



## San Carlos Wildfire April 13 and April 16 Community Meetings Summary Report Prepared May 1, 2019

### Context

In February 2019, Redwood City Deputy Fire Chief Dave Pucci contacted Debbie Schechter of the Peninsula Conflict Resolution Center (PCRC) to request a proposal from PCRC to plan and facilitate two community meetings for the City of San Carlos in April 2019. The purpose of the meetings was to inform community members about wildfire threats and preparedness and to gather their ideas and concerns about wildfires and fire safety. The session would provide information to help the City, the Fire Department and residents reduce wildfire threats and improve fire protection.

Key objectives for the meetings were to:

- Inform community members about the City and the Fire Department's role in preparedness and prevention.
- Get input from community members on ideas and concerns regarding fire preparedness and prevention.

### Process and Methodology

**Planning and Preparation:** Debbie Schechter of PCRC, Deputy Chief Pucci and San Carlos Assistant City Manager Tara Peterson met via phone several times to define meeting objectives, develop and review the meeting agenda, refine the meeting presentation, clarify the roles of staff and participants and coordinate logistics for an effective community meeting.

**Community Meetings:** In April 2019, two community meetings were convened by the City of San Carlos and the Fire Department and facilitated by PCRC. The meetings were identical in format. The first meeting was held on April 13 at Domenico Winery in San Carlos from 10 am to noon and the second meeting was held on April 16 at the Hiller Aviation Museum in San Carlos from 7 to 9 pm. A meeting agenda is included as Appendix A.

As participants entered the meeting room, they were asked to respond to the following three questions that were posted on flip charts:

- Have you prepared a personal/family emergency plan?
- Have you planned escape and alternate routes?
- Do you manage the vegetation around your home?

At the first meeting, Vice Mayor Ron Collins welcomed participants, shared the purpose of the meeting, and introduced City staff, Fire Department staff, representatives from the Sheriff's Office and PCRC. Mayor Mark Olbert gave the welcome and introductions at the



second meeting. PCRC facilitators Debbie Schechter and Anne Bers described the role of the facilitators as neutral third parties to guide the process and create an environment where participants could feel comfortable sharing their perspectives. They reviewed the group agreements and the meeting agenda and then conducted a brief ice breaker to find out who was in the room. At both meetings, almost all attendees were San Carlos residents. Approximately one third of the attendees noted that they lived in the high fire hazard areas of the City and about half indicated that they knew where the high fire hazard areas were located.

The facilitator then turned the meeting over to Deputy Chief Pucci who gave a presentation on wildfire preparedness and prevention. At the end of the presentation, Jake Trickett from the San Mateo County Sheriff's Office discussed evacuation routes in San Carlos. Attendees wrote questions regarding the presentation on index cards at each meeting, Deputy Chief Pucci responded to several questions at each meeting. The City and the Fire Department collected the remaining questions, which will be responded to in a Frequently Asked Questions document that would be posted on the City's website. All questions received at the meeting are included in Appendix C.

Following the presentation and brief questions and answer session, small group facilitators from PCRC led discussions at each table. Table participants were asked to respond to and discuss the following questions:

1. What ideas and concerns do you have regarding wildfire preparedness and prevention?
2. What have you done to prepare for fires and emergencies? How can neighbors support each other to prepare for and respond to fires?
3. How do you feel about having fire detection cameras?

PCRC facilitators ensured that all participants had an opportunity to share their perspectives and facilitators recorded key ideas on flip charts. Following the small group discussions, Deputy Chief Pucci explained that the City and the Fire Department would collect the input and summarize meeting results in a report that would be posted on the City's website. Attendees were thanked for their participation and were asked to fill out meeting evaluation forms.

**Participant Overview:** Approximately 200 participants attended the meetings. There were approximately 80 attendees at the first meeting and 120 at the second meeting. Participants were almost all San Carlos residents from varying areas of the City.

## Key Findings

In response to the welcoming activity, nearly two-thirds of respondents indicated that they have not prepared an emergency plan and have not planned escape routes. Nearly 90% of respondents noted that they manage the vegetation around their homes. See actual results below. (Note that the number of respondents is lower than the number of attendees because many people arrived late and/or didn't participate in the activity, particularly at

Have you prepared a personal / family emergency plan?

Yes: 39

No: 69

Have you planned escape routes and alternative routes?

Yes: 36

No: 72

Do you manage the vegetation around your home?

Yes: 87

No: 15

HOA does: 9

Participant input was gathered during the small group discussion and on meeting evaluation forms. The complete input from both meetings was compiled and is included in Appendix B. Based on participant input, PCRC identified several themes:

√**Concern about properties where vegetation has not been cleared.** People are concerned about the fire threat posed by areas where vegetation has not been cleared. They had many questions about what can be done about these areas, who is responsible for clearing brush, and what resources are available to clear vegetation. Areas of concern included neighbor's properties, public areas and open space including Pulgas Ridge and Arguello Park.

