



# **PG&E Community Resource Center Plan**

**Updated November 2022**



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The CRC Plan references 2022 pre-season report tables, which can be found on [www.pge.com/psps](http://www.pge.com/psps). These tables will be updated in the 2023 pre-season report in accordance with CPUC reporting guidelines.



# 1. Community Resource Center Objectives

During a Public Safety Power Shutoff (PSPS) event, PG&E will open Community Resource Centers (CRCs) where community members can access basic resources including:

- A safe location to charge electronic devices and medical equipment;
- Up-to-date information about the PSPS event; and,
- Water, snacks, blankets, ADA-accessible restrooms, and other items.

PG&E continues to build out a robust portfolio of contracted CRC locations, including indoor and outdoor sites, which can be quickly opened when needed. Sites were identified in collaboration with counties, Tribal governments, and other key stakeholders and are reviewed annually.

**Figure 1: Potential CRC Locations**



PG&E may also decide to open CRCs during other types of emergency events in accordance with the criteria set in EMER-7001S: Enhanced Customer and Community Support During All Hazards Standard.

## 1.1. Current CRC Portfolio

The current CRC portfolio includes 114 event-ready indoor sites and 287 event-ready outdoor sites as of November 22, 2022. Figure 1 shows the locations of these indoor and outdoor sites and a full list is in Table 1. Sites are generally concentrated where PSPS events have occurred in the past. Additional site selection methodology described in Sections 2.1 and 2.2.

# 2. CRC Location Strategy and Preparation

## 2.1. CRC Site Selection Criteria

Though the current CRC portfolio is robust, PG&E will continue to add new sites in collaboration with counties, Tribal governments, and other key stakeholders while also considering need changes due to system hardening, sectionalizing, and other grid improvement projects.

When identifying and reviewing potential CRC locations, PG&E uses the criteria outlined below.

- **Indoor CRC Site Criteria:**
  - Compliant with safety requirements (i.e., earthquake/fire codes, occupancy limits, meets all local codes, possesses interior and exterior lighting);

- Americans with Disabilities Act (ADA) accessible and meets all associated facility and parking guidelines;
  - Capable of receiving backup generation;
  - Able to accommodate a reasonable number of people;
  - Outfitted with ADA-compliant restrooms and indoor plumbing and/or able to accommodate portable ADA-compliant restrooms;
  - Reasonable amount of off-street, paved parking; and,
  - Equipped with a level loading area to accommodate loading and unloading of materials.
- **Outdoor CRC Site Criteria:**
    - Approximately half acre or more in size;
    - ADA-accessible lot; and,
    - Able to accommodate portable, ADA-compliant restrooms

CRCs are set up in locations known to the public with two or more egress routes. Indoor CRCs are located in buildings such as community centers, libraries, schools, churches, senior centers, and other publicly known facilities. Outdoor CRCs are set up in local parking lots that are known to the public.

PG&E relies heavily on input from local officials – in offices of emergency management and Tribal governments especially – as to where CRCs will best serve their communities. In 2020, as PG&E worked to greatly expand its CRC portfolio, it used a ranking system to prioritize those counties most likely to be impacted by PSPS. This methodology factored in the historical actual and potential frequency of PSPS events, populations in high fire threat areas, and actual and potential numbers of customers impacted by PSPS. Using a three-tiered prioritization, PG&E set targets for both indoor and outdoor pre-identified CRC locations by county and, working closely with the counties and Tribal governments, built out a robust portfolio of potential CRC sites, concentrated in areas most likely to be impacted by PSPS. By the end of 2020, PG&E had a portfolio of 98 indoor and 265 outdoor event-ready, pre-approved, potential CRC locations.

