



SECTION VI:A /RFP REQUIREMENTS

**KENSINGTON FIRE PROTECTION DISTRICT** RFP 2021-01 EP COORDINATOR

RFP 2021-01 EP COURDINATOR SUBMISSION DATE: 5.20.2021 APPLICANT: ALTIVU / J.VALENZUELA With a background in entertainment and media, marketing, project management, public relations, public information, and the fire service, I have built a unique skill set that efficiently transforms abstract ideas and information into effective campaigns and experiential events.

These skills are especially relevant for campaigns and events suited for emergency preparedness. I am accustomed to working through dynamic and challenging organizational cultures given the urgency and level of investment placed by stakeholders and clients.

ALTIVU is a Marketing, PR, and Management agency built from the inspiration and practices learned from working with the World's leading brands. I spent my formative professional years working for Hollywood's top talent agency. At Creative Artists Agency, I worked my way up from Switchboard Operator to being the Assistant to the Head of Television Talent. I moved on to joining Louis Vuitton Moet Hennessy, in luxury wine and spirits, which manages a portfolio for; Moet & Chandon, Dom Perignon, Veuve Clicquot, Hennessy and others. In my experience, the path to successful emergency preparedness is built with the fundamentals of Marketing and Management used in any campaign. Instead of managing a business of actors and writers, we are managing the human element in an emergency situation. Instead of a tangible product, our product is customer service (patient care), information, and training.

It is by chance that I found a passion in the Fire Service, specifically being an asset to the community for receiving critical life saving information. It is without a doubt, that you will see the passion and dedication ingrained in the work that I've done for the Mosquito community. It would be an honor to provide the same service for the residents of Kensington.

ALTIVU will perform an exploratory examination to identify the most relevant approach for the Kensington Fire Protection District. The following topics will serve as the foundation for both, familiarizing with the community's needs and developing the voice for district communications.

### Leadership:

Establish rapport and familiarize with the district leadership. Gain an understanding with the array of diversity and identify common ground among individuals. Through this phase, knowledge transfer and relationship building takes place to increase efficacy as tasks and deliverables are completed.

### **Risks:**

Identify the environmental and organizational risks that impact the district and the community. Conduct a risk analysis and rank the risks based on priory in coordination with the Emergency Preparedness Committee and the General Manager. The risk analysis will provide the framework for the priority in the scope of work.

### **Resources and Tools:**

Identify which district resources, tools, and equipment is available for use to carry out tasks. (For example: office space office equipment, apparatus for video and photo content, personnel for interviews, documents, media, etc.)

### **District History**

Identify the major local incidents which impacted the district and the community. Events such as; Oakland Hills Fire, Loma Prieta Earthquake, or any refinery incidents that may have had an impact on the community. Identify how these events have shaped the leadership and general state of district affairs.



### Goals

Identify the districts goals for achieving its objective for the Kensington community. Align the goals with district challenges to navigate toward progress with consensus. Constantly be mindful of opportunities for communication and transparency with the community. Pursue value-added initiatives to provide justification for assessment increases to support the district's goals and objectives.

### Challenges

Identify the challenges that face the district in pursuing its goals and objectives. Establish areas of process improvements or communication refinement to better serve the community.

### Community

Become acquainted with active community members and familiarize with their perspective and knowledge. Obtain feedback from the greater population to stay aligned with the greater changing community. Provide this feedback to the fire district leadership to better guide their strategic approach for community-based initiatives.

### Values

Identify a list of core values shared by the community and the fire district. Establish a program that aligns on the discovery of the above to be relevant with the needs of the fire district and the values of the ultimate stakeholders, the community members of Kensington Fire Protection District.

With this introduction and overview, you will find value in a methodology and approach that says "Let's hit the ground running!". Every step taken in this process allows for increased awareness with the highest level of preparedness to achieve a successful outcome.

Thank you for your consideration.

Johnny Valenzuela 310-425-9177 jvalenzuela@altivuagency.com 954 Randy Way Brentwood CA 94513



# JOHNNY Valenzuela

310.425.9177 jvalenzuela@altivuagency.com

## SKILLS

- Digital Marketing
- Drone Videography
- Event Planning
- Graphic Design
- Google Suite
- Information Technology
- Language; French, Spanish, Russian
- Meeting Planning and Management
- Merchandizing and Branding
- Photography
- Print and Digital Design
- Project Management
- Remote Conferencing; Webex/Zoom
- 5 years Remote Work Experience
- Social Media
- Adobe Creative Cloud Suite
- Illustrator
- InDesign
- Microsoft Suite
- Excel
- PowerPoint
- Word
- Video Editing

## CERTIFICATIONS

- ICS-100
- ICS-200
- ICS-700
- L-180 Human Factors in Wildland Fire
- NIMS ICS All-Hazards Safety Officer
- S-130 Wildland
- S-190 Introduction to Fire Behavior
- S-212 Wildland Fire Chainsaws

## ACADEMIC EXPERIENCE

## SAN DIEGO STATE UNIVERSITY

B.A. INTERNATIONAL BUSINESS MANAGEMENT/RUSSIAN LANGUAGE

MOSCOW UNIVERSITY, RUSSIA WORLD POLITICS/ INTERNATIONAL RELATIONS

UNIVERSITY OF CALIFORNIA LOS ANGELES

PROJECT MANAGEMENT CERTIFICATION

## **DIVIDE FIRE ACADEMY**

STRUCTURAL AND WILDLAND FIREFIGHTING

## **PROFESSIONAL EXPERIENCE**

**JONES LANG LASALLE** ASSOCIATE PROJECT MANAGER Serving in the financial services industry on the Bank of America client account, I audit and approve project invoices which total on average \$60 million dollars per year.

**MOSQUITO FIRE PROTECTION DISTRICT** PUBLIC INFORMATION OFFICER Provided critical information, educational resources to the residents of the Mosquito Fire Protection District. Established social media accounts and a public persona of the district to convey an authoritative voice of the Mosquito Fire Department.

## MDET HENNESSY USA MARKETING COORDINATOR

Provided marketing and sales data analysis support for the National Accounts Sales team on portfolio of luxury wine and spirits; Dom Perignon, Moet & Chandon, Veuve Clicquot.

## CREATIVE ARTISTS AGENCY ASSISTANT

Provided administrative support to the Head of Television Steven Lafferty, and Head of Branded Entertainment David Freeman. Represented a wide range of top entertainment media and sports clients.

## AVALON COMEDIC TALENT MANAGEMENT INTERN

Provided administrative support for talent managers, production assistant on set for production of Special Delivery for Myspace TV/Fox 20th Century. Attended to talent Adam Devine, Anders Holm, and Blake Andersen- stars and creators of "Workaholics".

