

June 2016

Border Fire After Action Report





Border Fire 2016

After Action Report

County of San Diego

June 2016 San Diego County Wildfire

Helen N. Robbins-Meyer
Chief Administrative Officer

Ron Lane
Deputy Chief Administrative Officer,
Public Safety Group

Holly Crawford
Director, Office of Emergency Services

Board of Supervisors:

First District	Greg Cox
Second District	Dianne Jacob
Third District	Dave Roberts
Fourth District	Ron Roberts
Fifth District	Bill Horn



Photo by Ed Sherman

June 2016



Border Fire 2016

After Action Report

Acknowledgements

The following San Diego County agencies contributed to this report:

CAL FIRE

San Diego County Sheriff

San Diego County Fire Authority

American Red Cross of San Diego/Imperial Counties

2-1-1 San Diego

Caltrans

Voluntary Organizations Active in Disaster

Regional Technology Partnership

City of San Diego Office of Homeland Security

County of San Diego Department of Animal Services

County of San Diego Department of Environmental Health

County of San Diego Planning & Development Services

County of San Diego Department of Public Works

This report includes commentary on components of the regional response but is not intended as a comprehensive analysis for all responding agencies. The report focuses on the response of County of San Diego departments with recognition that responding agencies will conduct their own after action planning processes.

Photos of the Border fire courtesy CAL FIRE and ©Ed Sherman.



Border Fire 2016

After Action Report

Contents

Sequence of Events	6
<i>Sunday, June 19, 2016</i>	6
Monday, June 20, 2016.....	7
Tuesday, June 21, 2016	9
Wednesday, June 22, 2016.....	10
Thursday, June 23, 2016	11
Friday, June 24, 2016.....	12
Operational Area Emergency Operations Center	12
Responding Agencies and County Departments	16
CAL FIRE	16
San Diego County Fire Authority	17
Sheriff's Department.....	18
Probation	20
Department of Animal Services	22
Department of Environmental Health.....	24
Joint Information Center.....	25
2-1-1 San Diego	26
Voluntary Organizations Active in Disasters	26
Action Plan	27
Appendix A.....	29
Incident Maps	29
Appendix B.....	31
AlertSanDiego Campaigns	31
Appendix C	42
Social Media	42
Appendix D	43
Incident Updates	43
Appendix D	44
Glossary of Acronyms and Abbreviations	44



Border Fire 2016

After Action Report

Executive Summary

**This report includes commentary on components of the regional response but is not intended as a comprehensive analysis for all responding agencies. The report focuses on the response of County departments with recognition that other responding agencies will conduct their own after action planning processes.*

The Border Fire was the first significant wildfire of the 2016 fire season. The County of San Diego has extensive experience with wildland fire response and the high levels of collaboration, timely public information, and cooperation demonstrated among responding agencies is a testament to the years of collective planning, training, and regional investments that have been made in fire prevention, response and recovery. Cooperating agencies included CAL FIRE, San Diego County Sheriff's Department (SDSD), San Diego County Fire Authority (SDCFA), Bureau of Land Management (BLM), California Department of Corrections and Rehabilitation, U.S. Border Patrol, Caltrans, California Highway Patrol (CHP), San Diego Gas & Electric (SDG&E), American Red Cross, 2-1-1 San Diego, Voluntary Organizations Active in Disaster (VOAD), Sheriff's Auxiliary Communications Service (ACS), Verizon, County Animal Services, County Communications Office, Probation Department, Planning & Development Services, Department of Public Works (DPW), Department of Environmental Health (DEH), and Office of Emergency Services (OES).

On Friday, June 17, 2016, CAL FIRE implemented a local staffing pattern in response to anticipated extreme weather conditions calling for an unprecedented heat wave with very low humidity. On Sunday, June 19, 2016, at approximately 1100 hours, the Border Fire began near the community of Potrero in the vicinity of Campo and Emery roads. Temperatures on Sunday reached a high of 107 degrees, with 9 percent humidity and winds of up to 24 mph, conditions that resulted in the fire rapidly spreading to 1,500 acres by Sunday evening. By June 30, the fire was 100 percent contained and had consumed approximately 7,609 acres. Two area residents died as a result of the fire, and there were no reported first responder injuries. Six homes and 12 accessory structures were destroyed and an additional two homes and two accessory structures incurred damage. The estimated incident costs to date are \$19,200,000 and the total projected private property damage is estimated at \$1,228,800.

The OES Staff Duty Officer (SDO) began monitoring the incident following notification of the fire. The SDO began initial coordination with emergency management stakeholders and also provided initial emergency public information. The Operational Area Emergency Operations Center (OA EOC) was activated at a Level I at 1600 hours on June 19. The OA EOC was remodeled in 2015 and this made for a more efficient setup and activation process. As the fire grew, the OA EOC transitioned to a Level II at 1213 hours on June 20. Personnel from 10 disciplines worked in the OA EOC representing state and local departments and agencies. The OA EOC was deactivated at 2015 hours on June 23.

CAL FIRE's Public Information Officers (PIO) led the public information effort for this fire with assistance from County PIOs in the Joint Information Center (JIC).



Border Fire 2016

After Action Report

The JIC used a variety of mechanisms, including social media, the SD Emergency mobile application, and the SDCountyEmergency.com and ListoSanDiego.org websites, to provide a steady stream of useful information to the public over the course of the fire. DPW provided homeowners guides on post-fire erosion control and waste & recycling services through these websites.

2-1-1 San Diego successfully fielded 748 total calls in response to the Border Fire, acting as first incident response from their new facility, the Connections Center, which opened in February 2016.

OES had recently augmented their GIS capabilities to acquire situational awareness through **San Diego Multiple Agency Public Safety (SanMAPS)**. SanMAPS simplifies the exchange of GIS information internally and externally, using GIS Web Services to seamlessly swap and share common operational data. Maps of the fire were created quickly and shared among response agencies as well as with the public through SD Emergency App and the County's emergency websites.

The Sheriff's Department issued evacuation orders via AlertSanDiego, the region's mass notification system, in addition to door-to-door contact by deputies in the field. Temporary evacuation points were set up at Campo Community Center, Campo Elementary School and the Dulzura Community Center. In collaboration with the American Red Cross, an emergency shelter was initially established at Campo Elementary School. The following day, the shelter moved to Los Coches Creek Middle School in El Cajon. The fire provided an opportunity for County Shelter Team members (County staff) to observe a functioning shelter operated by the American Red Cross.

The sharing of information between the field and the OA EOC was productive and the Sheriff's Auxiliary Communications Service (ACS) volunteers provided real-time communications with the Incident Command Post in the evening hours.

The Partner Relay System is a collaborative effort between OES and the Health and Human Services Agency (HHSA) to improve communication with Limited English Proficient (LEP) communities before, during and after disasters. The system was used during the Border Fire and worked well, allowing the OA EOC to communicate about the fire with nonprofit organizations, houses of worship, and community leaders serving Limited English Proficient residents.

On the whole, San Diego County's response to the Border Fire was productive, capable, efficient and well-coordinated. As with all disasters, the County actively seeks opportunities for improvement and those will be documented here. The scope of this After Action Report is to capture opportunities for improvement for the OA EOC by exploring interactions with partnering agencies. Operational/Tactical After Action Reports may be created by fire, law and other agencies involved in the incident.



Border Fire 2016

After Action Report

Sequence of Events

Sunday, June 19, 2016

Events according to Pacific Daylight Time (PDT) are as follows:

- 1103** The Border Fire begins burning. The County of San Diego Office of Emergency Services (OES) Staff Duty Officer (SDO) is notified and begins monitoring the incident. The OES SDO begins initial coordination with emergency management stakeholders.
- 1335** The CAL FIRE Public Information Officer (PIO) reports the Border fire is 50+ acres, has jumped Highway 94, and poses an immediate structure threat to 3-4 homes on Emery Rd.
- 1418** A first AlertSanDiego campaign is released by the Sheriff's Department with an emergency evacuation message to 61 contacts. The notification area consists of approximately 25 homes, with an estimated population of 84. The Campo Community Center on Sheridan Road is identified as the temporary evacuation point.
- 1435** An initial emergency update is posted to SDCountyEmergency.com and the SD Emergency app with push notifications. The emergency map is updated to show the fire location, road closures, and temporary evacuation point.
- 1445** A WebEOC Incident and **San Diego Multiple Agency Public Safety (SanMAPS) Incident Map** are created to coordinate and share information with partnering agencies.
- 1522** The fire has grown to 100 acres. Verizon cell phone service is reportedly affected in the area.
- 1600** The San Diego County Operational Area Emergency Operations Center (OA EOC) is activated at Level 1, with OES staff.
- 1607** CAL FIRE PIO reports that the fire is now at 900 acres, located near Highway 188 and Highway 94.
- 1641** CAL FIRE and Sheriff recommend evacuating the entire Potrero community and establishing Campo Community Center as the temporary evacuation point. 10 strike teams of fire personnel are requested via mutual aid. CAL FIRE applies for a Fire Management Assistance Grant through Cal OES. American Red Cross is contacted, as overnight sheltering is expected to be required. An American Red Cross Canteen is responding to the Campo Community Center.
- 1702** San Diego Rural Community Emergency Response Team (CERT) is activated to assist Red Cross in setting up the Evacuation Center and work the first evening shift.



Border Fire 2016

After Action Report

- 1704** A second AlertSanDiego campaign is released by the Sheriff's Department, with an emergency evacuation message going to 380 AlertSanDiego contacts. The notification area is a 5 mile radius in the vicinity of Potrero, including approximately 586 homes, 74 businesses, and an estimated population of 1,673. Campo Elementary (1654 Buckman Springs Road) and Dulzura Community Center (16985 State Route 94) are identified as additional temporary evacuation points.
- 1810** A third AlertSanDiego campaign is released by the Sheriff's Department with an emergency evacuation message going to 390 AlertSanDiego contacts. The notification area includes much of the second campaign, but with new areas to the east and north, including approximately 673 housing units, 75 businesses, and an estimated population of 1,722.
- 1930** The American Red Cross Campo Elementary School Shelter is opened.
- 1938** CAL FIRE PIO reports that the fire is now 1,500 acres.
- 2019** Out of an abundance of caution, Probation's Camp Barrett youth facility begins voluntarily evacuating residents and staff to the East Mesa Juvenile Detention Facility in Otay Mesa.
- 2040** A fourth AlertSanDiego campaign is released by the Sheriff's Department with an emergency evacuation message sent to 15 AlertSanDiego contacts. The notification area is a small zone near Bell Valley and Canyon City, including about 68 housing units, four businesses, and an estimated population of 159. Residents are directed to the emergency shelter located at Campo Elementary School (1654 Buckman Springs Road).
- 2052** CAL FIRE PIO reports that the fire is at 1,500 acres, with 5 percent containment. Four outbuildings are destroyed.
- 2116** Due to fire damage, power service is interrupted from the Canyon City/Dog Patch area to Potrero.