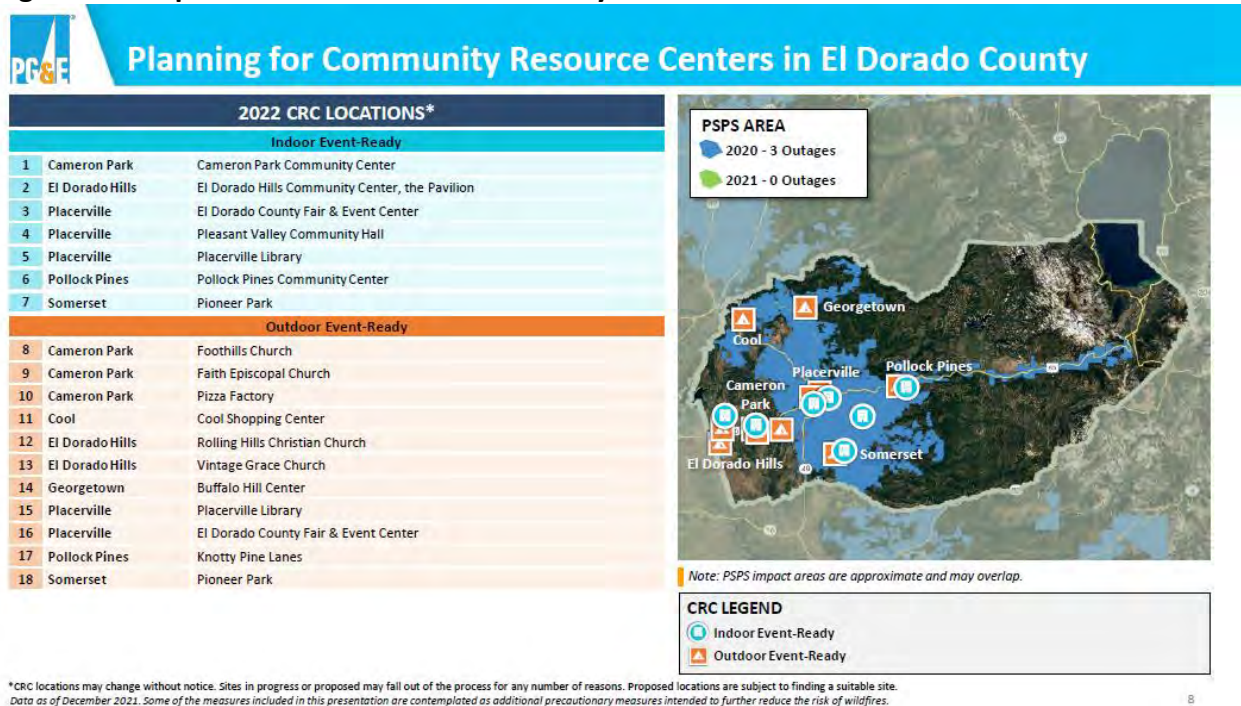
With this robust portfolio in place, in 2021 and 2022 PG&E did not set incremental additional CRC targets by county. Instead, PG&E conducted outreach to all PSPS-impacted counties and Tribal governments in the service territory and provided a map showing where their counties had been impacted by 2020 and 2021 PSPS events and all existing or in progress CRC locations (see Figure 2). These were used to start conversations and collaboratively identify what, if any, additional CRC locations to add. This approach (described in detail below) continued PG&E’s strategy of utilizing the communities’ and Tribal governments’ expertise to know what and where would best serve their communities if/when they are impacted by PSPS. The CRC team is actively pursuing the additional CRC sites identified through this approach in 2022, which can be an iterative process as not all identified sites meet the criteria to be a CRC or are willing to act as a CRC. PG&E will continue to utilize this approach in 2023.

## **2.2. Collaboration with Stakeholders on CRC Plan**

PG&E created this CRC Plan in consultation with regional and local governments, Advisory Boards, public safety partners, representatives of the disability, aging, access and functional needs communities, Tribal representatives, senior citizen groups, business owners, community-based organizations (CBOs) and public health and healthcare providers.

As mentioned in Section 2.1, local governments (usually through the county Office of Emergency Management) were contacted by PG&E’s dedicated Public Safety Specialists (PSS) in February 2022 with a map which depicted where PSPS events had impacted their county in 2020 and 2021 and locations of event-ready and in-progress CRC locations. See Figure 2 for an example from El Dorado County. With this, counties identified additional places for CRC locations where they thought there was a need. Similarly, PG&E’s Tribal Liaisons met with Tribal governments in PG&E’s service territory to review event-ready CRC locations on or near their Tribal lands to make sure their needs were met. Since this was the second year PG&E conducted outreach in this way, most counties did not have additional CRC location requests. All requests for additional indoor and outdoor CRC locations are being acted upon by PG&E’s CRC team.

**Figure 2: Sample outreach slide from February 2022<sup>1</sup>**



Additionally, the list of CRCs are reviewed with other stakeholders in many of the other forums where PG&E engages with the public. This includes, but is not limited to, presentations to city councils, mayors, and county boards of supervisors, Wildfire Safety Working Sessions, Regional Working Group Sessions, county wildfire town halls, direct outreach to representatives of the disability, aging, access and functional needs communities and community-based organizations. Senior citizen groups, business owners, public health and healthcare providers are invited to participate in PG&E’s regular working groups.