## AMEDIA PRODUCTION STUDIO LEGAL INTERN

Provided administrative support for the studio's Legal Department and General Counsel Viktor Khveseniya. Proofread bi-lingual contracts (Russian/British English).

## **VOLUNTEER EXPERIENCE**

## MOSQUITO FIREFIGHTERS ASSOCIATION SECRETARY

Conceptualized, planned, executed community events for the public benefit and raised funds to further promote the mission of the organization.

## MOSQUITO VOLUNTEER FIRE ASSOCIATION DIRECTOR

Instituted the HipCamp platform as a modernization initiative to increase property Awareness to a larger target market group.



## QUALIFICATIONS

SECTION VI:B /RFP REQUIREMENTS

## **KENSINGTON FIRE PROTECTION DISTRICT**

RFP 2021-01 EP COORDINATOR Submission date: 5.20.2021 Applicant: Altivu / J.Valenzuela Speaking specifically to my experience in the fire service, I started as a volunteer firefighter and quickly promoted to Public Information Officer when my skills and experience became apparent.

At this time, in 2018, the community did not have a modern social media platform for receiving instant communications from the Mosquito Fire Protect District. Much of the information that was shared came from outside the community which was delayed or inconsistent. In 2018 I was promoted to the role of Public Information Officer and established the Facebook Page and Nextdoor Agency account for the Mosquito Fire Protection District. I built the website for the Mosquito Firefighters Association (mosquito<u>fire.com</u>), and an interim website for the MFPD which included migration of all archived files during a website overhaul initiative.

I provided monthly article submissions to the local newsletter "Mosquito Byte" which has a print distribution and an online presence. The distribution of the newsletter is estimated to be only 112 homes which is 17% of the target market. Through the development of implementing this new Public Information Officer Role, I tracked analytics and engagement to help guide how to increase registrants to the district platform. There were challenges such as; individuals that refused to use social media, individuals that refused to use specific platforms on social media, connectivity issues at home related to lack of internet signal, and residents that did not own a smartphone yet had wired home phones. I launched a campaign to have elderly residents that did not engage on social media to have their out-of-district children/grandchildren follow the district communications. This allowed someone connected to the household to be aware of any incidents that may impact the community, and allow for some level of notification.

I built relationships across the county with key personnel with different agencies and county departments. By making myself available to collaborate with content on their channels the Mosquito Fire Protection District began to gain greater visibility in the county.

The Mosquito Fire Protection District was relatively unknown across the broader county. Unbeknownst to me, I was embarking on an incidental rebranding effort by putting my own imprint via the Mosquito Fire Protection District's new Social media presence. Information that was relevant to the greater county was disseminated through multiple emergency information groups which boosted the views and relevant algorithms for content. The information began to be a source of pride for the community members which increased their confidence in their fire agency. This put them at ease knowing the information would be timely, relevant and reliable. This also helped increase the awareness of the district to attract talent for staffing roles at the department.

I worked directly with the our equivalent of CERT coordinators. The MFPD Support Group was our on-scene community volunteer resource that assisted with road closures, communications, airport coordination for medical flights, and more. There were many opportunities to improve functional capabilities by having after incident reviews with all response personnel discussing areas of improvement and recognizing positive performance. This coordination between first responders and community volunteers is critical for special districts and the inclusivity of having all considerations of district nuances being brought to the table in preparation of an emergency plan. The Support Group maintains a list of residents with limited mobility or other special circumstances that should be considered during an incident. The latest initiative is developing a plan to have transportation resources for large animals to be evacuated. The Mosquito community is challenged with poor internet connectivity, due to its remote location. Communication on cell signals is also a challenge. These pose their own problems in emergency situations and requires having to host timely and consistent public workshops and town hall meetings. I have organized meetings and campaigns centered around; vegetation management, burn permit renewals, house hardening tips, evacuation preparedness, chipping programs for seniors, assistance for disabled veterans, initiatives for engaging volunteers to assist with elderly neighbors, projects involving local organizations to promote responsible property management practices, developing campaigns ahead of the dry season to discourage procrastination, and communications that provide burn day status information to ensure vegetation abatement is being done in safe conditions.

I promoted mobile phone apps and resources that help residents stay informed of weather and incident conditions., The CalFire app, which provides information about defensible space standards and best practices was one example of such recommendations. There were separate occasions when I sat one-on-one with individuals that needed help with their smartphones to receive alerts and notifications from the Mosquito Fire Protection District, or download any of the recommended apps.

In support of the efforts undertaken by the Mosquito Fire Safe Council, I campaigned frequently for reporting to be done by home owners to capture in-kind defensible space work to secure grants for shaded fuel breaks along egress routes for community evacuations. I contributed to writing the marketing plan and budget for the SAFER Grant awarded to the Mosquito Fire Protection District for Recruitment & Retention of personnel. When the Recruitment & Retention grant was awarded I created a program framework called CODE-3, which helps integrate a cross-organizational (community-wide) approach to help the fire district and all other organizations achieve the goal of cooperation and safety by aligning all efforts for a common objective.

I was invited to be a board member of two community based nonprofits, where I developed many community-focused campaigns, and fundraisers centered around the needs of the Fire Protection District. This particular special district required many cross-organizational and interagency meetings for education, emergency preparedness initiatives, and strategic planning. As a result through our collective efforts, the Mosquito Fire Protection District was named an NFPA Fire Wise designation in 2020.

The experience of living and working in a community like Mosquito frames a perspective around safety and proactive planning. There is essentially two roads Into the community of 3500 residents with heavy fuel loads in terrain with the highest fire-risk rating. This places emphasis on year-round initiatives and educational campaigns to maintain the community's level of defensible productivity.

The contributions I made to the Mosquito community allowed my past experiences to serve in a productive and relevant way for their needs. I used a broad range of skills from; presentation building, social media, event planning, public speaking, technology trouble shooting, requesting RFPs, graphic design, foreign language skills, virtual meeting hosting, photography, drone videography, marketing, project management, human resource management, technical writing, public information and communication, and more.

I have detailed additional certifications, experiences in my attached resume as well as my body of work in the Portfolio: Prior Examples.



## PROJECT APPROACH

SECTION VI:C /RFP REQUIREMENTS

**KENSINGTON FIRE PROTECTION DISTRICT** RFP 2021-01 EP COORDINATOR SUBMISSION DATE: 5.20.2021 APPLICANT: ALTIVU / J.VALENZUELA A site survey was conducted by ALTIVU on Kensington Fire Protection District. A densely populated residential neighborhood with few commercial properties that rests on the edge of the Wildland-Urban Interface atop the ridge overlooking the East SF Bay. Small narrow streets with "No Parking" signs on one side of the street provides little room to navigate large apparatus in a response and poses a risk for evacuations. Moeser Lane can act as a primary evacuation route for a high volume of traffic fed from Arlington Avenue which cuts through the entire upper district adjacent to Tilden Nature Area. This area has the most concern during Diablo Wind events .