Monday, June 20, 2016

Events according to Pacific Daylight Time (PDT) are as follows:

- 1219** The American Red Cross Campo Elementary School Shelter houses 33 clients overnight, along with numerous pets.
- 0448** Mountain Empire Unified School District announces they will be closed on Monday, June 20 due to the Border Fire. The district includes four elementary schools, two middle schools, and one high school.
- 0538** San Diego Humane Society announces the opening of an animal shelter at the Circle T Ranch (24215 Viejas Grade Road, Descanso) that can accommodate large animals.
- 0606** The Sheriff's ACS Liaison reports that the ICP is moving north from the CAL FIRE Potrero Station to Potrero County Park.



Border Fire 2016

After Action Report

0700 There is an ICP briefing at which the following was reported: No repopulation of evacuated areas at this time. About 20 power lines impacted and SDG&E estimates 447 people without power, priority is to get an SDG&E helicopter over the fire to assess damage to power lines, but the ground conditions are too dangerous for SDG&E crews at the moment. There were 44 people in the shelter overnight. The Tecate Border crossing remains open.

The main concern is that winds are expected to pick up and the fire may move to the areas of Canyon City, Dag Patch, and the west end of Campo.

0747 San Diego County Library announces the closure of the Potrero library due to the Border Fire.

0800 CAL FIRE PIO announces that the fire has grown to 1,900 acres and the evacuation order remains in place for the community of Potrero. The fire is 5 percent contained and an American Red Cross Shelter has been established at Campo Elementary School.

0900 San Diego Rural CERT is deactivated as Red Cross has enough workers for the shelter.

1120 SDG&E ground crews move into a portion of the fire area but their aviation unit is still awaiting clearance over the fire airspace to fly and assess damage to power lines. Fire requests DC 10s. Type 1 team takes over at 1800.

1145 San Diego Rural CERT is activated for a second time to assist with the recovery phase. Their role is to provide support to communities and partnering agencies.

1213 The OA EOC activation is upgraded to Level 2.

1224 A fifth AlertSanDiego campaign is released by the Sheriff's Department with an emergency evacuation message going to 65 AlertSanDiego contacts. The notification area includes about 126 housing units, 15 businesses, and an estimated population of 301. Residents are advised that they can evacuate to Buckman Springs Rest Stop at Buckman Springs Road and Interstate 8.

1235 The American Red Cross Campo Elementary School Shelter is closed and a feasible new shelter location is being determined.

1309 A sixth AlertSanDiego campaign is released by the Sheriff's Department with an evacuation warning message (i.e. prepare for potential evacuation order) going to 406 AlertSanDiego contacts. The notification area contains approximately 594 housing units, 32 businesses, and an estimated population of 1,371. Residents who choose to evacuate are advised that they can proceed to Buckman Springs Rest Stop at Buckman Springs Road and Interstate 8.



Border Fire 2016

After Action Report

1331 A seventh AlertSanDiego campaign is released by the Sheriff's Department with an evacuation warning message (i.e. prepare for potential evacuation order) going to 399 AlertSanDiego contacts. The notification area includes an area east of Lake Morena County Park and mostly east of Buckman Springs Road, north of Campo Valley. The notification area contains approximately 544 housing units, 35 businesses, and an estimated population of 1,296. Residents are advised to proceed to the Golden Acorn Casino (1800 Golden Acorn Way, Campo, CA 91905).

1520 An overnight shelter is established by the American Red Cross at Los Coches Creek Middle School (9669 Dunbar Lane, El Cajon, CA 92021) with a capacity of 250 people. Alpine Community Center is identified as a backup shelter, with a 125 person capacity.

SDG&E reports 276 total customers are without power. SDG&E calls medical baseline (power dependent) people in advance to inform them of the outage.

Tuesday, June 21, 2016

Events according to Pacific Daylight Time (PDT) are as follows:

0859 Damage Assessment Teams begin assessments of damaged or destroyed structures.

The American Red Cross Shelter at Los Coches Creek Middle School houses 35 clients overnight.

0900 CAL FIRE Incident Management Team (IMT) Update: The fire is at 7,500 acres, with 5 percent containment. A total of 800 structures threatened, and four outbuildings destroyed, and zero homes damaged. Current resources deployed are 158 engines, 12 water tenders, six helicopters, four air tankers, 32 hand crews, seven dozers, and 1,484 total fire personnel.

1132 The CAL FIRE PIO announces that the fire is at 7,500 acres and is 5 percent contained.

1340 An eighth AlertSanDiego campaign is released by the Sheriff's Department with an emergency evacuation message sent to 486 AlertSanDiego contacts. The notification area contains approximately 660 housing units, 40 businesses, and an estimated population of 1,528. Residents are directed to the emergency shelter located at Los Coches Creek Middle School.

1900 CAL FIRE IMT Update: The fire is at 6,020 acres, with 10 percent containment. 1,000 structures are threatened, four outbuildings destroyed and zero homes damaged. Current resources deployed are 115 engines, 12 water tenders, six helicopters, four air tankers, 30 hand crews, eight dozers, and 1,550 total fire personnel.

1929 A road closure is issued for Buckman Springs Road at Old Buckman Springs.

2000 CAL FIRE IMT reports that the Border Fire is now 6,020 acres and 10 percent contained. A total of 1,550 firefighters are assigned to the incident. No evacuation orders have been lifted. The Circle T Ranch animal shelter has nearly reached capacity. The Boulevard



Border Fire 2016

After Action Report

Customs and Border Protection station (2463 Ribbonwood Road, Boulevard) is accepting evacuees with large animals.

Wednesday, June 22, 2016

Events according to Pacific Daylight Time (PDT) are as follows:

- 0607** The Department of Public Works reports that Buckman Springs Road has been reopened to northbound traffic only from State Route 94 to Old Buckman Road. Buckman Springs Road and Lake Morena Drive and Buckman Springs Road at Oak Drive remain closed.
- 0700** CAL FIRE IMT Update: The fire is at 6,500 acres, with 15 percent containment. 1,000 structures are threatened, four outbuildings destroyed. Another two residential structures are destroyed and one structure damaged. Current resources deployed include 200 engines, 33 water tenders, 19 helicopters, four air tankers, 40 hand crews, seven dozers, and 1,604 total fire personnel.
- 0936** Mountain Empire Unified School District announces that schools will be closed through the end of the school year.
- SDG&E website indicates that 151 are without power. Crews are working to restore power west of Potrero.
- State Route 94 from Tecate Road to Forest Gate in Campo remains closed. Buckman Springs Road is closed to southbound traffic only from Old Buckman Springs Road to State Route 94. Buckman Springs Road and Lake Morena Blvd. and Buckman Springs Road and Oak Drive are closed to all traffic.
- 1600** For residents only with proper identification, CAL FIRE and the Sheriff's Department lift the evacuation order for greater Potrero community. At 1800 hours, access will be open to the general public.

The evacuation order is lifted for the following areas: west of Potrero Valley Road at Potrero Valley, and west of the General Store located at 25125 State Route 94, including both north and south sides of State Route 94. Also included is the Potrero County Park. All other Evacuation Orders and Warnings will remain in effect.

Road closures include:

- State Route 94 at State Route 188 closed until 1800 hours except for residents.
- Potrero Valley Road at Potrero Valley
- State Route 94 west of 25140 State Route 94
- State Route 94 west of Buckman Springs Road
- Buckman Springs Road at Old Buckman Springs Road

- 1614** The Los Coches Creek shelter population stands at 86. The American Red Cross has adequate staffing and supplies.



Border Fire 2016

After Action Report

- 1800** CAL FIRE reports that an evacuation order has been lifted for the following areas: west of Potrero Valley Road at Potrero Valley, west of Potrero General Store (25125 State Route 94), including the north and south sides of State Route 94, Potrero County Park. All other evacuation orders and warnings remain in effect.
- 1848** A ninth AlertSanDiego campaign is released by the Sheriff's Department with an evacuation order lifted message going to 350 AlertSanDiego contacts. The notification area contains approximately 452 housing units, 62 businesses, and an estimated population of 1,341. The affected area includes: west of Potrero Valley Road at Potrero Valley, west of the General Store located at 25125 Highway 94, including both north and south sides of Highway 94. Also included is the Potrero County Park.
- 1900** CAL FIRE IMT Update: The fire has grown to 6,723 acres with 20 percent containment. 200 structures are threatened, and five homes and 12 outbuildings have been destroyed. One home has been damaged. Current resources deployed include 184 engines, 24 water tenders, 18 helicopters, four air tankers, 50 hand crews, 11 dozers, and 1,907 total fire personnel.

Thursday, June 23, 2016

Events according to Pacific Daylight Time (PDT) are as follows:

- 0744** SDG&E reports that 84 customers remain without power.
- 1001** The American Red Cross Los Coches Creek Middle School Shelter houses 38 clients overnight.

The American Red Cross center is housing 30 displaced pets. At the animal care facility in Bonita are the following: 11 dogs, 22 chickens, four horses, three goats, an emu and 14 rabbits. Three horses are at the Border Patrol station. Seven horses at the shelter at Circle T Ranch are scheduled to go home later today.

- 1600** Buckman Springs Road is re-opened. However, an evacuation order is still in effect for the community of Lake Morena.

Current Road Closures:

- Potrero Valley Road at Potrero Valley
- State Route 94 just west of 25125 State Route 94
- State Route 94 west of Buckman Springs Road
- Lake Morena Dr. at Buckman Springs Road
- Cameron Extension at Buckman Springs Road
- Oak Drive at Buckman Springs Road

- 1800** CAL FIRE and the Sheriff's Department lift all remaining evacuation orders.

A tenth AlertSanDiego campaign is released by the Sheriff's Department with an evacuation order lifted message going to 1,194 AlertSanDiego contacts. The notification area contains approximately 1,133 housing units, 73 businesses, and an estimated population of 2,642.



Border Fire 2016

After Action Report

There are three traffic control points on minor roads restricting access to the fire burn area, located at:

- Approximately 1 ½ miles north of State Route 94 on Harris Ranch Road. Access allowed to all residential locations on Harris Ranch Road.
- Vollmer Lane approximately ¼ mile north of State Route 94 at the Y intersection.
- Martin Road approximately ¼ mile west of State Route 94 at the Y intersection. This closure will allow access to residents located on Martin Road.

1900 CAL FIRE IMT Update: The fire has grown to 6,840 acres, with 20 percent containment. 200 structures are threatened. Five homes and 11 outbuildings are destroyed and one home is damaged. Current resources deployed include 184 engines, 24 water tenders, 18 helicopters, four air tankers, 50 hand crews, 11 dozers, and 1,901 total fire personnel.

2015 The OA EOC is deactivated and OES returns to Staff Duty Officer status.

Friday, June 24, 2016

Events according to Pacific Daylight Time (PDT) are as follows:

1300 The American Red Cross Los Coches Creek Middle School Shelter houses 11 clients overnight. The shelter closes at 1300 hours.

Operational Area Emergency Operations Center

The OA EOC is a physical location where personnel from the following agencies come together during emergencies: County officials, law enforcement, fire personnel, emergency medical coordinators, public works, shelter coordinators, utility representatives and others. There, they coordinate efforts, deploy resources in support of first responders, distribute public information and, when necessary, initiate public alerts and warnings. The OA EOC can accommodate more than 120 staff and is equipped with numerous emergency management data systems which allow emergency response personnel to coordinate disaster operations.

