



ANNUAL REPORT

Reducing risk, protecting lives, and strengthening communities through partnerships and preparedness



FY 25/26

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LETTER FROM THE DIRECTOR OF EMERGENCY OPERATIONS

As I reflect on previous fiscal year, I am filled with a strong sense of pride and appreciation for the dedication of the professionals who continue to plan, prepare, and respond to emergencies and disasters across San Joaquin County. This year also marked my one-year anniversary as Director of Emergency Operations, a role I am honored to serve in. Leading a team of highly capable subject matter experts across multiple disciplines has reinforced my belief that our strength lies in our people, our partnerships, and our shared commitment to public safety.

The 2025 year coincided with San Joaquin County's 175th anniversary, a milestone that highlights a long-standing legacy of resilience, growth, and service to our communities. As we recognize this history, we are reminded that our work today builds on generations of public service, and that our responsibility is not only to respond to incidents, but to strengthen the systems that will support the County for decades to come.

While there were fewer large-scale activations than prior years, our operational tempo remained steady. The County experienced a range of incidents, including severe weather, agricultural impacts, levee concerns, and hazardous material events in the Delta waterways. Throughout these events, our Duty Officer program, foundational to effective emergency management, maintained continuous situational awareness, ensuring timely coordination with local jurisdictions, special districts, and our State and Federal partners.

One of the most significant areas of progress this year was in public engagement. Enrollment in SJReady Alerts more than doubled, reflecting both increased community awareness and trust in our alert and warning system. This growth is not incidental, it is the result of deliberate outreach, stronger messaging, and a commitment to meeting our communities where they are. We have advanced several key initiatives that position the County for continued success. These include strengthening and enhancing technology utilization and data integration, expanding Geographic Information System (GIS) capabilities to support decision-making, and increasing focus on Access and Functional Needs (AFN) planning ensuring emergency planning across the whole community.

Looking ahead, our focus is on sustainability, capability development, and resilience. We will continue investing in technology, staffing, and systems that improve coordination and information sharing. We are prioritizing recovery planning and long-term resilience strategies, recognizing that the impacts of disasters extend well beyond initial response. We also remain committed to fostering a culture of continuous improvement, learning from each incident, exercise, and after-action review to strengthen our programs.

A handwritten signature in dark blue ink that reads "Tiffany Cacho".



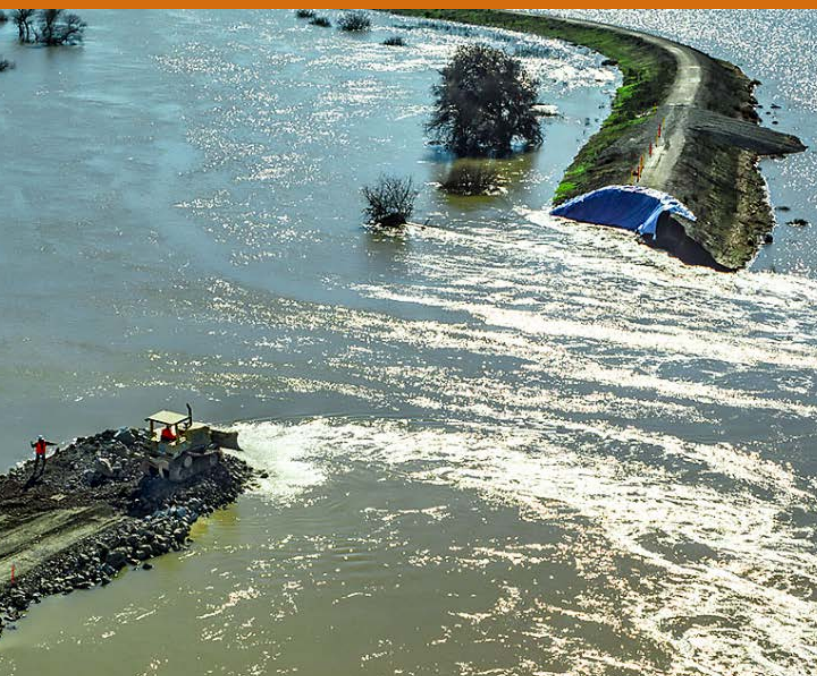
OUR LEGACY

OES has a long and respected history of responding to crises both large and small. Our work began in the 1950s as part of the National Office of Civil Defense and evolved into today's modern emergency management agency. For more than seven decades, our efforts have been focused on safeguarding the public through preparedness, coordination, and action.