√**Concern about other possible fire hazards.** While vegetation was the main concern, people expressed concern about power lines, barbecues, and non-firesafe materials such as roofing, siding and other building materials. There was also a concern about sparks entering into home vents.

√**Concern about evacuation.** Participants expressed concern about whether and how they could quickly evacuate in the event of a fire and where they should go. They wanted more information about evacuation routes, a City evacuation plan, and evacuation centers. There was particular concern about areas where locked gates or fences block exits (Hallmark at Crestview in particular), people living on cul de sacs, and narrow streets with cars parked on both sides that prevent easy exits. In addition, people were concerned about the ability of elderly and disabled residents to get out in an emergency.

√**Concern about notification.** Attendees wanted to better understand how they would receive a notification in the event of a fire or the need to evacuate. They had questions about the use of sirens, cell phones, and land lines.

√**Ideas for preparedness and prevention.** Participants shared many ideas about items to prepare and take with them in the event of an emergency including compiling important documents and phone numbers, having an emergency kit or go bag with food, water,



supplies and communication equipment. They also discussed ways to prepare their property by using firesafe materials and having equipment such as fire extinguishers, escape ladders and masks.

√**Neighbors helping each other.** Attendees discussed the importance of knowing and communicating with neighbors to support each other in an emergency. Specific ideas that were mentioned frequently included having contact lists for your neighbors, meeting with neighbors, discussing and practicing escape plans, helping neighbors with vegetation clearance, and assisting elderly and disabled neighbors.

√**Fire detection cameras.** Most people were interested in the idea of cameras but they wanted significantly more information and there were some concerns about privacy. People wanted to know how cameras work, how they will be used, where they will be located, purchase and maintenance cost and how they'll be paid for, what kind of data is collected and who accesses it. They were interested in the experience of other communities where cameras have been used. Many did not want images of people to be captured. Some thought that cameras might be best used in open space areas, high fire risk areas and near power lines.

### Meeting Evaluation Results

A total of 104 attendees completed evaluation forms. 51 forms were completed at the first meeting and 53 were completed at the second meeting. A summary of the results is as follows:

<b>1. How useful and informative were the following aspects of the meeting:</b>	<b>Very Ineffective</b>	<b>Ineffective</b>	<b>Neutral</b>	<b>Effective</b>	<b>Very Effective</b>	<b>Average Rating</b>
Presentation from Redwood City Fire Department and Sheriff's Office	1	2	3	4	5	4.6
Small Group Discussion	1	2	3	4	5	4.4
Next Steps	1	2	3	4	5	4.3

<b>2. How satisfied were you with...</b>	<b>Very Dissatisfied</b>	<b>Dissatisfied</b>	<b>Neutral</b>	<b>Satisfied</b>	<b>Very Satisfied</b>	<b>Average Rating</b>
Overall meeting experience	1	2	3	4	5	4.6
Your opportunity to share your comments	1	2	3	4	5	4.7
Meeting facilitation	1	2	3	4	5	4.7



People were also asked for their overall comments about the meeting and any additional comments or questions about wildfire safety. Major themes from the overall comments included:

- Informative and well-presented.
- Well-organized meeting.
- Useful and important information.
- Good discussion with neighbors to share ideas.
- Good starting point-we should have meeting like this on an annual basis.
- Would like to see the follow-up from the meeting.

### **Facilitator Observations and Future Process Suggestions**

PCRC facilitators are in a unique position to observe dynamics of a convening and identify climate and diverse needs of all participants. Outlined below are key observations and suggestions for future processes regarding the Redwood City Fire Department and City of San Carlos fire prevention efforts.

#### **Facilitator Observations:**

- Participants were engaged and appreciated the important information in the presentation from the Fire Department and the Sheriff's Office.
- The presentation was very clear and informative.
- Participants had many questions and comments about the use of fire detection cameras that could have been addressed if additional context were provided in the presentation.
- Attendees participated actively and respectfully and appreciated the opportunity to provide their input and hear from one another.
- The number of staff members from the Fire Department, the Sheriff's Office and the City of San Carlos in attendance at the meetings demonstrated the importance of the topic and an authentic desire for community input.
- Community members expressed appreciation for the opportunity to hear the information and contribute their ideas.
- The experience of residents talking with each other and sharing ideas helped build community and created connections among people.
- Participants are eager for follow-up information in response to their questions and ideas.
- Participants would like to have similar meetings in the future, perhaps on an annual basis.
- Judging by the large number of attendees, the City did a great job in getting the word out about the meetings.
- The venues for both meetings were lovely and provided excellent meeting space.
- City staff were exceptionally organized.
- The large number of last-minute RSVPs and people who did not RSVP made it challenging to provide sufficient seats and facilitators to serve the crowd.