By reviewing Kensington Fire Protection District Board meeting recordings/minutes, it is understood that KFPD and its residents place emphasis on the following issues:

## 1. Emergency response and evacuation concerns related to egress;

a. Obstacles in path-of-travel due to narrow streets.

## **RECOMMENDATION:**

- Continue the KFPD Parking Flyer Campaign.
- Redesign the flyer to be more ink-efficient (optimize for black/white print).
- Produce a mini-PSA campaign video that is geo-targeted to district residents on social media.
- Create signage in zones that are impacted by narrow streets to supplement the "No Parking Signs" which hi-lights the need for space for emergency response vehicles.
- Produce a campaign for households in impacted zones with expanded details about the width of response vehicle and required clearance, include photo examples and helpful information to improve community cooperation and education.
- b. Traffic congestion and uncoordinated response during an incident.

## **RECOMMENDATION:**

- Create an e-mail or SMS distribution list based on resident streets or zones for evacuation orders to improve communication to better manage the flow of traffic.
- Run a campaign that details the possible scenarios in an evacuation, detailing the risk of not following an orderly plan, and the benefits of working in coordination with an overall safety and evacuation plan.
- Assign designated safety zones outside of the district to reduce congestion and increase efficiency in evacuation,
- Identify possible evacuation routes with clearly understood permanent signage to increase familiarity.
- Identify which roads can be used for inbound responders only, and which roads can be used only for evacuees.
- Run simulations based on historical and expected conditions to create worst-case scenarios for the Emergency Preparedness Committee to build plans.
- Conduct a series of Town Halls and invite local partnering emergency response agencies to discuss their objectives during an incident specific to Kensington Fire Protection District.



### 2. Wildfire preparedness; defensible space and home hardening.

### **RECOMMENDATION:**

- Provide workshops on home hardening and clinics for defensible space and vegetation management. Invite vendors to showcase new materials, tools, and best practices to safely carry out home based work.
- Invite guest speakers (landscape architects, botanists) to conduct masterclasses on xeriscaping which reduces maintenance, improves water efficiency, and decreases fire risk.
- Implement programs to improve defensible space for; veterans, elderly, differently-abled persons.
- Increase volunteer efforts by collaborating with local organizations, and implementing volunteer programs through the district to accomplish defensible space goals.
- Identify the most vulnerable and in-need during an emergency and dedicate a task-force to maintain relationships with these households and understand their unique needs. Provide a series of articles that relate to specific dangers for immunocompromised individuals and how they can prepare, with a request to contact for "more information" in a district communication.

### 3. Access to community and public safety information.

### **RECOMMENDATION:**

- Provide consistent information to the community to increase engagement and build trust with the audience by delivering reliable and relevant information.
- Develop content for social media platforms to reach and engage the residents with rich video and photo content.
- Collaborate with local faith-based communities, businesses, and other institutions to coordinate communications to their visitors and aide with registering for apps and other initiatives.

ALTIVU will take a community-based approach to leverage a network of community institutions and their interactions with residents. Improving the network of communication across the community's institutions and to residents improves the performance for proactive initiatives and during an incident response.

This approach was best illustrated during the COVID-19 response. All institutions, businesses and agencies had a coordinated, consistent, and simple message to establish a safety protocol for everyone to practice.

Through increasing awareness and encouraging proactivity, this program has the ability to offset crippling fear and positively manage the human element during an incident. Community members should take a year-round approach to life in fire-prone areas. It is commonly said in sports, "There is no off season", and this approach should also apply to special districts concerned about the threat of wildfire.



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## SCOPE OF SERVICES

DELIVERABLE	CAMPAIGN	PRODUCT	TASK	SUBTASKS	KFPI		
PUBLIC WORKSHOPS	Topic 1		House Hardening Vegetation Manage	agement			
		Full schedule of content for the duration of contract, and topics for content development.	Present Topics for Development	Obtain buy-in and approval on topics from General Mana and Emergency Preparedness Committee on full slate of topics.			
		Establish archive for content and media to be used by KFPD for future use.	Content Development: Data and Key Concepts	Source relevant data and information related to the topic provide key concepts for audience that are easily applicat the household.			
		Images, videos, diagrams, infographics. Either stock or produced specifically for KFPD.	Content Development: visual illustrations and diagrams	Source multi-media, images, diagrams that help illustrate concepts to accommodate different learning styles.	s. HIGH: In		
		Meeting Presentation Stylized Deck and Templates	Content Development: Presentation Deck	Develop stylized templates for presentation, publication, media platforms, etc.	developme		
		Final Stylized Deck and Templates	Content Review Meetings	Engage KFPD Emergency Preparedness Committee for review of proposed content.	eer validati feedback/r		
		Supplemental materials for attendees	Printed Material Development	Select key concepts from overall content to be designate printed material resources for workshop attendees. Dete style of material and quantity (one-pager 8.5x11, pamph trifold, packet, PDF electronic version, etc.	mine octablish p		
		Public Workshop presentation content, and materials, scheduled workshop approved by KFPD Board.	Workshop Planning Meetings	Schedule Workshop through KFPD to align with meeting platform and availability. Present proposed materials an presentation prior to printing and announcement to com			
		Workshop attendees, social media engagement, community institutions/organization relationship development	Develop Marketing/Promotion Plan	Inform community members via social media, signage, publications, and develop new communication touch po through faith-based groups and other institutions.	nts		
	Topic 2		Evacuation & Emergency Preparedne	ss			
		-	Content Development Content Review Meetings	Develop Content based on agreed topics from Committe Follow up meeting with Emergency Preparedness Comm review progress and obtain feedback on what has been developed to date. Discuss any scope changes.	ttee to MED: As pro		
			Printed Material Development	Develop printed material on current campaign with QR c website that leads to online document of previous topic KFPD website.	n decreas involvem		
		_	Workshop Planning Meetings	Develop process improvements, scope changes if needed discuss feedback of prior and current campaign.	changes if needed, and needed fr resou		
			Develop Marketing/Promotion Plan	Expand community reach through social media, signage publications, and continue developing community touch through organizations and institutions in Kensington.	oint		
	Topic 3		Household Emergency Planning & Ge	tting Critical Information			
		_	Develop Content Content Review Meetings				
		-	Bristed Material Development		LOW: Prog		
		_	Workshop Planning Meetings	Maintain a cycle of continuous improvement based of above previous campaigns.	without inc		
		-	Develop Marketing/Promotion Plan		KFPD involv		
		_		-			
ARGETED PUBLICATIONS	Topic 1		Personal Safety While House Hardeni	ng			
argeted publications will be rimarily in digital format to nable hyperlinked URLs and			Content Development	Select hi-lights from Public Workshop Topic 1 to incorpo into a publication regarding staying safe at home, wearin using proper tools for the job, etc.			
ther features optimized for an nline experience. (Shared on he Fire Plug, NextDoor, and ther outlets)			Call To Action	Provide information for the next scheduled Public Works and the option to obtain additional information by subsc to a newsletter, attending a virtual meeting or volunteerin	bing sampaign		
			Channel Distribution	Identify best methods for mass communication with the cost. Develop and strengthen working relationship with community organizations. The in with social media partne the community to share relevant information. Identify oft newsletters that are distributed in the community and pro content to editors.	worksh er		
	Topic 2		Evacuation & Emergency Preparedne	SS			
			Content Development	Select hi-lights from Public Workshop Topic 2 to incorpo into a publication regarding evacuation and emergency preparedness.			
		_	Call To Action	Provide reference to the previous campaign, promote the upcoming Workshop Topic, develop an e-mail address for community members to request additional information o register as volunteers.	without inc		
			Channel Distribution	Continue developing community relationships to expand improve channel distribution.	and		
	Topic 3		Household Emergency Planning & Ge	tting Information You Need			
		_	Content Development	Maintain a cycle of continuous improvement based or	the impleme		
		-	Call To Action	above previous campaigns.	without inc		
	Article 1		Channel Distribution	tting Home & Canton	KEPD Invol		
OUTLOOK PUBLICATIONS	Article 1		House Hardening Materials & Retrofi	ung: nome & Gargen			
Dutlook publications will have elements that encourage social		-	Content Development Call To Action		LOW: progr impleme		
nedia engagement with the goal of having direct contact with		-	Channel Distribution		without inc KFPD involv		
esidents without going through	Article 2		Evacuation & Emergency Preparedne	ee			
	Alucie 2						
hird party entities. Outlook submissions should have a dedicated space for content			Content Development		LOW: progr		

