



2011 Windstorm Update

City Council Meeting
December 5, 2011





Overview – November 30th

2011 Windstorm

- 9:00 PM – Pasadena experienced extremely high winds.
- 10:00 PM – Fire Station #33 established a Department Operating Center (DOC)
 - > Crews from Public Works and Water & Power were dispatched to address hazards
 - > Additional fire personnel called in to staff 4 extra engines and a patrol
- 11:00 PM to 8:00 AM – Steady wind gusts 72 - 82 mph



Overview - December 1st

2011 Windstorm

- 12:00 AM – PD dedicates additional staffing
 - > 21 Officers
 - > 9 Communications
 - > 25 Volunteers
- 12:16 AM – Hudson apartments evacuated and red tagged
- 12:24 AM – 2 Alarm structure fire Del Mar/ Mentor
- 1:00 AM Shelter is established at Robinson Park Center with the aid of the Red Cross



Overview - December 1st

2011 Windstorm

- 1:30 AM – City Manager declared a Local State of Emergency and EOC was activated
- 2:02 AM – Structure fire 700 S. Mentor (block)
- 2:57 AM – Structure fire Penn Street (4 burn victims)
- 3:30 AM – 37 people transported from Hudson apartments by Pasadena ARTs buses
- 4:00 AM – DOC transitions from Fire Station #33 to EOC at City Hall Basement



Overview - December 1st continued

2011 Windstorm

- 5:00 AM – Status
 - > Estimated 6,330 customers without power (10% of 62,000 electric customers)
 - > 19 different primary circuits affected throughout city
 - > 150 water customers with damaged services
- 6:00 AM – Live Press Conference held at City Hall
 - > Most streets are blocked or are hazardous
 - > Residents should stay home if possible
 - > PUSD, PCC and all public libraries were closed



Overview - December 1st continued

2011 Windstorm

- > ARTS bus service was suspended and Dial-A-Ride was maintained for non-emergency medical appointments
- > Regular trash pick-up was suspended
- > Special telephone lines are set up at the EOC for calls related to non-emergency problems.
- NIXLE and the City's website reported regular updates
- Worlds AIDS Day event scheduled to take place in front of City Hall was cancelled



Overview - December 1st continued

2011 Windstorm

- 12:00 PM – LA County PW crews arrive
- PM Burbank W&P crews arrive
- 9:00 PM – EOC deactivated
 - > Police, Fire, Public Works, and Water & Power maintained DOC's
- 10:00 PM – 100% of the major roads were accessible and 50% of secondary and residential roads accessible



Overview - December 2nd

2011 Windstorm

- City and contract crews working two 12-hour shifts to address power outages, fallen trees, street clean up, and debris removal
- AM – Anaheim Public Utilities crews arrive
- Refuse crews picked-up trash for regularly scheduled Friday routes
- Pasadena libraries return to regular hours
- ARTS back in service



Overview - December 2nd

2011 Windstorm

- 5:00 PM – Hudson residents from shelter relocated by property manager to hotels
- 6:00 PM – Power restored to 95% of impacted customers



Overview – December 3rd

2011 Windstorm

- Refuse crews picked-up trash from Thursday routes
- AM – LADWP crews arrive
- Victory Park Community Center extends hours to accommodate residents with power outages
- City and contract crews working two 12-hour shifts to address power outages, fallen trees, street clean up, and debris removal
- Removal of roadside debris trucked to two county facilities near Eaton Canyon – L.A. County Public Works Eaton Yard and the Hastings Spreading Basin



Overview – December 3rd continued

2011 Windstorm

- Damages to portions of the roof at Sunset Reservoir have been repaired
- Red Flag parking restrictions in hillside areas have been canceled
- Removal of roadside debris trucked to two county facilities near Eaton Canyon – L.A. County Public Works Eaton Yard and the Hastings Spreading Basin.
- Mutual aid continues to be provided by LA County Public Works, Burbank Power, Anaheim Power, and LADWP



Overview – December 4th continued

2011 Windstorm

- Enforcement of all normal parking restrictions went back into effect at 2 a.m. Sunday.
- City and contract crews working two 12-hour shifts to address power outages, fallen trees, street clean up, and debris removal
- Removal of roadside debris trucked to two county facilities near Eaton Canyon – L.A. County Public Works Eaton Yard and the Hastings Spreading Basin.
- Mutual aid continues to be provided by LA County Public Works, Burbank Power, Anaheim Power, and LADWP
- Robinson Park Center open from 11:00 – 3:00