### **Future Process Suggestions:**

- It will be important for City staff and the Fire Department to report back to the community on what was heard at the meetings and to provide responses to the questions received. Posting information on the City's website and emailing meeting attendees are some ways to do this.
- In particular, it will be important to report back to the community about fire detection cameras. People had many questions about what they were and how they would work.
- Many attendees were interested in future meetings to help plan and prepare for wildfires, e.g., what should be included in a go bag, and specific preparedness steps to take. The City and Fire Department could consider holding future meetings or providing resources to residents and neighborhood groups on these topics.
- The City and Fire Department could consider ways to get fire prevention and preparedness information out to the community on an annual basis through annual meetings or other means of disseminating information.
- Based on the low percentages of meeting attendees who have prepared family emergency plans and planned escape routes, it seems like it would be helpful for the Fire Department/City to provide information to residents on ways to do this and encourage them to do so. Perhaps the City could have a regular feature on its webpage and disseminate information at City events. It may also be interesting to periodically poll residents using the three questions used at the start of the meetings to see if people are making progress in preparing for fires and emergencies.

## Appendix A

**San Carlos Wildfire Community Meeting**  
April 13, 2019, 10am-12 noon  
Domenico Winery, 1697 Industrial Road, San Carlos

### **AGENDA**

*Meeting Purpose: San Carlos community members learn about wildfire threats and preparedness and provide input to the City of San Carlos and the Redwood City Fire Department on wildfire issues*

- **Welcome & Introductions**
- **Agenda Review & Group Agreements**
- **Presentation on Wildfire Threats and Evacuation, Clarifying Questions**
- **Small Group Discussion: Community Input on Wildfire Safety**
  1. What have you done to prepare for fires and emergencies? How can neighbors support each other to prepare for and respond to fires?
  2. What ideas do you have to improve wildfire protection and preparedness in and around San Carlos?
  3. How do you feel about having fire detection cameras?
- **Report-out from Small Groups**
- **Next Steps**
- **Meeting Evaluation and Close**

## Appendix B

### San Carlos Wildfire Community Meetings April 13 and April 16, 2019

#### Compiled Community Input

#### Welcoming Activity

Question 1. Have you prepared a personal / family emergency plan?

- Yes: 39
- No: 69

Question 2. Have you planned escape routes and alternative routes?

- Yes: 36
- No: 72

Question 3. Do you manage the vegetation around your home?

- Yes: 87
- No: 15
- HOA Does: 9

#### Small Group Discussions:

#### Q1. What concerns or ideas do you have regarding wildfire prevention and preparedness?

##### Vegetation:

- Arguello Park vegetation is a concern
- Arguello Park is full of dry scotch broom and grasses and adjacent to a property with over 50 eucalyptus trees. Some dead from bark beetles. Lots of dead leaves, bark, and limbs. It has been reduced recently but the leaf drop is continuous.
- Concern about properties that aren't kept up re: vegetation. What can we do to help them?
- Hard to find the right agency or who owns the property.
- Clean vegetation on hill on Elm St.
- Trees on property; don't want to have to cut down, but want to be fire safe.
- Some neighbors don't manage vegetation/perimeter.
- Condo complex HOA compliance? What steps should they take?
- Is there a City orientation about trees? What type are recommended?
- Fire break at Hallmark/Crestview needs bulldozing.
- Does perimeter includes distance of trees from house?

- Must we remove all vegetation – even that which we like?
- Most homes do not have 100 ft. for clear space.
- Trees – who cuts down? Who pays?
- Open space properties – maintenance issues.
- Neighbor who does not trim trees.
- Who do we call for inspection?
- Who to contact at the City to request clearance of public brush areas?
- Easier land cleaning without permits / inspections / extra cost.
- Neighbors we cannot control or influence.
- Accountability for trimming trees.
- How to handle neighbors who don't care? Don't follow guidelines?
- Maintaining creek – City doesn't own. Who does?
- Upper Arguello Park – fuel – minimal City response when I've contacted them – too much dry fuel.
- Wildland interface w/ new development; concern it will be like Paradise, i.e., limited evacuation.
- Vegetation.
- Flora has grown. What is plan beyond cutting grasses? Vegetation management.
- Near our home, a 50' strip of land that City owns that needs vegetation management so truck can get through. Reported numerous times.
- How to clean up open space? Hard to find right agency or who owns property? Jurisdiction issue? How are county issues covered?
- Dilapidated fire roads – will they be upgraded?
- Is there inspection/government assistance to help trim trees on properties where homeowners don't have to pay money for it?
- Vegetation management as a group (neighbors).
- Permit process for heritage trees – expensive and difficult within fire protection areas.
- Dry weeds on roadsides.
- Backyards that are not maintained, but front other areas.
- City needs to enforce codes for maintenance.
- How can I have the example of 30 feet around my house, if I have my neighbor 5 feet away?
- How do you clear the space around an urban area?
- Affidavit signed about being self-cleared. If Fire District inspects and you are not – you should be fined. (LA County)
- Owners' responsibility to trim trees and how to enforce it?
- Different companies certified to trim on private property? Who are they?