OES has responded to countless disasters that have shaped the region from the record floods of 1997 to wildfires in 2024, prolonged droughts in 1988 and 2014, hazardous materials incidents in the early 2000s, and the H1N1 and COVID-19 pandemics.

After the 2017 Winter Storms, OES spent almost seven years managing the long-term recovery process. And in 2023, for the first time in history, San Joaquin County residents became eligible for the Federal Emergency Management Agency's Individual Assistance Program allowing families to directly apply for disaster relief funding.





ADVANCING THE BOARD OF SUPERVISORS' STRATEGIC PRIORITIES



CONTINUITY OF OPERATIONS (COOP)

Finalize the Countywide COOP base plan, secure Board approval, and ensure all departments complete plans.

DROUGHT AND WATER RESILIENCE PLAN

Develop and adopt a countywide drought and water shortage plan in compliance with SB 552.



DRONE PROGRAM

Establish a joint operational UAS group to enhance technology use and coordination.

GEOGRAPHIC INFORMATION SYSTEMS

Deploy a real time mapping and data system to improve situational awareness and decision making.





EMERGENCY OPERATIONS CENTER SUPPORT TEAMS PROGRAM

Build response capacity by training and certifying nine Disaster Service Worker strike teams.

EMERGENCY PUBLIC INFORMATION OFFICER PROGRAM

Expand outreach efforts by attending at least 15 events annually to strengthen community trust and preparedness.



CAREER TECHNICAL EDUCATION PROGRAM

Develop a Career Technical Education program with high school partnerships and create at least two annual college internships.

PLAN DEVELOPMENT

Continuity of Operations Plan

The COOP Base Plan provides a clear and coordinated framework to help county departments navigate uncertainty with confidence. It defines essential functions, continuity strategies, and lines of succession, ensuring that even during unexpected events, operations can continue with minimal interruption. In addition, integration with the Information Services Department (ISD) assessment is underway to align critical technology systems and infrastructure with continuity planning efforts.

Drought Resilience Plan

The Drought Resilience Plan advances coordinated strategies to strengthen community preparedness, water security, and long term resilience to drought related impacts across San Joaquin County. Through a collaborative partnership with Little Manila Rising, the Office of Emergency Services supported the Community Resilience Collaborative focused on drought and flood planning. This partnership engaged community members through workshops, outreach, and preparedness education to help vulnerable populations better understand climate related risks and build capacity for emergency response and recovery.





TECHNOLOGY AND INNOVATION

San Joaquin County OES is advancing a coordinated technology and innovation Initiative focused on strengthening emergency response capabilities through integrated systems and real time data tools.

Key efforts include the formation of the San Joaquin Drone Operations Group (SJDOG) to support joint Unmanned Aircraft System operations, development of a public safety Geographic Information System program for real-time mapping and incident visualization, and implementation of a unified alert and warning ecosystem. This includes Everbridge for mass notification, Nixle for community alerts, Perimeter for shared situational awareness mapping, and WebEOC for coordinated incident management across partner agencies.



Working at OES allows me to continue my service to the community after leaving the Army. My passion is helping our County remain at the forefront of emerging technology to ensure we have a prepared, safer, and more resilient community for when the worst case happens.

-Lowell Barber, Emergency Planner

DRONE PROGRAM

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San Joaquin County Office of Emergency Services' fleet of Unmanned Aircraft Systems is equipped with a range of payloads and sensors to support County agencies, cities, and special districts, as well as provide regional mutual aid.

INCIDENTS SUPPORTED

- Hog Island Fire
- City of Lathrop Birthday Celebration
- TCU Lightning Complex Fire
- Missing person
- Wildland, vegetation and structure fires

An aerial photograph showing a wildfire in progress. A drone is visible in the center of the frame, flying over a field of smoke and fire. The background shows a dirt road, some buildings, and a white pickup truck. The large orange number '136' is overlaid on the left side of the image.

136

TOTAL FLIGHTS

SJREADY ALERTS

SJReady Alerts is San Joaquin County's official emergency alert and warning system, providing timely notifications about emergencies and critical incidents. Residents can receive alerts on their home phone, cell phone, and email. The service is free and helps keep the community informed and prepared.