	EDUCATION & COMI	MUNICATION							
designated space provides consistency and reliability of			Channel Distribution				KFPD involvement.		
information to the audience in contrast to ad hoc articles about	Article 3		Household Emergency Planning & Getting Information You Need						
the fire district that seem to be			Content Development			LOW: program fully			
peppered throughout the outlook publications and			Call To Action				implemented without increased		
sometimes make the front page.			Channel Distribution				KFPD involvement.		
Supplemental Information			Share supplemental information that improves emergency preparedness and incident awareness for community.		pps, interesting article es, technology that im		LOW		
Communication Plan			Implement a consolidated social media strategy for the KFPD.	Continue use of Next with other platforms local audience to hav establishing a brande Facebook Page that Fire Department and	nembers and grow a residents. Propose btection District El Cerrito Kensington	MED			
Website Resources			Build a library of content and resources for community members on the district website. Use the website as a platform to educate, and engage community members on and off-line.	t host and hi light archived content, increase volunteer and		volunteer and and other known, publish "	MED: Requires KFPD Access to Website platform		
Community Warning Notification Registration			Develop a consistent campaign to encourage registration for Nixle and other notifications.				LOW		
			Explore opportunities to have volunteers conduct registration events throughout the community hosted by different organizations				HIGH: KFPD Volunteers		

# ALTIVI SCOPE OF SERVICES

	AGENCY COORDINATION		
DELIVERABLE	CATEGORY	SUBTASKS	KFPD INVOLVEMENT
KPD/KPFD Objectives	Emergency Preparedness Committee	Attend regularly scheduled EPC meetings, exchange input, act on initiatives with consensus.	MED: requires coordination of Committee, Genera Manager and EP Coordinator.
	Evacuation Drills	Prepare communication templates for imminent evacuations, voluntary evacuations, red flag warnings, and other advisories. Develop a process of communication between CERT Volunteers, Incident Command, and associated Public Information Officers.	HIGH: Requires coordination of command staff, volunteers, CERT, and General Manager- communication requires coordinator efforts.
	Tabletop Exercises	Research historical information and incidents in other areas that can be used to develop tabletop exercises. Include community members as a recruitment opportunity to increase engagement while preparing for all-response scenarios.	MED: requires coordination of Committee, Genera Manager and EP Coordinator.
	Emergency Traffic Volunteer Training	Attend training to develop content for recruitment campaigns and publications centered around district objectives.	HIGH: Involves participation from volunteers, CERT coordinators, EP Committee.
Establish Agency Relationships	Identify all neighboring agencies and	regional jurisdictions and relevar	it staff.
	County of Alameda		
	County of Contra Costa		
	El Cerrito- Kensington Fire		
	Berkeley Fire		
	Albany Fire		
	Richmond Fire		
	Berkeley Fire		
	Alameda County Fire		
	Orinda-Moraga Fire		
	San Pablo Fire		
	Hercules Rodeo Fire	Consolidate a single platform	
	Cal Fire	for Kensington Fire Protection District which can connect to all	
	Sheriff Alamda	local agencies and major organizations that impact the	
	Sheriff Contra Costa	district residents. Establish	
	СНР	contact with individuals in local neighboring districts to develop	
	Contra Costa County Fire	a relationship for coordination and collaboration on content	LOW: only requires effort of the
	Oakland Fire	and resources for public	Emergency
	San Francisco Fire	service. Make contact with every agency PIO/	Preparedness Coordinator
	CalOES	Communications Director to build a working relationship.	
	US Geological Survey	Form a knowledge share forum with other agency contacts to	
	National Parks Service	stay informed of any	
	US Coast Guard Pacific Area	developments, improvements, trends, methods, tools, that	
	BART	may improve service.	
	CalTRANS		
	East Bay Regional Parks		
	PG&E		