The County Office of Emergency Services (OES) coordinates the region's overall response to disasters. In this role, OES is responsible for alerting and notifying outside agencies such as the California Governor's Office of Emergency Services when disaster strikes, coordinating agencies' responses, and ensuring resources are available and mobilized regionally in times of disaster. When a regional disaster occurs, OES staff transitions into the OA EOC. The OA EOC can be activated and staffed at one of the following three levels depending on the type and scale of the event:

- Level 1 activation is considered minor or moderate with local resources available. OA EOC staff consists primarily of OES staff working to fulfill resource needs requested by cities or personnel/equipment needs for a disaster response in the unincorporated area. OES staff may also assist a city or community by sending mass evacuation or other



Border Fire 2016

After Action Report

emergency messages to residents or by sending public information about the emergency to the media.

- Level 2 activation includes additional staff, including fire and law enforcement representatives, emergency medical services workers, American Red Cross coordinator, County staff to procure supplies, equipment and people, and County staff to lead the recovery effort.
- Level 3 activation occurs as a result of a major, catastrophic disaster. It is defined as an event in which available regional resources are impacted and overwhelmed. State and federal resources are required and additional staff and outside agency representatives are called to work in the OA EOC.

On June 19, the County OES SDO was notified and began monitoring the fire. The OES SDO began initial coordination with emergency management stakeholders. By 1435 hours, the initial Incident Update was posted to SDCountyEmergency.com, the SD Emergency mobile application updated and push notifications had been sent to app users. An emergency map had been updated to show the fire's location, as well as road closures, and a temporary evacuation point. At 1445 hours, a WebEOC Incident and **San Diego Multiple Agency Public Safety (SanMAPS) Incident Map** were created to coordinate and share information across Operational Area agencies and disciplines. At 1600 hours, the OA EOC was activated at Level 1.

On June 20 at 1213 hours, the OA EOC increased to Level 2 and additional staff arrived to assist with response and recovery activities.

On June 23 at 2015 hours, the OA EOC was deactivated and OES returned to Staff Duty Officer status.

WebEOC

WebEOC is a web-enabled crisis information management system that provides disaster response personal with a regional Common Operating Picture. It is used in the OA EOC and allows for real-time information sharing throughout the Operational Area at all levels. The system provides regional situational awareness, report templates, and the ability to track and manage emergency resources. Individuals with WebEOC access can view and share status boards, map files, status reports, and various other information pertaining to the fires from any internet-capable device.

First responders and OA EOC staff provided very positive feedback regarding their use of the software during this fire.

Mapping Tools

The Border Fire provided the first opportunity for the San Diego County Operational Area to utilize the Cal OES version of the software program (previously called Next Generation Incident Command System) Situational Awareness and Collaboration Tool, or SCOUT. The Border Fire represented just the second fire-related deployment of SCOUT in the State as an official tool for situational awareness and incident management for first responder agencies. The feedback



Border Fire 2016

After Action Report

from fire service personnel indicates SCOUT performed exceptionally well and worked as designed. San Diego County has played a critical role in developing and testing the capability in coordination with Cal OES and is fortunate to have staff available to support development and use of the software. SCOUT allows fire personnel to share real-time information on vehicle/asset locations and fire perimeters.

However, SCOUT depends on internet connectivity. Due to the reduced capabilities of wireless data services during this incident, entering new information from the field posed a challenge.

The Regional Public Safety Geodatabase program under the Unified Disaster Council has also built a robust set of GIS capabilities utilizing Esri's ArcGIS software to support regional EOCs and public mapping. A variety of tools have been developed to enhance situational awareness. This includes the creation of SanMAPS, where GIS data, maps and resources can be accessed by authorized first responders and emergency management stakeholders. The SanMAPS group now has more than 160 participants.

One of the tools developed within the SanMAPS environment is an Incident Map. This is a basic template that can be modified to reflect the needs of the incident. Static data such as critical infrastructure, jurisdictional boundaries, video of the fires, and much more can be added to the base map and first responder agencies can easily add additional data relevant to the event. For the Border Fire, County OES GIS specialists managed the map, which improved situational awareness during the fire.

The combination of SCOUT and SanMAPS has greatly improved the Operational Area's ability to provide and share intelligence and information on maps across disciplines and jurisdictions. Since these tools are still fairly new, there are opportunities to expand training and exercises, and develop guidance for disaster response personnel on their use.

The situational awareness mapping tools also supported the ability to push information to public facing maps featured on SDCountyEmergency.com and the SD Emergency app. This provided important information such as fire location, road closures, evacuation areas and shelters to the public in a map format. The Emergency Map was viewed 63,918 times throughout the incident. See Appendix A - Incident Maps for additional information.

Areas that can be improved upon include providing additional training on the use of SCOUT and SanMAPS to first responder agencies and additional exercises on the use of regional mapping resources, as well as the continued development of guidelines and expectations for how intelligence and information should be vetted, verified and authorized for distribution.

Recovery

Short Term Recovery operations began during the first operational period of the Border Fire, with the County Office of Emergency Services notifying the County Department of Planning & Development Services, County Fire Authority, and Department of Environmental Health of the possible need to activate damage assessment teams, due to potential structure loss.



Border Fire 2016

After Action Report

As the fire grew and threatened additional structures, CAL FIRE San Diego Unit applied for, and received, a Fire Management Assistance Grant (FMAG). This federal grant provides 75 percent of eligible firefighting response costs.

Once the fire area was deemed safe to enter, the County Damage Assessment Team coordinated with the Incident Command Staff and the Incident Management Team, and began assessing structural losses. Upon completion, the team reported six dwellings destroyed, with an additional two damaged, 12 accessory structures destroyed and two accessory structures damaged.

Voluntary organizations like the American Red Cross, Salvation Army, Humane Society, Tzu Chi, Feeding America San Diego, and members of the community provided emergency assistance with services including sheltering, crisis counseling, food and clothing assistance, case management, and more. County OES worked with County and non-governmental stakeholders to provide printed recovery information at the shelter, as well as through SDCountyRecovery.com and at County libraries in Potrero, Campo, and Pine Valley.

In the weeks and months following the Border Fire, Intermediate Recovery operations began with the County establishing a fire debris bin program, thanks in part to a donation by EDCO, to assist residents with structural loss or damage in removing debris from their properties. The County Department of Public Works managed the placement and operations of the bins, and County OES coordinated with impacted residents who needed assistance with debris removal to connect them with California Southern Baptist Relief, a member organization of San Diego VOAD that specializes in debris removal and various other disaster response and recovery missions. County DEH visited impacted properties to mark, stage, and/or render safe any hazardous materials. DEH also contracted for the collection of household hazardous waste to ensure the safety of residents and volunteers. In addition to the bin program, County PDS utilized an existing vehicle abatement program to remove fire damaged vehicles, at the request of residents.

County OES coordinated with the Cal OES Recovery Branch to hold the FMAG Applicant's Briefing on July 20, and reached out to potentially eligible applicants, including nearby tribes, County departments, and special districts.

To further assist with debris, DEH arranged for a community hazardous waste collection event in September 2016.

County PDS contacted residents who lost structures to provide them with information about the rebuilding process. The Board of Supervisors waived County rebuilding fees for permitted buildings, and PDS provided front-of-line service for residents impacted by the fire, to expedite their rebuilding.

County Department of Public Works, in conjunction with CAL FIRE and County OES, provided gravel and bags to the residents impacted by the Border Fire to use for erosion control protection measures to prevent debris from denuded slopes causing further damage.

County OES Finance staff worked with county departments to coordinate project submissions to Cal OES and subsequent cost recovery for eligible expenses.



Border Fire 2016

After Action Report

Responding Agencies and County Departments

CAL FIRE

The Department of Forestry and Fire Protection (CAL FIRE) serves and safeguards the people and protects the property and resources of California.

The men and women of CAL FIRE are dedicated to the fire protection and stewardship of more than 31 million acres of California's privately-owned wildlands. In addition, the Department provides varied emergency services in 36 of the State's 58 counties via contracts with local governments. The Department's firefighters, fire engines, and aircraft respond to an average of more than 5,600 wildland fires each year. Those fires burn more than 172,000 acres annually.

By state statute, CAL FIRE is the lead agency for wildland fires in unincorporated San Diego County.

The Border Fire began near the community of Potrero in an unincorporated area of San Diego County. The initial fire response included a combination of State and County fire resources under the command of CAL FIRE. The decision by CAL FIRE to implement an enhanced staffing pattern in response to anticipated extreme weather conditions two days before the fire proved beneficial. Based upon observed fire behavior, the Incident Commander requested the following resources from within their organization as well as local fire agencies:

CAL FIRE Initial Requested Resources as of 1453 Hours on 6-19-16
2 Battalion Chiefs, Deputy Chief and Division Chief
70 Engines
5 Air Tankers
1 Air Attack
5 Water Dropping Helicopters
3 Water Tenders
22 Hand Crews
1 Staging Area Manager
1 Division Supervisor
1 Safety Officer
1 Task Force
1 Public Information Officer
2 Bulldozers

Additionally, around 1420 hours on the first day of the fire, the San Diego Unit Type 3 Incident Management Team (IMT) was requested. The California Department of Corrections and Rehabilitation provided a total of 42 inmate hand crews, male and female, to assist in the firefighting effort.



Border Fire 2016

After Action Report

An OES Liaison representative was provided early on at the Incident Command Post (ICP) and was able to shadow Incident Command. The liaison provided communications between the ICP and the OA EOC. Once the Incident Management Team (IMT) was established, a fire liaison from the IMT was sent to the OA EOC.

The Regional Communications System performed well for those users of the 800 MHz system day-to-day. The VHF radio system, utilized primarily by CAL FIRE, provided adequate resources and was enhanced with support from the IMT Communications Unit.

The VHF radio system is a critical component of wildland firefighting operations. The current local government VHF infrastructure has some coverage and capacity gaps and the region is currently working on a VHF Gap Analysis Study to identify opportunities to improve coverage.

Limited mobile voice and data communications hampered the Incident Management Team’s ability to quickly reach stakeholders. The regional 800 MHz radio system was seen as a huge asset in the absence of mobile voice communication. During this incident, cell towers were down as commercial towers and fiber-optic cabling was burned and it took several days to restore data and cell coverage.

San Diego County Fire Authority

The San Diego County Fire Authority (SDCFA) was created by the Board of Supervisors in June 2008 to improve fire protection and emergency medical services in the region. The SDCFA has unified the administration, communications, information technology and training of rural fire agencies and extended “around the clock” protection across 1.5 million acres of the unincorporated county. SDCFA blended the independent fire agencies into one unified system of professionally-trained firefighters, under one fire chief. The CAL FIRE San Diego Unit Chief was designated by the Board of Supervisors as the SDCFA Fire Chief.

