

Hello Committee Members,

Here is the agenda packet for the DPTF on Tuesday, November 30, 2021 at 9:30 a.m.

Please note that this will be a hybrid model meeting, which means you can choose to attend via Zoom, or in the Board Room.

Below is the Zoom information.

When: November 30, 2021 09:30 AM Pacific Time (US and Canada)

Topic: GRF Disaster Preparedness Task Force Committee

Please click the link below to join the webinar:

<https://us06web.zoom.us/j/85966416224>

Thank you,

**Jayanna Hendley**

Security Admin Coordinator

[Laguna Woods Village](#)

(949) 268-2356



**Laguna Woods Village®**



**GRF COMMITTEE OF THE LAGUNA WOODS VILLAGE  
DISASTER PREPAREDNESS TASK FORCE**

**Tuesday, November 30, 2021 - 9:30 AM  
Hybrid – Board Room / Virtual  
Meeting**

**NOTICE OF MEETING AND AGENDA**

- |  |              |
|--|--------------|
| 1. Call to Order                                     | Carlos Rojas |
| 2. Acknowledgement of Media                          | Carlos Rojas |
| 3. Approval of the Agenda                            | Carlos Rojas |
| 4. Approval of Meeting Report for September 28, 2021 | Carlos Rojas |
| 5. Chair's Remarks                                   | Carlos Rojas |
| 6. Member Comments (Items Not on the Agenda)         | Carlos Rojas |
- Laguna Woods Village owner/residents are welcome to participate in committee meetings and submit comments or questions regarding virtual committee meetings using one of two options:
- a. Via email to [meeting@vmsinc.org](mailto:meeting@vmsinc.org) any time before the meeting is scheduled to begin or during the meeting. Please use the name of the committee in the subject line of the email. Name and manor number must be included.
  - b. By calling (949) 268-2020 beginning one half hour before the meeting begins and throughout the remainder of the meeting. You must provide your name and manor number.
  - c. Join the Zoom meeting at: <https://us06web.zoom.us/j/85966416224>

**REPORTS:**

- |                                       |                  |
|---------------------------------------|------------------|
| 7. Radio Communications               | Bruce Bonbright  |
| 8. Office Manager                     | Tom Soule        |
| 9. Recruitment / Retention / Training | Juanita Skillman |
| 10. GRF Board                         | Board Member     |
| 11. United Board                      | Board Member     |
| 12. Third Board                       | Board Member     |
| 13. Towers Board                      | Board Member     |
| 14. Pet Evacuation Sub Committee      | Sharon Updike    |

**ITEMS FOR DISCUSSION AND CONSIDERATION:**

- |   |                 |
|---|-----------------|
| 15. Great California Shakeout After Action Report | Tom Siviglia    |
| 16. AT&T Dismissal of Landlines - Research        | Jayanna Hendley |

**ITEMS FOR FUTURE AGENDAS:**

17. To be determined

CONCLUDING BUSINESS:

18. Committee Member Comments
19. Date of Next Meeting – January 25, 2022 at 9:30 am
20. Adjournment

Carlos Rojas, Chair  
Carlos Rojas, Staff Officer  
Telephone: 268-2356

**REPORT OF THE REGULAR MEETING OF THE GOLDEN RAIN  
FOUNDATION DISASTER PREPAREDNESS TASK FORCE**

**TUESDAY, September 28 2021 9:30AM**

**HYBRID MODEL MEETING**

**MEMBERS PRESENT:** Carlos Rojas, Juanita Skillman, Bruce Bonbright, John Frankel, Maggie Blackwell, Sandy Benson, Jim Riedel, Grace Stencel, Sue Stephens, Tom Siviglia, Diane Casey, Annie McCary

**OTHERS PRESENT:** “Jonathan,” Bunny Carpenter, “Wellt”

**STAFF PRESENT:** Jayanna Hendley

**THE MEETING WAS CALLED TO ORDER: 9:30 AM**

**ACKNOWLEDGEMENT OF THE PRESS:** None present.

**APPROVAL OF THE AGENDA:** Juanita Skillman made a motion to approve the agenda. By consensus, the motion passed.

**APPROVAL OF MEETING REPORT:**

Bruce Bonbright made the motion to approve the meeting report from July 27, 2021. Judith Troutman seconded the motion.