Statistical Update

2011 Windstorm

- 1,382 incidents have been logged in by the Public Works Department since Wednesday
- Virtually all of the 325 miles of streets were impacted by storm debris – falling trees, tree limbs, utility poles and/or wires.
 - > 100 percent of arterial streets are accessible
 - > 100 percent of secondary streets are accessible
 - > 98 percent of residential streets are accessible
- 34 traffic signals reported for repair, the 26 in Pasadena repaired



Statistical Update

2011 Windstorm

- 150 +/- downed trees and 30+/- with structural damage in Pasadena's parks
- 67 downed trees 120 with structural damaged trees at Brookside Golf Course
- Chain link fencing, backstops, tennis court fencing, concrete work, play equipment, pathway lighting, benches, trash cans, the wrought iron decorative "dancing children" fencing, ADA railing, and park signage has been damaged at various parks
- 23 street lights have been evaluated and repaired



Statistical Update

2011 Windstorm

- 1,000 +/- street trees have fallen or are compromised
 - > Additionally, there have been numerous reports of trees with hanging limbs
- Senior Center – tree hit chimney; tree on roof with possible roof damage
- Robinson Park Center – broken window has been boarded up; corrugated panels over the a/c equipment blew off
- Hill Avenue Branch Library – roof and building damage; ADA ramp rail destroyed; windows broken
- Lamanda Park Branch Library – roof damage; solar panels destroyed; roof light destroyed



Statistical Update

2011 Windstorm

- City Hall – Broken Windows Room S315, 4th floor Payroll broken window, & N123 broken window.
- Villa Parke Center –13 light post coverings are down
- Fire Station 37 – trellis is broken in patio area; rear brick wall blown over and damaged; portable carport destroyed
- 5 building inspectors inspected 200 +/- homes with varying levels of damage
 - > 50 housing units red-tagged, 40 at Hudson apartments
 - > 31 structures yellow-tagged