SDCFA provided the following resources for the Border Fire:

San Diego County Fire Authority	
Initial Dispatched Resources for Border Fire	Total Resources Committed for Border Fire
9 Fire Engines – all types	13 Fire Engines – all types
7 Water Tenders – all types	7 Water Tenders – all types
9 Staff/Command Vehicles	10 Staff/Command Vehicles
1 GIS Trailer	1 GIS Trailer
38 Personnel: - 18 County Funded Career Firefighters - 20 Volunteer/Reserves Firefighters	90 Personnel: - 46 County Funded Career Firefighters - 44 Volunteer/Reserves Firefighters
	Fire Stations utilized for incident support/sleeping: - Potrero Reserve Station - Campo Volunteer Station

The County Department of Public Works operates the Campo municipal water system and provided staffing during firefighting operations to monitor and maintain water supply for Cal Fire



Border Fire 2016

After Action Report

and SDCFA water tenders and fire engines. Approximately 1,800,000 gallons of water were supplied for firefighting operations between June 19 - 27.

The County of San Diego is responsible for conducting damage assessments within unincorporated areas. During wildfire incidents, County damage assessment teams typically include staff from County Planning & Development Services as well as the San Diego County Fire Authority. The County Department of General Services and the County Department of Public Works assess damage to County property and infrastructure. Damage assessment teams communicate throughout the process and may share resources. Information from first responders, the local community, the media, and responding non-governmental organizations (NGO) like the American Red Cross and Salvation Army also assist in identifying locations that may need damage assessment. Damage assessment is incorporated into the recovery process early, once an area has been deemed safe for teams to enter.

In addition to the SDCFA's provisioning of resources and personnel during the Border Fire, the SDCFA deployed two damage assessment teams on the second day of the fire. Teams included two building inspectors from County Planning & Development Services (PDS) and two fire code specialists from SDCFA. The two teams were assigned to the incident for three days and coordinated directly with the Incident Management Team, County OES and PDS throughout the assignment. Overall, damage assessment team operations went smoothly and efficiently and were seen as making improvements compared to previous deployments.

Sheriff's Department

The San Diego County Sheriff's Department (SDSD) is the chief law enforcement agency in San Diego County. The department is comprised of approximately 4,000 employees, including both sworn officers and professional support staff. The department provides general law enforcement, detention and court services for the people of San Diego County in a service area of approximately 4,200 square miles. In addition, the department provides specialized regional services to the entire county, including the incorporated cities and the unincorporated areas of the county. During disasters, the SDSD's responsibilities include evacuation, traffic control, and perimeter security/access control, along with disseminating alert/warning information to the general public.

Shortly after the fire began, SDSD opened its Departmental Operations Center (DOC). The DOC coordinated with personnel from all levels of law enforcement as well as representatives in the OA EOC in the evacuation effort. Deputies surged into the area to assist in the evacuations and they worked closely with CAL FIRE at the Incident Command Post (ICP). SDSD provided patrol resources and emergency management resources to manage the evacuations, road closures, and repopulation of evacuated areas and to support the Incident Management Team. SDSD deployed a platoon (50 deputies) each operational period, not including command staff at the command post or the DOC. A Mobile Command vehicle was also deployed to the staging area to enhance communications.

As the fire moved throughout the area, approximately 3,983 individuals were in the evacuated area. The AlertSanDiego mass notification system was fully utilized with the issuance of eight separate AlertSanDiego evacuation campaigns, as well as door-to-door notifications. The eight



Border Fire 2016

After Action Report

campaigns provided evacuation order or warning notifications to a total of 2,202 AlertSanDiego contacts (phone calls, emails and text messages) and 46 Accessible AlertSanDiego (American Sign Language) contacts. Additionally, two AlertSanDiego campaigns notified residents that the evacuation orders were lifted. See Appendix B - AlertSanDiego Campaigns for additional information.

As part of the Sheriff's Department ongoing training efforts, SDSD trains all supervisors and managers on fire evacuation each spring. This pre-planning proved helpful to law personnel involved in the evacuation efforts.

During the Border Fire, ASTREA (Aerial Support to Regional Enforcement Agencies, the air support unit of the SDSD) also deployed. ASTREA fielded the third 205 firefighting helicopter on Monday, June 20. The following day, and for the remainder of the week, one helicopter remained devoted to the fire and a second was on standby for other fires or hoist rescues. ASTREA performed several rescues while assigned to the fires.

During the fire, some commercial wireless data, phone services and fiber optic cable infrastructure was damaged or affected. This damaged infrastructure and the limited resources posed a significant impact on the ability of first responders to obtain wireless data and mobile phone services during the response. IMT resources for data services and satellite phone service were deployed to the command post by day two. These support services are limited and typically only available within a short distance of the incident base. This degraded data and cellular service had a significant impact on the first responders' ability to access web-based tools to support decision making. The limited data service also had a significant impact on those resources utilizing cellular data services to transmit their vehicle location back to the communications center. The ability to locate resources through automatic vehicle location services is now considered an important safety issue for incident managers. Recommended actions include evaluating the ability to deploy additional local mobile wireless data services, including through the use of the public safety microwave data network.

Most residents in the area did not have land lines, and the cell coverage proved problematic because of both overloading and damaged cell towers. Recommendations include promoting a public campaign to urge residents to have backup communication methods and register their mobile phones with AlertSanDiego.

Additionally, the SDSD recommends review of evacuation notification language (including use of the words warning and order) to convey clear and accurate public messaging.

Several of the AlertSanDiego campaigns used a radius around the fire as the basis for the evacuation AlertSanDiego calls, compared to a more targeted grid area which had been used in the past. This was due to challenges in communicating the grid locations from the field to the Sheriff's Communications Center where the campaigns were initiated. The use of a radius for evacuation, as opposed to a grid, added complexity when only targeted areas were identified as safe for repopulation. SDSD worked closely with OES to identify accurate repopulation notification areas in the AlertSanDiego system.

The repopulation plan was developed by the Incident Management Team and distributed to OES for review prior to implementation.



Border Fire 2016

After Action Report

To ensure that there is no danger to life safety, the operating status of electricity, natural gas, water, and wastewater is verified prior to repopulation. The repopulation coordination involves multiple organizations and approvals. Therefore, releasing the draft repopulation plan as soon as it is written is critical in ensuring timely repopulation.

CHP

The California Highway Patrol (CHP) staffed traffic control points throughout the fire area. The El Cajon CHP secured traffic control points 24 hours per day during the fire response. The CHP reported that there was continual communication and coordination with the Incident Command Post. Additionally, a Caltrans local supervisor/superintendent reported to the ICP for updates and supported the CHP with closures at both ends of State Route 94 (SR 94 and SR 188 and SR 94 and Buckman Springs Road) and assisted the public at each location.

Border Patrol

The San Diego Sector encompasses 56,831 square miles, including 931 miles of coastal border from the U.S.-Mexico border to Oregon. San Diego Sector's primary operational area of responsibility consists of 7,000 square miles, including 60 linear miles of international boundary with Mexico and 114 coastal border miles along the Pacific Ocean. The San Diego Sector encompasses coastal beaches and expansive mesas that lead to coastal and inland mountains, rugged canyons, and high desert. Directly south of San Diego are the Mexican cities of Tijuana and Tecate, Baja California, which have a combined population of more than 4.5 million people.

During the Border Fire, the Border Patrol reported to the Incident Command Post and provided dozens of officers to assist with public notification, evacuations and animal rescue. The Border Patrol officers' knowledge of border area truck trails, border access and trail knowledge of any agency in the area was extremely helpful. The Border Patrol deployed officers on all-terrain vehicles (ATV), vehicle-mounted infrared cameras, equine experts, large animal rescue teams and night flights with infrared cameras/audio announcements. County Animal Services coordinated with the Border Patrol to activate the Boulevard Border Patrol Station as a staging area for large animals. Border Patrol officers delivered food and water to animals in the evacuated areas.

Probation

The County of San Diego Probation Department is committed to reducing recidivism and protecting community safety. Probation officers supervise more than 14,000 adults and juveniles in the community and another 450 in juvenile halls and camps. During disasters, the Probation Department is responsible for security at the OA EOC and they often staff positions within the OA EOC.

During the Border Fire, out of an abundance of caution, the Probation Department evacuated Camp Barrett to the East Mesa Juvenile Detention Facility in San Diego. The relocation of more than 75 offenders and 15 staff members was successfully accomplished.



Border Fire 2016

After Action Report

Communication between the OA EOC and Probation Emergency Operations staff was efficient through the OES Staff Duty Officer. Communications between the Probation Department and the SDSO was excellent through multiple phone calls and emails during each Operational Period to take action well in advance of potential risk to life/property.

American Red Cross

The American Red Cross exists to provide compassionate care to those in need. Their network of generous donors, volunteers and employees share a mission of preventing and relieving suffering, here at home and around the world. The American Red Cross responds to approximately 70,000 disasters in the United States every year, ranging from home fires that affect a single family to hurricanes impacting tens of thousands, to earthquakes that impact millions. In these events, the American Red Cross provides shelter, food, and health and mental health services to help families and entire communities get back on their feet. Although the American Red Cross is not a government agency, it is an essential part of the response when disaster strikes. The American Red Cross works in partnership with other agencies and organizations that provide services to disaster victims.

Shelter operations during a regional disaster are typically coordinated out of the OA EOC. This coordination includes input and involvement from impacted jurisdictions, local law enforcement representatives, and local fire services, as well as the American Red Cross. During a disaster, there are two primary types of assistance that can be provided to evacuees – temporary evacuation points (TEP) and shelters.

During the Border Fire, an American Red Cross Government Liaison worked in the OA EOC to exchange information between the Red Cross, the shelter, Incident Command and the EOC.

During this fire, the American Red Cross opened a total of two shelters. Campo Elementary School was established as the first shelter and the second shelter was located at Los Cochis Creek Middle School. Additionally, there were four TEPs identified throughout the fire. Initially, the Campo Community Center was opened as a TEP. Other TEPs included Campo Community Center, Dulzura Community Center and Golden Acorn Casino.

At the initial onset of the evacuations on June 19, a TEP was established at Campo Community Center. Following the evacuation of the entire Potrero area, it was determined that overnight sheltering would be required. The American Red Cross was contacted and requested for overnight sheltering assistance.

As shelter locations were established, evacuations continued and two more TEPs were opened at the Dulzura Community Center and Campo Elementary School. Campo Elementary School was converted from a TEP into an overnight shelter. Additionally, an animal shelter was co-located at Campo Elementary School to care for evacuated pets.

Due to fire growth, the shelter was moved from Campo Elementary School to Los Cochis Creek Middle School. On June 23 all evacuation orders were lifted and residents were urged to return home. The shelter was officially closed on June 24.



Border Fire 2016

After Action Report

Date	Number of Evacuees Sheltered Overnight
Sunday, June 19	33
Monday, June 20	35
Tuesday, June 21	48
Wednesday, June 22	38
Thursday, June 23	11

The American Red Cross provided the following services at the shelters:

- 73 total evacuees served
- 76 volunteers staffed the shelters
- 1,372 meals served
- 3,096 snacks served
- 102 comfort kits provided
- 73 cots used

While the American Red Cross initially had some trouble maintaining communication with the Incident Command Post due to power and cell outages, they were able to send the American Red Cross communication trailer to the command post the first day. There were also open communications between the American Red Cross' partners and the OA EOC, enabling the American Red Cross to make appropriate decisions and leverage resources as they responded to the needs of the evacuees.