**CHAIRS REMARKS:** Chief Carlos Rojas reported that Security Staff has been working to coordinate the Great California Shakeout Earthquake Drill event for the community. Chief Rojas stated he would discuss in greater detail later in the meeting.

**MEMBER COMMENTS:** One comment from Joan Grampp on behalf of the Foundation was sent via email to Jayanna Hendley. Jayanna explained that Ms. Grampp is concerned about AT&T getting rid of landlines due to communication securities if the power grid shuts down. Chief Rojas suggested that Staff conduct further research on this topic and bring it back to the committee at the next meeting. No objections were heard.

## **REPORTS:**

**RADIO & COMMUNICATIONS:** Bruce Bonbright reported that 12 out of 15 Disaster Prep radios responded during his drill for September. Bruce also stated that he is tracking down the 3 who have not been reporting to ease their technical issues.

**OFFICE MANAGER/ADVISOR:** Tom Soule was not present. Chief Rojas reported that the office is open and making sales. Judith Troutman added that she is working through their binders of Good Neighbor Captains and cold-calling to determine whether or not volunteers are still active. Judith also stated that she will be placing an add in the Globe regarding the office being open, and she will be on TV6 to promote the office and emergency merchandise available.

**RECRUITMENT / RETENTION / TRAINING:** Juanita Skillman reported that she obtained some training information and material from Kathleen Mathews. Juanita stated that some volunteers she knows were never contacted via email by Security. Juanita also stated that recruiting is out of her hands, but she is grateful for Judith Troutman stepping-up. Chief discussed the revamping of the Good Neighbor Captain role and having a clear delineation stating that the additional training, like CPR and First Aid, are not required. Juanita Skillman stated that generally, during the month of the Shakeout Drill, Disaster Prep uses a display case in the Village Library to display supplies that are sold in the Disaster Prep Office.

**GRF BOARD:** Maggie Blackwell did not have anything specific to report.

**UNITED BOARD:** Diane Casey did not have anything specific to report.

**THIRD BOARD:** Annie McCary did not have anything specific to report.

**TOWERS:** Sue Stephens stated that the Towers has multiple floor captains, as well as co-captains. Sue asked questions about the Tower's involvement with the Shakeout Drill. Members made comments.

**PET EVACUATION SUBMIT COMMITTEE:** Sandy Benson reported that they have completed their supply inventory. Sandy also stated they delivered three binders containing their Pet Evacuation Plan. Sandy also stated that they have been invited to a meeting on October 5<sup>th</sup> to speak about the evacuation plan to the Gate 11 Club. Sandy mentioned that their next step would be to train volunteers on the operations of the plan.

**FIRE AVERT:** Tom Siviglia reported that he has completed his first installation of the Fire Avert pilot program, and that the installation took 9 minutes and 50 seconds to complete. Chief Rojas commended the Disaster Prep Committee for implementing the pilot program.

**GREAT CA SHAKEOUT –** Chief Rojas announced that we will be exercising a more involved drill this year. Chief stated that Good Neighbor Captains, Radio Teams, EOC, and Reporting Centers will be activated. Chief stated that Code Red will be sent to the volunteers as well. Rojas expressed that this is a great opportunity to practice our systems, and see what works and what doesn't work. Chief informed the group to email a Security Staff member if they would like to be added to the Code Red Alert. Tom Siviglia mentioned that Code Red will be deployed shortly after the initial beginning of the drill. Jayanna Hendley invited the committee to attend a Zoom training on October 6<sup>th</sup> that will be hosted by herself and Grace Stencil regarding Physical Injury Report Forms. Jayanna also stated that they have updated the Physical injury Report Form to allow for more efficiencies, and it will be featured on October 6<sup>th</sup>.