For specific discussion on PG&E’s collaboration with representatives of the AFN community, see Section 3.1.

<sup>1</sup> Slide is included as an example and contains data that was accurate as of December 2021. This should not be considered accurate as of the report’s publication date.

## 2.3. Site Preparation and Contracting Efforts

Once a site has been identified through the avenues listed above or another source and the site appears to meet the criteria outlined in Section 2.1, PG&E conducts initial outreach to the landowner to assess their interest in participating in the CRC program.

For outdoor sites, if a landowner is interested in participating and their site meets the criteria outlined in Section 2.1, PG&E engages in contract negotiations directly.

For indoor sites, if a landowner is interested in participating and their site appears to meet the criteria outlined in Section 2.1, PG&E dispatches an ADA inspector to assess whether the proposed indoor space, parking area, and paths of travel meet ADA standards. PG&E also deploys an electrical contractor to provide an estimate to upgrade the electric system to be ready to receive a temporary back-up generator if there is not already generation on site. If the estimates for identified ADA remediations and/or electric system upgrades are reasonable and if the landowner signs a long-term use agreement, PG&E will engage in the necessary site improvements.

## 2.4. Indoor Site Improvements

At all indoor sites, PG&E makes sure the site meets ADA compliance standards. PG&E dispatches PG&E ADA experts to assess the sites and make sure they meet the federal accessibility standards required of polling places and other temporary use facilities. This includes many factors including, but not limited to, assessing the gradient of the slope in the paths of travel, checking for gaps and cracks in pavement or asphalt, measuring the ADA parking area, etc. When the remediation required is reasonable, PG&E will engage an accredited ADA contractor to make the necessary upgrades.

Additionally, most indoor sites are equipped with an automatic transfer switch (ATS). An ATS ensures that a connected generator will automatically activate when the facility is de-energized. When such equipment is not already in place and the cost to do so is reasonable, PG&E deploys an electrical contractor to conduct the necessary improvements. ATS switches are only not installed in site-specific circumstances such as the site being powered by solar and batteries, the site preferring to use an existing manual switch, or a modified license agreement whereby PG&E would use the facility only if it were energized during an outage.

## 2.5. Generation

PG&E provides temporary generation to power CRC locations.

- **Indoor CRCs:** As described in Section 2.4, PG&E installs an ATS at indoor sites where there is not already one present. Some contracted indoor CRC locations already have their own generation on site. For those that do not, PG&E provides a temporary mobile backup generation unit for the duration of PSPS season. By pre-staging generators at indoor CRC sites, PG&E ensures that sites can be quickly opened when needed, without being constrained by the availability of electrical contractor crews to deploy and set up a generator. When the power goes out, the generator will automatically activate because of the ATS switch. During PSPS season, generators

at indoor CRC sites are monitored for non-PSPS outages and refueled as necessary to ensure readiness.

- **Outdoor CRCs:** PG&E’s third-party contractors bring small, mobile backup generation to the site at the time of CRC set up during the PSPS event and use it to power the CRC. Mobile CRCs are powered by sprinter vans that are outfitted with an inverter to power the site. Micro CRCs are powered by small generators brought in with the other CRC equipment. All outdoor sites have sufficient amperage to charge personal electronic and medical devices, as well as to provide adequate lighting at the facility.

In rare instances, PG&E has entered into modified agreements with an indoor CRC site whereby PG&E will only use the site if it has not been de-energized. In these cases, the facility is particularly well placed to serve communities impacted by PSPS, even though the building itself may not be impacted by PSPS. For these facilities, PG&E does not provide generation, nor electric upgrades like an ATS.

This strategy to pre-stage temporary generators at all CRC locations was implemented in 2020, before many PSPS mitigation efforts were in place. Now that PG&E has engaged in significant system upgrades and hardening efforts, PG&E is being more targeted as to where to pre-stage temporary generation. This year, PG&E has identified 15 CRC locations that, while still well placed to serve potentially impacted customers, are located on a section of line that is less likely to experience PSPS. At these locations, PG&E did not pre-staging temporary generation and will instead planned to deploy backup generation in an event if needed. As of November 16, 2022, PG&E deployed backup generation at 1 out of the 15 sites for a non-PSPS event.

### 3. Serving All Visitors

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PG&E has taken numerous steps to make CRCs accessible to all visitors. This includes ongoing engagement and coordination with community stakeholders, site and material preparation, and in-event considerations. While PG&E is proud of the efforts to date, we will continue to solicit feedback from AFN customers and stakeholders and implement improvements for CRC accessibility.