The former San Diego Rural Community Emergency Response Team (CERT) was activated to assist Red Cross with setting up the shelter at Campo Elementary School and work the first evening shift. Shortly after deactivation, CERT received a secondary activation to assist with the Recovery Phase. The Recovery Phase consisted of completing mission tasks as identified and directed by the authorizing fire chiefs. CERT members were activated based upon their specialized training and assisted with communications for the residents, provided support for Red Cross clients through needs assessments, coordinated community donations, conducted welfare checks, acted as guides, participated in community meetings and ensured that residents were connected with the disaster relief partnering agencies. The activation period for CERT began Sunday, June 19 and ended on July 2. The former San Diego Rural CERT is now sponsored by the County Fire Authority and covers the Southern Division.

Department of Animal Services

The Department of Animal Services (DAS) protects the public from dangerous animals, protects animals from abuse and neglect, and saves the lives of thousands of unwanted, abandoned or lost pets each year. Approximately 25,000 animals enter DAS' three shelters annually. DAS provides animal-related law enforcement, sheltering, medical and pet adoption services to the unincorporated area of the County and, by contract, to the cities of San Diego, Carlsbad, Del Mar, Encinitas, Santee and Solana Beach. During disasters, DAS is responsible for the rescue and sheltering of animals.



Border Fire 2016

After Action Report

DAS coordinates with the American Red Cross for sheltering of pets of displaced persons and they are also responsible for coordinating the transportation to and sheltering of animals at evacuation sites.

The DAS evacuated 145 animals from 18 properties, serviced an additional 70 properties by providing food and water, as well as proactively checked on the health and welfare of pets and livestock at approximately 200 homes of community members who were not able to evacuate their pets/livestock. The 288 properties serviced were primarily in Potrero and Campo.

The 145 animals evacuated and cared for included:

- 60 donkeys
- 26 dogs
- 22 chickens
- 14 rabbits
- 14 horses
- Seven goats
- One emu
- One cat

DAS treated burns on dogs, an overheated cat, a matted dog, a lame goat and two lame and malnourished horses.

DAS has three disaster trailers pre-stocked to provide care for 65 animals in the event of an emergency. The trailers were very useful in the department's response to the Border Fire. Within the mandatory evacuation zones, DAS provided both dry and canned dog and cat food, water bowls, five bags of chicken feed, 30 bales of hay and three bags of multi-purpose livestock feed (pellets) and one large wire dog kennel. DAS also provided five large wire dog kennels, two small animal kennels, multiple cardboard cat carriers, litter boxes, and two bags of cat litter to the American Red Cross shelters.

The San Diego Humane Society provided a 100 gallon water tank truck to fill the livestock properties daily, Border Patrol used five and 20 gallon portable water tanks to assist and CAL FIRE used water tankers to support the large chicken ranch.

By June 21, the San Diego Humane Society (who has a Memorandum of Understanding with the American Red Cross) assumed responsibility for the animals at the American Red Cross shelter. Two additional animal evacuation locations established by DAS and the Humane Society were the Border Patrol Station in Boulevard and the Circle T Ranch in Descanso.

DAS deployed 21 staff members, who worked a total of 854 hours to evacuate, patrol, feed, care, shelter and reunify animals with owners between June 19 - 24. Those 854 hours of staff time consisted of:

- Four Lieutenants serving 184 hours
- 12 Animal Control Officers serving 592 hours
- Two Supervising Animal Care Attendants serving 74 hours
- Three Animal Care Attendants serving 4 hours



Border Fire 2016

After Action Report

The San Diego Humane Society evacuated animals, cared for animals left behind fire lines, and cared for animals at the American Red Cross Los Coches Creek Middle School Shelter.

Some key areas for improvement include greater depth of emergency training and shift coverage for lieutenants; an alternate plan for field communications when cell phone and internet coverage is unavailable; and pre-identifying and contracting for a location to accommodate large impounds.

Department of Environmental Health

The Department of Environmental Health (DEH) is responsible for protecting public health and safeguarding environmental health. During disasters and other emergencies, DEH responds to emergencies involving drinking water and food safety, pool sanitation, chemical spills, vectors, solid waste, sewage, radiological, and other public health issues. DEH operates a trained and skilled emergency response team to handle public and environmental health incidents 24 hours a day all year long.

During and after the Border Fire, DEH actions included:

- Conducting food safety assessments of the emergency shelters, CAL FIRE's mobile food kitchen, and food facilities affected by the power outage.
- Inspecting emergency shelters to verify safe housing conditions.
- Assessing 18 small water systems in the area to ensure drinking water for the residents had not been compromised. One system experienced a loss of pressure due to a line break and needed repairs and disinfection. A boil water order was issued for affected users.
- Conducting damage assessments of the affected parcels to identify fire damaged household hazardous materials, septic systems, and water wells. DEH then coordinated the proper clean up and disposal of the hazardous waste identified.
- Coordinating a community household hazardous waste collection event for the affected areas and arranging for the safe disposal of the waste through the DEH household hazardous waste management program.
- Identifying permitted hazardous materials facilities in the fire perimeter and providing this information to the EOC Operations Chief.
- Updating fire recovery documents, providing them to PDS, and posting them on DEH's Disaster Response webpage.

The damage assessment operations and response activities went smoothly and efficiently.



Border Fire 2016

After Action Report

Joint Information Center

The Joint Information Center (JIC) is located within the OA EOC and serves as the primary coordination point for collecting and distributing public information during an emergency. The JIC collaborates closely with the OA EOC, subject matter experts and Public Information Officers (PIO) from other agencies, to ensure an accurate and timely flow of emergency public information. JIC staff use multiple communication channels, including the web, mobile applications, social media and traditional media, to reach the broadest audience possible during an emergency.

CAL FIRE's PIO generated and distributed incident information from the beginning of the incident. They were soon assisted by the County Communications Office (CCO). The JIC issued 18 incident updates and utilized many public information platforms, including:

- SDCountyEmergency.com
- SD Emergency App (Android and iOS)
- Social Media (Twitter and Facebook)
- PIO at the shelter

See Appendix C - Social Media and Appendix D - Incident Updates for detailed information.

Regarding areas that can be improved upon, emergency public information was well coordinated between CAL FIRE and the JIC. However, there was a period of time when shelter residents lacked access to updated fire information. Many of the evacuated residents congregated at the shelter location expecting updated information. After the first few days the Incident Management Team sent a PIO to the shelter location to provide updates to the residents.

Recommendations include establishing information sharing updates for shelter residents immediately upon opening a shelter.

Partner Relay System

There are over 400,000 people in the San Diego region who speak a language other than English and/or report speaking English less than very well. To address this issue, the County's Office of Emergency Services (OES) and Health and Human Services Agency (HHSA) have partnered on an effort to improve communication with Limited English Proficient (LEP) communities before, during, and after an emergency. OES and HHSA met with and recruited 300 individuals representing non-profit organizations, houses of worship, and refugee resettlement agencies to form a "Partner Relay System" to assist in public communication during disasters. These partners have agreed to assist the County by translating and disseminating critical disaster information to residents who are monolingual non-English speakers or homeless.

During the Border Fire the Partner Relay System was activated. The Risk Communications Liaison in the OA EOC communicated directly with these partners, through an online platform. Although the demographics for this fire did not support a dire need for translation services, it was a good test of the system in engaging community partners.



Border Fire 2016

After Action Report

2-1-1 San Diego

In 2005, 2-1-1 San Diego was established as a nonprofit organization to provide around-the-clock community, health and disaster information. During a disaster, 2-1-1 works with the OA EOC provides emergency public information to the community, as well as rumor control and trend analysis, reports on community needs, and serves as a communications point for other community agencies and NGOs. During a regional emergency, the 2-1-1 San Diego line is often publicized on AlertSanDiego emergency mass notifications, social media, incident updates, and news conferences. A representative from 2-1-1 San Diego responds to the OA EOC JIC so that the latest disaster information can be relayed to the 2-1-1 San Diego call center staff.

During this fire, 2-1-1 San Diego stood up a full incident management structure to maintain 24 hour JIC/PIO coverage, Resource Center Disaster Portal Management, Disaster Volunteer Services (staged, but did not deploy) and surge capacity at the call center. In total, 59 personnel responded. Interactive Voice Response messaging infrastructure was developed and maintained, website and social media incident updates were provided throughout the response and the full call center infrastructure (primary, specialty and surge capacity) was deployed for use. A new internal Disaster Management Portal was developed and deployed.

Overall the communications between 2-1-1 and both the OA EOC and CAL FIRE were strong. Any questions that arose were addressed very quickly and directly.

Voluntary Organizations Active in Disasters

San Diego Voluntary Organizations Active in Disasters is a nonprofit, nonpartisan, membership-based organization made up of voluntary organizations with various disaster missions, specializations, resources and capabilities. VOAD works to help coordinate the response and recovery activities of those organizations to more efficiently address unmet needs, make sure residents in need aren't overlooked or missed, and prevent duplication of effort. During the response, San Diego VOAD helped coordinate with the American Red Cross, Salvation Army, Tzu Chi, Feeding America San Diego, Long Term Recovery Committee, Team Rubicon, California Southern Baptist Relief, and OES. Member organizations assisted with sheltering and feeding displaced people, vouchers for clothing, food replacement assistance, crisis counseling, debris removal and other assistance.

Early on there were some initial challenges in the sharing of client lists among partner organizations to better match remaining unmet needs with appropriate resources. Once lists were adjusted to protect and respect client privacy, lists were shared and additional assistance was coordinated.



Border Fire 2016

After Action Report

Action Plan

ACTION PLAN				
#	Issue	Recommendation	Responsible Party/Agency	Completion Date
1.	There was a decrease in information provided to the public during the initial turnover to the Type 1 IMT.	Ensure the IMT turnover expectations briefing communicates the importance of timely and accurate emergency public information.	CAL FIRE and OES	Immediately and ongoing
2.	Public confusion between the definitions of Evacuation Order (Mandatory) and Evacuation Warning (Voluntary).	Revised terminology or a more detailed description should be provided to the public. Provide public education through outreach campaigns. Update AlertSanDiego templates as appropriate.	SDSD, CAL FIRE, OES	October 31, 2016
3.	Fewer landline telephones means fewer residents are reachable during evacuations through the region's mass notification system, AlertSanDiego	Continually promote and encourage residents to register their mobile phones with AlertSanDiego.	SDSD, CAL FIRE, OES	Immediately and ongoing
4.	The desired evacuation and repopulation map based AlertSanDiego campaigns were extremely complex.	Ensure that Fire and Law Enforcement are coordinating together to determine the impacted area to be notified. Utilize SCOUT and/or SanMAPS to ensure the desired notification is the actual notification area.	SDSD, CAL FIRE, and OES	October 31, 2016
5.	Communications between emergency response agencies suffered due to destroyed commercial communication towers and burnt through fiber-optic cabling.	Locate command posts in areas with working voice and data coverage. Explore and determine the feasibility of alternate communications methods that can augment the loss of voice and data capabilities.	SDCFA, CAL FIRE, SDSD, and OES	June 31, 2017