Statistical Update

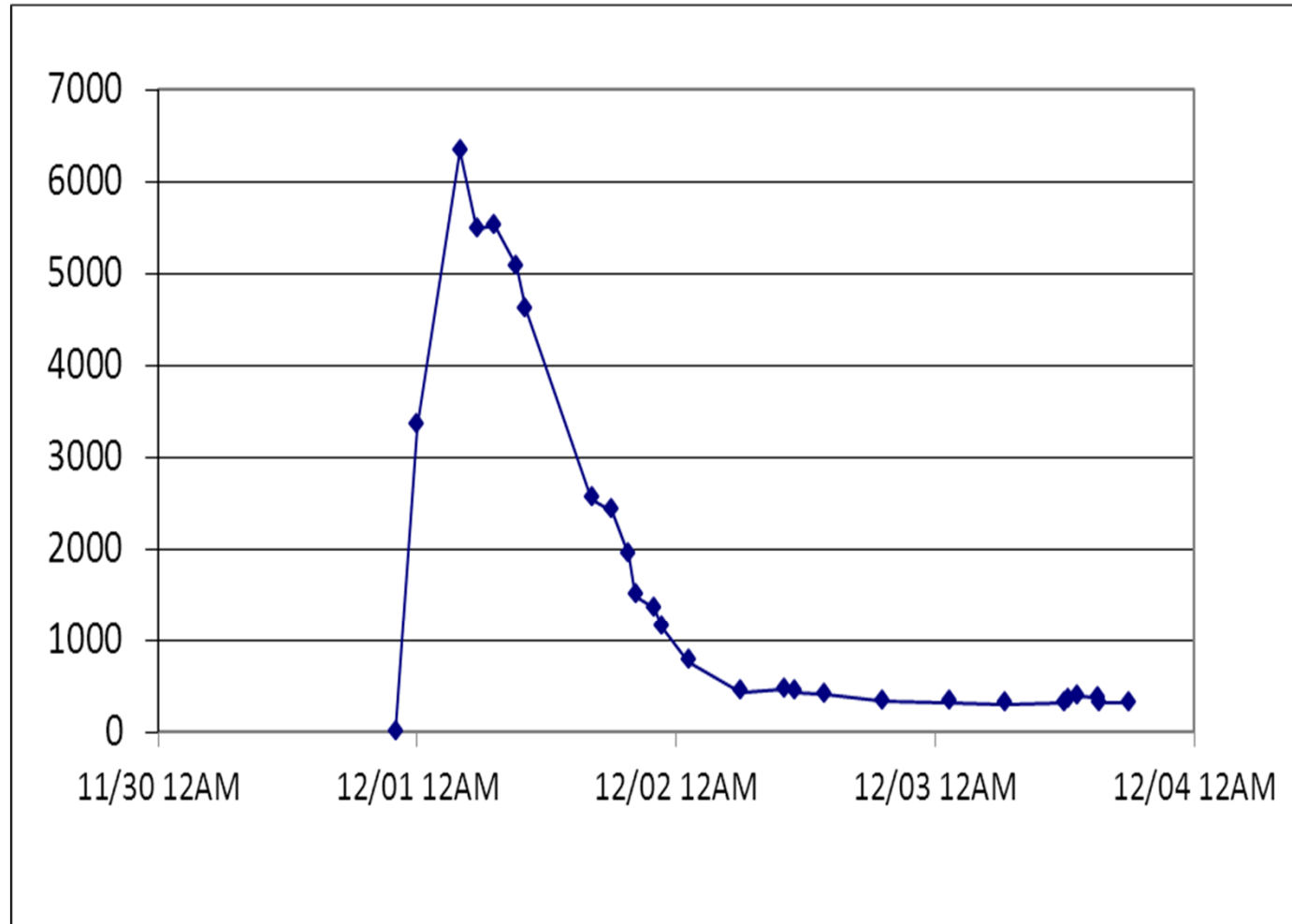
2011 Windstorm

- 100% of affected water customers restored
- 99.5% of PWP's electric customers have power
- 95% of affected power customers restored
- 80 Power field personnel, including contractors & mutual aid



Power restoration

2011 Windstorm





Statistical Update

2011 Windstorm

- From 10 p.m. on Nov. 30 to 1 p.m. on Dec. 2, the Pasadena Police Depart. Communication Center processed 4,650 calls for service
 - > 2,113 Incoming 9-1-1 calls
 - > 2,537 incoming non-emergency line calls
 - > 248 highest pending calls during period
- On-duty Police personnel reassigned from primary duties to supplemental patrol responses to windstorm related calls



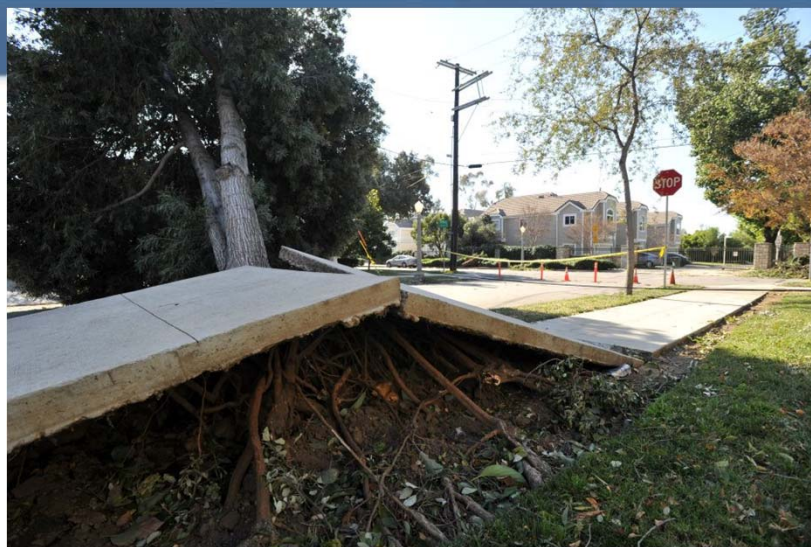
Statistical Update

2011 Windstorm

- From 8 p.m. on Nov. 30 to 9 p.m. on Dec. 2, Fire Dept. dispatched to 386 calls—8 times normal call volume
- Mutual aid from 11 fire agencies respond to 94 calls within Pasadena – 27 apparatus at peak