- Need resources to call for brush clearance.
- Fire Dept. has to be more responsive to complaints.
- Fire Dept. should do regular door-to-door outreach and inspections.
- Organize groups of volunteers to assist with brush clearance?
- Abandoned property maintenance? Sick/dying trees/tall, etc.? Code violations.
- Who is responsible for fire prevention at Pulgas Ridge? Condo complex backs onto Pulgas Ridge. Want to know what they are doing regarding fire prevention.
- Open land – who does it belong to?
- City could have map available including areas beyond city.
- Even if we know who owns, difficult to contact. Call Fire Dept. for info.
- I hope Vista Park and North Crestview Park will get vegetation management by the City.
- The City needs to hire more people to do some maintenance and police residents more often to make sure there are no overgrown trees and bushes.
- Is there a City/County ordinance that makes property owners take care of unsafe vegetation?
- Consider changing codes to allow removing trees on property in high risk areas.
- Clarify what plants to have in Zone 1 online and reading materials.
- What agencies are responsible for fire prevention/suppression in Pulgas Ridge Open Space Preserve?
- Heather Dog Park (top of park) woods/brush.
- Edgewood Park and others-dead brush.

Evacuation:

- Would have been good to get a copy of the evacuation roads slide given during the presentation.
- Please ask residents to only evacuate with one car.
- Concern about evacuating with cars parked on streets.
- Access for fire trucks, concern about parked cars.
- Holly St. evacuation to 101.
- Where Hallmark meets Crestview – who has the key to that gate? Major evacuation area?
- The gate at Crestview and Hallmark needs to be able to be opened if an evacuation is needed.
- How to get out? Limited exit.
- Small roads – We can't get out.

- Evacuation traffic jams: when something happens, is there technology to alert the accessible routes? In an emergency could traffic lights get us out?
- Can gates/narrow roads be opened for evacuation?
- Gate opening for all residents (and recorded).
- Traffic is an issue even without an emergency.
- Better on foot? Bicycle? Agree to take just one car?
- Gate – want it to be open in emergency.
- Narrow roundabout: should be able to drive over it in emergency.
- Would like to see a road from Crestview through North Crestview Park.
- How to evacuate from hills if fire is moving uphill?
- What is City and Council liability in a fire if Hallmark/Crestview is blocked?
- Evacuating toward El Camino vs. 280?
- Is there an evacuation center? Where would people go? Hiller?
- No evacuation plan by City.
- No safe zones / or are there?
- Early evacuation!! (Use alerts.)
- Do schools get evacuated first? Where do they go? Does Fire Dept/PD coordinate w/ schools?
- How could all these cars be along El Camino?
- Is there a collection point for all the evacuees in Central SC?
- Need to open Hallmark and it's not wide enough – 10' wide.
- Crestview/Hallmark is a deathtrap.
- Want Belmont and San Carlos to get together to address Crestview/Hallmark.
- Please get the Crestview/Hallmark gate widened right now. Very dangerous.
- Barrier at Crestview/Hallmark.
- One-way access roads is a concern.
- May need another additional route.
- Idea of emergency only routes, not open all the time.
- In condo complex, need to think about how to get elderly out.
- Would like to see access/evacuation options.
- How to break/open lock at Crestview.
- How do you make an evacuation plan to avoid gridlock?
- What are the plans if you can't avoid gridlock? (Walk to a school or other place of assembly?)
- Should there be a different approach for the multiple family houses? Condo buildings?
- The narrow roads, how they will be utilized? Consider no parking areas / space?
- Are there specific locations for evacuations? Designated ones?

- Where there are long dead ends, should alternatives be available?
- Designated evacuation center.
- Eliminate gates if public safety issues.
- Carpool places to converge, to meet.
- Look at parking restrictions / Flow of circulation / Enforce parking
- Stickers that indicate “evacuated”.
- Want more education about evacuation plans specifically to neighborhood.
- Limited evacuation route.
- Too much “lip service”. Too little action/response.
- Pinch Points, e.g., Howard Ave:
  - Do neighbors know they are on evacuation routes, e.g., parking practices?
- 400 Units in Brittan Heights and another complex => 1,000 residents: How will we all get out onto Brittan and go down the hill? Better to evacuate on foot?
- How do we evacuate when we can’t move? Will disabled be picked up?
- Want access to locked gate at Devonshire connection to Lynton.
- On dead-end and horseshoe-shaped streets with no outlet that end on same street, what are the best evacuation routes, alternatives?
- El Camino and Industrial are already congested. Staging plans? Walking? Getting out early? What is recommended?
- If it was an emergency and we had to throw a blanket over the SF Watershed barbed wire to head west would we be fined?
- Cul de sac: how to escape?
- How long is a good time to get out of your home? How fast is fast? How fast does fire spread?
- Crestview to 280 route?
- Disability flags for officials
- Evacuation: I’ve heard it’s good to shut gas main off and move BBQ/firepit propane tanks away from house. I’m not sure if this is understood and that neighbors know how to shut their gas main off.
- Have periodic community training and education on evacuation, coordination techniques.
- Remove the Crestview Drive/Hallmark road block.
- Evacuation from Devonshire Canyon area. Want to know likely arrival routes so we can go the opposite way.
- Seems like evacuation in the hills will be a huge problem. What are the plans?
- What is the destination to run to? General locale?
- Wire fence that block exits. (Top of Crestview = between Club and Melendy.)