TEXT "SJREADY" OR ZIP CODE TO

888777

CONTACT TYPES

- Residential wireless
- Residential landlines
- Residential VoIP
- Manual registrations
- Business VoIP
- Business landlines
- Web registrations
- Business wireless



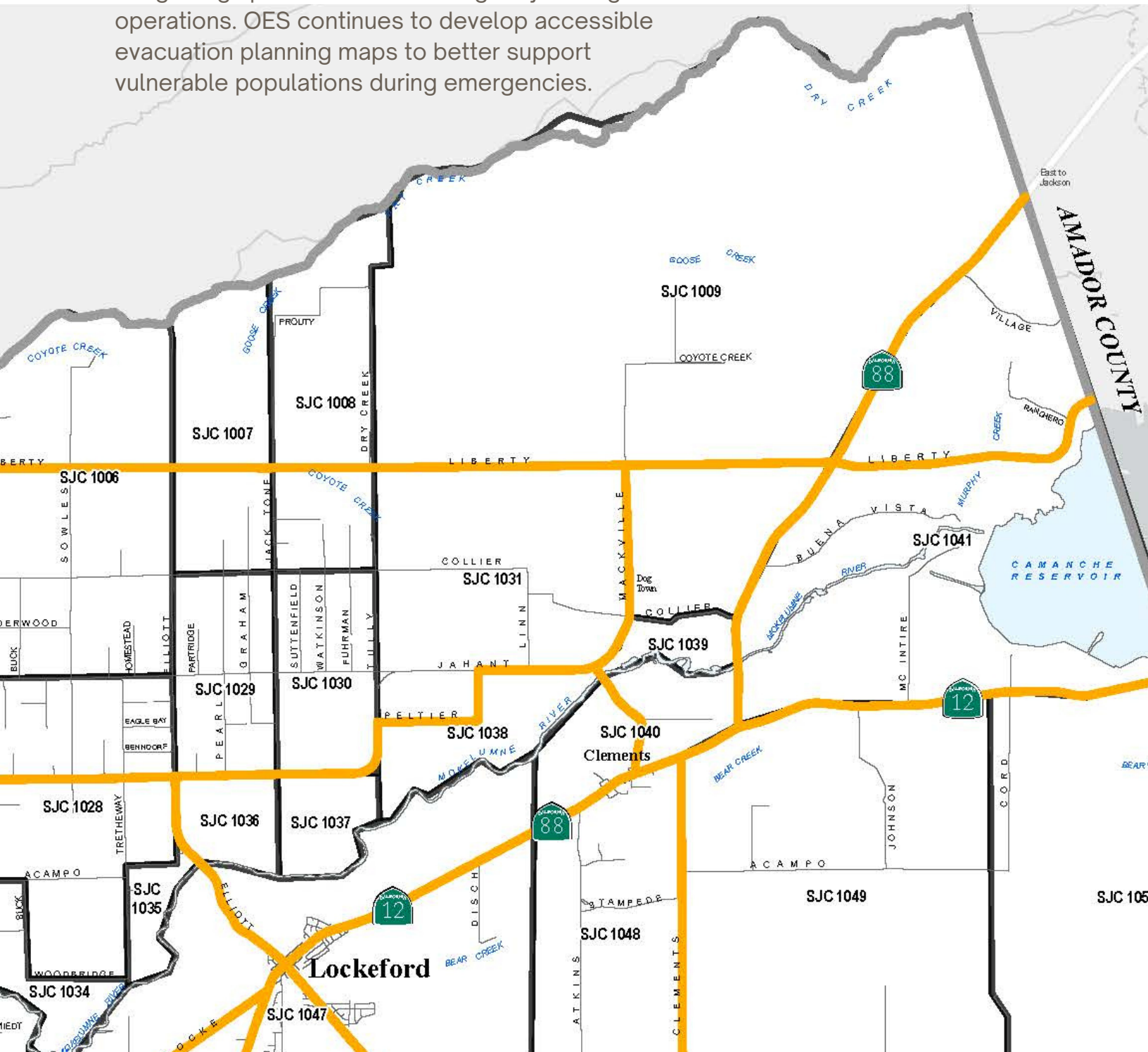
It takes all of us as a community to come together to sustain and rebuild during and after disasters and emergencies.

-Tiana Harris, Eligibility Worker II, Human Services Agency, Served as a Disaster Service Worker during the COVID-19 Pandemic, 2022 - 2023 Winter Storms and levee failure in 2024.

GEOGRAPHIC INFORMATION SYSTEM (GIS)

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The Geographic Information Systems (GIS) program is strengthening emergency activation capabilities by integrating spatial data into emergency management operations. OES continues to develop accessible evacuation planning maps to better support vulnerable populations during emergencies.



