, Community Relations Officer  
Kia Boriboon, Management Analyst  
Anastasia Seims, Public Works Director  
**Los Angeles County Sheriff's Department**  
Lieutenant Michael White, Lomita Sheriff's Station

### **III. PLEDGE OF ALLEGIANCE**

Pledge of Allegiance led by Chair Murdock.

### **IV. PUBLIC COMMENT**

Irene Tam addressed Committee members regarding the PPSC meeting agenda and the Know Your Zone/PVPReady.gov (Zonehaven) Evacuation Platform Presentation provided by the City of Rolling Hills Estates.

Larry Maizlish addressed Committee members regarding the Know Your Zone/PVPReady.gov (Zonehaven) Evacuation Platform Presentation provided by the City of Rolling Hills Estates.

### **V. APPROVAL OF MINUTES**

#### **A. PPSC MEETING MINUTES OF MARCH 9, 2023**

**ACTION:** Motion by Councilmember Dieringer, seconded by Mayor Huff, to approve the March 9, 2023, minutes as amended.

**AYES:** Members: Murdock, McGowan, Bradley, Zerunyan, Huff, and Dieringer

**NOES:** Members: None

**ABSTAIN:** Members: Alegria

**ABSENT:** Members: Wilson

### **VI. OLD BUSINESS**

#### **A. SCHOOL RESOURCE OFFICER (SRO) UPDATE (SCHOOL DISTRICT REPORT)**

PVPUSD staff did not attend the meeting nor provide a report on School Resource Officers (SROs) on behalf of the Palos Verdes Peninsula Unified School District.

## **B. UPDATE ON THE PENINSULA EMERGENCY PREPAREDNESS TASKFORCE (RHE VERBAL REPORT)**

Management Analyst Slawson provided an update on Peninsula Emergency Preparedness Taskforce (PEP) activities. Slawson reported that PEP held a meeting the week of May 8, 2023, that focused on the Peninsula Cities' launch of the Know Your Zone/PVPReady.gov emergency evacuation platform located at PVPReady.gov. Slawson provided an overview of the system during the meeting.

## **C. KNOW YOUR ZONE/PVPREADY.GOV (ZONEHAVEN) EVACUATION PLATFORM PRESENTATION (RHE VERBAL REPORT)**

Management Analyst Slawson reported that the Know Your Zone emergency evacuation platform located at PVPReady.gov launched the week of May 8, 2023. The Peninsula Cities coordinated a joint press release. Staff developed and shared co-branded marketing materials and issued a text alert to approximately 30,000 Palos Verdes Peninsula subscribers. Staff will continue to share Know Your Zone messaging via multiple communication channels. Staff and public safety partners plan to train and participate in evacuation drills over the next several weeks with the Los Angeles County Office of Emergency Management.

Slawson provided an overview of the Know Your Zone website, and a brief interactive tutorial of the emergency evacuation tool.

## **D. STATUS UPDATE ON PENINSULA WILDFIRE CAMERAS (RPV VERBAL REPORT)**

Emergency Services Coordinator Villalpando provided an update on the current status of the Pano AI Wildfire Detection Camera Installation Project. Villalpando reiterated that four locations have been identified for the wildfire cameras including, the RPV City Hall monopole, Terranea Resort rooftop installation, City of Torrance monopole (which is situated in a public storage lot at Lomita and Hawthorne Blvd, and faces the north side of the Peninsula), and a San Pedro Hill monopole. Villalpando reported that the City Hall monopole has been completed. The cameras are mounted on the monopole and the server rack was installed in the Catalina wing of RPV's City Hall. The software has been installed and set to true North, and the pixelation of homes has been addressed. Pano AI provided Villalpando training on the system and the camera is now live.

Villalpando also reported that the Torrance monopole site installation is underway and expected to go live by the end of the day, Monday, May 15, 2023. Pano AI met with Terranea Resort on May 10, 2023, to discuss power options for the roof installation covering the Portuguese Bend Reserve. They are finalizing power source details. Pano AI will also meet on site this week (week of May 8, 2023) for the San Pedro Hill installation to discuss additional power source options. The goal is to have all sites operational by June 19, 2023.

The next step in the process involves Pano AI collaborating with the Los Angeles County Department and public safety officials to have the alerting system operational by mid-June 2023.

Villalpando shared his screen to show the Pano AI wildfire camera platform and live views from the monopole installation at RPV City Hall which is on a 24-hour time lapse loop. Villalpando provided information about the cameras including that they:

- Rotate every 60 seconds.
- Capture 12 distinct images and stitch them into a panoramic view.
- Are equipped with a smoke detection algorithm.
- Utilize artificial intelligence to differentiate between smog, clouds, and adverse weather conditions.
- Activate when smoke is detected in their frame.
- Upon detecting smoke, sends alerts to a PANO intelligence center (which operates 24/7 and the center validates the smoke signals and quickly identifies relevant public safety agencies within minutes).

Villalpando also stated that the cameras will soon offer a 35-times optical zoom feature which will be available later in 2023, and that there is a learning curve for the cameras as they adapt to the unique environment of the Peninsula.

Villalpando ended the update and answered Member questions.

Chair Murdock requested a detailed map of camera coverage in the City of Palos Verdes Estates. Villalpando showed a 150-meter smoke rise coverage map (satellite view) of PVE. City Manager Mihranian explained to Chair Murdock that the reason they moved the camera off the Peninsula and onto a building in Torrance was to enhance and improve the coverage in Palos Verdes Estates.

## **NEW BUSINESS**

None.

## **VII. OTHER MATTERS FROM PALOS VERDES PENINSULA PUBLIC SAFETY COMMITTEE MEMBERS**

Member McGowan requested that the group conduct a drill that simulates a fire in a certain area to determine the need for evacuation and to demonstrate how Zonehaven would affect communications that would go out to residents in those affected zones.

Member Zerunyan requested that the committee consider communication options associated with satellite technology.

Chair Murdock requested that for the next meeting, the Peninsula Emergency Preparation Task Force provide a plan for how PPSC might conduct a drill and that PPSC staff provide a plan on the next wave of PPSC activities.

Member Dieringer requested that staff provide for the next PPSC meeting, research regarding all the available mass notification siren systems and the availability of grants to support funding.

At the next PPSC meeting on August 10, 2023, Staff will provide information about available methods of mass communication and provide a 6-month Action Plan.