Awareness/Preparedness:

- How to get the word out about prep.+ prev. Want everyone to get info.
- Keep getting the word out.
- Raising awareness is key.
- Keep the communication going!!
- More outreach efforts to neighborhoods.
- Fires can jump ahead of itself / themselves.
- Is there a group of citizens/volunteers who can help people?
- Is there any advice about fencing?
- Best practices on dealing with BBQ tanks?
- What to bring/take with us? Insurance? Papers?
- Does anybody give advice on property? Who does visit property?
- Can we request an inspection?
- New fire station should incorporate best available technology.
- Ideas for cost effective tools:
  - Drones in open spaces.
  - Grant programs for homeowners?
  - Cameras in open spaces.
- Does SC have a disaster plan they will share?
- Wildland Fire Action Guide: print is way too small.
- Note: brochure hard to read (small fonts).
- Curious about insurance that includes private fire protection services.
- Put information on website.
- Do education in the community at town events - farmers market, events posted by Fire Dept and/or CERT.
- Foam kits are available; should they be considered?
- Annual information sessions as technology changes.
- More home structure improvements are needed and should be actively promoted to residents.
- Can we leverage earthquake preparedness plans? Where to keep personal documents safe and easily accessible?
- Want to see active drills in San Carlos canyons/hills.
- Would like to get follow up updates on ideas and feedback we provided today.
- San Carlos City website should list suppliers of escape ladders, screens on vents to stop sparks.
- How long does water keep?

### Notification:

- SMC Alert on phones just for emergencies; like a 911 type override even for shut off phones.
- Communication on Nextdoor.
- Early notification!!!
- Want a siren (loud speaker system).
- Elderly and other dependents – how will they be notified and helped?
- Clarification on notification process.
- Pool resources in SMC. Combine/consolidate services.
- Want to be ready and rehearse especially for new residents.
- Communication needs to be very rapid. Fires move fast. Please share your detailed plan and decision-tree.
- Keep us informed before, during fire incidents.
- Use NIXLE (Law Enforcement Alert).
- Middle of the night fires – hard to alert residents.
- Is there a siren/alert from City?
- Will there be a siren warning? How far will it reach – everyone?
- Too many alerts – use them for real emergencies.
- More coordination between City and school district. People will try to get their kids – needs coordination and communication.
- Promote the SM Alert System so more people are on it.
- Form plan with neighbors.
- Want emergency alert system (air horn).
- Google maps overlay – Waze for fire danger.
- How to get info during a fire (besides SMC Alert).
- For me the most important is a good alarm system. I think old fashioned sirens would be crucial (not just technology).
- Chart out who does what.
- Fire map publicly accessible by all.

### Other Fire Hazards:

- Embers was not addressed – depending on wind direction.
- PG&E transformer fires behind home in SM Highlands and San Carlos.
- Winding roads; do they support fire engines, i.e., Beverly, not wide enough for two vehicles?
- Issue about cars parked and blocking access.
- Concerns about number of PG&E fires started. How we get electrical lines underground in more high-density areas.

- Fire on Devonshire last year (Summer/Aug). Wanted some follow up on what caused it. Was told had to pay a fee to get the fire report. Wanted to see the incident and details accessible on a public website. Need a more proactive and informative approach so people can learn from and prepare for fire incidents in their communities.
- What is the technology that determines when a fire is actually out? (Case of fires restarting is a concern.)
- Have fire roads in the open space; information about for public / private and public open space.
- Power lines? Who manages? Safety?
- If danger is present – leave.
- Share information about decision-making process.
- How to ensure you will be called esp. if no cell phone.
- Getting better awareness and involvement.
- Marking evacuation routes.
- Copy of inspection results for homeowners.
- Resource list for prepared “to go” bag – Cert; on the table.
- Notify neighbors when personnel are in the area so discussion can happen.
- Old roofs on homes – how can we force people to change them?
- Where can I get an escape ladder for the upper story? Not for window.
- Screens to stop sparks from coming in any vents. (El Dorado County)
- BBQ’s in homes in the canyon sparking fires on particularly windy days – Spare the BBQ Day.
- Problem of fire engine access on small streets where parked cars on both sides of street leave little space.
- Change regulations – parking on one side only?
- Landlines – most people don’t have one.
- Cell towers melt.
- More education for neighborhoods, HOA’s, condominiums.
- Put power lines underground.
- 4th of July concerns about fireworks.
- Re: Dragonfly’s 67 townhomes in Black Mountain property. We have had two meetings in San Carlos about the intention to build 67 townhomes in the Black Mountain property (Dragonfly). There will be one road in and out to the 67 townhomes and just one exit if there is a fire. One San Carlos resident who lost his home in Paradise spoke at the last meeting. Our voices are not being heard. This development is just inviting a fire disaster and it borders my home. (Private information removed.)

- Any cost incentives towards upgrades to home improvement projects to incorporate less fire combustible materials?
- Coordinate with Planning Department to update building codes on making residential homes fire resistant
- Clarify what can or should be done with vents.

