

Twin Pines Fire Care & Shelter Operation

Sunnyvale Dept. of Public Safety
Special Operations Bureau
Office of Emergency Services



Incident Response

- Heavy smoke & flames on arrival (see photo)
- One apartment fully involved (back side)
- Heavy smoke and heat in hallways
- Fire fully extinguished in 90 minutes
- Two females injured
 - Smoke inhalation
 - Second degree burns
- Fire contained to two apartments and hallway



Short Term Transition & Recovery



- 81 units
- 71 occupied
- Full evacuation of complex
- American Red Cross (ARC) called for assistance
- Needs assessment for fire victims

Short Term Transition & Recovery

- 100 % Displacement
- Access & Functional Needs (AFN) issues
- Notifications
- Shelter Operation
- ARC & VTA Assistance



Long Term Transition



- Sunnyvale Community Services
- Case Management Transition from ARC to SCS
- Collaborating Agencies Disaster Relief Effort (CADRE) support

Lessons Learned

- Successes
 - Response
 - Shelter
 - MOU
 - Walk-through
 - Coordination
 - Support
 - Relationships
 - Solving problems
- Challenges
 - Communication
 - Notifications
 - “Partial” activation
 - Reevaluation & reset
 - Overwhelming need followed by overwhelming support

Action Plan

- Enhance training for emergency response
 - Process driven
- Improve mobility and flexibility of EOC response
- Augment emergency supplies cache:
 - Alternate EOC capability
 - Mobile EOC capability
 - ARK (Shelter) program



Thank You