### **VIII. ADJOURNMENT**

There being no further business before the Palos Verdes Peninsula Public Safety Committee, Chair Murdock adjourned the meeting at 8:03 a.m. The next meeting is scheduled to be held Thursday, August 10, 2023, at 7:30 a.m., via Zoom.

Respectfully submitted,

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Kia Boriboon  
Management Analyst  
City of Palos Verdes Estates

Approved,

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Dawn Murdock  
Chair and Mayor Pro Tem  
City of Palos Verdes Estates



# Westmed/McCormick Ambulance

## Rancho Palos Verdes

January 2023

Date Period	1-7	8-14	15-21	22-28	29-31		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
0:00 to 8:59	17	17	23	22	9		88
9:00 to 14:59	19	19	34	20	6		98
15:00 +	11	5	14	10	8		48

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	47	41	71	52	23	0	234
<b>Total On Time</b>	17	17	23	22	9	0	88
<b>Total Late</b>	30	24	48	30	14	0	146

**Total Compliance: 37.6%**





# Westmed/McCormick Ambulance

## Rancho Palos Verdes

February 2023

Date Period	1-4	5-11	12-18	19-25	26-28		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
0:00 to 8:59	14	21	20	17	4		76
9:00 to 14:59	15	19	14	16	3		67
15:00 +	7	17	12	13	4		53

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	36	57	46	46	11	0	196
<b>Total On Time</b>	14	21	20	17	4	0	76
<b>Total Late</b>	22	36	26	29	7	0	120

**Total Compliance: 38.8%**



# Westmed/McCormick Ambulance

## Rancho Palos Verdes

March 2023

Date Period	1-4	5-11	12-18	19-25	26-31		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
0:00 to 8:59	12	25	17	20	27		101
9:00 to 14:59	12	16	19	11	16		74
15:00 +	2	9	11	9	13		44

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
Total Responses	26	50	47	40	56	0	219
Total On Time	12	25	17	20	27	0	101
Total Late	14	25	30	20	29	0	118

**Total Compliance: 46.1%**



# Westmed/McCormick Ambulance

## Rancho Palos Verdes

April 2023

Date Period	1	2-8	9-15	16-22	23-29	30	
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
<b>0:00 to 8:59</b>	8	32	27	23	33	1	124
<b>9:00 to 14:59</b>	4	25	12	19	25	2	87
<b>15:00 +</b>	1	6	7	17	4	0	35

**Total Responses**  
**Total On Time**  
**Total Late**

Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
13	63	46	59	62	3	246
8	32	27	23	33	1	124
5	31	19	36	29	2	122

**Total Compliance: 50.4%**



# Westmed/McCormick Ambulance

## Rancho Palos Verdes

May 2023

Date Period	1-6	7-13	14-20	21-27	28-31		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
<b>0:00 to 8:59</b>	22	25	32	30	21		130
<b>9:00 to 14:59</b>	13	15	13	21	8		70
<b>15:00 +</b>	2	4	1	15	3		25

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	37	44	46	66	32	0	225
<b>Total On Time</b>	22	25	32	30	21	0	130
<b>Total Late</b>	15	19	14	36	11	0	95

**Total Compliance: 57.8%**



# Westmed/McCormick Ambulance

## Rancho Palos Verdes

June 2023

Date Period	1-3	4-10	11-17	18-24	25-30		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
<b>0:00 to 8:59</b>	14	20	19	22	33		108
<b>9:00 to 14:59</b>	12	18	15	17	12		74
<b>15:00 +</b>	2	4	2	8	10		26

**Total Responses**

**Total On Time**

**Total Late**

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	28	42	36	47	55	0	208
<b>Total On Time</b>	14	20	19	22	33	0	108
<b>Total Late</b>	14	22	17	25	22	0	100

**Total Compliance: 51.9%**



# Westmed/McCormick Ambulance

## Rolling Hills

Jan 2023

Date Period	1-7	8-14	15-21	22-28	29-31		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
<b>0:00 to 8:59</b>	1	1	1	1	1		5
<b>9:00 to 14:59</b>	0	0	1	1	0		2
<b>15:00 +</b>	0	2	0	0	1		3

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	1	3	2	2	2	0	10
<b>Total On Time</b>	1	1	1	1	1	0	5
<b>Total Late</b>	0	2	1	1	1	0	5

**Total Compliance: 50.0%**



# Westmed/McCormick Ambulance

## Rolling Hills

Feb 2023

Date Period	1-4	5-11	12-18	19-25	26-28		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
0:00 to 8:59	1	1	1	3	0		6
9:00 to 14:59	3	0	1	0	1		5
15:00 +	1	1	0	0	1		3

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
Total Responses	5	2	2	3	2	0	14
Total On Time	1	1	1	3	0	0	6
Total Late	4	1	1	0	2	0	8

**Total Compliance: 42.9%**



# Westmed/McCormick Ambulance

## Rolling Hills

Mar 2023

Date Period	1-4	5-11	12-18	19-25	26-31		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
0:00 to 8:59	1	3	1	0	0		5
9:00 to 14:59	1	1	1	2	0		5
15:00 +	0	0	1	0	0		1

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	2	4	3	2	0	0	11
<b>Total On Time</b>	1	3	1	0	0	0	5
<b>Total Late</b>	1	1	2	2	0	0	6

**Total Compliance: 45.5%**





# Westmed/McCormick Ambulance

## Rolling Hills

Apr 2023

Date Period	1	2-8	9-15	16-22	23-29	30	
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
0:00 to 8:59	0	1	1	1	0	0	3
9:00 to 14:59	0	1	0	2	0	0	3
15:00 +	0	0	0	0	0	0	0

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	0	2	1	3	0	0	6
<b>Total On Time</b>	0	1	1	1	0	0	3
<b>Total Late</b>	0	1	0	2	0	0	3

**Total Compliance: 50.0%**



# Westmed/McCormick Ambulance

## Rolling Hills

May 2023

Date Period	1-6	7-13	14-20	21-27	28-31		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
<b>0:00 to 8:59</b>	2	1	0	0	0		3
<b>9:00 to 14:59</b>	2	1	2	0	0		5
<b>15:00 +</b>	1	0	0	0	0		1

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	5	2	2	0	0	0	9
<b>Total On Time</b>	2	1	0	0	0	0	3
<b>Total Late</b>	3	1	2	0	0	0	6