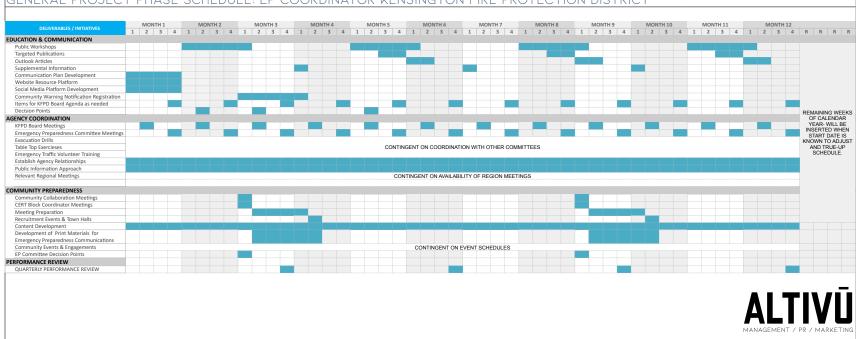
	AGENCY COORDINATION		
	National Weather System		
	Bay Area Air Quality Management District	_	
	KTVU News	-	
	KRON4 News		
	ABC7 News		
	NBC Bay Area		
Public Information Continuity	Align approaches for consistent public messaging.	Through established connections by following the above agencies, and building relationships with counterparts in other agencies. Sharing information via social media directly from their accounts, or mirroring the content to echo from the district channels will maintain continuity in messaging.	LOW: only requires effort of the Emergency Preparedness Coordinator
Relevant Regional Meetings	Attend relevant local meetings	Provide feedback to KFPD and associated committees of updates and key developments from other agencies. Take the opportunity to meet other counterparts at relevant meetings. Report any findings relevant to the community in publications.	LOW: only requires effort of the Emergency Preparedness Coordinator

## ALTIVÍ MANAGEMENT / PR / MARKETING SCOPE OF SERVICES

	Community Prepared	iness							
DELIVERABLE/INITIATIVE	PRODUCT	TASKS	SUBTASKS	KFPD INVOLVEMENT					
Community Collaboration Meetings		hood leaders and CERT personnel to or emergency preparedness.	rganize neighborhood	d meetings and					
	Prioritized list of items to develop and create content for building awareness of emergency preparedness in publications and campaigns.	Establish Neighborhood Emergency Preparedness Meetings	Set Agenda and Objectives with Committee	HIGH: requires collaboration of Committee CERT, Command Staff, Board aligned with KFPD objectives.					
	Develop a universal presentation that can be held at any time or be publicized for general recruitment and information.	Assemble presentation based on the established aesthetic adopted by KFPD.	Develop Meeting Content and additional resources	LOW: compose presentation with content derived from meetings and established decks					
	Contact list of volunteers to engage.	Register volunteers and build roster of interested participants.	Identify recruitment points to capture individuals interested in participating in emergency preparedness and response. Establish qualifications and means of capturing inquiries-preferably via an established email account through KFPD.	MED: collaborate with Emergency Preparedness Committee on prospective strategies.					
CERT Logistics	Liaise with CERT area coordinators and block leaders to assist organizing their neighborhoods to be prepared for wildfire evacuation and earthquake recovery.								
	Organizational Structure that matrixes to local agency resources / tasks.	Identify CERT Area Coordinators for all 6 areas.	Establish tasks, roles, training schedule, task book, back-up personnel for coordinators.	MED: collaborate with Emergency Preparedness Committee and volunteers to establish personne					
	Increased skills and participation from coordinators.	Facilitate 2 Meetings annually with area and block coordinators.	Set meetings 6 months apart, coordinate timing with seasonal need for fire season.	MED: collaborate with Emergency Preparedness Committee, Gener Manager to facilitate meetings					
	Storage of emergency supplies and inventory list. Have a rotation process and donation drives where stored inventory goes to out of district incidents on mutual aid response and donations refill the back stock.	Work with Committee to establish emergency supply needs.	Assign volunteers to coordinate emergency supply inventory and distribution during an incident.	HIGH: coordinate resources and logistics with Emergency Preparedness Committee, volunteers, Genera Manager and KFP Board.					
	Map with designated safety zones for evacuees	Work with Committee to establish safety zones.	Research large areas within the area to feasibly receive high volume of evacuees.	MED: collaborate with Emergency Preparedness Committee, Gener Manager and KFP command staff to designate zones.					

	Community Prepared	Iness						
	Communication Plan involving local agencies, CERT coordinators, KFPD residents.	Coordinate with local agencies to establish communication plan for CERT.	Contact local agencies and inquire their procedures for coordinating information with their CERT leads, and best practices.	LOW: requires data entry and integrating with communication channel plan.				
CERT /Volunteer Recruitment	Encourage enrollme	ent in CERT training and help organize e	emergency watch pro	grams				
	Recruitment Campaign	Establish emergency watch programs for neighbors in need.	Develop recruitment campaign based on focus areas established by CERT coordinators and EP Committee.	MED: collaborate with CERT coordinators to develop content and campaign.				
	Increase number of individuals to assist residents that are not attached to property in the district.	Recruit non-residents that are often in district to volunteer.	Build relationships with local businesses to encourage employee participation. Communicate the benefits of skill development and service to the community.	MED: collaborate with CERT coordinators to develop recruitment strategy.				
Meeting Participation	Be a resource and a	attend block meetings as needed.						
	Improved team resources and collaboration.	Provide additional resources to team based on collaboration from neighboring agencies.	Identify neighboring agencies with CERT teams and cross-collaborate to obtain best practices and resources that may be applicable to KFPD.	LOW: requires coordinator research only				
Content Development	Develop and provide materials for neighborhood preparedness.							
	Recruitment Content	Develop campaign to recruit volunteers and encourage CERT participation.	Take photos at meetings, trainings, and events to build content library for recruitment campaigns.	MED: collaborate with CERT coordinators to develop content and campaign.				
	Print & Publication Materials for fire preparedness and earthquake recovery.	Identify which topics will be printed for specific campaigns and meetings.	Design templates for print and publication materials for fire preparedness and earthquake recovery.	MED: collaborate with CERT coordinators to develop content and campaign.				
	Supplemental materials / brochures, pamphlets.	Incorporate campaigns with Education & Communication initiatives.	Align content and provide as supplemental materials with Workshops and Campaigns.	LOW: requires coordinator efforts only.				
Emergency Drill Development	Assist with develop	ment of emergency response drills.						
	Focused prioritized initiatives.	Collaborate with CERT coordinators, and Emergency Preparedness Committee on identified priorities.	Develop relationship with coordinators by participating in meetings and trainings drills.	HIGH: requires collaboration of Committee CERT, Command Staff, Board aligned with KFPD objectives.				
	Expanded resources to build CERT and emergency response training for district volunteers and residents.	Provide additional resource to team sourced from agency partners.	Reach out to local agency counterparts to obtain additional resources, and the opportunity for cross-agency training out of district.	LOW: requires coordinator research only				
Community Information/Engagement		s. Schools, churches, child care program ad information through established char		ations to mobilize				