**ECA COMMUNITY ENGAGEMENT WEBINAR DISCUSSION –** Judith Troutman stated that this webinar is where we obtained our Good Neighbor Captain model. Grace Stencil mentioned that you are able to re-watch the webinar through the website any time.

#### **DISCUSSIONS & CONSIDERATIONS:**

**MEMBER COMMENTS:** Grace Stencil asked Diane Casey for her phone number.

**NEXT MEETING:** November 30, 2021 at 9:30 AM

**ADJOURNMENT:** 10:20 AM

Submitted By:



Carlos Rojas (Sep 30, 2021 13:31 EDT)

Sep 30, 2021

Carlos Rojas, Committee Chair

## **10/21/21 Great Shakeout Exercise After-Action Report**

Laguna Woods RACES/Laguna Woods Village Disaster Preparedness Task Force Radio Operators

### **Introduction:**

The Great Shakeout occurs every October on the third Thursday of the month. It started as a California specific exercise and has now become international. This year over 7.6 million people participated in California with more than 3 million participants along the Southern California Coast. (See <https://www.shakeout.org/california/> for more information). The exercise focuses on emergency response to a large earthquake and training the general population on what they can do to prepare for an earthquake and actions to take during an earthquake.

The Laguna Woods Village Disaster Preparedness Task Force participates in this event by testing out their systems for notifying key resources within the Village; activating some of the Village clubhouses which become Care and Reception Centers for residents; having some Good Neighbor Captains fill out a report for their building and taking it to their nearest clubhouse. These practice messages are reviewed and send over amateur radio to the Emergency Operations Center (EOC) radio operators. At the EOC, the Director and Section Chiefs plan and manage the emergency response.

This After-Action Report focuses on the participation of the RACES and volunteer radio operators from the Amateur Radio Club in support of the Emergency Operations Center and Clubhouse Coordinators. The radio operators ensure that there are reliable communications between these functions and that the Good Neighbor Captain reports are sent from the Clubhouse radio operator to the EOC radio operator. More background is available for the Laguna Woods RACES team on <https://www.lwraces.org> including photos of their participation in the event.

### **The Exercise:**

The simulated earthquake occurred at 1021 hours and radio operators were instructed to check-in to the emergency radio net on 147.120 MHz between 1025-1030. This instruction was given via email a few days before the event. Normally, our radio operators would know that an earthquake occurred through direct observation but because this was a simulated event, our radio operators were advised in advance.

The Disaster Task Force Leadership Team focused the exercise and assigned Clubhouse Coordinators to clubhouse 3,4 and 5. Good Neighbor Captains that live in those areas were requested to complete a simplified Captain's Report for their location and bring their report to the nearest clubhouse. EOC Director Carlos Rojas set up the Emergency Operations Center

outdoors at Clubhouse 5. The radio operators were deployed to these locations and provide communications services between them and to the Emergency Operations Center. In addition, radio operators were also deployed to Clubhouse 1 and 6.

By 1030 fourteen volunteer radio operators had checked and indicated that they were available for assignment. In addition, Allan, KD6PYX served as our photographer for the event. This was an excellent response to our request for radio operators to support the exercise. At 1035 assignments were given and the volunteers were requested to go to their assigned location and check back into Net Control. The radio operators were assigned as follows:

Assigned Location	Name & Callsign	√ RACES	Note
EOC	Bruce, NH7WG	√	Net Control
EOC	Jim, K6EEE	√	Net Control
CH1	Don, K6IAA	√	
CH1	Alan, KJ6TXY		
CH1	Don, N6LLC		
CH3	Grace, KM6JOS	√	CH Coordinator
CH3	Ian, N6RLT		
CH3	Carol, KN6ORE		
CH3	Tom, K6ZMS		
CH4	Bob, KN6CVB	√	
CH4	Stan, KM6VMI		
CH5	Mike, KM6VPG	√	Also acting CH Coord
CH5	Carol, KM6OTB		Also acting CH Coord
CH6	Phil, KN6OYS	√	
Roving Photographer	Allan, KD6PYX		