**Total Compliance: 33.3%**



# Westmed/McCormick Ambulance

## Rolling Hills

June 2023

Date Period	1-3	4-10	11-17	18-24	25-30		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
<b>0:00 to 8:59</b>	0	1	3	1	0		5
<b>9:00 to 14:59</b>	1	0	0	1	2		4
<b>15:00 +</b>	1	0	0	0	0		1

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	2	1	3	2	2	0	10
<b>Total On Time</b>	0	1	3	1	0	0	5
<b>Total Late</b>	2	0	0	1	2	0	5

**Total Compliance: 50.0%**



# Westmed/McCormick Ambulance

## Rolling Hills Estates

January 2023

Date Period	1-7	8-14	15-21	22-28	29-31		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
0:00 to 8:59	9	13	7	9	7		45
9:00 to 14:59	7	2	4	8	4		25
15:00 +	2	1	1	0	0		4

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	18	16	12	17	11	0	74
<b>Total On Time</b>	9	13	7	9	7	0	45
<b>Total Late</b>	9	3	5	8	4	0	29

**Total Compliance: 60.8%**



# Westmed/McCormick Ambulance

## Rolling Hills Estates

Feb 2023

Date Period	1-4	5-11	12-18	19-25	26-28		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
<b>0:00 to 8:59</b>	3	7	12	7	4		33
<b>9:00 to 14:59</b>	0	3	4	3	1		11
<b>15:00 +</b>	0	2	1	2	2		7

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	3	12	17	12	7	0	51
<b>Total On Time</b>	3	7	12	7	4	0	33
<b>Total Late</b>	0	5	5	5	3	0	18

**Total Compliance: 64.7%**



# Westmed/McCormick Ambulance

## Rolling Hills Estates

March 2023

Date Period	1-4	5-11	12-18	19-25	26-31		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
0:00 to 8:59	4	12	9	6	7		
9:00 to 14:59	3	6	0	2	4		
15:00 +	0	1	1	0	0		

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	7	19	10	8	11	0	55
<b>Total On Time</b>	4	12	9	6	7	0	38
<b>Total Late</b>	3	7	1	2	4	0	17

**Total Compliance: 69.1%**



# Westmed/McCormick Ambulance

## Rolling Hills Estates

April 2023

Date Period	1	2-8	9-15	16-22	23-29	30	
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
<b>0:00 to 8:59</b>	3	11	10	12	14	4	54
<b>9:00 to 14:59</b>	0	0	4	3	3	1	11
<b>15:00 +</b>	0	0	1	1	0	0	2

**Total Responses**  
**Total On Time**  
**Total Late**

Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
3	11	15	16	17	5	67
3	11	10	12	14	4	54
0	0	5	4	3	1	13

**Total Compliance: 80.6%**



# Westmed/McCormick Ambulance

## Rolling Hills Estates

May 2023

Date Period	1-6	7-13	14-20	21-27	28-31		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
<b>0:00 to 8:59</b>	8	12	9	9	6		44
<b>9:00 to 14:59</b>	2	1	3	5	2		13
<b>15:00 +</b>	0	1	0	2	0		3

**Total Responses**

**Total On Time**

**Total Late**

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	10	14	12	16	8	0	60
<b>Total On Time</b>	8	12	9	9	6	0	44
<b>Total Late</b>	2	2	3	7	2	0	16

**Total Compliance: 73.3%**





# Westmed/McCormick Ambulance

## Rolling Hills Estates

June 2023

Date Period	1-3	4-10	11-17	18-24	25-30		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
<b>0:00 to 8:59</b>	2	14	5	16	5		42
<b>9:00 to 14:59</b>	2	6	6	6	4		24
<b>15:00 +</b>	0	0	1	0	0		1

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	4	20	12	22	9	0	67
<b>Total On Time</b>	2	14	5	16	5	0	42
<b>Total Late</b>	2	6	7	6	4	0	25

**Total Compliance: 62.7%**



# Westmed/McCormick Ambulance

## Palos Verdes Estates

March 2023

Date Period	1-4	5-11	12-18	19-25	26-31		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
0:00 to 8:59	2	4	4	7	6		23
9:00 to 14:59	4	9	6	3	5		27
15:00 +	2	3	1	0	1		7

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	8	16	11	10	12	0	57
<b>Total On Time</b>	2	4	4	7	6	0	23
<b>Total Late</b>	6	12	7	3	6	0	34

**Total Compliance: 40.4%**



# Westmed/McCormick Ambulance

## Palos Verdes Estates

January 2023

Date Period	1-7	8-14	15-21	22-28	29-31		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
0:00 to 8:59	1	5	1	2	2		11
9:00 to 14:59	12	15	8	6	1		42
15:00 +	1	4	3	1	0		9

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	14	24	12	9	3	0	62
<b>Total On Time</b>	1	5	1	2	2	0	11
<b>Total Late</b>	13	19	11	7	1	0	51

**Total Compliance: 17.7%**



# Westmed/McCormick Ambulance

## Palos Verdes Estates

Feb 2023

Date Period	1-4	5-11	12-18	19-25	26-28		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
0:00 to 8:59	1	4	1	2	3		11
9:00 to 14:59	3	6	6	5	3		23
15:00 +	2	4	0	0	3		9

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
Total Responses	6	14	7	7	9	0	43
Total On Time	1	4	1	2	3	0	11
Total Late	5	10	6	5	6	0	32

**Total Compliance: 25.6%**



# Westmed/McCormick Ambulance

## Palos Verdes Estates

April 2023

Date Period	1	2-8	9-15	16-22	23-29	30	
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
<b>0:00 to 8:59</b>	1	11	5	7	14	4	42
<b>9:00 to 14:59</b>	0	6	5	10	5	2	28
<b>15:00 +</b>	0	0	0	0	0	0	0

**Total Responses**

**Total On Time**

**Total Late**

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	1	17	10	17	19	6	70
<b>Total On Time</b>	1	11	5	7	14	4	42
<b>Total Late</b>	0	6	5	10	5	2	28

**Total Compliance: 60.0%**



# Westmed/McCormick Ambulance

## Palos Verdes Estates

May 2023

Date Period	1-6	7-13	14-20	21-27	28-31		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
<b>0:00 to 8:59</b>	7	5	2	9	4		27
<b>9:00 to 14:59</b>	5	11	4	6	5		31
<b>15:00 +</b>	1	1	0	0	2		4

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	13	17	6	15	11	0	62
<b>Total On Time</b>	7	5	2	9	4	0	27
<b>Total Late</b>	6	12	4	6	7	0	35

