

RANCHO SANTA MARGARITA LOCAL HAZARD MITIGATION PLAN

Survey Summary

April 8, 2019

As part of the outreach for the Local Hazard Mitigation Plan (LHMP), the City of Rancho Santa Margarita administered a survey to residents and community members to help gauge the level of knowledge the community has about natural disaster issues and to obtain input about areas in Rancho Santa Margarita that may be vulnerable to various types of natural disasters. The information gained from the survey will help the City identify and coordinate projects focused on reducing the risk of injury or damage to property from future hazard events (e.g., earthquakes, heavy rains, drought).

The survey was available from January 8 to March 28, 2019 and received 455 responses. It included 30 multiple choice questions with the opportunity to provide comments, and covered demographic information, types of disasters and threats the community might anticipate, how community members would respond, how governing agencies should respond, and community members' readiness in the event of a disaster. The results of the survey are summarized below. Detailed graphs on each question can be found in Appendix A.

Summary of Input

Key issues:

Wildfires, high winds, and earthquakes were noted as key concerns for survey participants. Many residents reported previously experiencing these hazard events. Items of lesser concern include changing weather patterns, hazardous materials incidents and dam/reservoir failure.

Preparedness:

In terms of preparedness, respondents indicated that they feel somewhat prepared for a natural hazard. Preparedness actions primarily focused on the following: smoke/carbon monoxide detectors, anchored furniture/utilities, landscape maintenance, earthquake kits, and security measures.

Access Concerns:

Across all the survey questions, concerns regarding ingress and egress into the City arose. Many respondents are concerned about the fact that bridges provide the primary access points in and out of the City, and worry that bridge failure in an emergency could cause access issues. Traffic congestion during evacuation is also a primary concern.

Outreach:

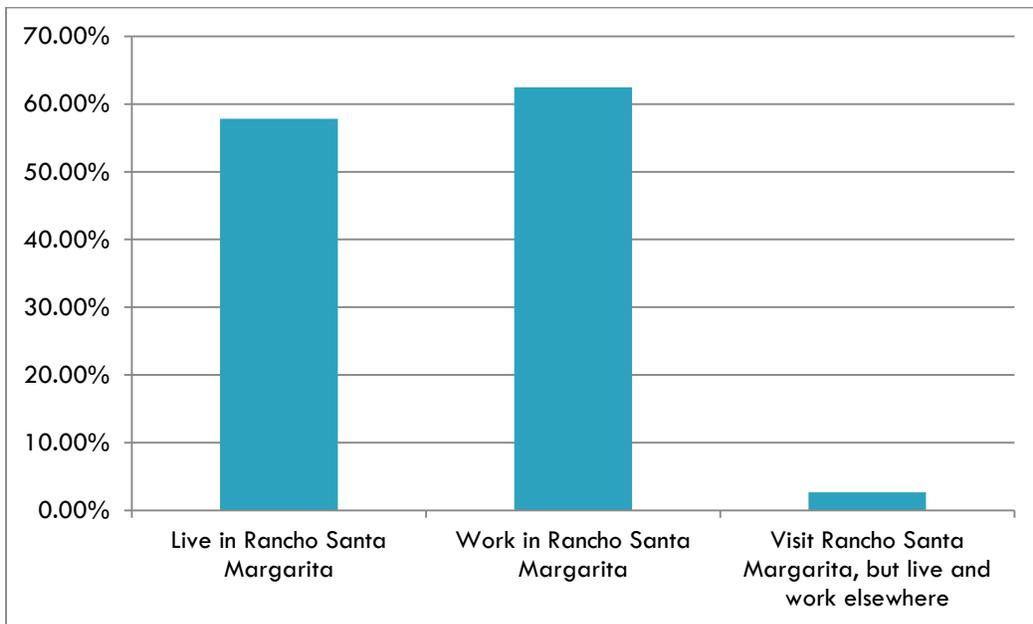
Responses to the most effective ways that respondents would like to receive information was fairly dispersed between the options provided, with Email being the most preferred option. The following are the ten most highly ranked options:

1. Email
2. Social Media

3. Direct mail
4. Auto-dial information from “911” center emergency notifications (Alert OC)
5. City/Agency website
6. TV based media (news and PSAs)
7. City/Agency newsletters
8. Community Emergency Response Training (CERT)
9. Informational brochures
10. Community safety events

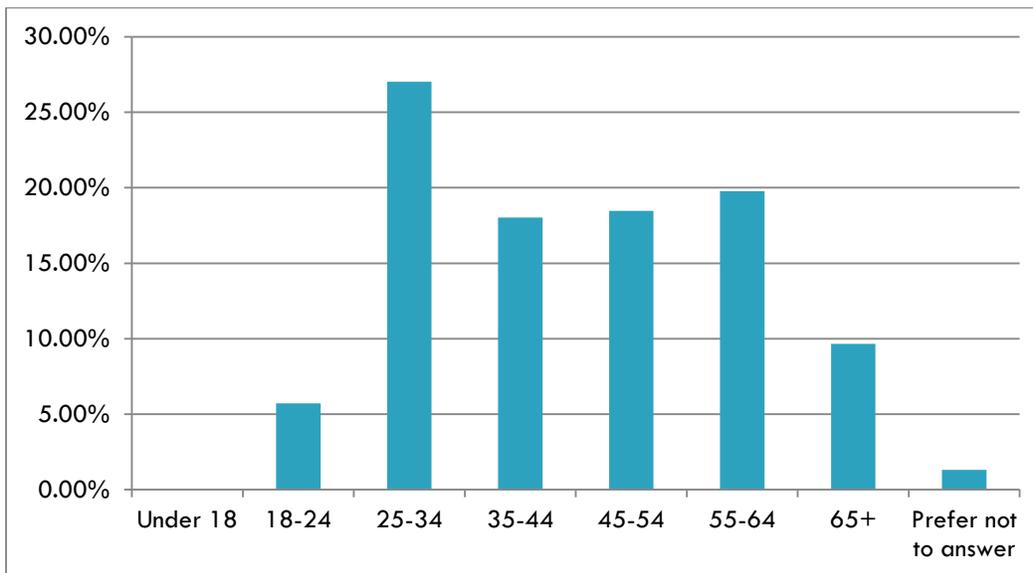
Question 1: Do you – Check all that apply

Almost 58 percent of respondents live in Rancho Santa Margarita, and 62 percent work within the City. Only 2.65 percent of respondents visit Rancho Santa Margarita, but live and work elsewhere.