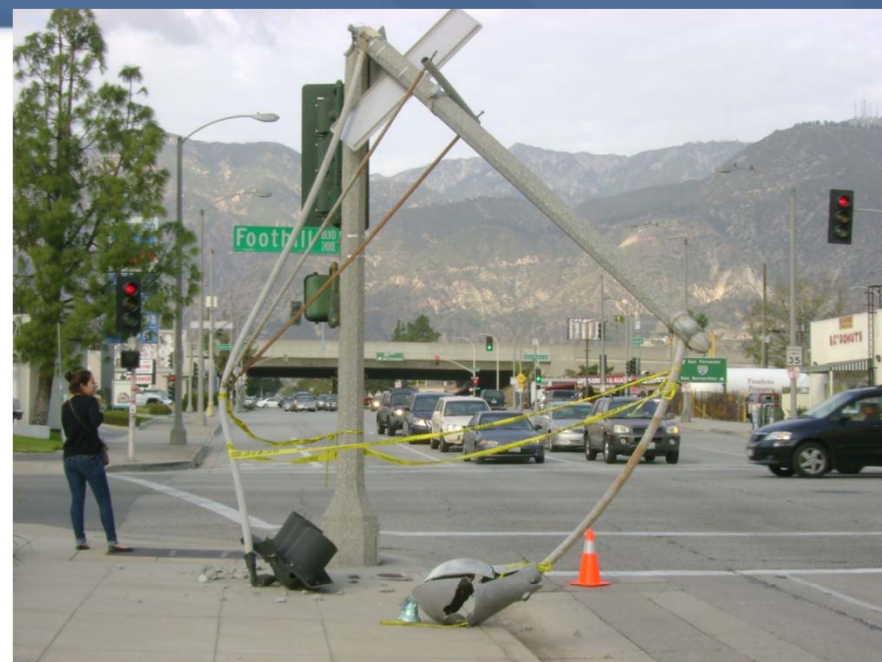


2011 Windstorm



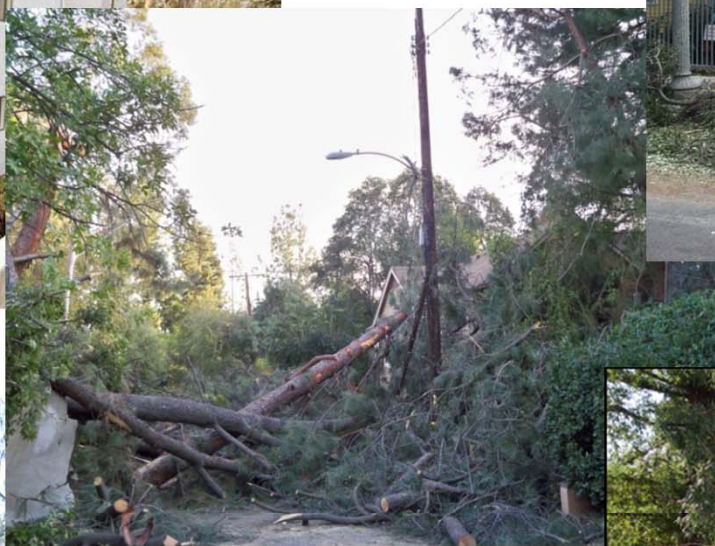


2011 Windstorm



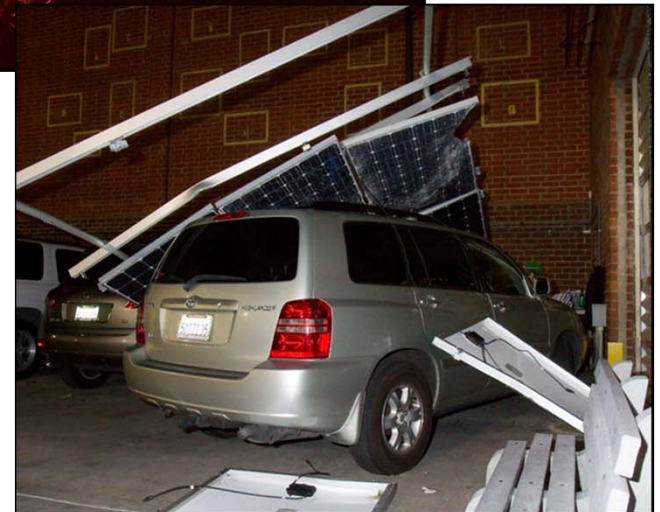
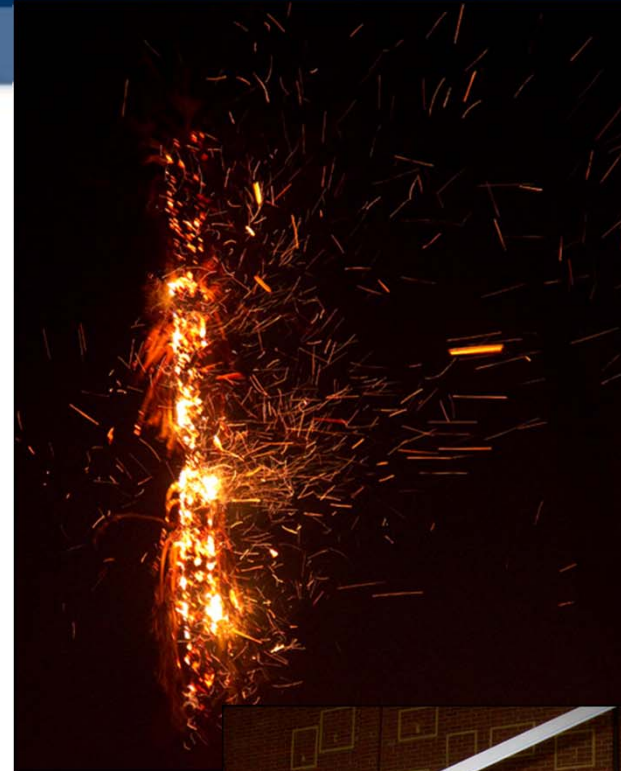