	Community Prepared	Iness		
	Contact list of volunteers to establish channels of information and coordination.	Develop a communication to recruit volunteers or contacts from each organization to list as a point of contact.	Build a database of all organizations in the district and adjacent areas bordering the community.	MED: collaborate with CERT coordinators to develop resource.
	Increased awareness and community interface	Attend community events and engagements.	Establish a team of volunteers and firefighters to attend community events with information pertaining to recruitment, emergency preparedness and other topics.	HIGH: requires involvement and participation from volunteers, personnel and greater community.
Mobility-Impaired Resident Initiatives	Work with KPD to id	dentify mobility-impaired residents.		
	Articles to provide perspective and insight to assist preparation for evacuation of mobility-impaired residents and their households.	Source content related to go-bags, preparing for medication, arrangements for evacuation to suitable accommodations for mobility-impaired.	Collaborate with EP Committee to identify a list of needs and resources to assemble go-bags for mobility- impaired residents.	MED: collaborate with CERT coordinators to develop needs.
	Database of residents to aid in identification and mobilization for evacuations.	Establish a method of registering mobility-impaired residents to voluntarily provide information to allow accommodation for evacuation.	Create campaigns, and tagline that are attached to articles to capture and encourage registration of mobility-impaired residents.	MED: collaborate with CERT coordinators to develop campaign.
	Online campaign to register residents that are identified	Register and identify mobility-impaired	Establish a registration portal on the KFPD website.	LOW: requires coordinator efforts only.
	as mobility- impaired.	residents.	Run a campaign on social media for awareness of benefits to register.	LOW: requires coordinator efforts only.
	List of local organizations to coordinate efforts for emergency preparedness and evacuation.	Engage local organizations / institutions that interface with mobility-impaired residents.	Establish relationships with local hospice services, hospitals, clinics etc. to make this a consideration when developing home care treatments.	MED: collaborate with CERT coordinators to develop needs.



### GENERAL PROJECT PHASE SCHEDULE: EP COORDINATOR KENSINGTON FIRE PROTECTION DISTRICT



PORTFOLIO: PRIOR EXAMPLES SECTION VI:D /RFP REQUIREMENTS

**KENSINGTON FIRE PROTECTION DISTRICT** RFP 2021-01 EP COORDINATOR SUBMISSION DATE: 5.20.2021 APPLICANT: ALTIVU / J.VALENZUELA

# **PUBLIC INFORMATION / COMMUNICATION**



## MOSQUITO FIRE PROTECTION DISTRICT

CONTACT: RYAN PURVES 530.409.5509



Role: As Public Information Officer, designed all the communications, wrote the copy accompanying or transcribed /edited Fire Chief's statements.

All tiles designed for and communicated via social-media across El Dorado County.

No Budget allocated from Mosquito Fire Protection District.

Schedule: Templates created in advance and turn around time 5-15 minutes to post, pending accompanying statement.

MANAGEMENT / PR / MARKETING REP 2021-01 EP COORDINATOR

# **COMMUNICATION PERFORMANCE METRICS**



## MOSQUITO FIRE PROTECTION DISTRICT

CONTACT: RYAN PURVES 530.409.5509

st Details			^		Performa	nce for Your Po	st	Pages	to Watch					
Mosquito Fire Protection District	Performance for	Your Post		February 12 - 3		eople Reached			e the performance of your Page and posts wi	th similar Pages on Fa	cebook.			
Published by mosquitofireprotectiondistrict [?] · May 14 · O	3,789 People Read	red	_	Urgent Advisory from Chief Dwyer:	573 Reaction	tions. Comments & Shares 🗊			Add Pages				Engage	
e are living on borrowed time.	69 Reactions, Comm	ents & Shares 🕖	_	We are expected to be hit with a significant storm star going into the overnight hours.		39	123		Add Pages					
ne coming change of weather should give us more than a breath of ash air, it's an opportunity to reflect on the long list of things to	54 1	5	39	According to NOAA, we are in the path of an atmosphe are expected to receive a minimum of 5 inches of rain.		39 On Post	On Shares	Page		Total Page Likes	From Last Week	Posts This Week	Engagemen	nt This W
nsider during wildfire season.	54 O Like	n Post	On Shares	possible rain will be a 1/2" in 15-30 minutes. The rain i high winds will most likely wreak havoc on our electric communication infrastructure.		On Post	3 On Shares	1	City of Folsom Fire Dep	4.8K	▲ 0.2%	2	1.2K	
s your space detensibler See More		n Post	On Shares	Also; because of the accumulated snow levels in the u that remains, with the snow levels above 4500 feet, it		17 On Post	81 On Shares		-					
	Comments C	n Post	0n Shares	rain runoff will be exacerbated by the snow melt. We are asking that people in the community prepare n		1 On Post	7 On Shares	2	Contra Costa County Fir	4.5K	0%	0	221	
RAIN	11 Shares C	1 in Post	0 On Shares	they have enough propane, and fuel for their generator asking that all residents with chronic medical history of with family or friends. Obtain all needed prescription r	consider staying	0 On Post	3 On Shares							
	516 Post Clicks			obtained and that food and water has been purchased It is predicted that the storm will equal if not surpass t		21	152	3	El Dorado County Fire P	4.5K	<b>▲</b> 1.3%	9	3.1K	
DELAYING THE INEVITABLE	45 Photo Views L	ink Clicks 👔	471 Other Clicks (j)	February 2017. Depending on the weather we will have the field patrolling the streets. If needed we will close	Personnel in Comments	On Post	On Shares							
	NEGATIVE FEEDBACK	0 Hide Al	Deste	flooding. Please heed these signs if there aren't FD M standing by.		118 On Post	8 On Shares	4	Garden Valley Fire Prote	692	▼0.1%	5	445	
	0 Report as Spam	0 Unlike I		Also it is recommended that all residents with homes slope, below natural drainages, those who live bowl ty		st Clicks			•					_
\$ <b>(75)</b> }	Reported stats may be	delayed from wha	t appears on posts	please make efforts to protect your home.	0 Dhoto Views	3 Link Clicks ()	3,581 Other Clicks ()	YOU	Mosquito Fire Protectio	245	<b>▲</b> 37.6%	6	1.7K	
FIRE				The County is not distributing Sand and Sandbags to residents. It's up to the individual-property owner to p	urchase their NEGATIVE FE	EDBACK		5	Mosquito Fire Protectio	240	▲ 37.0%	0		<b>—</b>
WILDFIRES. EVACUATIONS. POWER OUTAGES - ARE YOU PREPARED?				own. If the storm hits a specific criteria the County OE them available. Residents can call the Sheriff's Office Dispatch, check	B Hide Post		ide All Posts nlike Page							
				website and social media releases to identify when an	d where		n what appears on posts		Keep up with	the Pages you watch	Get More Like	25		
and the state show the second				Sandbag locations may be established. We know this notification may seem like an extreme p are hoping that the storm does not manifest- but it is prepared.				6	CAL FIRE Local 2881 AEU	30	▲7.1%	1	1	

These performance metrics illustrate the effectiveness of PIO J. Valenzuela's campaigns for Mosquito Fire Protection District.