Border Fire 2016

After Action Report

ACTION PLAN				
#	Issue	Recommendation	Responsible Party/Agency	Completion Date
6.	Ensure the American Red Cross inclusion in identifying shelters.	Develop a Communications Procedure between CAL FIRE, SDCS and the American Red Cross that ensures American Red Cross inclusion in the process of identifying shelters.	SDCS, American Red Cross, and OES	October 31, 2016
7.	Establish information sharing updates for shelter residents immediately upon opening shelters.	Coordinate with CAL FIRE to have a fire PIO at the shelters to provide information to evacuees when feasible. EOC to communicate with shelter manager/Red Cross to ensure evacuees are informed.	CAL FIRE, American Red Cross, CCO, and OES	Immediately and ongoing
8.	Enhance Animal Services' emergency planning and alternate communications plans.	Develop depth of emergency training and shift coverage for lieutenants, an alternate communications plan, and pre-identified locations for large impounds.	DAS	December 31, 2016
9.	Desire to enhance coordination and collaboration between organizations utilizing SCOUT and SanMAPS.	Provide additional training on the tools, expand inclusion in exercises, and continue to develop policies and procedures.	Regional Technology Partnership, OES, CAL FIRE GIS Specialist	Immediately and ongoing
10.	OA EOC overnight staffing exceeded the need. As conditions warrant, OES should modify overnight staffing.	Determine adequate criteria to evaluate EOC overnight staffing.	OES	October 31, 2016



Border Fire 2016

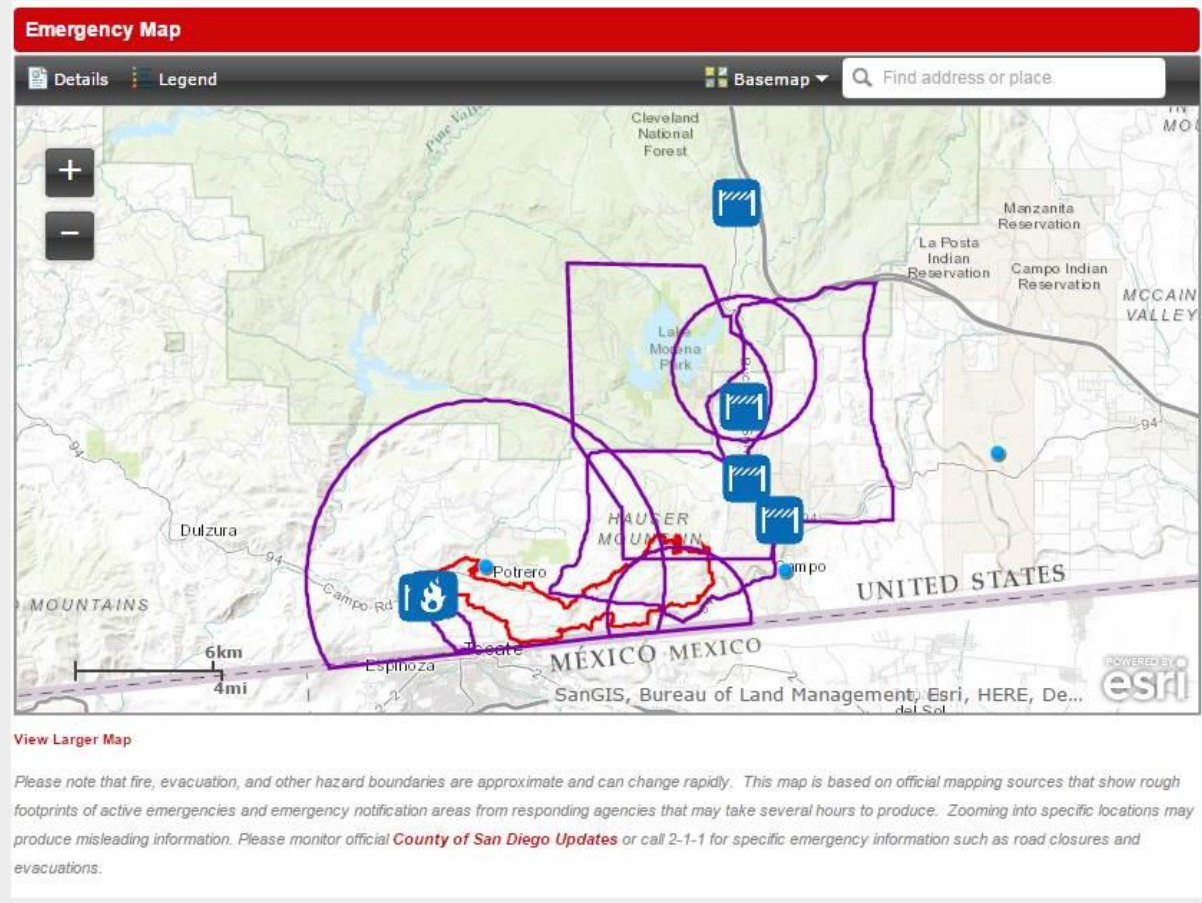
After Action Report

Appendix A

Incident Maps

The Geographic Information System (GIS) Unit of San Diego County Operational Area Emergency Operations Center (OA EOC) was able to successfully utilize robust situational awareness mapping tools throughout the Border fire. These tools included internal and public facing mapping products.

First responders and emergency management stakeholders utilized the **San Diego Multiple Agency Public Safety (SanMAPS) Incident Map** and Cal OES' SCOUT (Situation Awareness and Collaboration Tool) to seamlessly share situational aware between organizations and departments. Once information was vetted and verified for public release, the Emergency Map which is displayed on SDCountyEmergency.com and the SD Emergency app was updated. The Emergency Map was viewed 63,918 times throughout the incident.

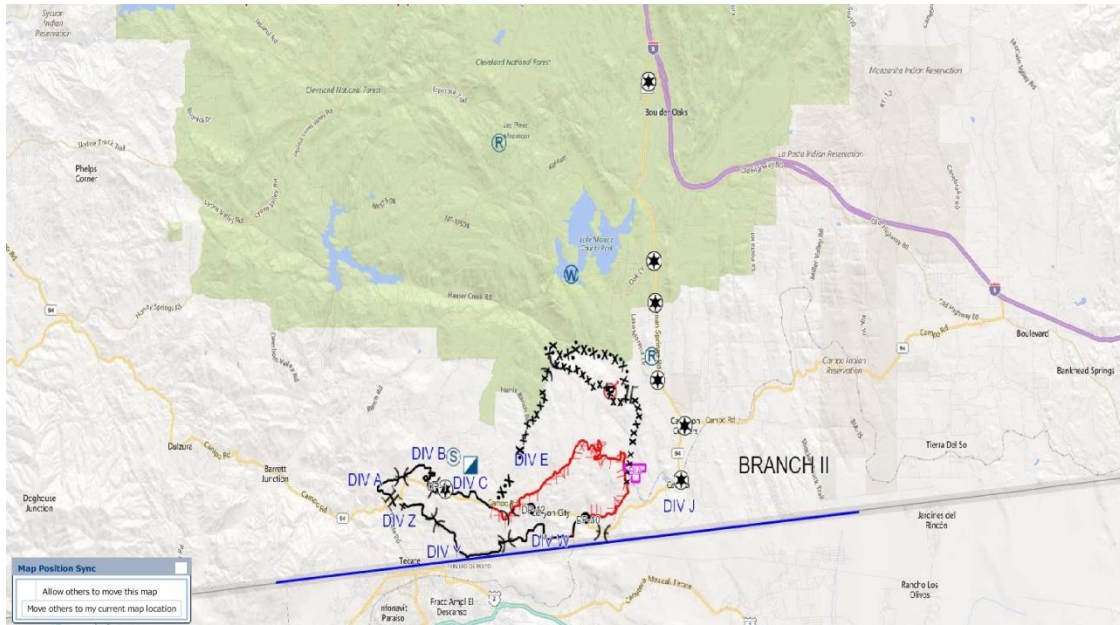




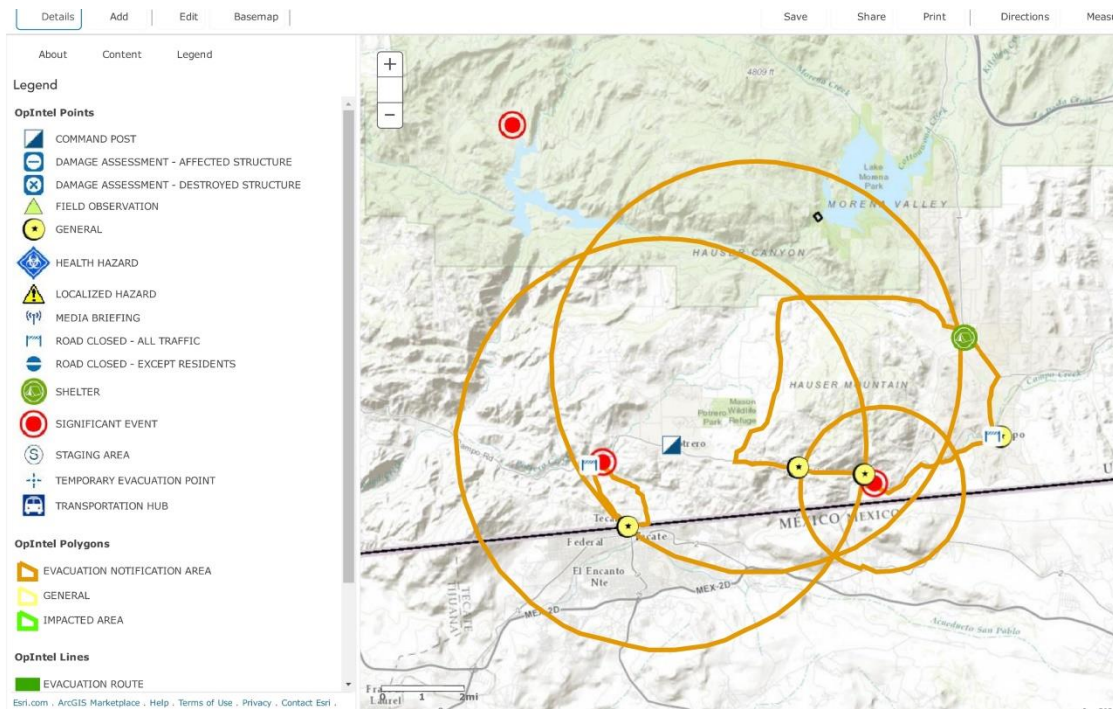
Border Fire 2016

After Action Report

SCOUT Incident Map Snapshot



SanMAPS Incident Map Snapshot





Border Fire 2016

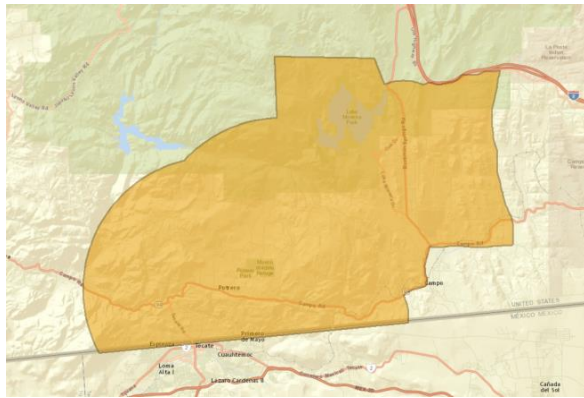
After Action Report

Appendix B

AlertSanDiego Campaigns

AlertSanDiego is the regional emergency mass notification system, which includes listed and unlisted landline telephones and registered cell phone and email addresses. During the Border Fire incident, an additional 1,963 resident registered their cell phones and email addresses to receive emergency notifications. Over 396 thousands residents have registered since AlertSanDiego was launched in 2007.