2011 Windstorm





2011 Windstorm





Transition from Emergency to Disaster Recovery Mode

2011 Windstorm

- Code enforcement officers will begin canvassing neighborhoods
- Public Works developing Debris Management Plan; including utilization of outside contractors as needed
- Public Works Preparing condensed New Year's work plan (barricades, no parking signs, and asphalt ramps) to tentatively commence next weekend



Transition from Emergency to Disaster Recovery Mode

2011 Windstorm

- PWP faces challenges with remaining power outages such as severity of damage and access
 - > 80% of remaining customers with outages restored by Tuesday
 - > 24 staff to canvas city to assess remaining customer issues
 - > Many temporary water and power system repairs must be fixed; will take weeks
 - > Occasional and intermittent customer outages to repair distribution equipment
 - > Sunset Reservoir 1 out of service indefinitely
- Work with CalEMA (State) and hopefully FEMA (if Presidential Declaration) on reimbursing the city for wind storm related costs

PASADENA



What should residents do next?

2011 Windstorm

- Undertake repair of private property damage
- Call 626-744-4673 if Power still out
- Register to receive NIXLE and PLEAS alerts
- Prepare for future disaster
 - > Develop disaster family plan
 - > Sign up for PERT training
 - > Assemble emergency kit to last at least 72 hours



City Assistance for Residents

2011 Windstorm

- Implement simplified Planning process for permits to repair damaged homes and structures
 - > Damaged tree removal – verification method to determine whether an exemption can be granted over the telephone
 - > Minor repairs and replacement of roofing material
 - Up to 25% of the roof will be exempt from permit requirements.
 - Over the Counter Permit for roof repairs over 25%
 - > Electrical Permits issued Over the Counter
 - > Building inspections for roofing and electrical permits within 24 hours of request



City Assistance for Residents

2011 Windstorm

- Dispose of green material (branches, trees, leaves, palms...) generated by recent windstorms on curbside or parkways
 - > Systematic east to west green waste debris removal has begun and will follow existing Solid Waste Collection routes day after normal refuse collection
 - > Place the material out as soon as possible, before normal trash pickup day the week of **December 12th**
 - > City plans to recycle 100 percent of the green material collected
 - Un-bagged green material
 - no other debris should be placed out



City Assistance for Residents

2011 Windstorm

- Green waste drop-off locations will be established from December 7th to 16th
 - > Green material to be placed inside 30-yard roll off bins that will be on site and will be open Monday through Saturday 7:00 am to 4:00 pm
 - > **Eaton Blanche Park** – 3100 E. Del Mar Blvd. – Parking lot on Millicent Way
 - > **Robinson Park** – 1081 N. Fair Oaks Avenue – Parking lot on Morton Street
- Recycled mulch will available to the public beginning December 15th, at both drop-off locations



City Assistance for Residents

2011 Windstorm

- Non green-waste debris resulting from the windstorm will be collected separately, by scheduling bulky item pickup.



City Assistance for Residents

2011 Windstorm

- Important Phone Numbers
 - > Power Line Inquiries: 744-4673
 - > Trees down on public property : 744-4321
 - > Trees down on private property: 744-4009
 - > Building Damage: 744-4200
 - > Electrical Permits: 744-4200
 - > General building inquiries: 744-7601
 - > Bulking Item Pick-up: 744-4087



Lessons Learned

2011 Windstorm

- Mutual aid works –
 - > Fire –
 - > Public Works – LA County
 - > PWP – Burbank, Anaheim; LA
- Community working together
- Accelerate Invest in Power Outage Mgmt. System
- Improve call-in disaster capabilities
- Enhance on the ground communications with residents
- EOC Response After Action Report to evaluate what worked and what can be improved

Fire Agency	Calls
Glendale	26
Arcadia	22
Alhambra	19
South Pasadena	8
Monterey Park	5
San Gabriel	5
Monrovia	3
Burbank	2
San Marino	2
Los Angeles County	1
Los Angeles City	1