The relevance and quality of the information for a district of 3,400 residents was being consumed by a greater audience across El Dorado County.

Despite having only 245 Total Page Likes at the time, the Mosquito Fire Protection District Facebook Account (created by Valenzuela) was ranked 5th overall in the area. However, considering the number of followers, had the most engagements/reactions proportional to other agencies with larger audience.



# **PUBLIC INFORMATION NOTIFICATIONS**



## MOSQUITO FIRE PROTECTION DISTRICT

CONTACT: RYAN PURVES 530.409.5509



### **BURN BAN IN EFFECT DESPITE EXPECTED RAIN**

11/19/2019

Residents of Mosquito/Swansboro,

Current weather reports are projecting precipitation within the district beginning Wednesday November 21 through the rest of the week.

Despite the amount of projected rain, the Burn Ban has  $\underline{\textbf{NOT}}$  been lifted for the season.

Road conditions will also be impacted from rain water. Please exercise extra caution while driving to reduce risk of accidents/injuries. A few seconds gained is not worth the risk.

Fill this holiday season with gratitude and joy by acknowledging health and safety; for yourself, your family and your community.

Make a Happy Thanksgiving! Office of Public Information Mosquito Fire Protection District

A 8801 Rock Creek - Placerville CA 95667 P 530.626.9017 W www.mfpd.us



### WINTER STORM DAMAGE

1/17/2019

Our District was hit with high winds during this storm which brought down numerous trees over the roads and powerlines.

In the event of a powerline and or/road impacted by a fallen tree, PLEASE REPORT THE INCIDENT BY DIALING 911.

All powerlines are to be considered energized until PG&E deems otherwise.

Please keep greater distance from downed lines during wet weather conditions

Office of Public Information Mosquito Fire Protection District

A 8801 Rock Creek – Placerville CA 95667 P 530.626.9017 W www.mfpd.us

# IS TODAY A BURN DAY?

## HERE ARE 4 WAYS TO FIND OUT:

1: Call the Hotline: 530-621-5897 (PRO TIP: Save the number in your phone)

2. Check The Website: Simply Google " El Dorado County Burn Day Information"

3. Follow on Facebook: facebook.com/EDCAQMD

4. Follow on Twitter: www.twitter.com/EDCAQMD



Information released to Mosquito Fire Protection District residents from PIO J. Valenzuela BUDGET : N/A, SCHEDULE: As needed - seasonal

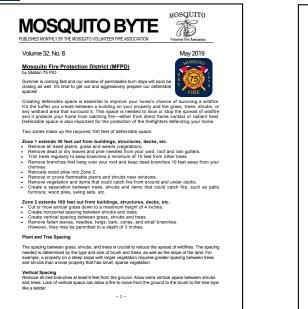


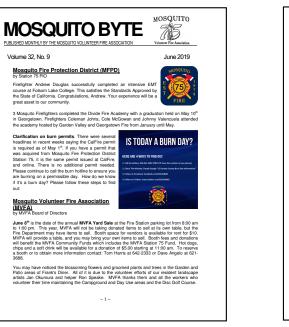
# **COMMUNITY NEWSLETTER PUBLICATIONS**



## MOSQUITO FIRE PROTECTION DISTRICT

CONTACT: RYAN PURVES 530.409.5509





**MOSQUITO BYTE** 75 July 2019 Volume 32, No 10 Mosquito Fire Protection District (MFPD) CALL 9-1-1 FOR EMERGENCIES A number of recent occurrences have led to issuing this critical reminde WHEN THERE IS AN EMERGENCY, DIAL 9-1-1. DO NOT ASSUME MOSQUITO STATION 75 IS OCCUPIED DURING ADMIN HOURS Mosquito Station 75 is staffed ONLY from 8:00am-5:00pm, daily. This is NOT a guarantee that the staff is in the station to answer the station phone or receive your walk-in for request for assistance during these staffing hours. All emergency responses are required to go through 9-1-1 Dispatch. Calling Mosquito Station 75 directly will delay response. Station admins will instruct you to hang up and dal 9-1-1. It happens VERY frequently. Too frequently. DO NOT DELAY RESPONSE-DAL9-1-1 THERE IS A 9-1-1 CALL BOX AT THE STATION FRONT DOOR If you happen to come to the station, do not ring the doorbell for emergency assistance. Do not knock, and yell for help expecting someone upstairs to come to the door. DIAL 9-1-1 directly from the Call Box at the station's front door. Press the call button to dial directly to a dispatcher for immediate WE ARE STILL A VOLUNTEER DEPENDENT DISTRICT The budget constraints of our district allow for staffing from 8:00am-5:00pm, daily. We are critically dependent on volunteers that reside in the district from 5:00pm-8:00am each night. Resident resources are issued pagers that activate an alert when a 9-1-1 dispatch is initiated. We are very fortunate to have the in-district resources available to respond. We are making a conscious effort of ensuring our district has resources available at all hours of the day, every day. This is NOT always a guarantee given the limited numbers of qualified personnel that we have. Remember, your best chance at getting assistance is dialing 9-1-1. DO NOT DELAY RESPONSE--DIAL 9-1-1 Next MFPD meeting will be the Second Thursday, July 13th, 7pm @ Fire House Mosquito Volunteer Fire Association (MVFA) Due to the July 4th holiday, MVFA will not conduct a July meeting. The next regular board meeting will be August 1th Frank's Diner is hosting a **Fourth of July** party. The MVFA Crafters will have a craft sale at this event and proceeds benefit the MVFA Station 75 fund. See other articles in this issue of the Byte as well as social media sites for more information. Don't forget Frank's Diner is open Wednesday thru Sunday -1 -

MOSQUITO

As PIO J. Valenzuela submitted monthly articles to the Mosquito Byte Editors for publication in the community newsletter BUDGET: N/A. SCHEDULE: On a monthly basis - 3 hour commitment per month



# **TRAINING AND DEVELOPMENT**



## MOSQUITO FIRE PROTECTION DISTRICT

CONTACT: RYAN PURVES 530.409.5509

### PREPARATION FOR PUBLIC WORKSHOP SESSION 1 - JAN 26.2019





#### HOW DOES THIS IMPACT US?

COMMITTE

The increasing number of residents and the decrease in resident volunteer participation for emergency response has created a burden on the very few available and capable residents to respond to the calls that may take place in the 16 hours of every day that the station is not manned by full-time staff.

