

MOTION

During an emergency, effective communication between government agencies and the public is imperative to protect life, ensure safety and manage expectations. The number of fires that have devastated the Los Angeles region in January 2025 underscore this urgency even more.

On Friday, January 10, 2025, hundreds of Brentwood households were evacuated from their homes due to the Palisades Fire. The heroic efforts of first responders stopped the advance of the fire into Brentwood communities like Mandeville Canyon, Brentwood Park and Mountaingate, saving lives, homes and critical infrastructure.

In addition to the mandatory evacuation zone, some residents in evacuation warning areas were also without power as a result of the Department of Water and Power having to depower its infrastructure in coordination with Cal Fire. These residents were without power until Saturday, January 18, 2025 - eight days after the initial evacuation. While residents understand the need to protect life and safety, they also shared their frustration and concern regarding the quality and cadence of communication from DWP about why the outages were necessary, in addition to who was ultimately responsible for repowering the equipment. Even after Cal Fire authorized DWP to repower its infrastructure, it was challenging to map the impacted circuit to the corresponding Brentwood community experiencing the outage, creating more uncertainty for residents.

This frustration over communications was also reflected by households who were uncertain if they were subject to DWP's No Drinking Water Notice given conflicting messages from DWP.

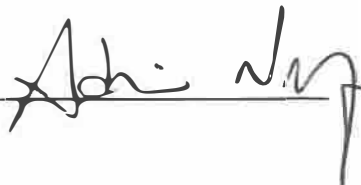
I THEREFORE MOVE that the Council request the Department of Water and Power to provide an After Action Report regarding communications to customers in the Pacific Palisades and Brentwood relative to power outages and its No Drinking Water Notice in the aftermath of the Palisades fire. The report should include but not be limited to the following:

- Coordination of communications with Cal Fire and incident command;
- Internal process for disseminating communications down to frontline DWP customer service representatives who engage with customers;
- Feasibility of updating its interactive Power Outage map to include geographic zones experiencing outages and, in the case of circuit outages, the DWP circuit that corresponds with the neighborhood experiencing an outage.

PRESENTED BY: 

TRACI PARK

Councilwoman, 11th District

SECONDED BY: 


JAN 21 2025

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