

Seattle Office of Emergency Management
Excessive Heat Incident
After Action Report

Situation

The National Weather Service issued an Excessive Heat Warning for the Seattle region on 7-27-09.

The City of Seattle took the following actions:

- The Seattle Office of Emergency Management (OEM) conducted a planning meeting with the Disaster Management Committee Strategic Workgroup on Monday, July 27, 2009 at 11:15 hours. At the meeting, each Department and partner agency detailed their current or expected actions.
- OEM Operations Coordinator sent an email to all Disaster Management Committee departments and partner organizations with the forecast and known response activities (see attachment).
- OEM Duty Officer and City Departments continued to monitor, make notifications and conduct outreach.
- Tuesday, July 28th, the Emergency Executive Board was convened.
- Wednesday July 29th Seattle OEM convened a planning meeting with the Disaster Management Committee Strategic Workgroup. The situation was updated and all partners reported on their operations. The decision was made to activate the EOC to Major Incident Level at 1400 hours on Wednesday.
- Wednesday, July 29th Seattle Emergency Operations Center activated from 1400 to 1630 (see attached Consolidated Action Plan, Snapshot and Situation Reports
- Thursday, July 30th, Seattle Emergency Operations Center activated from 1000 to 1630 hours (see attached Consolidated Action Plan, Snapshot and Situation Reports).

Outreach was done by a number of departments. This was complemented by press releases from individual departments and the Joint Information Center.

One death occurred in Seattle during the Heat, determined by the Medical Examiner to have heat as a contributing factor,

What Went Right

1. The new sign language translation capability was implemented in the Mayor press conference effectively with positive comments from the community
2. The new Alert Blog capability was implemented successfully and improved public messaging
3. Good situational awareness was maintained throughout the event.
4. As the incident developed there was close coordination between all partners.
5. All departments quickly responded to the excessive heat warning
6. The new WebEOC design improved information management and coordination and many complements were received by the users
7. The Essential Elements of Information list improved information flow in the EOC.

8. Hundreds of clients were contacted either through Humans Service staff or contractors. Several had symptoms and were directed to medical care.
9. King County nurses did home visits and long term case managers also did a significant numbers of outreach.
10. Library and Parks quickly extended hours to improve access to cooling centers
11. 26 fans were delivered to clients in need.
12. SDOT did an excellent job addressing the heat caused expansion issues on the University Bridge.
13. Having all branches in the EOC review for accuracy all situation reports, snapshot reports and Consolidated Action Plan improved accuracy
14. Water dispensing to the homeless by Community Police Teams appears to be a useful strategy for preventing heat stress that community.
- 15.

Corrective Action Plan -Completed

1. Formatting of the Consolidated Action Plan, Situation Report and Snap Shot needs to be updated.
 - a. Seattle OEM Operations Section Chief will handle update.
 - b.
2. To improve accuracy, better review of documents needs to be done.
 - a. Planning Section has changed EOC standard operating procedures to require a document review by all branches and command staff prior to publication
3. A standing Common Operational Plan with Essential Elements of Information should be created for Excessive Heat to capture lessons learned.
 - a. OEM Planning Section will create a standing excessive heat plan and associated documents for review by SWG as soon as practical