PLEASE PROVIDE YOUR OWN EXPERIENCES AND THOUGHTS THAT CONCERN YOU TO CONTIBUTE TO SOLVING THIS PROBLEM.

MOSQUITO FIRE PROTECT	fion di	IS T	RICT						
	мо	squ	ITO FIRE PROTECTION DISTRI	ICT	τ	ASK BOOK ENGINE 75/275			
	TAS	(A:/	APPARATUS FAMILIARITY - EXTERIOR						
	1.		mpartments - state the contents		ich c	ompartment and identify			
TASK BOOK		the	components within and their us	e:					
IA9V DOOV		E275		E75	E275				
			Brass bax.			Right forward top compartment.			
ENGINE 75/ 275			Left forward compartment.			Right forward bottom compartment.			
			Left middle compartment.			Right middle compartment.			
DRIVER			Left rear top compartment.			Right rear top compartment.			
ENGINEER			Left rear bottom compartment.			Right rear bottom compartment.			
			Hose Complement.			Bottle Compartments.			
			Rear and tail board tools.						
			Rear top compartment.	artment. TASK A1, E75 COMPLETED:					
CANDIDATE		Rear bottom compartment.      Exterior - readiness check utilizing				TASK A1, E275 COMPLETED:			
	2.					fety checklist.			
	E75	E275							
			Perform brake test.						
			Identify location of emergency road tri	angles					
This Task Book has been developed for paid staff and volunteers			Identify hand tool locations.						
drivers and/or pump operators of Engine 75 or Engine 275. Evalu Candidate's performance of the tasks listed in this document			Explain how to report mechanical prot	ow to report mechanical problems. Iny vehicle safety problems or concerns.					
Evaluator and can occur on calls for service, simulations or othe important that performance be critically evaluated and accurately			Identify any vehicle safety problems or						
tasks in this document relating to the certification sought mu candidate may be recommend for certification.			All hose, appliances and equipment in location and in functional condition.	prope	r				
						TASK A2, E75 COMPLETED:			
						TASK A2, E275 COMPLETED:			

Facilitated a working session with a group of "Concerned Citizens" that formed a committee to discuss issues related to the districts fire preparedness initiatives. Logo and campaign developed by J. Valenzuela. BUDGET: N/A. SCHEDULE 20 hours

Task Book formatted and designed by J.Valenzuela with collaboration on content with Fire Captain. BUDGET: N/A SCHEDULE: 4 hours



PAGE 3 OF 18

## **MARKETING VISUALS**



CONTACT: KAREN PULLIN 209.765.8640



RFP 2021-01 EP COORDINATOR

# **PRESENTATIONS / PITCH DECKS**



CONTACT: KAREN PULLIN 209.765.8640



## AGENCY ENGAGEMENT PITCH PRESENTATION

This presentation was used to in a meeting with CalFire, US Forest Service, CHP, El Dorado County Sheriffs Office, Mosquito Fire Safe Council and Mosquito Fire Protection District, to motivate participation from the other agencies to coordinate a Community Town Hall to discuss resources and expectations during a community evacuation. This Town Hall took place on Saturday May 15th with full participation of agencies involved with over 80 attendees.

### ROLE: PRESENTATION DESIGN

Schedule to produce presentation: 3 days Budget: N/A



THE ENTIRE DECK



# **EVENT MARKETING / EVENT PLANNING**



## FIREFIGHTERS ASSOCIATION

CONTACT: CHRIS DILLENDER 530.409.5509



All event themes, marketing, event planning and execution overseen by J.Valenzuela. Budget allocation for each event S600 with schedule to plan and execute 6 week lead time

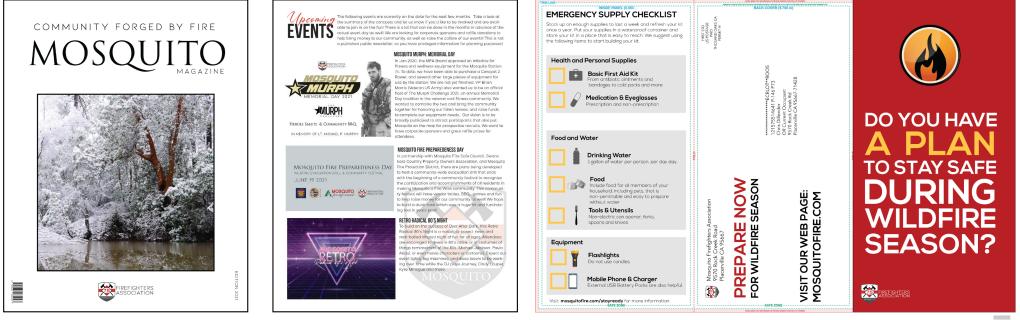
REP 2021-01 EP COORDINATOR





FIREFIGHTERS ASSOCIATION

CONTACT: CHRIS DILLENDER 530.409.5509



Sample of print and publication templates that can be adapted for variety of purposes. All design and formatting by J. Valenzuela, including photo in magazine cover.

BUDGET: N/A. SCHEDULE: Time to complete each composition average 3 hours.



# **BRAND DEVELOPMENT / GRAPHIC DESIGN**



## FIREFIGHTERS ASSOCIATION

CONTACT: CHRIS DILLENDER 530.409.5509









ORIGINAL LOGO 2015

LOGO 2018 DESIGNED BY J.VALENZUELA

PRIMARY LOGO 2020 DESIGNED BY J.VALENZUELA

The original logo was redesigned to give the Mosquito community greater recognition across the county and to provide the Mosquito Firefighters Association the ability to capture more support from local business sponsors.

BUDGET: N/A. SCHEDULE: 2 week development process



# **MERCHANDISING & PRODUCT MARKETING**



CONTACT: CHRIS DILLENDER 530.409.5509



Experience with product development and procurement, marketing and distribution. All shown items above designed by J.Valenzuela for Mosquito Firefighters Association.

BUDGET: Development budge \$500. SCHEDULE: 2 Months

RFP 2021-01 EP COORDINATOR

## **VIDEO PRODUCTION**





DIABLO MOTOCROSS



**MOSQUITO MEMORIES** 



ICELAND



HAWAII

**DESOLATION WILDERNESS** 



**MOSQUITO FOREST TAILGATER** 







SWANSBORO UNITED



**MOSQUITO 75 PROGRESSIVE** 



**MOSQUITO VOTES 2020** 







**BRENTWOOD PARAMOTOR** 

ALASKA

All video editing and video/drone work done by J. Valenzuela Scan QR codes with mobile device camera to view each.

BUDGET: N/A. SCHEDULE: Each video editing approximately 5 days.





WWW.ALTIVUAGENCY.COM

CONTACT: JVALENZUELA@ALTIVUAGENCY.COM