More than a dozen Captain's reports, and ICS-213 messages were successfully passed during the exercise using the W6LYclub repeater (147.120MHz), the LWRACES primary Simplex frequency (146.580MHz) and by cell phone text messages that sent a photo of the message to the EOC radio operator.

### **Concurrent Exercises:**

At approximately 1022, the EOC conducted a radio drill and roll call using the DPTF commercial radios. These radios are assigned to the Clubhouse Coordinators and to several RACES members to provide a means of passing directions and assignments from the EOC to the Clubhouse Coordinators. Orange County RACES (affiliated with the Orange County Sheriff,



Emergency Management Department) – OCRACES requested City and County RACES members transmit a simulated earthquake report using the OCRACES primary 2-meter repeater (146.895MHz). The modified Mercalli Earthquake Intensity Scale was to be used in this exercise. A copy of this scale is attached. Bruce, NH7WG responded to this exercise by passing an earthquake intensity verbal report to the OCRACES Net Control.

### **Findings and Recommendations:**

1. The response by our RACES and Amateur Radio Club members was excellent, much better than in the past years.
2. Having the DPTF roll call by EOC and the amateur radio net check-ins at the same time required that we pause the amateur radio check-ins until the DPTF roll call was finished.
3. Our amateur radio operators are used to checking into a net that has a roll call and the lack of this structure created a pile up at the beginning of the emergency net. In the future we will do a roll call of RACES members followed by a request for additional volunteers to check-in. Net Control will emphasize that participants wait until the frequency is clear before talking and to speak slowly and wait until Net Control acknowledges the check in before another station begins talking.
4. The lack of antennas on the roof of the clubhouses made it impossible to use Simplex (radio to radio communications without any repeater). This meant that only the single repeater could be used for radio communications during the exercise. One repeater and no Simplex also meant that only one message could be passed at a time. This wasn't a problem for our Great Shakeout exercise with its limited scope but in a real disaster it underscores the need to install the antennas on the roofs of the clubhouses and install the second repeater on the roof of The Towers.
5. Sending cell phone photos via text message to Bruce, NH7WG demonstrated it as a viable means of sending an emergency message. Bruce was able to download and print a message within 30 seconds. A very large number of messages could be passed to the EOC with this method. A caution on relying on this method: Bruce has a portable Canon printer that can communicate with his phone. Without Bruce and his portable printer at that location, a text photo could be sent but there would be no way to print it out. Also, this method requires cellular service and if cell towers are down, this method would not work. Consider this capability as very useful if it is available but limited by resources.
6. What information does the EOC need and how can the radio operators help provide it? If we start with the end in mind rather than what information is currently being gathered, we may be able to better support the EOC in providing them with important information. At

present we are primarily sending GN Captain Reports, that represent only 3-5% of the residential buildings.

Since more than 90% of the residential buildings do not have a Good Neighbor Captain, this may an opportunity to reevaluate the flow of disaster information and develop a more effective way of obtaining it. The clubhouses in the Village have always served as key resources for the residents during a disaster. It may be appropriate to shift our focus from passing Good Neighbor Captains reports (from a very small percentage of our residential buildings) to passing important information about the current situation at the clubhouses and information the EOC needs to manage the disaster response. Examples of this kind of information flow might be a request from a Clubhouse Coordinator for more resources (such as a portable generator, water, staff) or from the EOC to a Clubhouse Coordinator requesting a count of the number of residents that have come to the clubhouse seeking refuge or assistance or possibly the current inventory of disaster supplies at the clubhouse.