Overall AlertSanDiego Notification Area



	Population	Housing Units	Businesses
Total	3,983	1,585	135

AlertSanDiego Evacuation Campaigns

	Population	Housing Units	Businesses	ASD Contacts	ASD ASL
Campaign 1	84	25	29	61	1
Campaign 2	1,673	586	74	380	8
Campaign 3	1,722	673	75	390	9
Campaign 4	159	68	4	15	0
Campaign 5	301	126	15	65	0
Campaign 6	1,371	594	32	406	11
Campaign 7	1,296	544	35	399	6
Campaign 8	1,528	660	40	486	11
Totals				2,202	46

AlertSanDiego Repopulation Campaigns

	Population	Housing Units	Businesses	ASD Contacts	ASD ASL
Campaign 9	1,341	452	62	350	7
Campaign 10	2,642	1,133	73	844	17
Totals				1,194	24



Border Fire 2016

After Action Report

**Campaign 1
Evacuation Order
19 June 2016 2:18 PM (PT)**

AlertSanDiego	Contacts	ASL
	61	1
2016 Population	84	
2016 Housing Units	25 (84% occupied)	
2016 Businesses	29	

Voice Message:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 06/19/16 at 2:14 pm. There is a wildfire burning in the Tecate area of Emory Rd and 94 heading east. The fire department is actively working to suppress this fire. If you have an emergency, call 911. An evacuation order has been issued for your area. All residents can evacuate to Campo Community Center at 300 Sheridan Rd. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

SD Sheriff's is issuing an evacuation order in Tecate due to wildfire, evacuation center is Campo Community Center 300 Sheridan Rd.

Email Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 06/19/16 at 2:14 pm. There is a wildfire burning in the Tecate area of Emory Rd and 94 heading east. The fire department is actively working to suppress this fire. If you have an emergency, call 911. An evacuation order has been issued for your area. All residents can evacuate to Campo Community Center at 300 Sheridan Rd. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Accessible AlertSanDiego Message:

Accessible AlertSanDiego Emergency Message. View the alert at <http://ahasalerts.com/Alerts.aspx/1008>. American Sign Language with English voice and text.



Border Fire 2016

After Action Report

Campaign 2
Evacuation Order
19 June 2016 5:04 PM (PT)

AlertSanDiego	Contacts	ASL
	380	8
2016 Population	1,673	
2016 Housing Units	586 (83.4% Occupied)	
2016 Businesses	74	

Voice Message:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 06/19/16 at 4:57 pm. There is a wildfire burning in the Tecate area of Emory Rd and 94 heading east. The fire department is actively working to suppress this fire. If you have an emergency, call 911. An evacuation order has been issued for your area. All residents can evacuate to Campo Community Center at 300 Sheridan Rd, Campo Elementary at 1654 Buckman Springs Rd, or Dulzura Community Center at 16985 State Route 94. If you need emergency assistance with evacuation, call 9-1-1. If you need additional non-emergency information call the San Diego Sheriff's Department at 858-565-5200.

SMS Text:

SD Sheriff's is issuing an evacuation order for a Fire in Potrero, and all residents within a 5 mile radius. Call 858-565-5200 for evacuation center info.

Email Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 06/19/16 at 4:57 pm. There is a wildfire burning in the Tecate area of Emory Rd and 94 heading east. The fire department is actively working to suppress this fire. If you have an emergency, call 911. An evacuation order has been issued for your area. All residents can evacuate to Campo Community Center at 300 Sheridan Rd, Campo Elementary at 1654 Buckman Springs Rd, or Dulzura Community Center at 16985 State Route 94. If you need emergency assistance with evacuation, call 9-1-1. If you need additional non-emergency information call the San Diego Sheriff's Department at 858-565-5200.

Accessible AlertSanDiego Message:

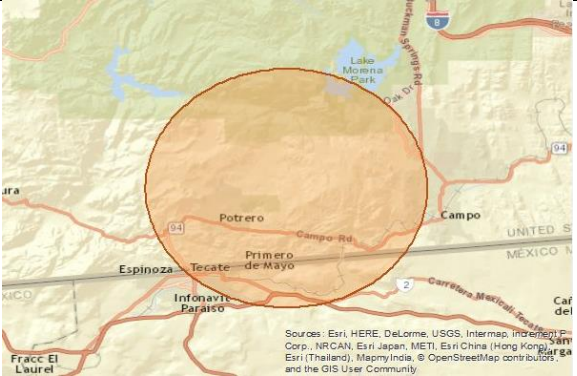
Accessible AlertSanDiego Emergency Message. View the alert at. <http://ahasalerts.com/Alerts.aspx/1009>. American Sign Language with English voice and text.



Border Fire 2016

After Action Report

Campaign 3 Evacuation Warning 19 June 2016 6:10 PM (PT)

AlertSanDiego	Contact	ASL
	390	9
2016 Population	1,722	
2016 Housing Units	673 (83.2% Occupied)	
2016 Businesses	75	

Voice Message:

This is the San Diego County Sheriff's Department with an emergency message on June 19th, 2016 at 5:45PM. There is a wildfire in the area of Potrero. Emergency responders are currently addressing the situation. An evacuation warning has been issued for your area. All residents can evacuate to any of the following locations: Campo Community Center at 300 Sheridan Rd, Campo Elementary School at 1654 Buckman Springs Rd, or the Dulzura Community Center at 16985 State Route 94. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, check the San Diego County Emergency website at www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

SD Sheriff: Evacuation warning in Potrero for a wildfire, people can evacuate to Campo Comma Cntr, Campo Elementary, or Dulzura Comm Cntr. <http://goo.gl/4G45G>

Email Text:

This is the San Diego County Sheriff's Department with an emergency message on June 19th, 2016 at 5:45PM.

There is a wildfire in the area of Potrero. Emergency responders are currently addressing the situation. An evacuation warning has been issued for your area. All residents can evacuate to any of the following locations: Campo Community Center at 300 Sheridan Rd, Campo Elementary School at 1654 Buckman Springs Rd, or the Dulzura Community Center at 16985 State Route 94.

If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, check the San Diego County Emergency website at www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Accessible AlertSanDiego Message:

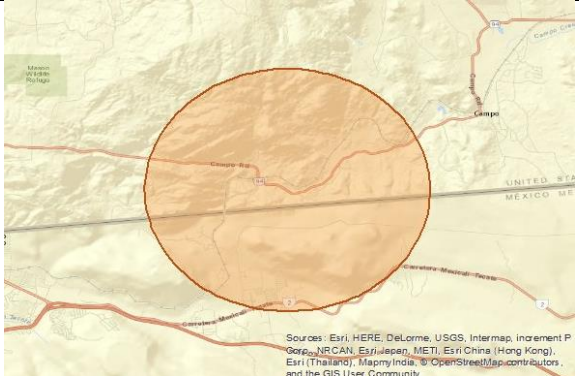
Accessible AlertSanDiego Emergency Message. View the alert at <http://ahasalerts.com/Alerts.aspx/1010>. American Sign Language with English voice and text.



Border Fire 2016

After Action Report

Campaign 4 Evacuation Order 19 June 2016 8:40 PM (PT)

AlertSanDiego	Contacts	ASL
	15	0
2016 Population	159	
2016 Housing Units	68 (83.8% Occupied)	
2016 Businesses	4	

Voice Message:

This is the San Diego County Sheriff's Department with an emergency evacuation message on June 19th, 2016 at 8:25PM. There is a wildfire in the area of Campo, Tecate, and Potrero. Emergency responders are currently addressing the situation. Due to the fire, an evacuation order has been issued for your area. Residents can evacuate to an emergency shelter located at Campo Elementary at 1654 Buckman Springs Road. If you need emergency assistance with evacuation, call 9-1-1. For additional information, visit www.sdcountyemergency.com or you can call 2-1-1.

SMS Text:

Wildfire: Sheriff issuing evacuation order in your area - Emergency shelter at Campo Elementary at 1654 Buckman Springs Rd. - www.sdcountyemergency.com

Email Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on June 19th, 2016 at 8:25PM.

There is a wildfire in the area of Campo, Tecate, and Potrero. Emergency responders are currently addressing the situation. Due to the fire, an evacuation order has been issued for your area. Residents can evacuate to an emergency shelter located at Campo Elementary at 1654 Buckman Springs Road. If you need emergency assistance with evacuation, call 9-1-1. For additional information, visit www.sdcountyemergency.com or you can call 2-1-1.

Accessible AlertSanDiego Message:

No recipients in affected area.



Border Fire 2016

After Action Report

Campaign 5 Evacuation Order 20 June 2016 12:24 PM (PT)

AlertSanDiego	Contacts	ASL
	65	0
2016 Population	301	
2016 Housing Units	126 (79.4% Occupied)	
2016 Businesses	15	

Voice Message:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 6/20/16 at 12:10pm. There is a wildfire in Potrero moving north of State Route 94 and west of Buckman Springs Rd. Emergency responders are addressing the situation. An evacuation order has been issued for your area. All residents can evacuate to Buckman Springs Rest Stop at Buckman Springs Rd and Interstate 8. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

SD Sheriff's is issuing an evacuation order east of Potrero west of Campo due to wildfire, Evacuate to Buckman Springs Rest Stop, go north on Buckman Springs Rd

Email Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 6/20/16 at 12:10pm. There is a wildfire in Potrero moving north of State Route 94 and west of Buckman Springs Rd. Emergency responders are addressing the situation. An evacuation order has been issued for your area. All residents can evacuate to Buckman Springs Rest Stop at Buckman Springs Rd and Interstate 8. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Accessible AlertSanDiego Message:

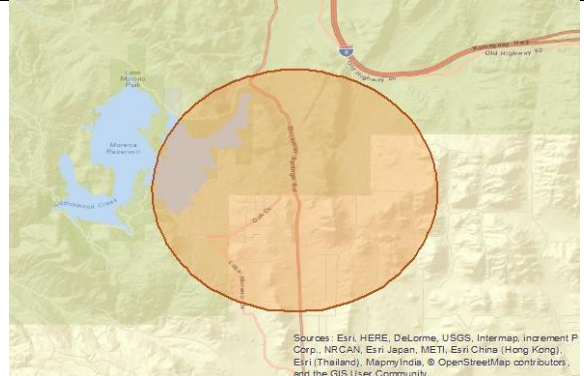
No recipients in affected area.