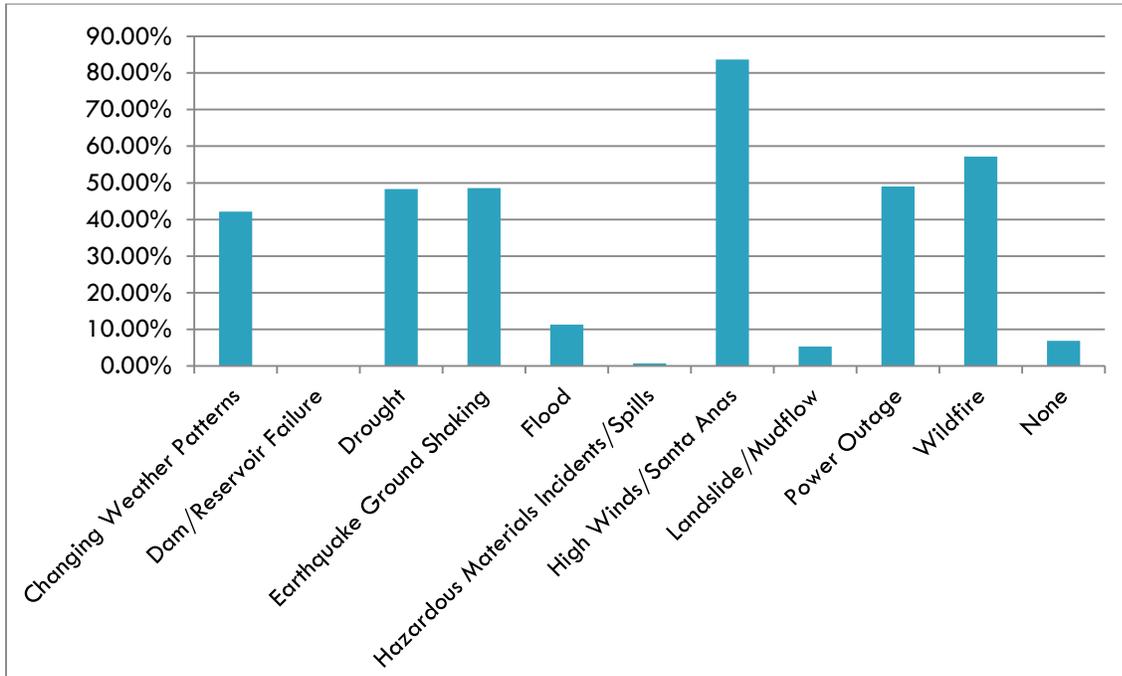
Question 2: What is your age group?

A large majority of respondents were between the ages of 25 - 34, and none of the respondents were under 18 years of age.



Question 3: Which of the following types of natural disasters have you or someone in your household experienced while residing and/or working in Rancho Santa Margarita?

Out of the 453 people who responded to Question 3, most individuals or households had experienced high winds themselves, followed by wildfire and then power outage, drought, and earthquake ground shaking.



Additional Comments

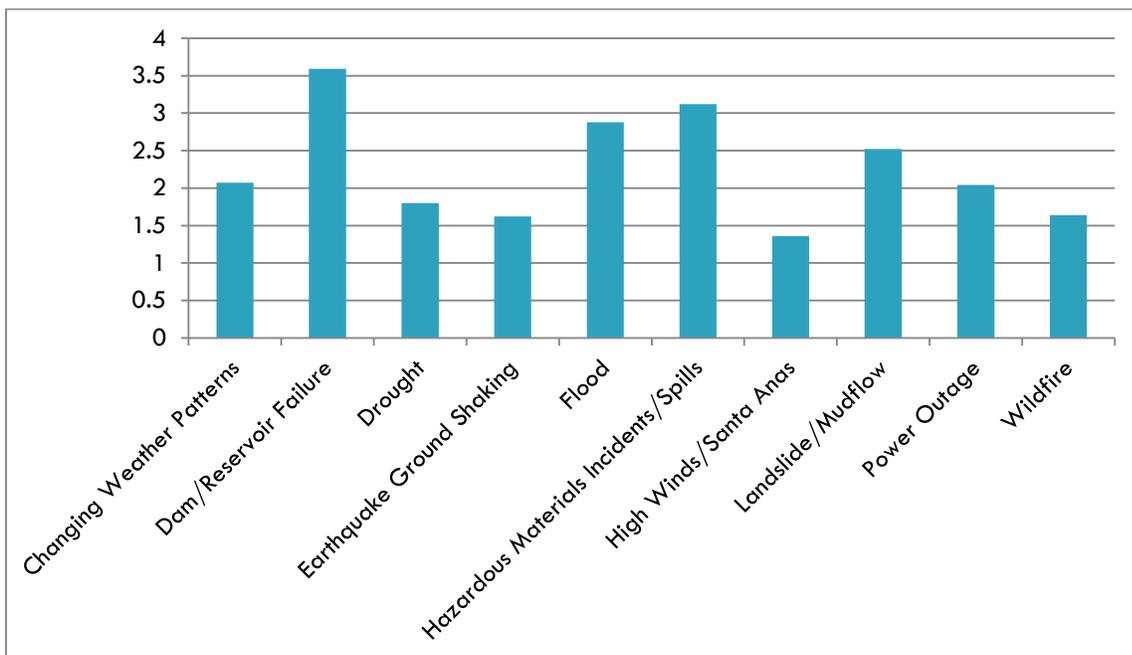
- Change in weather patterns being with the extreme temperature changes throughout the decade.
- Changing weather patterns is not any kind of immediate disaster in the sense the rest of those listed are.
- Dove Canyon Plaza being demolished and turned into High Density Housing
- Fires, mountains nearby
- Gavin being elected Governor and Katie Porter miraculously finding votes after the election was over.
- Heavy Rain
- Heavy rain but not flooding, which apparently makes people terrible drivers
- Just High winds, sometimes you get rain and sun in the same day.
- No flood or landslide, but definitely flash flooding and slope erosion
- "Nothing really bad but some food spoil or broken things with winds.
- But didn't request any help. Thanks"
- The city has a strong smell
- We live in Robinson Ranch and the last Holy Fire last summer was very scary. Especially given the number of lookie-loos driving around the neighborhood that would have made evacuation harder. Especially if the fire had been fueled by the high winds we experience up here. Thankfully, that

didn't happen. The Paradise fire absolutely terrifies me - that could happen here if we are unable to get out quickly enough and if the winds are strong enough. And the Lyon Company planning another development in Dove Plaza will potentially create the same bottleneck. It should not be allowed to be built.

- Wildfire in nearby Canyon
- You may or may not get the specific data you intend with this question. Certainly, my local community has experienced hazardous materials spills and landslide/mudflows but those events weren't directly experienced on MY property. Even wildfire and flood were quite close but not directly on MY property.

Question 4: What do you believe is the likelihood that these disasters will happen in or impact Rancho Santa Margarita? Please check ONE response for each hazard.

Respondents expressed the most concern about high winds, earthquakes, wildfire and drought. Hazards of least concern are dam/reservoir failure (4 indicates least concern and 1 indicates the most concern).



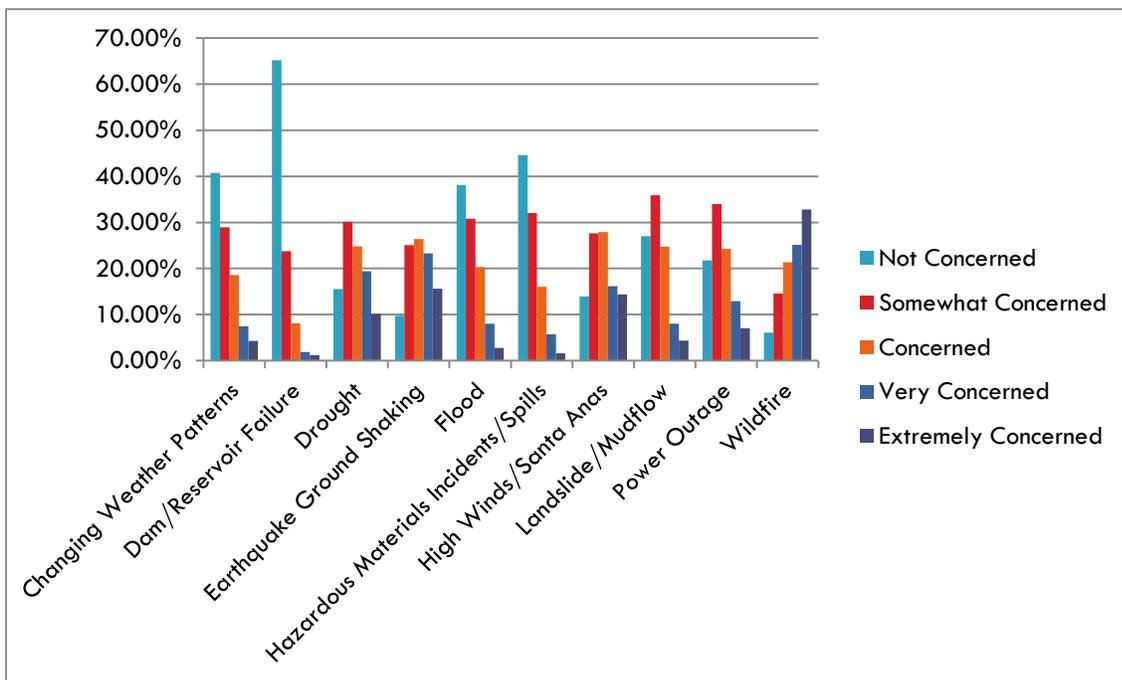
Additional Comments

- Active leak under two gas stations (Shell and Mobil) close to Plano Trabuco Road according to recent home inspection report
- Bad BMW Drivers
- Bridges maintenance after bad weather.
- Changing Weather is not a Disaster
- Gas leak?
- Heavy rain - Likely