#### 7. How would the amateur radio operators assist?

If this information model were to be adopted, the information being passed between the EOC and the Clubhouses would not be about residents in a building, but rather the needs of the Clubhouse to serve the residents in its neighborhood and the needs of the EOC to manage the overall disaster response. In this approach, the Good Neighbor Captain report is not passed, rather it would be a general message form. The good news is this form is already located in the disaster cabinets of every clubhouse. It is the FEMA form ICS-213 and it is the standard general message form used by all emergency communicators such as RACES. Enclosed are two examples of its use. Our radio operators practice sending this form regularly and are proficient in its use.

#### 8. How can the Good Neighbor Captains fit into this?

The Good Neighbor Captains can currently cover only 3-5% of the residential structures but there are more than enough of them to cover 100% of the clubhouses. Their task might be to quickly check on the residents in their building and come to their nearest clubhouse to serve as the clubhouse volunteer staff. In this model, their role would shift to supporting all the residents in their local neighborhood rather than just their building. The picture changes from a scarcity of GN Captains to a fully adequate supply of them – if their focus changes from their own building to their own neighborhood. It also changes the focus of the radio operators from sending Good Neighbor Captain Reports to sending the General Message Form.

We appreciate the opportunity to participate in this year's Great Shakeout and look forward to serving the Village as its EOC in the future.

Bruce Bonbright, NH7WG

Chief Radio Officer | Laguna Woods RACES & DPTF Amateur Radio Operators

# Great California Shakeout 2021

Each year, millions of Americans and others worldwide participate in the Great Shakeout Earthquake Drills. In California alone, over 6.43 million people have registered for the Great California Shakeout to practice what to do during earthquakes and to improve preparedness. The drill, which was launched in 2008, gives individuals and organizations a chance to practice behaviors that can help them survive and recover from a major earthquake. The drills are based on decades of research into what happens physically during an earthquake, as well as how best to respond and what motivates people to prepare.

The California ShakeOut is part of the larger, national Great ShakeOut event, which is expected to draw 15 million participants this year. Further information can be found at <http://www.shakeout.org/home.html>.

## Disaster Preparedness Task Force

Every year, the Disaster Preparedness Task Force coordinates an earthquake drill using our various Good Neighbor Captains and other members of this valuable team. As part of this drill, Building Captains will be checking the status of the welfare of the residents within their assigned areas. They will then forward this information to the appropriate Disaster Task Force Clubhouse Coordinator and this person will gather the various reports and forward them to the Village Emergency Operation Center (Clubhouse 5.) While this is taking place, Security staff will also exercise their windshield survey system to assess building damage in the event of an emergency. The Disaster Preparedness Task Force also works with members of the Laguna Woods Village RACES radio team to relay information from reporting centers, to the Emergency Operation Center (EOC.)

## Pre-Drill Preparation

Staff contacted Good Neighbor Captains from a list that was recovered from the mal-ware attack. Staff received 36 responses, and 17 Good Neighbor Captains who were willing to participate in the 2021 Shakeout Drill.

Staff met with a few prominent volunteers to discuss the current reporting process, and forms. It was decided in this meeting to re-design our Physical Injury Report form, and to cease the practice of reporting building damage unless it is life threatening.

Prior to the drill, Good Neighbor Captains participated in a training that covered the role of Good Neighbor Captains, along with the new Physical Injury Report form.

## The Great California Shakeout Drill Exercise

The simulated moderate earthquake occurred at 10:21AM and the Emergency Operations Center (EOC) was set up outside at Clubhouse 5. The Good Neighbor Captains received prior information that they were to walk there assigned building and simulate contacting each individual manor. They were instructed to complete a simplified "Captain's Disaster Report" and bring them to the nearest Clubhouse, which were pre-arraigned to be designated at Clubhouses 3, 4 and 5 this year. Normally, our Good Neighbor Captains would go to any Clubhouse or other designated Care and Reception Center listed in the Laguna Woods Village Emergency Operations Plan. The RACES Operators were deployed to these locations and provided communications between them and to the Emergency Operations Center (See Bruce Bonbright's Laguna Woods RACES & DPTF Amateur Radio Operators report for further information)

At approximately 10:22AM, Security Dispatch made a radio announcement on the "Security 1" frequency regarding a simulated moderate earthquake had occurred. Security Dispatch conducted a roll call and assigned the field officer personnel to conduct a "Windshield Survey."