#### 3.1. Disability, Aging, Access and Functional Needs (AFN) Communities and Medical Baseline Visitor Coordination

As reported in PG&E’s 2022 Access and Functional Needs (AFN) Plan for Public Safety Power Shutoff (PSPS) Support published on January 31, 2022 (hereafter “2022 AFN Plan”), and in each of the quarterly progress reports to the AFN plan, PG&E engages regularly with community leaders on AFN needs. Specific lists of engagements can be found in Appendix D of the 2022 AFN Plan, and Table 1 of each of the previous Access and Functional Needs (AFN) Plan for Public Safety Power Shutoff (PSPS) Support Quarterly Progress Reports, which can be found at [pge.com/pspsreports](https://www.pge.com/pspsreports).

Additionally, PG&E’s Local Public Affairs (LPA), Public Safety Specialists (PSS), and Tribal Liaison teams work directly with local counties and Tribal governments to ensure CRCs meet local needs and factor in local demographics.

The primary source for CRC feedback on AFN needs is the AFN Core Planning Team and the Joint Investor Owned Utility (IOU) Statewide AFN Advisory Council as described in the 2022 AFN Plan



introduction and defined in its Appendix A. The Core Planning Team discussed CRCs at meetings that occurred on November 10, 2021, December 7, 2021, and January 7, 2022. The Advisory Council discussed CRCs on December 16, 2021, and January 21, 2022. Table 2 lists the compiled feedback from these meetings (also listed in 2022 AFN Plan Table 4 and Key Findings) and PG&E's actions.

### **3.2. Disability, Aging, AFN Communities, and Medical Baseline Visitor Advanced Site Considerations**

Prior to a PSPS, PG&E engages in advanced preparations to ensure CRC sites are accessible. These efforts include:

- ADA evaluation for all sites and remediation investment at indoor sites (as described in Section 2.4);
- Public transit accessibility evaluation for all indoor and outdoor sites;
- Ensuring accessible parking at both indoor and outdoor locations; and,
- Disability etiquette training for customer service staff on how to serve visitors with AFN.

### **3.3. Disability, Aging, AFN Communities, and Medical Baseline Visitor In-Event Considerations**

During a PSPS event additional activities are undertaken to ensure CRC accessibility. These include:

- Indoor site-specific compliance checklists for onsite personnel for any non-construction ADA considerations (such as relocating a trash can to ensure accessible path of travel);
- In-event creation of accessible parking through signage and/or cones as needed for outdoor locations. Note that indoor sites' ADA parking is already prepared as described in Section 2.4;
- ADA-accessible, portable restrooms brought to all CRC sites;
- Information cards for visitors available in Braille and information cards and other digital resources available in 15 non-English languages and large print, which can be printed on demand on site;
- Staff with language skills other than English self-identify on their nametags and are strategically assigned to CRCs based on local demographics and feedback from community partners. If additional in-language support is needed, customer staff have a phone number to call where translation services are available in over 200 languages;
- Where face masks are required for COVID-19 safety, clear face shields are available for visitors who cannot wear a face mask due to medical conditions and/or are hard of hearing and/or utilize lip reading as a communication method;
- CRC posted signage complies with accessibility standards (font color, size, and placement);
- AFN individuals who require medical equipment charging are prioritized at all CRC sites;
- Illuminated traffic directional signage to the location is placed on the roadway;
- Privacy screens at indoor sites for visitors who may prefer privacy (e.g. breastfeeding mothers);
- LanguageLine – an online service for video remote interpreting calls is available on laptop computers located at every CRC. This allows for visitors who may be Deaf or hard of hearing to utilize American Sign Language (ASL) for communication; and,
- Information sheets in English and Braille listing food bank partnerships by county are available.

PG&E recognizes that some impacted individuals may require assistance in getting to a CRC. To support those individuals PG&E has partnered with four organizations serving specific counties that can provide accessible transportation to individuals with access and functional needs to and from a PG&E Community Resource Center:

- Vivalon (San Francisco, Marin, Sonoma, Solano, San Joaquin, Stanislaus, Amador, Calaveras, and Tuolumne Counties): 415-847-1157
- Dignity Health Connected Living (Shasta County): 530-226-3074, ext. 4
- El Dorado Transit (El Dorado County): 530-642-5383, select option 4
- Fresno Economic Opportunities Commission (Fresno County): 1-800-325-7433

In addition, PG&E has partnerships with 211 and DDAR which can be used by anyone (not county-specific):

- 211, a 24-7 service that can connect callers to local transportation resources; and,
- Disability Disaster Access and Resource Program (DDAR) which can provide accessible transportation through participating Independent Living Centers (ILCs).

