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DATE 10/19/2021 BY [Signature]



**Response to Grand Jury Report Form**

Report Title: 2020-2021 Sonoma County Civil Grand Jury Final Report

Report Date: June 20, 2021

Response by: Town of Windsor Council

Agency/Department Name: Town Manager's Office, Town of Windsor

**FINDINGS:**

I (we) agree with the findings numbered: See below.

I (we) disagree wholly or partially with the findings numbered: None

(Attach a statement specifying any portions of the findings that are disputed with an explanation of the reasons.)

**RECOMMENDATIONS:**

Recommendation numbered: R1  
has not yet been implemented but will be implemented in the future.  
(Explanation attached.)

Recommendation numbered: R4  
has been implemented.  
(Explanation attached.)

Recommendation numbered: R5  
has been implemented.  
(Explanation attached.)

Recommendation numbered: R15  
has not yet been implemented but will be implemented in the future.  
(Explanation attached.)

Date: October 7, 2021  
Number of pages attached: 4

Signed: [Signature]  
Sam Salmon, Mayor

**Town of Windsor Draft Responses to Civil Grand Jury Findings  
on Emergency Alerts and Communications**

**R1. By October 31, 2021 the Sheriff's Office, Department of Emergency Management, and nine cities' departments include within their Emergency Operations Plans action steps to reach all subpopulations within the County who may not otherwise receive an alert.**

**Response:** Recommendation No. 1 has not yet been implemented but will be implemented in the future. The Town of Windsor does not have its own police or fire department. The Town contracts for law enforcement services with the Sonoma County Sheriff's Office and fire protection services are provided by the Sonoma County Fire District. The Town does not have direct oversight or management responsibility for either agency.

As the public safety service providers to the Town, the Sonoma County Sheriff's Office and the Sonoma County Fire District are primarily responsible for issuing emergency alerts, notifications, and updates for natural disasters and other emergencies affecting populations within the Town of Windsor occur. Both agencies utilize Nixle and other social media platforms (Facebook, Instagram, and Twitter) to alert Town residents of potential and actual emergency situations. Both agencies also coordinate with the Sonoma County Department of Emergency Management to expand their alerts and notifications through the SoCo Alert and the Wireless Emergency Alert Activation (WEA) alert and warning systems when necessary.

Alerts and notifications issued by the Sonoma County Sheriff's Office and Sonoma County Fire District are supplemented by the Town which, in coordination with the Sheriff's Office, Sonoma County Fire Department and Sonoma County Department of Emergency Management, then amplifies them immediately via the Town's Facebook and Nextdoor channels as well as website emergency alerts and homepage articles as appropriate. Subscribers to the Town's Nextdoor page also get the Town-amplified alerts and notifications via email as a daily or weekly digest.

Because the Town relies on two outside agencies for public safety services and does not have direct control over how each agency issues emergency notifications, it is necessary to consult and coordinate with both agencies in developing amendments to the Town's Emergency Operation Plan to implement this recommendation. It is anticipated that amendment of the Town's Emergency Operations Plan to include action steps to reach all subpopulations within the Town will be included as part of a major update to the Town's Emergency Operations Plan scheduled to begin in 2022.

**R4. By October 8, 2021, the Sheriff's Office, Department of Emergency Management, and nine cities work together to ensure consistent naming for all evacuation maps used by the public and first responders. (F9, F10, F11).**

**Response:** Recommendation R4 has been implemented. The Town of Windsor worked in collaboration with the Sonoma County Sheriff's Office and the Sonoma County Department of

Emergency Management to identify evacuation zones for the Town of Windsor that are consistent with zone-naming conventions used on all evacuation maps used by the public and first responders. Four primary evacuation zones have been established that reflect the Town's geographical quadrants – northwest, northeast, southwest and southeast. Highway 101 serves as the divider between east and west, and Windsor River Road/Jensen Lane serves as the divider between north and south.

Due to the concentrated population within each of the primary evacuation zones, the four evacuation zones were broken up into sub-zone areas to allow for improved management, greater flexibility and/or more precise evacuations during emergency situations. The sub-zone areas are named following the same naming conventions used for the primary evacuation zones. Possible evacuation routes for each primary zone have been identified and are illustrated on individual primary zone area maps.

**R5. By October 8, 2021, the Sheriff's Office, Department of Emergency Management, and nine cities work together to ensure the public is informed of their evacuation zones by publishing evacuation maps in local media, online, and through SoCo Emergency. (F9, F10, F11)**

**Response:** Recommendation R5 has been implemented. The Town of Windsor worked in collaboration with the Sonoma County Sheriff's Office and the Sonoma County Department of Emergency Management published evacuation zone maps and web-based evacuation zone look up tools online. Evacuation zone maps are posted on the Town of Windsor's website and Sonoma County's SoCo Emergency website, as noted below.

1. Town of Windsor Website: Evacuation Maps and Information:  
<https://www.townofwindsor.com/1245/Evacuation-Map-and-Information>
2. Town of Windsor Evacuation Map Look-Up Tool:  
<https://www.townofwindsor.com/evacuationmap-lookuptool>
3. SoCo Emergency Website (Sonoma County): Know Your Zone:  
<https://socoemergency.org/get-ready/evacuation-map/>

Upon completion of the evacuation zone maps and their publication on the Town of Windsor's website, the Town also posted information on its social media platforms announcing the availability of the maps and providing webpage links to the maps. The Town anticipates periodically posting information on its website and social media platforms to remind the Town's population of the availability of evacuation maps and evacuation zone look-up tools.



**R15. By October 31, 2021, the nine cities update their Emergency Operations Plan to incorporate the most up-to-date information and lessons learned since the disasters of 2017 and post it on their websites.**

**Response:** Recommendation No. 15 has not yet been implemented but will be implemented in the future. The Town of Windsor does not have its own police or fire department. The Town contracts for law enforcement services with the Sonoma County Sheriff's Office and fire protection services are provided by the Sonoma County Fire District.

Because the Town does not have direct oversight or management responsibility for either agency, any conclusions on lessons learned or implementation of new practices or emergency response measures requires close consultation with each emergency response agency.

The Town anticipates initiating a major update to its Emergency Operations Plan in collaboration with the Sonoma County Sheriff's Office and the Sonoma County Fire District in 2022. The updated plan is expected to reflect lessons learned from preceding fire events as well as state-of-the-art practices for emergency preparedness and response. Once completed, the updated Emergency Operations Plan will be posted on the Town's website.