EMERGENCY OPERATIONS CENTER (EOC) SUPPORT TEAMS PROGRAM

The program currently maintains 4 EOC Support Teams, with a strategic goal of expanding to 9 interchangeable teams by 2027 to strengthen operational depth and reduce reliance on single departments.

Recruitment for the 2026 cohort is underway, using a structured, rubric based selection process to ensure qualified and committed participants, with supervisor approval required to maintain operational continuity.

”
Working at the EOC has taught me that at some time or another we might all need help. Since working at the EOC, I can say I am prepared at home for whatever may come.

-George Lackey, Crafts Worker IV, Served as Disaster Service Worker during the 2022 - 2023 Winter Storms.





EMERGENCY PUBLIC INFORMATION OFFICER PROGRAM

247

*ACTIVE MEMBERS IN THE
OPERATIONAL AREA JOINT
INFORMATION SYSTEM (JIS)*

The program is designed to strengthen emergency public information capacity across the operational area by developing a coordinated, trained, and resilient network of public information professionals.

The program supports consistent, timely, and accurate communication before, during, and after emergencies, ensuring that communities receive clear, trusted, and actionable information when it matters most.



PUBLIC INFORMATION, OUTREACH AND EDUCATION

17

DISSEMINATED OVER

12,000

PIECES OF MATERIALS

3.12%

INCREASE IN SJREADY
ALERTS OPT-IN

11

OUTREACH EVENTS
AND PRESENTATIONS



CAREER TECHNICAL EDUCATION (CTE) PROGRAM



The emergency management pipeline creates a defined and structured pathway for prospective future employees and/or students in the emergency management profession. It provides both an introduction to the profession to high school students, as well as guided educational and occupational opportunities.

To achieve this goal, OES partnered with local school districts, community colleges, and local universities including Stockton Unified School District, the University of Pacific. Currently, we are hosting high school interns this summer, with the assistance of San Joaquin A+.

The OES internship teaches you the inner workings of emergency services and their day-to-day functions. You get a perfect example of teamwork and unity within the space and I'd recommend this experience to all high school students.

-Zaira Quote, Intern, Franklin High School, Stockton, CA



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FINANCE & ADMINISTRATION

\$3.05 M
GRANTS ADMINISTERED

Grant funding enhanced regional readiness through investments in public safety equipment, specialized response tools, training, and infrastructure improvements.

SERVICE AREAS

- Support to operational area
- Project delivery
- Cost savings
- Disaster cost recovery

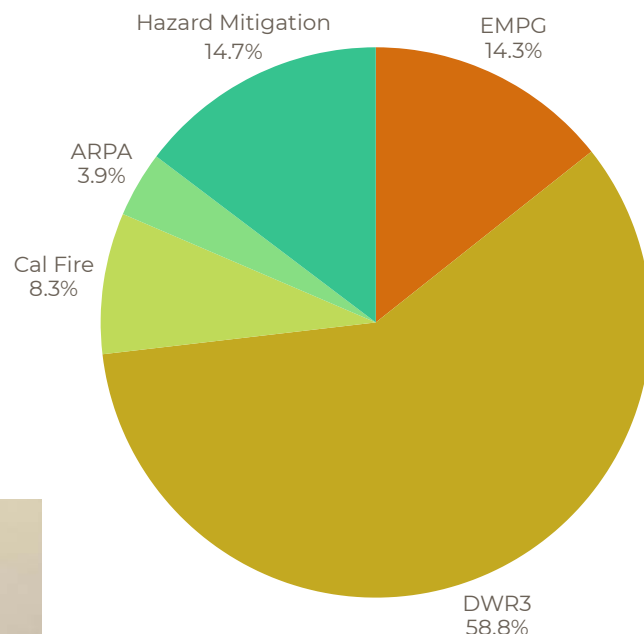


GRANTS & DISASTER RECOVERY

GRANTS FUNDING

In Fiscal Year 2025 to 2026, OES secured \$1,826,686 in grant funding to support a wide range of initiatives including the development and update of key emergency plans such as the Continuity of Operations Plan (COOP) and Emergency Operations Plan (EOP), 38 local flood plans, the Multi-jurisdiction Hazard Mitigation Plan, and critical training programs.

FY 25/26 Grants Awarded to OES



DISASTER RECOVERY

\$2.37 M

RECOVERED FROM THE 2022 STORM

An estimated total of \$6,483,666.91 is pending reimbursement related to recent storm events and emergency response efforts.





**OFFICE OF
EMERGENCY
SERVICES**

Reducing risk, protecting lives, and strengthening communities through partnerships and preparedness

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