**Total Compliance: 43.5%**



# Westmed/McCormick Ambulance

## Palos Verdes Estates

June 2023

Date Period	1-3	4-10	11-17	18-24	25-30		
Response Period	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total
<b>0:00 to 8:59</b>	3	10	6	9	9		37
<b>9:00 to 14:59</b>	2	8	6	5	2		23
<b>15:00 +</b>	0	0	1	1	1		3

**Total Responses**

**Total On Time**

**Total Late**

	Week 1	Week2	Week3	Week4	Week 5	Week 6	Total
<b>Total Responses</b>	5	18	13	15	12	0	63
<b>Total On Time</b>	3	10	6	9	9	0	37
<b>Total Late</b>	2	8	7	6	3	0	26

**Total Compliance: 58.7%**



# Los Angeles County Fire Department

## Rancho Palos Verdes Response Time 2nd Quarter 2023

Incident Type Category	Interquartile Range	Number of Incidents	Included* Record Count	Average Response Time*
FALSE ALARM, FALSE CALL		22	18	07:12
FIRE, EXPLOSION		2	2	05:25
GOOD INTENT CALL		71	69	07:03
HAZARDOUS CONDITION		5	5	06:09
RESCUE, EMS		676	657	06:22
SERVICE CALL		23	22	06:42
SPECIAL OR OTHER INCIDENT TYPE		6	6	07:09
<b>TOTAL</b>	-00:02 - 13:04	<b>805</b>	<b>779</b>	<b>06:28</b>

Interquartile Outlier Factor = 1.5

Grouped by Incident Type Category

Includes only first arriving unit responses

Records meeting the following Criteria are always excluded:

1. Unit did not arrive and/or On Scene (arrival) Time is null
2. On Scene (arrival) Time = Clear Time
3. Apparatus Action <> 93 - Cancelled En Route





# Los Angeles County Fire Department

## Rolling Hills Response Time 2nd Quarter 2023

Incident Type Category	Interquartile Range	Number of Incidents	Included* Record Count	Average Response Time*
FALSE ALARM, FALSE CALL		1	1	05:10
FIRE, EXPLOSION		1	1	04:48
GOOD INTENT CALL		4	4	05:23
RESCUE, EMS		26	26	05:45
SERVICE CALL		1	1	09:18
<b>TOTAL</b>	-01:24 - 12:57	<b>33</b>	<b>33</b>	<b>05:46</b>

Interquartile Outlier Factor = 1.5

Grouped by Incident Type Category

Includes only first arriving unit responses

Records meeting the following Criteria are always excluded:

1. Unit did not arrive and/or On Scene (arrival) Time is null
2. On Scene (arrival) Time = Clear Time
3. Apparatus Action <> 93 - Cancelled En Route



# Los Angeles County Fire Department

## Rolling Hills Estates Response Time 2nd Quarter 2023

Incident Type Category	Interquartile Range	Number of Incidents	Included* Record Count	Average Response Time*
FALSE ALARM, FALSE CALL		2	2	04:03
FIRE, EXPLOSION		3	2	06:46
GOOD INTENT CALL		21	20	06:27
HAZARDOUS CONDITION		2	2	06:25
RESCUE, EMS		186	177	05:48
SERVICE CALL		2	1	01:00
SPECIAL OR OTHER INCIDENT TYPE		1	1	04:52
<b>TOTAL</b>	00:17 - 11:27	<b>217</b>	<b>205</b>	<b>05:50</b>

Interquartile Outlier Factor = 1.5

Grouped by Incident Type Category

Includes only first arriving unit responses

Records meeting the following Criteria are always excluded:

1. Unit did not arrive and/or On Scene (arrival) Time is null
2. On Scene (arrival) Time = Clear Time
3. Apparatus Action <> 93 - Cancelled En Route



# Los Angeles County Fire Department

## Palos Verdes Estates Response Time 2nd Quarter 2023

Incident Type Category	Interquartile Range	Number of Incidents	Included* Record Count	Average Response Time*
FALSE ALARM, FALSE CALL		8	7	08:05
FIRE, EXPLOSION		2	2	05:44
GOOD INTENT CALL		24	24	06:53
HAZARDOUS CONDITION		2	1	04:35
RESCUE, EMS		182	179	06:21
SERVICE CALL		14	13	06:55
SPECIAL OR OTHER INCIDENT TYPE		7	7	07:57
<b>TOTAL</b>	-00:39 - 13:57	<b>239</b>	<b>233</b>	<b>06:31</b>

Interquartile Outlier Factor = 1.5

Grouped by Incident Type Category

Includes only first arriving unit responses

Records meeting the following Criteria are always excluded:

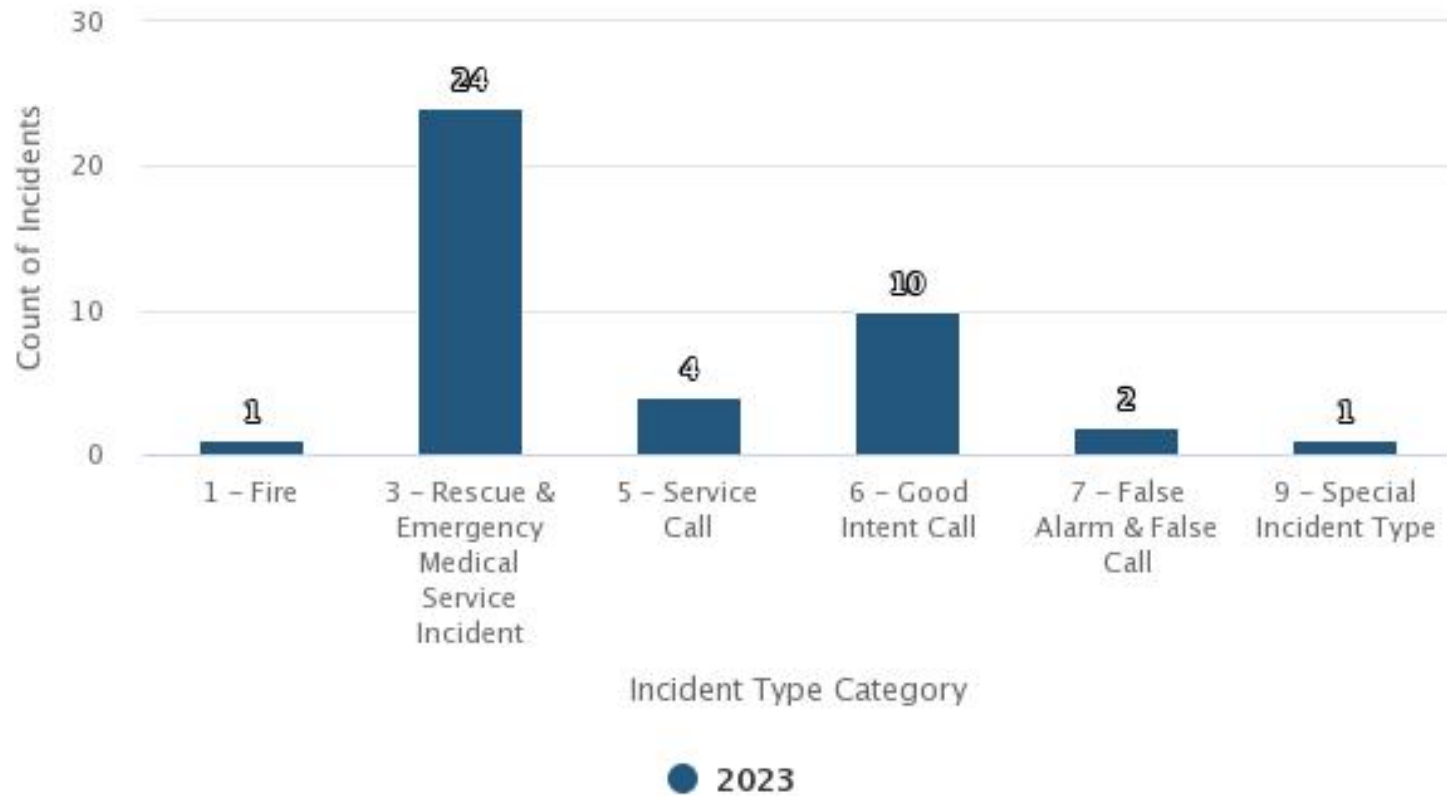
1. Unit did not arrive and/or On Scene (arrival) Time is null
2. On Scene (arrival) Time = Clear Time
3. Apparatus Action <> 93 - Cancelled En Route