## Q2. How have you prepared?

- Plan with family.
- Gather and replenish emergency supplies.
- Give and have neighbor phone numbers.
- Be more prepared for earthquakes.
- Use neighborhood watch (phone numbers).
- Tree trimming.
- Have bottled water ready carry in car.
- Always have gas.
- Phone charger in car.
- Out of state contacts.
- Texting better than calls.
- Ham radio!!
- N95 masks.
- Got rid of dead trees and brush.
- Landscaping to keep low brush.
- HOA has goats eat vegetation annually.
- Readiness of exits.
- Have a go bag.
- Readiness with pictures for insurance company of anything and everything.
- Inventory online – specific.
- Have USB with important info in it.
- Remodel for fire safe roof.
- Remove brush and weeds.
- Clean gutters multiple times throughout the year (good video showed how).
- Cut back plants.
- Scanned all documents to phone emailed it to self (all account #'s).
- Videos and photos in the cloud or elsewhere.
- List for go-bag – medicines.
- Use swimming pool for water.
- Wildfire action guide is helpful.



- Fire extinguishers.
- Earthquake kit.
- Removed non-native trees (ex. Eucalyptus and Firs).
- Removed wood siding – changed to stucco siding, changed to metal roof with screens over rain gutters.
- Came here to get informed.
- Checking the CalFire website.
- Paying attention to wildfire related incidents and fire hazards.
- Subscribed to SMC alerts.
- Employer (Oracle) does fire drills regularly.
- Changed landscaping.
- Know where water, food, supplies are.
- Have a go bag.
- Radio-hand crank.
- Prep for power failure.
- Copies of important documents to give to someone outside the area.
- Keep flashlights ,batteries, shoes near bed.
- Earthquake kit outside.
- Has an emergency bag-does have H2O-earthquake + fire.
- A mitigation expert can come to your time and evaluate you home fire safety.  
(Private information removed.)
- Gutters need to be cleaned.
- Trim around power lines, contact PG&E if you notice encroaching vegetation.
- How to prepare our homes when ready to evacuate?
- Need to have a plan.
- Remodel w/fire in mind.
- CPR training – generator, flares.
- Documents in metal container ready to go.
- Made a hard copy of “numbers”: phone bank.
- Worried about getting house insurance.
- Will my hilltop fire hydrant work in an emergency? Is it tested?
- Get training kit, certificate through Salvation Army – disaster preparedness kit.
- 32 gallons of water in rubber garbage can (stacked).
- Can we use the water heater?
- Consequences of power outage:
  - Example: I can’t open the garage door. What to do?
  - Electric car?
  - No land phone – only cell to be recharged (portable charger).
  - Put meeting notes / answers on Nextdoor.



PCRC

PENINSULA CONFLICT RESOLUTION CENTER

- Trim dead bush – remove any dead foliage.
- Installed gutter guards.
- Sprayed weeds.
- Prepared a list of things to take / prepare to have ready.
- Talking through various emergency related drills.
- Harden home.
- Emergency kit (learned from sister city in MS) – cash, phone always charged.
- Buy a safe.
- Keep backpack by front door.
- Installed fire sprinklers.
- Weed whack “religiously”.
- CERT-get trained.
- Good plan for earthquake too – are there any differences?
- Weed whacking is done.
- Request regular fire prevention.
- Remove of brush.
- Goats have helped.
- “Go” kits (emergency kits).
- Supplies for children / needs to go.
- Check schools plans for evacuation.
- Backpack to go of meds/food/light/etc.
- Fire extinguishers.
- Be prepared: Know resources; Attend and learning; SMS sign up; Know your neighbors.
- Plants that are fire retardant, e.g., Oleander? Ice plant?
- If no cell phone, will there be sirens or other alarms?
- Check insurance adequacy.
- What items should you always have in your car?
- Have a follow-up workshop to help people fill in emergency plans or create emergency kits.
- Provide ideas for wildfire go kits in detail (vs earthquake kits).

#### **What can neighbors do to support each other?**

- Neighbors need to wait.
- Hire goats as a group.
- Address disagreements about trees.
- Have a meeting of neighbors.
- Whole community must take uniform measures, otherwise individual measures won't work.



- Need help organizing neighborhoods without HOA's.
- Neighbors work together on exit plans.
- Has gardener mow at Eden Park because he lives next to it.
- Can wet down buildings if there is a fire nearby.
- Help elderly neighbors manage vegetation.
- Get to know your neighbors.
- Help educate your neighbors.
- Ways to escape are discussed with neighbors.
- Looking for ways to engage neighbors in efforts.
- Email chains.
- Block parties.
- Neighbor watch.
- Cell phones.
- Addresses.
- Street captain has contact info.
- More neighbors communication.
- Encourage neighbors to be self-sufficient.
- Want to see more outreach from City to neighborhoods.
- Get out and talk to your neighbor about fire safety.
- Can a neighbor watch group be of support?
- The Nextdoor website can facilitate communication.
- Neighbors suggested they come tonight (some heard about it on Nextdoor)
- Communicate more! You can't over-communicate.
- Reach out to elderly neighbors.
- Be like a neighborhood captain to include homebound, elderly and disabled.
- Can we know about neighbors who have mobility issues?
- Hand out the materials to neighbors that we need tonight.
- Talk with each other.
- Form small groups.
  - Use "Nextdoor".
  - Form your own group.
- Need renters + landlords involved.
- Neighbor email group – all contact info.
- Disseminate information.
  - Physically distribute info to at least **3** neighbors.
- Have a neighborhood phone list for emergency situations.
- Share phone / share keys / CONNECT W/ NEIGHBOR – it just takes a person to start.
- Exchange keys with neighbors.
- Know your neighbors, let someone know when you travel.