Border Fire 2016

After Action Report

Campaign 6 Evacuation Warning 20 June 2016 1:09 PM (PT)

AlertSanDiego	Contacts	ASL
	406	11
2016 Population	1,371	
2016 Housing Units	594 (86.5% Occupied)	
2016 Businesses	32	

Voice Message:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 6/20/16 at 1pm. There is a wildfire in Potrero moving toward Buckman Springs Rd. Emergency responders are currently addressing the situation. An evacuation warning has been issued for your area. An evacuation warning means that evacuations are currently voluntary, however everyone should be prepared to evacuate if an evacuation order is issued. Residents who choose to evacuate can go to Buckman Springs Rest Stop at Buckman Springs Rd and Interstate 8. If you need emergency assistance with evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

SD Sheriff's is issuing an evacuation warning in Campo due to wildfire, evac to Buckman Springs Rest Stop, north on Buckman Springs

Email Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 6/20/16 at 1pm. There is a wildfire in Potrero moving toward Buckman Springs Rd. Emergency responders are currently addressing the situation. An evacuation warning has been issued for your area. An evacuation warning means that evacuations are currently voluntary, however everyone should be prepared to evacuate if an evacuation order is issued. Residents who choose to evacuate can go to Buckman Springs Rest Stop at Buckman Springs Rd and Interstate 8. If you need emergency assistance with evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Accessible AlertSanDiego Message:

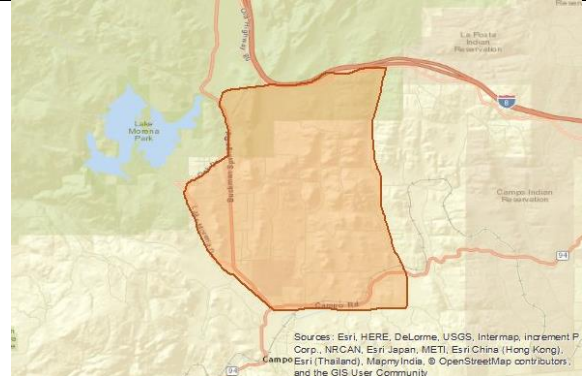
Accessible AlertSanDiego Emergency Message. View the alert at <http://ahasalerts.com/Alerts.aspx/1014>. American Sign Language with English voice and text.



Border Fire 2016

After Action Report

Campaign 7 Evacuation Warning 20 June 2016 1:31 PM (PT)

AlertSanDiego	Contacts	ASL
	399	6
2016 Population	1,296	
2016 Housing Units	544 (84.4% Occupied)	
2016 Businesses	35	

Voice Message:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 6/20/16 at 1:30pm. There is a wildfire in Potrero toward Campo. Emergency responders are currently addressing the situation. An evacuation warning has been issued for your area. An evacuation warning means that evacuations are currently voluntary, however everyone should be prepared to evacuate if an evacuation order is issued. Residents who choose to evacuate can go to Golden Acorn Casino at 1800 Golden Acorn Wy. If you need emergency assistance with evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

SD Sheriff's is issuing an evacuation warning in Campo and Buckman Springs due to fire, evac to Golden Acorn Casino.

Email Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 6/20/16 at 1:30pm. There is a wildfire in Potrero toward Campo. Emergency responders are currently addressing the situation. An evacuation warning has been issued for your area. An evacuation warning means that evacuations are currently voluntary, however everyone should be prepared to evacuate if an evacuation order is issued. Residents who choose to evacuate can go to Golden Acorn Casino at 1800 Golden Acorn Wy. If you need emergency assistance with evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Accessible AlertSanDiego Message:

Accessible AlertSanDiego Emergency Message. View the alert at <http://ahasalerts.com/Alerts.aspx/1015>. American Sign Language with English voice and text.



Border Fire 2016

After Action Report

**Campaign 8
Evacuation Order
21 June 2016 1:40 PM (PT)**

AlertSanDiego	Contacts	ASL
	486	11
2016 Population	1,528 Estimate from dissolved file. No double counts.	
2016 Housing Units	660 (85.9% occupied)	
2016 Businesses	40	

Voice Message:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 6/21/16 at 1:30pm. There is a wildfire burning toward Lake Morena area. Emergency responders are addressing the situation. An evacuation order has been issued for your area. All residents can evacuate to Los Coches Creek Middle School at 9669 Dunbar Ln in Alpine. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

SD Sheriff's is issuing an evacuation order in Lake Morena area due to wildfire, evac to 9669 Dunbar Ln, north on Buckman Springs Rd

Email Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 6/21/16 at 1:30pm. There is a wildfire burning toward Lake Morena area. Emergency responders are addressing the situation. An evacuation order has been issued for your area. All residents can evacuate to Los Coches Creek Middle School at 9669 Dunbar Ln in Alpine. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Accessible AlertSanDiego Message:

Accessible AlertSanDiego Emergency Message. View the alert at <http://ahasalerts.com/Alerts.aspx/1016>. American Sign Language with English voice and text.



Border Fire 2016

After Action Report

Campaign 9
Evacuation Order Lifted
22 June 2016 6:48 PM (PT)

AlertSanDiego	Contacts	ASL
	350	7
2016 Population	1,341	
2016 Housing Units	452	
2016 Businesses	62	

Voice Message:

This the San Diego County Sheriff's Department. The following Evacuation Order for greater Potrero community has been lifted. The affected area where the evacuation order is lifted; west of Potrero Valley Road at Potrero Valley, west of the General Store located at 25125 Highway 94, including both north and south sides of Highway 94. Also included is the Potrero County Park. All other Evacuation Orders and Warnings will remain in effect. If you need additional information, visit www.sdcountyemergency.com or call 2-1-1 to hear this message again.

SMS Text:

Evacuation order has been lifted for portions of the greater Potrero area. Additional information, visit sdcountyemergency.com or call 2-1-1.

Email Text:

This is the San Diego County Sheriff's Department. The following Evacuation Order for greater Potrero community has been lifted. The affected area where the evacuation order is lifted; west of Potrero Valley Road at Potrero Valley, west of the General Store located at 25125 Highway 94, including both north and south sides of Highway 94. Also included is the Potrero County Park. All other Evacuation Orders and Warnings will remain in effect. If you need additional information, visit www.sdcountyemergency.com or call 2-1-1 to hear this message again.

Accessible AlertSanDiego Message:

Accessible AlertSanDiego Emergency Message. View the alert at <http://ahasalerts.com/Alerts.aspx/1018>. American Sign Language with English voice and text.



Border Fire 2016

After Action Report

Campaign 10 - Re-Population
 Evacuation Order Lifted
 23 June 2016 6:00 PM (PT)

AlertSanDiego	Contacts	ASL
	1,194	24
2016 Population	2,642	
2016 Housing Units	1,133 (83.5% Occupied)	
2016 Businesses	73	

Voice Message:

This is the San Diego County Sheriff's Department. Cal-Fire has lifted all evacuation orders related to the Border Fire. All road closures have been opened. If you need more information check www.sdcountyemergency.com or call 2-1-1.

SMS Text:

Cal-Fire has lifted all evacuation orders related to the Border Fire. All road closures have been opened.

Email Text:

This is the San Diego County Sheriff's Department. Cal-Fire has lifted all evacuation orders related to the Border Fire. All road closures have been opened. If you need more information check www.sdcountyemergency.com or call 2-1-1.

Accessible AlertSanDiego Message:

Accessible AlertSanDiego Emergency Message. View the alert at <http://ahasalerts.com/Default?id=1019>. American Sign Language with English voice and text.



Border Fire 2016

After Action Report

Appendix C

Social Media

The Joint Information Center (JIC) was active in using social media, including both Twitter and Facebook, to share information about the Border fire. Twitter was used primarily as an interactive communication portal with up-to-date information about the fire. The County sent 34 tweets that had 242,117 cumulative impressions. Tweets were also posted on the Office of Emergency Services' Twitter accounts @ReadySanDiego and @ListoSanDiego which sent tweets in Spanish.

The County's Facebook posted primarily about Department of Animal Services' rescue efforts with nine posts during the fire with a cumulative reach of 102,497. One post about a dog that was picked up with no information about the owner at the time was shared 1,295 times.



Border Fire 2016

After Action Report

Appendix D

Incident Updates

The Joint Information Center (JIC) developed 18 incident updates throughout the event. These posts were viewed on SDCountyEmergency.com and the SD Emergency app. During the incident, the website received 52,732 page views and over 1.4 million English and 7 thousand Spanish push notifications were sent to SD Emergency app users.

During the Border Fire incident, 2,065 new users installed the SD Emergency app (1,348 Android and 717 iOS).

#	Report Date	Report Time	Message	English Spanish Push Notification
1	June 19, 2016	1435	Border Fire Near Potrero – Evacuation Advisory	90,402 465
2	June 19, 2016	1725	Border Fire Update – New Evacuation Orders	90,421 462
3	June 19, 2016	1855	Border Fire Update – 900 Acres and Evacuation Points	90,482 463
4	June 19, 2016	2105	Border Fire Update – Emergency Shelter Open Overnight	90,572 463
5	June 20, 2016	0800	Campo-Morena Library Open; Potrero Library Closed	90,721 458
6	June 20, 2016	1245	Border Fire Update – New Evacuation Order Issued	90,843 456
7	June 20, 2016	1400	Border Fire Update – Evacuation Advisory Issued Near Campo and Buckman Springs	90,925 457
8	June 20, 2016	1530	Border Fire Update – Shelter Opens at Los Coches Creek Middle School	91,019 456
9	June 21, 2016	1330	Border Fire Update – Moving north/northeast, 800 structures threatened	91,423 458
10	June 21, 2016	1400	Border Fire Update – New Evacuation Orders, Large Animal Shelters	91,470 457
11	June 21, 2016	2000	Border Fire Update – New Containment, Large Animal Shelter at Capacity	91,660 457
12	June 22, 2016	0717	Animal safety reminder for Border Fire	91,736 458
13	June 22, 2016	1515	Border Fire Update – Roads Remain Closed	91,792 456
14	June 22, 2016	1645	Border Fire Update – Evacs Lifted for Western Potrero	91,799 456
15	June 22, 2016	1925	Border Fire Update – New Containment, Potrero Library to Reopen	91,807 456
16	June 22, 2016	2035	Border Fire Update – Recovery Resources Available	N/A
17	June 23, 2016	1600	Border Fire Update – Road Closure Update	N/A
18	June 23, 2016	1800	Border Fire Update – All Evacuations Lifted	91,907 458



Border Fire 2016

After Action Report

Appendix D

Glossary of Acronyms and Abbreviations

Acronym	Definition
ACS	Auxiliary Communications Service
ARC	American Red Cross
ASL	American Sign Language
ASTREA	Aerial Support To Regional Enforcement Agencies
BLM	Bureau of Land Management
CCO	County Communications Office
CHP	California Highway Patrol
DAS	Department of Animal Services
DEH	Department of Environmental Health
DOC	Departmental Operations Center
EOC	Emergency Operations Center
GIS	Geographic Information System
HHSA	Health and Human Services Agency
ICP	Incident Command Post
IMT	Incident Management Team
JIC	Joint Information Center
LEP	Limited English Proficient
OA	Operational Area
OES	Office of Emergency Services
PDT	Pacific Daylight Time
PIO	Public Information Officer
SanMAPS	San Diego Multiple Agency Public Safety
SCOUT	Situational Awareness and Collaboration Tool
SDCFA	San Diego County Fire Authority
SDSD	San Diego County Sheriff's Department
SDG&E	San Diego Gas and Electric
SDO	Staff Duty Officer
TEP	Temporary Evacuation Point
TRF	Transportable Radio Facility
VOAD	Voluntary Organizations Active in Disaster