- Timeframe is not clear. The probability of impact of any of these events over 10's to 100's of years is almost a certainty. Over the next couple to five years, is much less.
- We face double jeopardy - if there is a fire in the surrounding hillsides at the same time the Santa Anas are blowing strong....we will all be in danger, just like in the Paradise fire.

Question 5: What do you believe is the likelihood that these disasters occurring in or impacting Rancho Santa Margarita? Please check ONE response for each hazard.

Question 5 measures how concerned respondents are in regard to the likelihood of a hazards occurrence or impact. Wildfire, earthquake and high winds all were ranked “Extremely Concerned”. Hazards of least concern (“Not Concerned”) include dam/reservoir failure, hazardous materials incidents, and changing weather patterns.



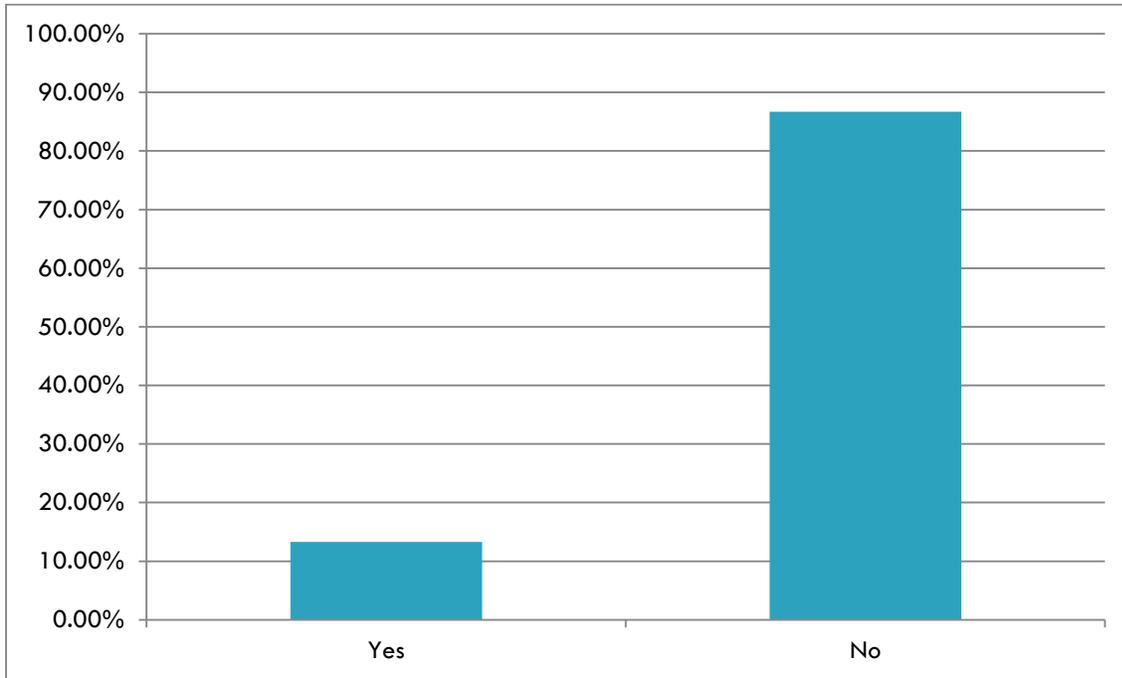
Question 6: Rank the hazards based on the likelihood of potential threat to Rancho Santa Margarita with 1 being the HIGHEST threat and 10 being the LOWEST threat.

Wildfire and earthquake ground shaking hazards were both ranked high in the “Extremely Concerned” category. Respondents ranked changing weather patterns, dam/reservoir failure, and hazardous materials spills as “Not Concerned”.

	NOT CONCERNED	SOMEWHAT CONCERNED	CONCERNED	VERY CONCERNED	EXTREMELY CONCERNED	TOTAL
Changing Weather Patterns	40.72% 180	28.96% 128	18.55% 82	7.47% 33	4.30% 19	442
Dam/Reservoir Failure	65.21% 283	23.73% 103	8.06% 35	1.84% 8	1.15% 5	434
Drought	15.51% 67	30.09% 130	24.77% 107	19.44% 84	10.19% 44	432
Earthquake Ground Shaking	9.71% 43	25.06% 111	26.41% 117	23.25% 103	15.58% 69	443
Flood	38.13% 167	30.82% 135	20.32% 89	7.99% 35	2.74% 12	438
Hazardous Materials Incidents/Spills	44.62% 195	32.04% 140	16.02% 70	5.72% 25	1.60% 7	437
High Winds/Santa Anas	13.93% 62	27.64% 123	27.87% 124	16.18% 72	14.38% 64	445
Landslide/Mudflow	27.00% 118	35.93% 157	24.71% 108	8.01% 35	4.35% 19	437
Power Outage	21.77% 96	34.01% 150	24.26% 107	12.93% 57	7.03% 31	441
Wildfire	6.07% 27	14.61% 65	21.35% 95	25.17% 112	32.81% 146	445

Question 7: Is there another hazard not listed above that you think is a wide scale threat to Rancho Santa Margarita?

Approximately 13 percent of survey respondents believed additional hazards pose a wide scale threat to the City – comments received are provided below.



Additional Comments*:

- Active Shooter
- Air quality
- All the bad drivers who keep running red lights and t-boning other cars.
- An illness outbreak
- As specified above, I received concerns of an active gas leak coming from Shell gas station (Plano Trabuco) and Exxon Mobil gas station (Santa Margarita/Antonio).
- Bridge / Road Failure
- Bridge collapse in disasters. Limits traveling in and out of the city.
- Bridge failure
- Civil unrest, looting due to the criminal element living in the excessive apartments approved by the city council instead of staying the course with the original green space planned for the city of RSM. Potential beauty sold out by politicians to developers!
- Climate change
- Crime
- Cyberattacks and bioterrorism
- disease outbreak
- Donald Trump