- Know neighbors' resources – generators, water.
- Create neighbor / community dialogue.
- Knock on doors.
- Neighborhood “fire” watch.
- Take leadership role in fire prevention.
- At night, horn lean as you leave to warn others.
- Drivers available to help non-mobile neighbors?
- Whole community must take uniform measures; otherwise, individual measures won't work.
- Need help organizing neighborhoods w/o HOA's.
- Without neighbor cooperation it won't work – can we have coordinated neighborhood action?
- Especially older populations can't clear property or evacuate.
- Use Nextdoor to share info – Fire chief could share info, including survival kit. List of what to take.

### **Q3. How do you feel about wildfire detection cameras?**

- Want more information on what they are, how they work, how they will be used, where they will be located, cost, maintenance requirements, how paid for.
- Is someone watching it? Effective? Is it connected to an alarm?
- Have other communities tested the cameras? What is the experience?
- How long is it before a fire is detected by a person?
- Would cameras be connected to a network with other cities?
- Is it a heat sensor?
- Is in favor of them.
- Would they be in clear view?
- Concern about privacy.
  - Would they be a threat to my privacy?
  - Who would be viewing the camera information/ videos? Who has permission to see it?
  - What are the cities policies about privacy on this – and can those policies change under new administrations?
  - Will they capture people? Don't want kids on camera.
  - Cameras need only to detect intruder – nothing else.
  - Safety is more of a priority than privacy.
  - Concerned about privacy.
  - Where would they be placed?
  - What images are being captured?
- Mostly positive on camera idea.



- Can you use a satellite?
- Worth the expense.
- Get maps of power lines / camera location.
- In favor of camera.
- Need good maintenance of camera.
- Good idea.
- How will it be maintained?
- How have other communities who currently have cameras installed? Comparing this to other options. How are costs / funding prioritization considered? Case studies on other communities?
- Similar to Waykiki cameras?
- Thermal is most appealing and especially important in high risk areas.
- Sensors are better than cameras.
- Infrared is fine; cameras are more concerning.
- What will the cost be? Where will funding come from?
- Sounds like good idea.
- Who else has done fire detection cameras?
- Need more details before commenting.
- Generally, a positive response, but more info needed.
- Infrared cameras? What exactly do they do? When installed?
- Thumbs up!
- Excellent idea.
- Not concerned about privacy.
- Make sure they can detect fire, but not take pictures of people.
- In open space, yes. Not necessary in residential areas due to 911 calls.
- Cameras are expensive to maintain and install, therefore, look at other technology.
- Yes, along major power lines in open spaces.
- Some concern about privacy, but more concerned about safety issue.
- Use available technology in open spaces.
- Depends on the system – infrared or visual? Scanning or static? Still vs. live action?
- Would they be located all over San Carlos or in specific areas?
- In favor if proven to be effective. (Is it catching the fires?)
- What kind of data is collected? Who will be accessing it? How long will data be kept? (Ex., if a crime is captured, is it turned over to police?)
- Is annoyed by a neighbor's drone. Already feels uncomfortable w/ drone.
- Doesn't see a privacy issue with thermal detection.
- Would like more information about fire detection technology so we can make informed decisions and give input.
- Any examples of how these cameras are being used in other cities?



- Smoke detectors vs. cameras? Used in tandem? Used independently?
- What are the costs of cameras and how would they be covered?
- What's the long-term plan to address hotter, drier conditions?
- Will today's systems be useful in the long term?
- Want more info. about fire detection cameras.
- Sensors vs. cameras – want to know pros & cons.
- Love the idea.
- Alert OK; don't want monitoring/watching without threat.
- Publish what will happen to records and what protections there are.
- Highly motivated!
- When can we get them?
- What does it look like and how big is it? Is it an eyesore?
- Where would they be located: canyons? How many?
- Are thermal / video cameras equally effective? If so, go for thermal and privacy wouldn't be a concern.
- Conceptually, it's a good idea.
- Next step: What are the options? Include community in decision with details.
- Worth it.
- Not worried about privacy.
- How does the technology work? Would BBQs set it off?
- Is it for fire only (also law enforcement)?
- Location:
  - Not needed everywhere -- just in high risk areas.
  - Hillside dwellers need / want this.
  - Will they just be in open space?
- How long is data kept?
- Will they be used for investigation of the fire?
- Resources better spent on brush clearance than cameras.
- No objection to infrared cameras, not in favor of video cameras.
- Could cameras be used for security as well?
- Few serious concerns about privacy.
- Will results or further info re: exploration of fire cameras be shared in the future?