**COUNTY OF LOS ANGELES FIRE DEPARTMENT  
CITY OF ROLLING HILLS STATISTICS  
July 2023-September 2023**

### Incidents by Category and Year

Jul 01, 2023 to Sep 30, 2023

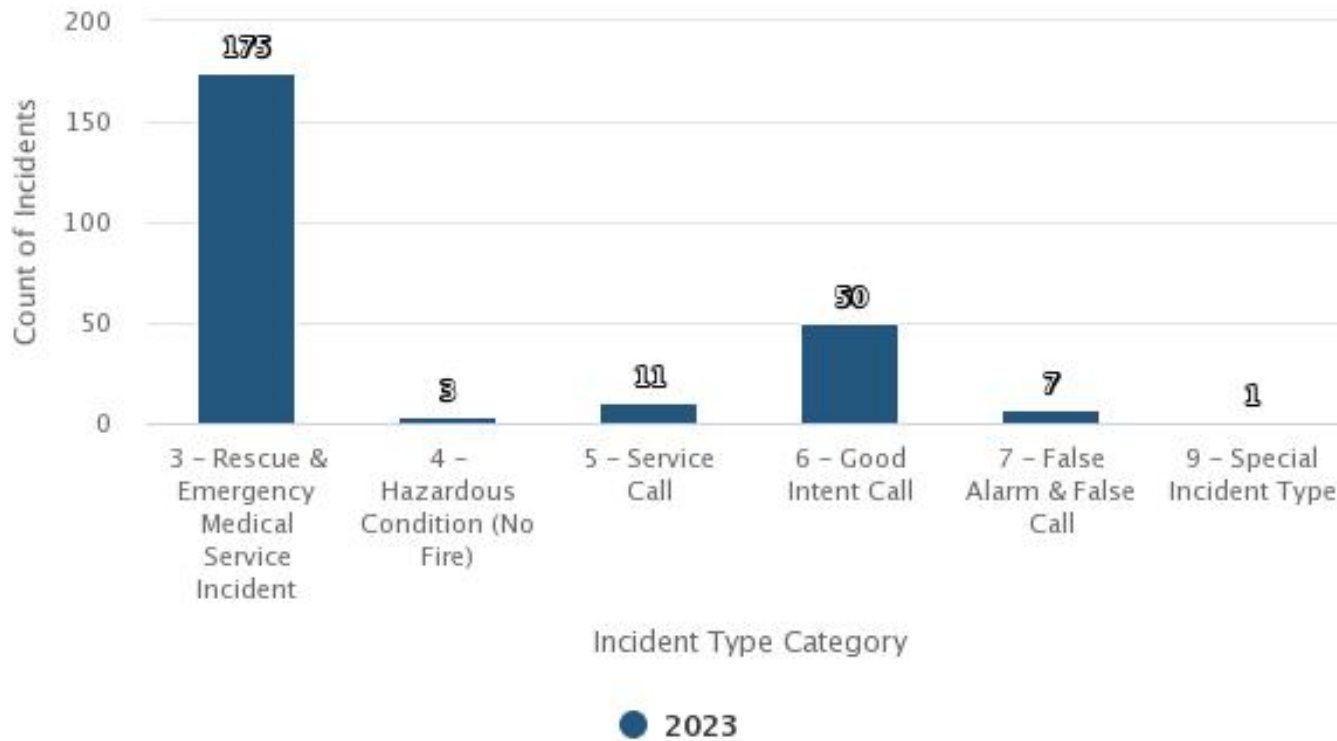




**COUNTY OF LOS ANGELES FIRE DEPARTMENT  
CITY OF ROLLING HILLS ESTATES STATISTICS  
July 2023-September 2023**

**Incidents by Category and Year**

Jul 01, 2023 to Sep 30, 2023

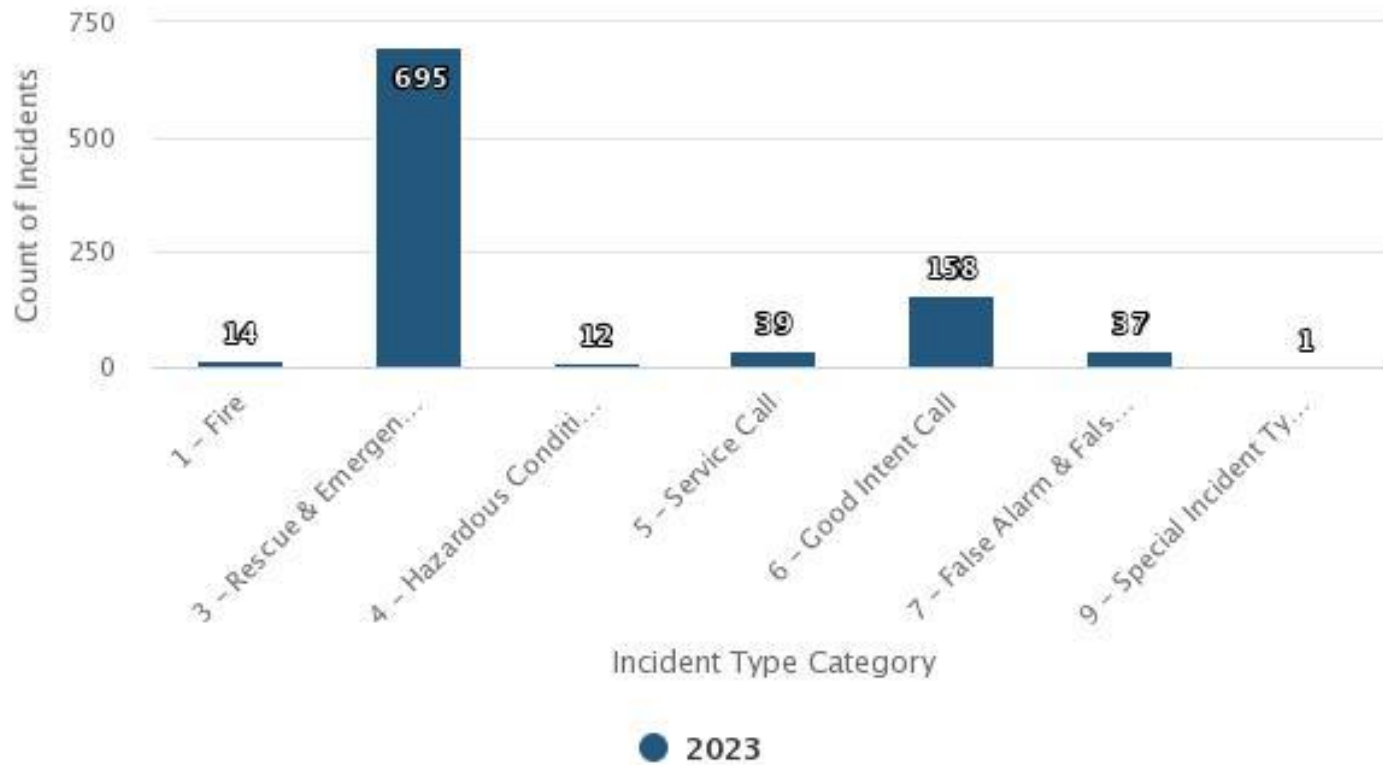




COUNTY OF LOS ANGELES FIRE DEPARTMENT  
CITY OF RANCHO PALOS VERDE STATISTICS  
July 2023-September 2023

### Incidents by Category and Year

Jul 01, 2023 to Sep 30, 2023





## MEMORANDUM

**TO: PENINSULA PUBLIC SAFETY COMMITTEE**  
**FROM: CITY MANAGERS**  
**DATE: NOVEMBER 09, 2023**  
**SUBJECT: COMMUNICATIONS PROTOCOLS**  
**PREPARED BY: Jessica Slawson, Management Analyst**  
**Alexa Davis, Assistant City Manager**

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### RECOMMENDATION

Receive and file this report.

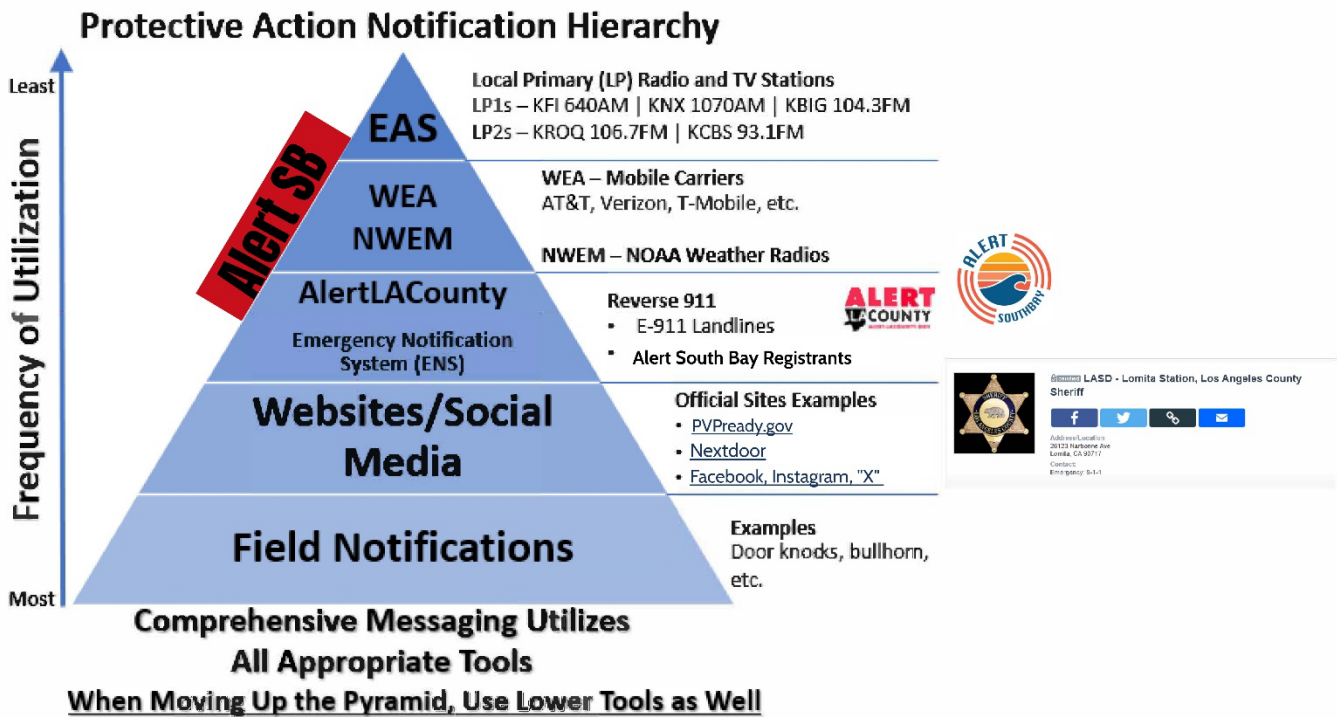
### BACKGROUND AND DISCUSSION

The Peninsula Public Safety Committee (PPSC) has discussed regional communications over the last several years to better understand and improve internal and external communications in the event of an incident impacting the Palos Verdes Peninsula.