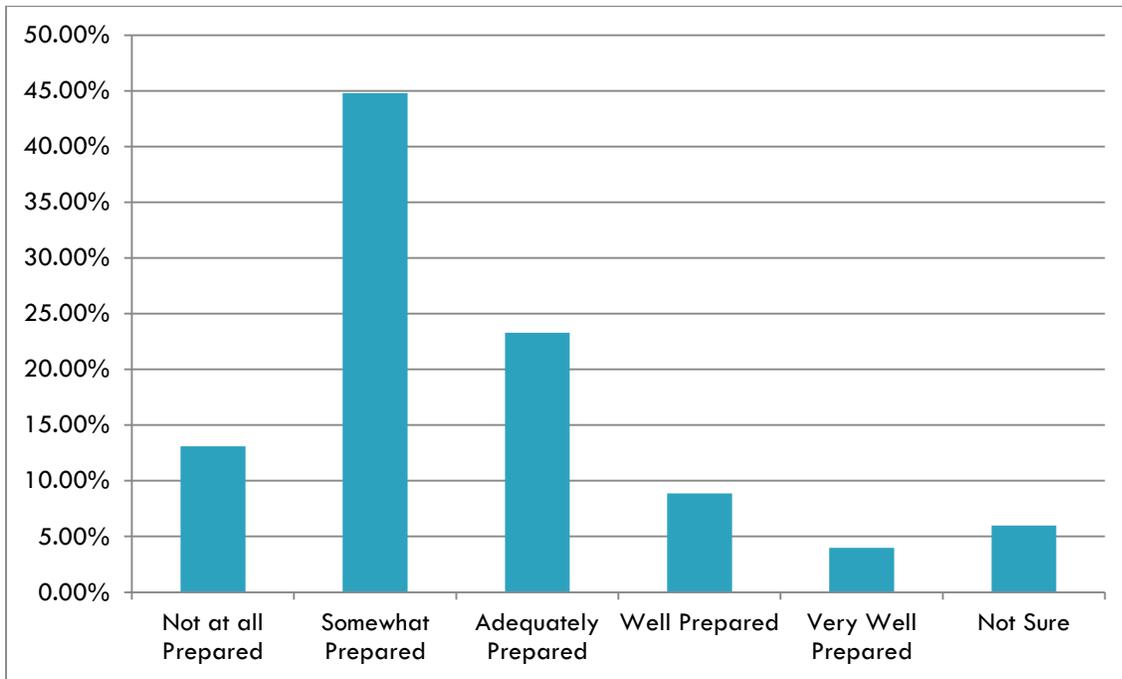
- Driver excess speed in RSM
- Driving conditions. Put a turn arrow indicator at every stop light. Every accident I have seen has been caused by people not following traffic safety and going when they shouldn't. I have almost been hit by people turning left when I had the right of way to turn right or go straight. I am concerned for my and my family's safety.
- EPIDEMIC DUE TO HOMELESS AND ILLEGALS
- Evacuation routes, people trying to all leave at the same time.
- Fake News, such as Changing Weather being stated as a Disaster
- Franchise Restaurants
- Gas leak
- Heat Wave
- Heavy rain
- Housing availability in Orange County as the effects of climate change worsen
- If these natural disasters occur and create bridge failure or instability...resulting in issues with getting food and water to residents or looting within the area.
- Increased number of people living here and evacuation preparedness, wildlife dangers (mountain lions, coyotes, rattlesnakes)
- Increased population and not enough apartment parking is creating a dangerous situation where parked cars, pedestrians, bicyclist, joggers and sharing the same lane with fast moving vehicles.
- "Ingress egress in and out of the city in case of the news to evacuate. There are really only 2 main arteries to get out
- Antonio and Santa Margarita Parkway. You need to take Santa Margarita to get to the toll road to get out and if toll road is closed then possible Santa Margarita parkway to Alicia or El Toro but both require taking Santa Margarita Parkway. Both Antonio and Santa Margarita and the toll road have bridges which creates concern in earthquakes trapping Brooke if the bridges fail. Also, what capacity doe these 2 exists gave for the whole city to vacate in Ames of fire evacuation "
- Isolation after a disaster. There are few roads out of Rancho and the residents could be trapped for a number of days with limited access to resources, including medical care.
- Large trees falling as a result of less watering and high winds
- Liberalism in Sacramento and Washington DC. God help us should Kamala or any other Democrat win.
- Looting if a power grid failure occurs
- Loss of Communications including cell service
- Main Bridge safety rails are too low during high winds or rain Pedestrians are not safe. No warning signage that this bridge has no center median. Fall hazards and barriers are not maintained on bridge roadway going over this bridge examples: Barb wire barriers are pushed down to the ground & trees from below overgrown into center hanging over low railings in some spots. Lighting at night gives the appearance there is solid ground in open center of this bridge. Life has been lost due to this hazard.
- Mismanagement of SAMLARC's funds and amenities.

- MORE DEVELOPMENT - be it residential (Dove Plaza) or retail (Chiquita Ridge). It will add more traffic, more people, more challenges during evacuation.
- Overbuilding, congestion.
- Overcrowding
- Overgrown trees with a likely hood of falling over and harming person or property when the Santa Ana winds are in full force.
- Pipe leaking in the homes. Multiple residences in RSM have had pipe leaks and damaging their homes.
- Probably not another natural hazard. But, since you included hazardous material spill, it wouldn't be unreasonable to include other anthropogenic events that could be widely disruptive - possibly even destructive to California/RSM
- Rain & Snow
- Reckless drivers
- San Onofre Nuclear Power Plant, Spent Radioactive fuel, Terrorism, Earthquake
- Second hand smoke, sometimes neighbors do smoke. I don't. My condo is in a second level, so I do get smoke coming up. Fyi
- Terrorism
- Terrorist attack with only 2 roads out of city
- Terrorist attack, Shooting...even though is not caused by Natural disaster
- The bridges allowing people to come in and exit RSM could get damaged due to either flooding or earthquake, leaving the residents or employees stuck in RSM with no way out or incoming resources.
- The OCFD has expressed concern about a fire being expected in the hills behind Trabuco Canyon. We have some issues with evacuation routes being far too limited from these areas should they be necessary.
- Too many homeless and too many people and not enough housing.
- Too many PEOPLE not enough space - TOO MANY HIGH DENSITY HOUSING. Lowering our property values and ruining our community
- Traffic
- Trees falling in the streets (due to the Santa Ana Winds)
- UC Irvine has a nuclear reactor, and I while I don't think it poses a severe risk, there would be health concerns about radiation if there was ever a severe enough earthquake to damage it.
- Vehicle accidents
- We need to take ownership of the homeless population and help these residents.

**repetitive comments were consolidated*

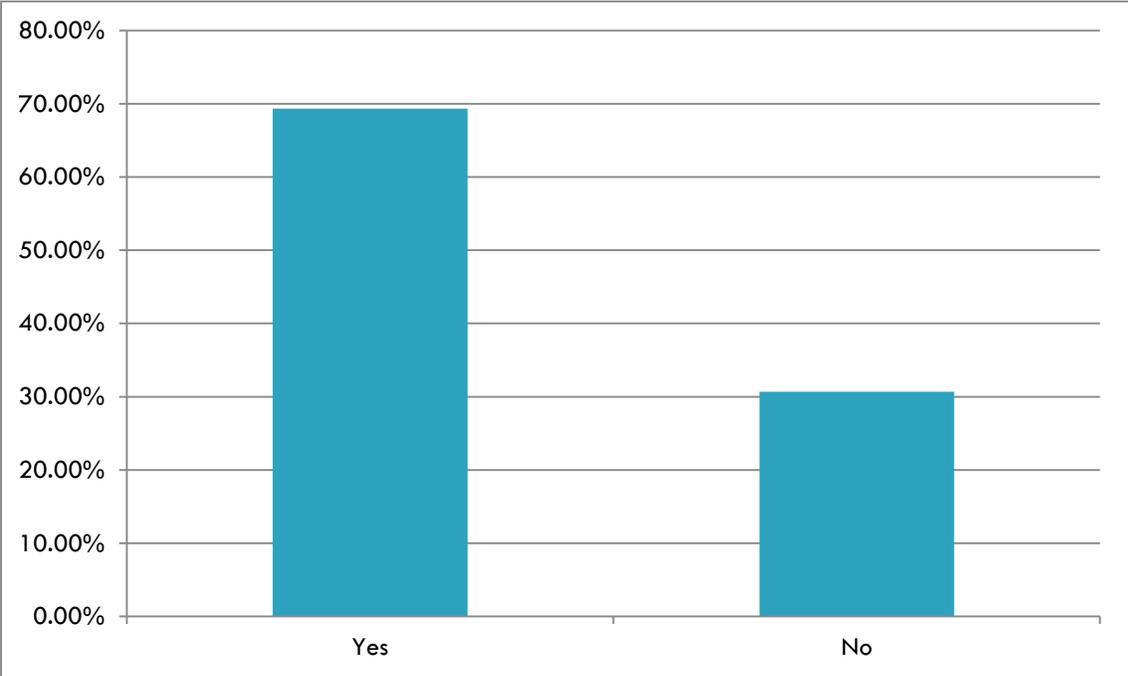
Question 8: How prepared is your household to deal with a natural hazard event likely to occur in Rancho Santa Margarita and/or the surrounding area?