## Appendix C

### San Carlos Wildfire Community Meetings April 13 and April 16, 2019

#### Questions Received from Participants

##### Awareness/Future Meetings

- Can you give a presentation at the Brittan Heights condo association?
- Are you planning to expand the meetings to Emerald Hills? (Private information removed.)
- Can CERT be more present in the community?
- Will results or further info re: exploration of fire cameras be shared in the future?

##### Clearing Vegetation/Fuels Management/Urban Interface

- How do we clean up open space property?
- Please share the phone number up on the screen for an urban interface inspection – is that CalFire? City Hall?
- How do you request a wildland urban interface inspection?
- We respect the fact that City/Fire Dept focus is on public land. What help/direction is available to support prevention efforts on private open space (e.g., Devonshire Canyon)?
- Would the Fire Dept commence regular fire safety/vulnerability assessment of all canyon-facing properties with recommendations for fuel management and follow-up actions/assessment? How can private owners of Devonshire Canyon be prevailed upon to manage vegetation? We know of one individual who owns 14 acres but does zero maintenance.
- Threat of vegetation on neighbor's property – multiple eucalyptus trees. What can we do about neighbor's house with a lot of brush? Neighbor has a lot of empty boxes – more than 2 years' worth.
- How do we locate/access funds for fuel management?
- My neighbor has a tree close to my home. I am concerned about this from a fire standpoint. What can I do? (Private information removed.)
- Is there someone in the Fire Department who could come to our home to assess the preparedness of the home and surrounding area to protect against fire and to recommend actions to take?
- Our backyard is the open space area. The City of San Carlos owns a sliver of land and there are huge man-planted trees (pine, oak, eucalyptus). Should these trees be removed because of a fire hazard?
- Is there an entity that can reduce fuel loads in the canyons? I've lived in this area all my life and I haven't seen the brush or trees trimmed in the common areas (not

owned by homeowners) and canyons in San Carlos or Belmont. I'm talking about bushes and trees, not grasses.

- Is there a City/County ordinance that makes property owners take care of unsafe vegetation?
- What agencies are responsible for fire prevention/suppression in Pulgas Ridge Open Space Preserve?
- What tree trimmers are certified by PG&E?

### Evacuation

- We live at Belmont end of Crestview. If we were blocked from going south on Crestview or getting down Club Dr., would we be able to get out via Hallmark which is normally blocked?
- What about the westernmost fence at the watershed which has barbed wire? If Club is blocked, Crestview and Melendy, this is the last resort.
- We have neighbors – a board and care home – and their roof is made of shakes, very old and dry. Danger to their residents and caregivers? Danger to our house? We have tar and gravel shingles for our roof and houses are very close together.
- How do we deal with cars parked on the road and stops for effective evacuation?
- I live on Winding Way which is a narrow road and with only one exit. What are your recommendations in the event of a fire?
- Is there a central place to go to when evacuated?
- How would the Fire Dept handle big engines and narrow streets like Eaton Ave with big SUVs parked on both sides of the street?
- Is there any technology in use that would be able to help direct through Google or Apple Maps the quickest exit routes in case of a fire? It would overlay so people can see where the fire or hazard is and step by step directions to get the person to safety from where they are.
- What about pets?
- Should we leave cars at home and walk to evacuate?
- How do I find more info about possible evacuation routes? (I live on a cul de sac.)
- Should parking be restricted on narrow portions of Winding Way, Windsor, Manor, etc.?
- If it was an emergency and we had to throw a blanket over the SF Watershed barbed wire to head west would we be fined?
- Seems like evacuation in the hills will be a huge problem. What are the plans?

### General Preparedness

- Are there foam pretreatment kits for home use?
- Where to buy a safe escape ladder from balcony?
- When it is said to “have a plan and practice”, are there instructions on how to practice?
- How many minutes should people be tracking to in their practice to ensure it is a realistic plan?



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- We have a fire hydrant in front of our house on a cul de sac and there is no hose. How can we get all neighbors to fund the hose?
- What items should you always have in your car?
- Any cost incentives towards upgrades to home improvement projects to incorporate less fire combustible materials?

#### Notification

- If I don't have a smart phone, would my cell phone still get a warning?
- Can you work with cell phone companies to have them ring in case of an emergency even when on Do Not Disturb?
- How do we get text updates for red flag warnings?
- If I am not in charge of managing landscaping since I live in a condo, how can I get the HOA to work together with the Fire Department to manage the defensible space? Do you inspect these properties?
- Would it be beneficial to clear a fire break – or even build a fire road – on the Cranfield right of way?

#### General Information

- What are fuel breaks?
- What fuels a fire more: homes or vegetation/trees?
- Will cities adopt stricter codes regarding building materials that are fireproof?