In 2018, a communications protocol was established to provide an overview of information flow between respective city management, law enforcement / fire department, and elected officials (attached protocol as Exhibit A). The protocol also incorporates communication with the Palos Verdes Peninsula Unified School District.

Each city jurisdiction is responsible for facilitating and disseminating their own inter-agency communication recognizing that internal protocols may vary from city to city. Similarly, external communications to the public also varies based on respective cities public outreach protocols and the notification systems utilized (i.e., city e-newsletters, HOA groups, social media platforms, and text alert platforms).

Delivering effective communication is an essential part of emergency management. It is also important to understand challenges and barriers of existing communication methods to strengthen redundancy planning.



### Traditional Emergency Notifications – First Responder Field Operations

First responders, such as local law and fire departments, constantly adjust field operations to maintain readiness and responsiveness to a wide range of emergencies. In the event of a major emergency or disaster, on-duty deputies/police officers and firefighters pivot to the response within their respective capacities and establish a Unified Command System.

Through the Unified Command System, responding first responder agencies within the jurisdiction and through the mutual aid of surrounding public safety agencies coordinate life-safety functions such as door knock notifications for purposes of evacuation notices, shelter-in-place orders, or other imminent critical information. Members of the public are directly contacted in their neighborhoods or other areas affected by an impending threat.

Door knocking and the use of bullhorns through an emergency vehicle or helicopter are traditional and the first immediate action in relaying emergency notification to the public. Simultaneously, information is being shared with City management, emergency management entities, and area partners through the Unified Command System for actionable messaging to the public.



*Emergency communication tools utilized regionally include the following:*

## **Alert South Bay**

The Alert South Bay system is an alert and warning notification system that has been established by fifteen South Bay cities, including all four Palos Verdes Peninsula cities, and utilized individually for timely and important messages to each cities respective constituencies. The system's interoperability allows for cross-jurisdictional notifications and serves as a regional platform aimed at keeping communities informed about disasters and major emergencies via:

- Text (SMS) Message
- E-mail
- Phone Call (wireless and landline)

All community members are encouraged to subscribe to the platform to receive alerts and notifications. To register, residents can text "AlertSB" to 888-777 and follow prompts, or through the Alert South Bay website at [AlertSouthBay.com](http://AlertSouthBay.com). Once subscribed, community members will begin to receive important emergency alerts and other notifications from the alerting authority/city they have registered for through their mobile devices or e-mail, depending on the contact information entered into the system. Alert South Bay platform is also supported by Regional Emergency Communications Manager Soraya Sutherland who will be attending the November 9, 2023 Peninsula Public Safety Committee meeting.

As a system redundancy, the cities could implement the use of resident connection data which has a repository of contact information for those not subscribed to the Alert South Bay system. Resident connection data is collected through the National Life Safety Database which provide state and local government authorities the ability to access U.S. mobile, landline, and VoIP phone contacts. The system is capable of calling 100,000 contacts simultaneously per hour. This immediate attention ensures direct contact to affected constituents in the time of an urgent message.

A secondary redundancy equipped within the Alert South Bay system, used for extremely urgent messaging, is the capability of sending Wireless Emergency Alerts (WEAs) to mobile devices (i.e., Amber Alerts). WEAs are critical emergency messages authorized by federal, state, or local authorities that are broadcast from cell towers to any WEA-enabled mobile device in a locally targeted area. WEA is a partnership among FEMA, the Federal Communications Commission (FCC) and wireless providers to enhance public safety.

The Los Angeles County of Emergency Management is an additional local alerting authority that encompasses the Palos Verdes Peninsula for emergency alerting purposes through their Alert LA County program that mirrors the public notification functionalities of Alert South Bay in the event there is a county-wide emergency. All Alert systems are coordinated through public safety and local responsible jurisdictions.

## **PVPready.gov and Know Your Zone**

The Palos Verdes Peninsula cities partnered for the development of a joint resource

webpage known as PVPreedy.gov. The site hosts city specific information and provides emergency preparedness resources including the new emergency evacuation tool Know Your Zone. The geographic area is divided into specific zones/mapping system for first responder strategic planning and community situational awareness.

The Know Your Zone evacuation tool, through the software platform Genasys, was established in coordination with the County of Los Angeles Office of Emergency Management for communities in Very High Fire Hazard Severity Zones. The website serves as another communication tool in emergency response in which urgent alert banners can be activated in the event critical information is shared regarding the status of a zone.

Additionally, and newly introduced is the evacuation mobile app Genasys Protect that can be downloaded from any smart device. The app is a navigable tool that provides Know Your Zone mapping information based on location or search results including other information such as active wildfires. The app generates alerts to end users if a zone is changed (when location services are turned on) providing real-time information input by local public safety officials, however, the app is not branded to the “Know Your Zone” and PVPreedy campaigns.

### **Palos Verdes Amateur Radio Club**

Each of the Palos Verdes Amateur Radio Club (PVARC) is a volunteer group that fosters emergency communication using amateur radio technology. The PVARC collaborates with the Palos Verdes Peninsula cities, Palos Verdes Unified School District, private schools, hospitals, and local law enforcement agencies for emergency communication support.

The PVARC actively holds training and implements Ham radio instruction and licensing throughout the year. Amateur / Ham radios use high-frequency ranges for the purposes of message exchanges and can be used when regular communication systems fail or are inoperable. Ham radios are an important component of emergency communications in the event of a disaster and can provide short- and long-range communication effectively. Operators on the Palos Verdes Peninsula are often part of other local programs such as the Disaster Communication Service with the Los Angeles County Sheriff’s Department and the Community Emergency Response Team (CERT).