A majority of respondents indicated that they were “Somewhat Prepared” or “Adequately Prepared” for a natural hazard.



Question 9: Have you taken actions to make your home, business, or neighborhood more resistant to hazards (such as anchored furniture and service utilities, functioning smoke detectors, regularly trimmed trees, etc.)?

A majority of respondents indicated that they had taken actions to make their home, business, or neighborhood more resistant to hazards.



Additional Comments*:

- All of the above, including community emergency preparedness training.
- All of the above, plus we have fire escape ladders for 2nd story bedrooms in case we can't access the stairs, we close vents in the attic / screen them in to prevent embers entering. We have planned meeting places for our family if we get separated.
- Anchored furniture and service utilities, installed smoke detectors, regularly trim trees
- Anchored furniture, earthquake kit, escape plan
- Anchored furniture, smoke detectors, carbon monoxide detectors, fire doors, regular tree trimming, installation of artificial grass, installation of rain gutters and effective drainage
- Anchored furniture. Earth quake kits.
- Anchored heavy, tall furniture to the wall.
- Apartment community manages neighborhood well (e.g. trimming trees, fire detectors, etc.)
- Applied keeps up with safety measures
- As a board member of my HOA board, I make sure a fire break exists on our slope area (where needed). In addition, trees and other association plants are trimmed back regularly.

Appendix A: Survey Responses

- Changing landscape to drought resistant for minimal watering, keep driveway, walkway and parking lots un-obstructed, adding solar panels and energy reserves to be self sustaining, adding double paned, UV resistant windows
- Check smoke alarm every 6 months
- Earthquake kit, anchored furniture and service utilities, installed smoke detectors, regularly trim trees
- Earthquake prep, fire prep
- Earthquake supplies (food and water), maintaining landscaping , anchoring furniture, emergency lighting, smoke detectors
- Emergency kits with food rations in all cars and at home. Fire detectors updated. Trees have been trimmed way back. Big furniture a d TV is bolted for earthquakes.
- Emergency Preparedness training and action plans have been developed.
- Evacuation emergency box, gas cutoff wrench
- Everyone has smoke detectors by default. Beyond that, I believe most are not prepared for a natural disaster.
- Fire alarms in the apartment
- Fire ladder and smoke detector
- Fire/smoke detectors, practice emergency scenarios, prepared bags with emergency supplies at work places
- Functioning smoke detectors, outdoor furniture stored where it can't blow away, tall furniture anchored against earthquakes
- Have a bucket of food stuffs.
- Have sandbags for flooding. smoke detectors installed.
- Home fire sprinkler and alarms. Landscape maintenance.
- I am CERT trained. Have Pulsepoint app on my phone. Have emergency kit and go bag at home. Family trained in basic safety. Also have shelves anchored to studs etc. Car inverter power. Cash/MRE's
- I GOT FIRE ALARMS. I GOT AN EARTHQUAKE KIT-I GOT INSURANCE.
- I have added alarms to all doors and windows as there has been 4 attempts to break in. My smoke detectors are always up to code. I have a fire extinguisher in my home as well as the one provided in the walk way out side. I request my vegetation be trimmed regularly, as my complex was neglecting it, to prevent unwanted pests and fire.
- I have anchored decorations on the awning above my bed.
- I have smoke detectors trim the trees, fire extinguisher.
- I keep my trees and bushes trimmed and I also have my water heater anchored.
- I live in Orange but have anchored water heater and trim trees.
- In addition to securing furniture, having smoke detectors, etc., we have go bags with supplies and clothing, essential files and info in ready-to-go packs, additional food and water for sheltering in place and some emergency equipment. We tried to follow what the fire dept. recommends as having ready in case of emergency.

- Installed newer smoke detectors, anchored pictures and TV's as well as furniture. Have a plan of escape in case of fire.
- installed smoke detector, trim trees, clean yards and around the house.
- Installed smoke detectors, anchored furniture, have emergency packs and evacuation plan.
- Installed smoke detectors, anchored water heater, HOA regularly trims trees
- Installed smoke detectors, installed carbon monoxide monitor, anchored bookshelves to wall, trim trees, clear brush
- Installed smoke detectors, regularly trim trees, drought tolerant landscape, Earthquake preparedness kit, first aid trained
- Just bought a new condo which has Smoke detectors/ CO2, Trees are regularly trimmed. When wildfire risk is high, I have a grab-and-go bag.
- Just normal precautions (smoke detectors, trim foliage, some spare supplies), nothing like a doomsday prepper.
- Keep foliage at a minimum, smoke detectors, extra food/water, emergency gear in cars
- Maintain a healthy perimeter around our house free of brush and clutter. clean landscape drains. Reserve bottled water stored, can goods.
- My company does that
- Neighborhood has made progress to mitigate the threat of wildfire and mudflows. We are also changing plant palettes to require less irrigation. We have several times invited the OCFA to make community presentations on how best to "harden" residences against the threat of wildfire.
- Our company has team of facilities and landscapers that regularly monitors our buildings.
- Our place of business has smoke detectors and safety plans.
- Prepared emergency kit for the home.
- Regular pruning of trees, ensuring proper drainage at property.
- Regularly check/replace smoke and CO alarms, some, not all, large furniture anchored to wall. I live in a condo complex, so there is not much I can do on the exterior, but don't have any immediate concerns.
- Regularly monitor surrounding landscape.
- Removed most of the furniture that would require anchoring (bookcases, etc...). Smart cameras, smoke and carbon detectors installed to increase visibility and detection.
- Safety items like fire alarms, smoke detectors, emergency kit, earthquake proofing, etc.
- SD, carbon monoxide det, water heater strap down, trees trimmed,
- Secured furniture, installed smoke detectors, installed fire extinguisher, ample flash lights throughout the home. We have much further to go to be more prepared.
- Secured furniture, removed old trees, personal evacuation plan
- Smoke & carbon monoxide alarms installed. Took out all overgrown trees. Have fire extinguisher. Water heater anchored in place per code. Have tried to talk to SAMLARC and the city about overgrown palm trees in my neighborhood that are too tall and could possibly blow over and harm person or property, but neither the HOA or the city has taken any appropriate action regarding this safety issue.