PG&E also provides Google maps hyperlinks to CRC locations on its emergency website. When clicked, these hyperlinks can provide both driving and public transit navigation options. After hearing from AFN community members that there was a lack of awareness around transportation options, PG&E added language to the CRC webpage that reminds visitors of these available transportation options.

This year, PG&E launched a pilot program to allow individuals to leave medical devices to charge while CRCs are open. Some devices take many hours to charge, so allowing an individual to leave their device and return later should create an improved visitor experience. This pilot arose from AFN stakeholder engagement feedback over the last year and is aligned with SCE and SDG&E. See Table 2 for a full list of suggested improvements from AFN stakeholder engagement.

## 4. CRC Activation

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When a PSPS event is imminent, PG&E's CRC Team acts quickly to identify and set up CRC sites in collaboration with local governments and Tribal governments.

### 4.1. CRC Types

PG&E operates three CRC types: indoor, micro, and mobile. The combination of indoor and outdoor options has proved popular with local counties, Tribal governments, and communities and provides PG&E the ability to establish CRCs to help reach a larger percentage of impacted customers across a county. Figure 3 describes the three types of CRCs and the resources available at each type. Photos 1 and 2 are examples of mobile and micro sites respectively.

In deciding whether to open indoor or outdoor CRCs, PG&E considers current and expected outdoor conditions, including, but not limited to: nearby fires, air quality index (AQI) level, forecast wind and temperature, and how they may impact vulnerable populations. PG&E uses indoor sites where available, but is primarily focused on locating the CRC as close to the impacted population as possible.

**Photos 1 & 2: Mobile (left) and Micro (right) sites from August 2021 event**





## **4.2. CRC Resources**

While primary CRC offerings are standard for both indoor and outdoor sites, some extra amenities such as ice, heating, and cooling are only available at indoor sites. Figure 3 below shows the resources available at each CRC type.

**Figure 3: Resources by CRC Type**



Standard operating hours  
at all CRCs: **8 a.m. - 10 p.m.**

		
Details/Resources	Indoor	Outdoor
CRC Overview	Indoor site (i.e., library, school)	Open air tents at outdoor site
COVID-19 Health and Safety Measures	X	X
ADA-Accessible Restroom	X	X
Heating and Cooling	X	
Device Charging*	X	X
Wi-Fi Service	X	X
Bottled Water	X	X
Non-Perishable Snacks	X	X
"Grab and go" resource offerings**	X	X
Tables and Chairs	X	X
Bagged Ice	X	
Blankets (quantities limited)	X	X
Security Personnel	X	X
Cellular Coverage	X	X
Customer Service Staff	X	X
Wind/Weather-Resistant	X	
Privacy Screens	X	

PG&E worked with primary cellular providers in the service territory to evaluate all pre-existing CRC sites for LTE cell coverage strength. In geographic areas with limited cell coverage, PG&E has purchased mobile cellular towers and satellite phones to deploy as needed to provide additional coverage.