The Palos Verdes Peninsula cities have been assigned a hand-held emergency radio and radio base station equipped with solar power from the County of Los Angeles through Disaster Management Area Coordinator (DMAC) Brandy Villanueva who will be attending the November 9, 2023 Peninsula Public Safety Committee meeting. The radio and system are tested monthly in which all cities participate and corresponds with the DMAC for maintenance of equipment.

### **City Specific Use of Social Media, Web Platforms, Siren Systems and Direct Outreach**

#### *City of Rolling Hills Estates*

The City of Rolling Hills Estates utilizes the Alert South Bay system through an opt-in keywords specific to registering for emergency alerts and notifications related to traffic impacts

(road closures, inoperable traffic signals, construction etc.), police activity, wide-spread power outages or other utility issues, red flag warnings and other notifications that may significantly impact residents. Messages are sent via text message and e-mail to subscribers of the program. Additionally, the City of Rolling Hills Estates has also established an equestrian notification program through the Alert South Bay system which provides subscribed members of the with important emergency alerts and notifications related to bridle trail / equestrian arena impacts.

The City of Rolling Hills Estates utilizes social media platforms such as Facebook, Instagram, “X”, and Nextdoor to communicate important emergency information to residents. Additionally, implemented is the use of city electronic newsletters that can be sent to e-mail subscribers at any time and have been sent to relay immediate communications.

### *City of Rolling Hills*

The City of Rolling Hills utilizes Alert SouthBay for local emergency notifications and continues to drive residents towards opting in. In the event of a major emergency, the city would work in tandem with the DMAC and Alert SouthBay coordinator to use the Emergency Alert System (EAS) for sending messages via reverse 911 or Wireless Emergency Alert (WEA) that is intended to reach all residents regardless of enrollment in Alert SouthBay. The City uses a bi-weekly printed newsletter and social media (primarily NextDoor) when appropriate, and also collaborates with the Rolling Hills Community Association to send e-blast messages via their Dwelling Live platform.

Finally, the City’s Block Captain program has taken a lead advocacy role in promoting the reduction of Fire fuel, building awareness around home hardening, canyon management, emergency preparedness and evacuation procedures and uses their email and phone tree lists for communication with neighbors within the various zones throughout the city. In the coming year, Rolling Hills will construct and deploy an Emergency Siren Notification System for use during emergency events where the above-mentioned means of communication are potentially unavailable as a result of power / telecom outages.

### *City of Rancho Palos Verdes*

The City of Rancho Palos Verdes actively communicates with its residents through a multifaceted approach. Residents can stay connected with the city via social media platforms such as Facebook (City of Rancho Palos Verdes – Government), Instagram (@RanchoPalosVerdesCity), X, formerly known as Twitter (@CityofRPV), and Nextdoor (City of Rancho Palos Verdes). Residents can also get City news in their email inbox by subscribing to the Breaking News listserv at [rpvca.gov/notify](http://rpvca.gov/notify). For land movement-specific information, be sure to follow the land movement at [rpvca.gov/notify](http://rpvca.gov/notify).

Residents can also Download the citys app MyRPV App to their devices to stay connected and get official updates from the City. MyRPV offers quick access to relevant City information, from City Council meeting agendas and videos to information on how to get in touch with City departments, visiting parks, trails, and more. Residents can also get push

alerts in real time from the City by allowing the app to send you notifications. The free MyRPV app is now available to download for your iOS or Android device from the App Store or Google Play by searching “MyRPV.”

Moreover, Rancho Palos Verdes is a part of Alert SouthBay, a regional emergency notification system powered by Everbridge. Residents can opt for alerts from various South Bay cities by texting "alertsouthbay" to 888-777, registering online at [alertsouthbay.com](https://www.alertsouthbay.com), or through the Everbridge app.

### *City of Palos Verdes Estates*

In an effort for continuity in emergency and mass communications, The City of Palos Verdes Estates participates in Alert South Bay via Everbridge for emergency specific communications. For less immediate communications staff will utilize specific social media channels such as Instagram, Facebook, X (formerly Twitter) and our direct opt-in email Constant Contact. An additional local communication resource is our Neighborhood Amateur Radio Team (NART) of Volunteers, who conduct weekly net check-ins and participate in regional drills.

## **CONCLUSION**

The close collaboration of the Peninsula cities, public safety agencies, and other regional entities (i.e., Disaster Area G – South Bay Cities and County of Los Angeles Office of Emergency Management) will continue to be important partners in communication. Staff will continue to strategically plan and improve information sharing procedures by leveraging communication tools available to the region.

## **COMMUNICATION PROTOCOL: PENINSULA-WIDE INCIDENT**

The existing protocol for communication from LASD to RPV, RH and RHE typically involves an email from the Captain or Watch Commander to the City Managers. Depending on the particulars of the incident, a phone call may be made as well. Similarly, PVEPD advises the PVE City Manager in the most immediate and appropriate manner available. The City Managers then disseminate the information to their respective City Councils via email or phone depending on the situation. Appropriate information is then disseminated to the public via applicable electronic platforms.

LASD and PVEPD typically advise each other of incidents that may result in involvement by the other agency. This also occurs with other neighboring jurisdictions such as Torrance PD and LAPD. LASD and PVE also advise adjacent schools when warranted on a case by case basis.

## **ADDITIONAL STRATEGIES: IMPROVED FLOW OF COMMUNICATION**

- 1) It would be appropriate to include the Superintendent of PVPUSD in any communication going to the City Managers;
- 2) All communication with City Council Members or School Board Members should come through their respective City Managers or Superintendent so as to relieve first responders from excessive communication burdens;
- 3) The City in which an incident occurs will act as lead agency in dealing with the media as well as posting and updating information as it becomes available;
- 4) In as much as it is possible, the lead agency will communicate electronically with the other cities and PVPUSD immediately prior to posting or updating information;
- 5) Each City and PVPUSD will determine the information it wishes to post and where to post it;
- 6) Each City and PVPUSD will provide the other agencies with priority contact lists for purposes of communicating during incidents of joint concern.

It is universally recognized that many times judgment is required in determining when and whom to notify in any given circumstance. There is concern about inundating each other and the public with non-critical information. Generally speaking, though, the consensus would be to err on the side of over-communicating.

An emergency contact list has been developed and will be distributed to key staff in each agency to facilitate inter-agency communication. It is not meant to be publicly available. This list will be dynamic, and each agency will provide updated contact information as changes occur. RHE will act as the central point for receiving updates and then disseminating the updated information to all.