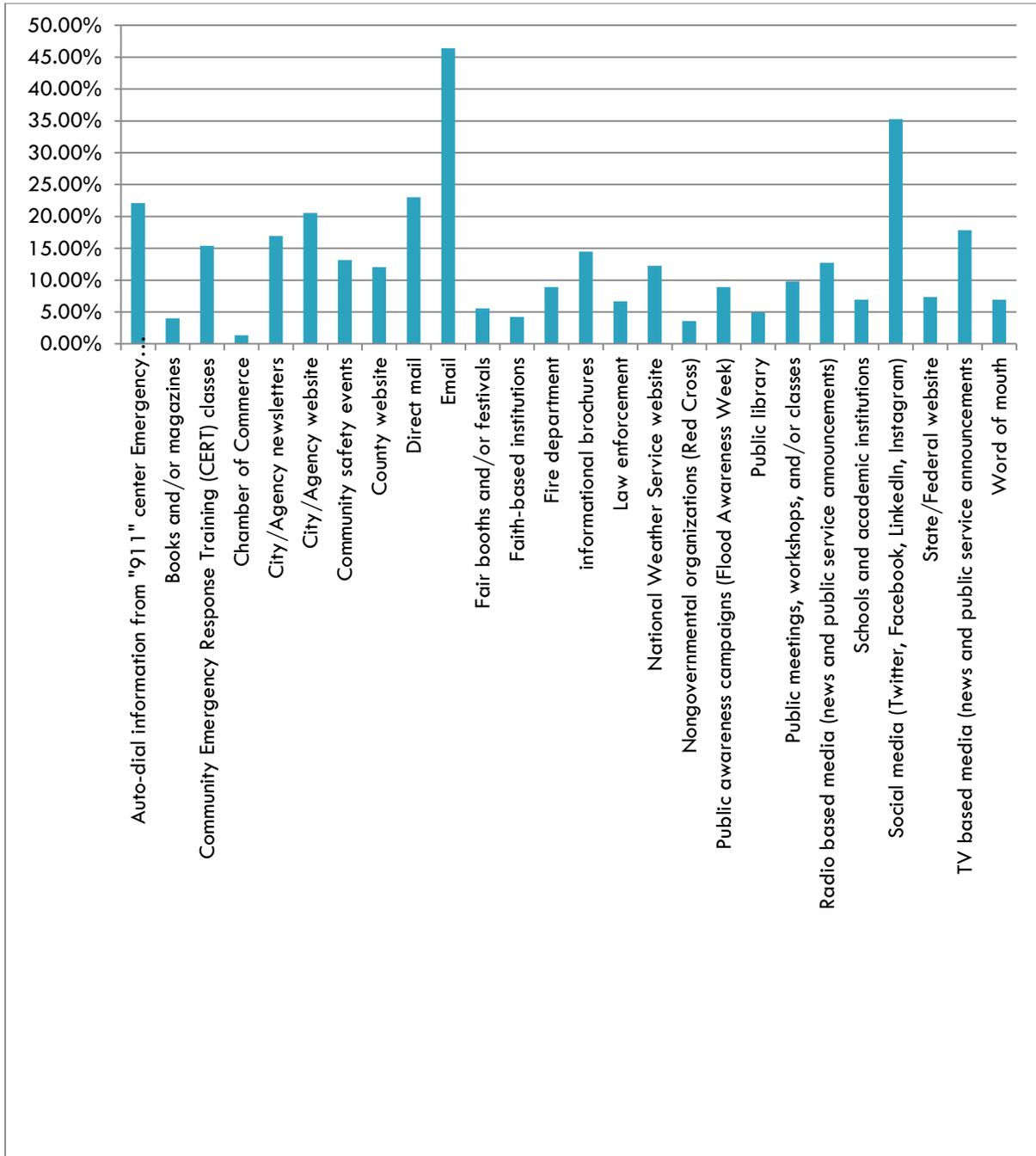
Appendix A: Survey Responses

- Smoke alarms, carbon monoxide alarms, strapped water heater. Bolted heavy pictures, first aid kit, emergency water food flashlights and batteries
- Smoke alarms, surveillance cameras, trees trimmed, removed flammable materials from storage areas.
- Smoke and CO alarms anchored hot water heater
- Smoke and CO detectors, anchored furniture, regularly trim trees
- Smoke detector, brush trimmed and security camera
- Smoke detectors, carbon monoxide monitors, landscaping, evacuation plan, water supplies
- Smoke detectors, fire extinguisher, emergency kits, emergency food and water
- Smoke detectors, indoor fire sprinklers, keeping clearance for movement indoors and out, easy access to exit doors.
- Smoke detectors, remove brush, service utilities
- Smoke detectors. water purifier. trimmed brush
- Solar, generator, supplies, guns, ammo. etc.
- Stocked with first aid supplies, food, water, other emergency supplies.
- The company has installed safety equipment like alarm, Fire Extinguisher, Fire Sprinkler, PPE, regularly trim trees,...etc.
- Took CEPA class. Have fire extinguisher. Low vegetative landscape. Removed large trees.
- Trees are cut, nothing heavy is mounted, outside drains are clear, smoke detectors have fresh batteries, everyone knows how to turn of the water, gas and electricity if needed.
- Trees trimmed annually. Smoke detectors installed.
- Trim trees and added vent screens for fire protection, furniture/picture anchored for earthquake
- Trim trees, clear roof, have smoke and carbon dioxide alarms
- Trimmed trees. Smoke detectors.
- We have anchored furniture, supplies, no vegetation that as a threat from fire. Fire extinguishers ladders for second-floor front and back.
- We have anchored our furniture outside and have emergency water and supplies at home.
- We have done all of the above. We also stockpile food, water, medical supplies and power sources. We take classes like CERT and CEPA and I volunteer with Anaheim CERT.
- We have followed normal recommended procedures for fire prevention, and actively identify and remedy potential hazards in our home.
- We have smoke & carbon monoxide detectors, trees are regularly trimmed
- We have smoke detector in every room, trimming tree twice a month, have a emergency plan for the family and go over every 6 months
- Yes the trees are trimmed
- Yes, but not nearly enough

**repetitive comments were consolidated*

Question 10: Choose the top 3 ways you prefer to receive information about how to make your home and neighborhood more resistant to hazards?

Most survey respondents indicated that email and social media were their preferred methods of communication regarding hazard resistance. Other preferred methods include direct mail, City website, and auto-information from 911 emergency notification.



Additional Comments*:

- Cell phone warnings and Amazon Echo

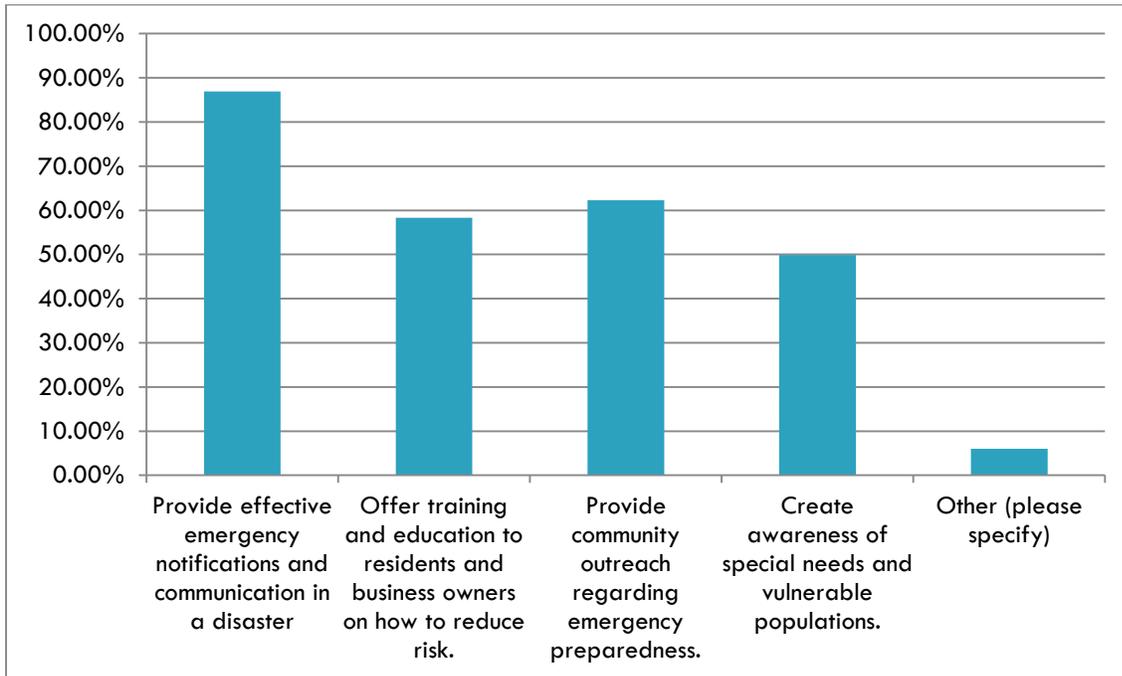
Appendix A: Survey Responses

- Community Townhall Meetings
- FYI the city of RSM does not offer CERT classes. Need to update survey. They used to offer CEPA classes.
- I believe these methods would reach the widest audience. Not many people seek out this information, so it needs to be in places they already frequent, or at events that are incentivized (i.e. safety fair with games/prizes/etc. that kids would ask their parents to attend)
- More a question than a suggestion: How will RSM communicate to residents in the event of loss of electric power (grid failure due to earthquake or terrorism). Lack of effective communication will be a very consequential circumstance.
- Neighborhood based meetings with specific recommendations would be awesome.
- Newsletters via direct ("snail") mail
- Online training available 24/7
- Phone alert in our area
- Since moving to the area, I have gotten emergency updates from the social media site NEXTDOOR, as well as by following OCFA on Instagram and Twitter. I feel that these have been the best sources of up to the minute information, especially during the Holy Fire.
- text messages
- Website dedicated to reporting emergencies and discussing preparedness issues and resources.

**repetitive comments were consolidated*

Question 11: How can your City, County or other Agencies help you become better prepared for disaster? Choose all that apply.

Responses to the most effective ways that respondents would like to become better prepared for a disaster was fairly dispersed between the options provided, with “Provide effective emergency notifications and communication in a disaster” the most preferred option. The other three options were similarly ranked at around 50 to 60 percent.



Additional Comments:

- Again, more of a question than a suggestion: How can RSM convince residents of the need for them to take personal responsibility for their well-being in the event of a disaster? Residents take for granted that agencies/services will always be there to meet their every need. The odds of a catastrophic event are low, but the consequences of not being prepared are extremely high. Communication will be very important.
- Any way of spreading information is better than not spreading information at all. It's just a matter of being cost efficient and reaching the widest audience.
- Cap the number of Franchise Restaurants allowed in Rancho Santa Margarita
- Develop Emergency Evacuation Plan for the City since there are not many ingress or egress routes to the City.
- Encourage the creation of small area (e.g., HOA based or block based) response teams.
- Have a readiness fair. With displays in how to prepare. Booths that offer readiness supplies, such as emergency food, water, generators etc.
- Have the County Parks Dept. put a firebreak along Alicia Pkwy. from RSM Pkwy. west to the houses....if that brush catches fire those of us who's houses back up to the other side of Alicia may lose our houses.

- Improve enforcement of building codes (eg gas shutoff valves) for existing structures at sale
- Information on where the safe zones are (RSM Disaster Relief Stations) and provide them to all employers within the city.
- Listen to what our needs are DONT fall into the hands of big business - like those wanting to change the zoning for Dove Canyon Plaza
- lower taxes
- Maintain our City controlled public roadways
- Make it mandatory for realtors and landlords to provide resources on basic safety with additional information as to where to learn more on preparedness. This should be made simple as not to add burden to realtors and landlords. Since these persons are indirectly aiding in bringing people into communities.
- Many of the routes into and out of Rancho Santa Margarita depend on cars. More accessible and robust connections to bus and metrolink infrastructure would increase the options for evacuation, or navigating around disaster impacted roads.
- Notify homeowners when it is time to trim back brush of trees (in areas that back to fire hazard hills and canyons). This is crucial and it should be a priority for our city.
- Organize a CERT team and utilize them in ongoing preparedness training and community outreach
- Please have evacuation fire drills for all of the communities in RSM . Plan it with the boards from each HOA. Do them one or two at a time then have a city wide evacuation fire drill . Or as OCFA and OCSD sees necessary.
- Practice evacuation drills realistically. (Robinson Ranch has one way in and out. Same with Dove. Coto has narrow slow streets in and out.) Additionally, stop further development. We are crowded enough. We don't need a Paradise situation here. They drilled, but it didn't help them.
- Provide discounts on 3 day preparedness kits for families
- Provider a website dedicated to reporting emergencies and discussing preparedness issues and resources.
- Reach out to public and private schools, since thousands of children will often be kept on campus in the event of disaster.
- Stop being worthless power hungry politicians that are more concerned with the perpetuation of their own power than being forward looking and planning.
- Text updates when there is a disaster threat
- Work with local churches

Question 12: Please utilize the space below to provide any additional comments regarding local natural hazards, disasters, and preparedness.

Comments received on Question 12 are provided in their entirety, below:

- a power failure that prevented issuance of public warning notices for fire, floods, extreme weather etc. would be a bad combination, especially if evacuation was attempted with no working traffic lights or streetlights
- A training to business owners and top business managers what to do in case of a hazard alert.
- Add a city app for updates
- alerts should be sent via text message or nearby towers through cell services
- As a part of the Orange County community, I would hope the plan includes considerations for the use of RSM land and resources that can be spared for humanitarian support of other Orange County residents, including North Orange County homeless
- As resident of the Robinson ranch development I would like to see a large push for CERT training and preparedness made available for the neighborhood
- Bridges lead us in and out of our city-over Alicia, up Antonio. If these bridges are compromised, we're doomed
- bring live animals to eat the wildlife grass, to prevent going on fire.
- By far, our city's greatest natural hazard risk is the danger of wildlife. The city needs to be more proactive in addressing this risk! We live in an area that is more exposed to a potential wildfire disaster. Many insurance companies have recognized this risk, by canceling policies. The time is now to start a program to reduce this risk (more brush clearance, etc),
- CERT Classes / Training in RSM is very good and helpful - highly recommended.
- Communication Failure - Cable, Cell Site Towers etc.
- community outreach will be helpful
- Concerned about trees planted along Antonio Parkway. What's the likelihood that the trees come tumbling down to our houses during high winds or other disasters.
- disaster preparedness fairs, ham radio
- During the 2007 wildfires, I received a reverse 911 message to "evacuate in place". I have never seen an explanation of what that means.
- "During the recent Holy Fires, there was a lack of reliable information available as to the status of the fire. The information provided by OCFA, Cal Fire, the City, and County was pathetic. I live in Trabuco Canyon and had the fire shifted we would have been in its direct path. However, I found it nearly impossible to find up to date reports on the status of the fire. OCFA provides some updates via Twitter (which not everyone uses) and Cal Fire provide some updates on its website, but there was no consistent reporting. Updates may be an hour or two apart, or 10-12 hours apart. I am fortunate that I work in RSM and was literally able to see the fire from my office, but for those of us that in other areas and live in RSM, regular, reliable updates as to the status of fires (or any hazard) are crucial to ensure our families and property are safe and protected. The agencies need to work together to provide citizens a single, consistent message containing all relevant information. And this information needs to be directly communicated to citizens (via e-mail, text, etc.) or easily accessible online. (I did sign up for AlertOC as well and that also proved useless because the information is too broad and inconsistent.)
- Thank you."