At the same time, the EOC made an announcement on the "Security 2" frequency to the Disaster Preparedness Task Force (DPTF) members and conducted a roll call. Based on the DPTF personnel who responded and was able to participate, specific members were deployed to designated areas for assignment.

### DRILL ASSIGNMENTS:

Unit #	Status	Name	Drill Assignment
100	Present	Carlos Rojas	EOC Director at CH 5
101	Present	Jim Riedel	RACES radio at EOC
102	Present	Juanita Skillman	CH 4 Coordinator
103	Present	John Kelsall	Small Golf Course Coordinator
104	Present	Grace Stencel	CH 3 Coordinator
105	Present	Don Schwab	CH 1 Radio Room/RACES
106	N/A	John Pilger	N/A
107	N/A	Annie McCary	N/A
108	Present	Taylor Fox	Towers
109	Present	Mike Epstein / Carol Epstein (For Drill Only)	CH 5 Coordinator and RACES
110	Present	Bruce Bonbright	RACES radio at EOC
111	Present	Lorrie Gibson	Gate 11 Co-Coordinator
112	N/A	N/A	N/A
113	Present	Judith Troutman	CH 1 Coordinator (supplies)
114	Present	Julie Wilson	Gate 11 Co-Coord - Checking supplies at Gate 10

DPTF members acting as the Clubhouse Coordinators, set up the Care and Reception Centers and collected the Good Neighbor Captain's Disaster Report

forms when they arrived. The forms were sorted and provided to the assigned Clubhouse RACES member who would relay this information, via two-way radio and text messages, to the EOC radio operator, who would update the EOC Director.

At approximately 10:25AM a CODE RED message was sent to the drill participants.

At approximately 11:05AM, an announcement over the Security 1 frequency that the drill has been completed.

### **Post-Drill Findings and Recommendations, or Feedback**

- The Code Red alert was not set-up properly. This issue will be easily corrected in the future.
- We discovered that more Good Neighbor Captains participated than we expected from the initial sign-up. We were able to retain contact information for these Good Neighbor Captains that were added to our volunteer roster.
- Overall the drill went very well (see Bruce Bonbright's report for additional findings and recommendations involving RACES and DPTF Radio Operators

# DISMISSAL OF THE 3G NETWORK

## RESEARCH REPORT FOR DISASTER PREPAREDNESS TASK FORCE

A concern was discussed regarding the possibility of AT&T discontinuing landlines during our September 2021 Disaster Preparedness Task Force Committee Meeting. This claim is currently unfounded and no progress has been made with this project. However, the 3G Network will be shutting down in 2022.

### WHAT IS 3G?

3G is a mobile communications standard that allows mobile phones, computers, and other portable electronic devices to access the internet wirelessly.

### WHEN WILL 3G BE GONE?

Sprint's 3G: 01/01/2022  
Sprint's LTE: 06/30/2022

AT&T's 3G: 02/22/2022  
Verizon's 3G: 12/31/2022  
T-Mobile's 3G: TBA

### WHAT WILL HAPPEN TO 3G PHONES?

Your phone will no longer be able to make phone calls. Apps and websites will not work over a cellular connection. You will not be able to dial 911. The phone will still be able to work over WiFi for certain tasks.

### WHAT SHOULD I DO?

If you are currently using the 3G Network, talk to your cell service provider about upgrading to 4G or 5G. Many companies are offering discounted or, in some cases, free upgrades.