- Emergency notifications need to be easy for all to access and understand, especially special needs and vulnerable populations. Notifications on news media is not enough and not reliable. Unrelated to RSM but during a 2017 wildfire, the Orange County fire department website did not provide a map or a list of cities that were impacted (only had "Canyon -II Fire" page and a list of its Status, Start Time, Time, Incident Narrative, Road Closures: "Yes", Mandatory Evacuations: "Yes", Voluntary Evacuations: "Yes", Total Acres Burned: "100", etc.), the fire department phone line was closed due to holiday, calls were transferred back and forth in which they concluded that I need to watch the news for notifications. My elderly parents did not know when and in which direction to evacuate. They had to wait for the news station to complete its rerun loop which provided as little help as the fire department website. OC register website article was most helpful but only provided directions of cross streets which makes it difficult to orient without a map (i.e., Evacuation ordered east of Weir Canyon Rd. and Serrano Ave.) but more importantly, it was outdated information! Please make it very clear on a designated website, a LIVE list of cities or a mapped area of impact, and clear directions on an action plan. Thank you for looking into this and planning ahead!
- Engage insurance companies to determine what would satisfy them so that they don't cancel policies
- Ensure vegetation does not conflict with any above-ground utility structures and work to underground as many above-ground structures as possible. This may help reduce the frequency of receiving notifications of SCE's Public Safety Shutoff Program during high wind events and could help reduce the risk of fires.
- Fire
- Fire and earthquake seem like the once most likely to cause problems, and information regarding these would be helpful.
- following the instructions when disasters occurred.
- For being prepared for hazards maybe put in a alarm on the phones just like the amber alerts.
- Have a yearly drill city wide, in case of earthquake, fire or another mayor event, to create awareness. Thanks
- How about text message?
- I attended the RSM emergency preparedness classes. They were great. I did not have enough time to follow up on everything that I learned. I would be happy to spend money to have a business help me get my house better prepared, and to have appropriate supplies.
- I believe it is critical to have an emergency evacuation (of RSM) plan in place and most importantly, publicized so residents know how to exit the area. I fear the "every man for themselves" traffic jams we could have without proper planning.
- I don't feel at risk in RSM.
- I think fire is the biggest threat to my area (Robinson Ranch).
- I wish OC Alert worked better. I don't feel like I receive relevant alerts on a regular basis.
- "I would like to see HOA back UH and fire drills conducted by the sheriff's department in RSM.
- Also # 6 on this survey did not work correctly"

- If communication and transit is streamlined the ability to react when disaster strikes will be faster. If the stop lights are switched over and warnings are issued to the public it will help.
- If we had an Auto Parts Store in RSM. We could keep our cars more dependable.
- If you plan to continue the CEPA program it would be wise to develop a more robust syllabus so that graduates are more prepared for emergencies.
- In advanced choose business's that will offer their items or services if they are able to in an emergency. Therefore possibly becoming a local food bank where after order is restored they will be reimbursed. This way items like water, blankets, propane can be available immediately until FEMA arrives or other helping organizations. Use this as another avenue of creating immediate resources. Similar to how CERT volunteers take on a small role of a first responder by offering help before fire and law enforcement arrive.
- Include Red Cross as OCFA doesn't have very good programs - County EOC would be great to educate the public.
- Is the Local government prepared if something happens (hope not) to all the bridges (collapse) to & from RSM?
- It would be nice to be given awareness of the city's safety protocols.
- Make sure pets are considered a high priority
- Make the associations in the City have plans in place and educate their renters and home owners on the plan.
- Many people are vastly unprepared to fulfill a sustained need for water, food, medical if an emergency occurred that disrupted local services such as a large scale earthquake.
- Most of the people think that is not happened to us but, really we all need to take conscience in regards of a natural disasters. All communities should receive an Alert message by mail so people keep that in mind. Thank you so much for thinking in our community.
- Neighborhood/community unity...!
- Our family definitely needs to become more prepared for unexpected events. This is something that relies on us, not the city.
- Our neighbors are very unhappy about rezoning of Dove Canyon Plaza. Why were our concerns ignored and AGAIN we are being threatened by too much housing - our homes are losing value our community is not getting better WHY???
- People in general don't think about this kind of stuff very often, or even care about it until something happens. For many, it's not a tragedy until it happens to them. The best way to circumvent this is: incentives, making information unavoidable, and getting personal. There's a tricky balance to doing this, and it will cost money initially, but it will also save lives and save money in the long run. It's cheaper to spend \$10,000 preventing a fire, than it is spending \$10,000,000 rebuilding and processing claims (those figures aren't accurate, just examples).
- People need to think ahead and prepare for the most likely issues with common sense.
- perhaps alert system in cell phones would help.
- please be PROactive instead of REactive. This survey is a good start.
- Please maintain the Arroyo vista canyon. A fire there would be devastating to our community
- Please make sure people stop running red lights.

- Potential for fires due to wilderness park
- Probably nothing to worry about
- Provide statistics of local disaster areas, when to expect certain disasters, how to prepare
- Regular maintenance on things which can influence natural disasters is critically important. Things such as brush clearing to reduce wildfire threat, or maintenance on dam structures.
- RSM residents don't see very many hazards or disaster. However, we need to be better prepared and informed with guidance from the City.
- SAMLARC needs to provide resources and training to assist residents with the preparation for a natural disaster.
- Seems like vital information is not centrally located during a disaster. And act as a clearinghouse for information to prevent misinformation. We had a major flood on our street and we had to really search for accurate information during the event. Same with a recent fire and also with criminal activity in our area.
- Some information is very generic, but it would be great if OCFD could do a walk through of neighborhoods and provide an analysis to residents with suggestions to remedy the problems. Addressing HOAs often doesn't get word back to actual residents.
- Thank you
- Thank you! RSM does such a great job with Disaster Mgt. Please offer CERT training when you can.
- The city needs to go through RSM and get rid of trees that are too big and vegetation that is dried up due to the drought that they are responsible for, and make residents do the same on their properties. If high winds or fire erupted, just from overgrown trees and dried up trees and shrubs will facilitate the disaster.
- The greatest threat in the next 10-30 years will be cyberattacks on city infrastructure and bioterrorism. The city would do well to begin implementing programs with these threats in mind.
- The power outage happens a lot to where the traffic light goes out, please send a traffic officer to direct traffic. Most people do not know how to use a 4 way stop
- The ppl trapped in their cars while trying to flee the fire in Paradise perished because of poor planning by their local officials. There were too many cars and only one road out. SMH!
- The threat of wildfire I believe is most important
- The water Tank just above the Arroyo Vista Tract coming apart in an earthquake and fire jumping Alicia Pkwy.....the trees on our side getting torched and then our houses.
- "These were leading questions. And half of the potential hazards were linked - for example, a bad earthquake that breaks the dam that leads to flooding.
- Most of my concern isn't even about Rancho itself, its more about the routes I can take to get home if there's an emergency. "
- they are dangerous
- Training would be most effective.
- Tv ...
- Use local business employees - trained for emergency situations as volunteers in the event

- Use local businesses to help us put a disaster kit together.
- Use of cell phone notifications like the amber alert system
- We have limited escape routes out of RSM proper. This needs to be part of the discussion.
- We have local boy scout, girl scout, and cub scout groups that you could possibly present to and coordinate some sort of community outreach programs.
- Weather Change and earthquake. Chemical Incident and Emergency Awareness trainings.
- Work with schools and law enforcement

Question 13: Would you like to review and comment on the draft of the Rancho Santa Margarita Local Hazard Mitigation Plan?

Question 14: If you would like to be notified of future opportunities to participate in hazard mitigation and resiliency planning, please provide your name and contact info

Names and contact information for responders who wish to comment on the LHMP are not included within.