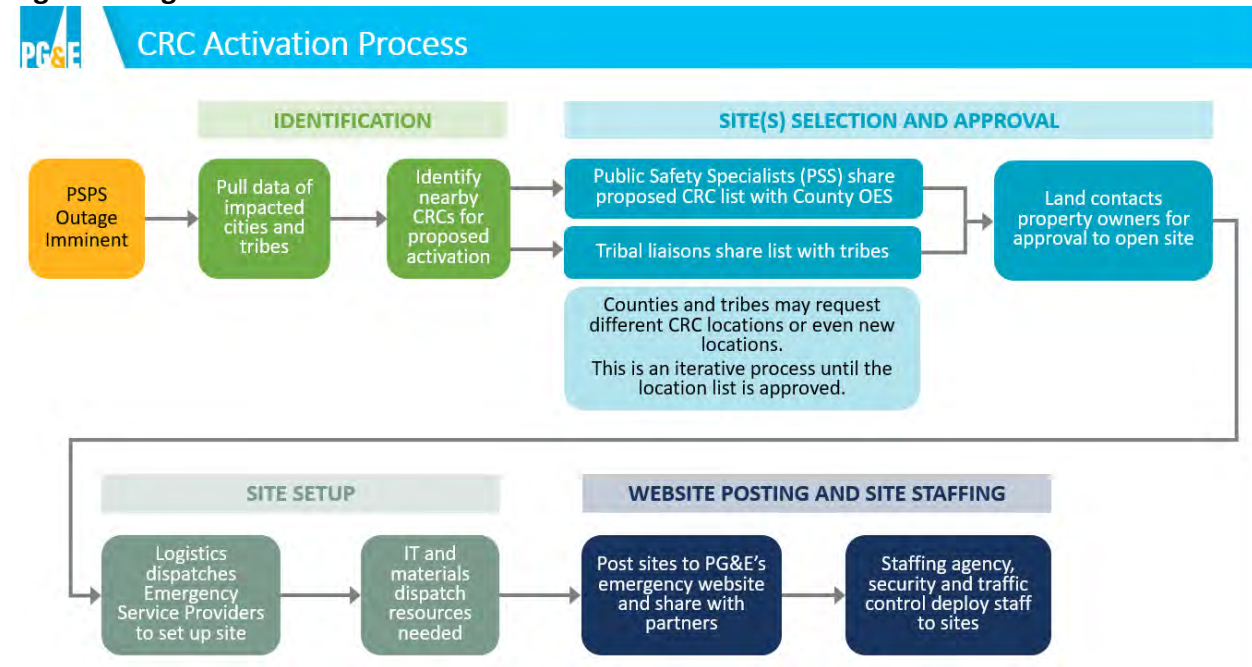
### 4.3. CRC Activation and De-Activation Process

When an event is imminent, PG&E evaluates the scope of the event and proposes pre-identified and approved CRC sites to activate based on estimated customer impact. The proposed CRC site list is sent to the impacted counties' Offices of Emergency Management and impacted Tribal governments for their review and approval. If they suggest alternative sites, PG&E will generally accommodate their request if it is feasible to do so. Once PG&E has a list of county-approved sites, it begins outreach to landowners to confirm site availability. In some cases, PG&E may procure additional locations during a PSPS event when unable to open a pre-identified site (e.g. unable to contact property owners) or a CRC is requested in a community where one does not already exist. In these instances, PG&E seeks feedback from counties and Tribal governments to identify potential new sites and will engage in an ad hoc agreement with the landowner.

Once sites are confirmed by county contacts and the landowners, PG&E notifies internal and external stakeholders and publishes the sites on PG&E's webpage. External stakeholders include, but are not limited to, state and county officials, paratransit agencies, California Foundation for Independent Living Centers (CFILC) and other CBOs to reach individuals with AFN. PG&E's website lists CRCs by county and provides details on the resources available at each CRC. Each CRC location is also mapped onto the outage map, so visitors can easily identify which CRC is closest to them by looking up their address. CRC sites are additionally communicated to the community through press releases, social media posts, and local government outreach. Lastly, customer text and email notifications include a hyperlink to PG&E's

PSPS webpage, where customers can find all relevant CRC information. The activation process is illustrated at a high level in Figure 4.

**Figure 4: High-Level CRC Activation Process**



CRC sites will be set up by third-party Emergency Service Providers who have expertise in emergency response and are trained in CRC protocols. These specialized companies are contracted throughout PSPS season to be at the ready to set up CRCs as needed. CRC set up includes, but is not limited to: pop-up tents, power strips, tables, chairs and all other site materials, ADA-compliant restroom, safety gear, portable generation sources for outdoor sites, lighting, and more.

PG&E will open CRCs in impacted communities as soon as possible after the start of a PSPS and makes sites available to visitors from 8:00 AM-10:00 PM throughout the duration of the PSPS. For where to access electricity during the hours a CRC is closed, PG&E has added language to its website which guides visitors to use the outage map to identify the boundary of PSPS. From there, they can identify where they might access electricity when CRCs are closed. Both SCE and SDG&E use a similar approach for individuals with energy needs outside of CRC hours. Phase 3 guidelines instructed electric IOUs to “coordinate and make best efforts to agree with local governments, Tribal governments, local offices of emergency management, and public health officials on: [...] (c) where to access electricity during the hours the CRC is closed.” In the outreach described in Section 2.2, PG&E asked each county for input on where residents may access electricity when CRCs are closed. No county provided feedback.

PG&E may decide not to open a CRC due to local government, Tribal or agency requests, sooner than anticipated restoration, safety concerns, or other unforeseen circumstances. Sites may also close early/open late due to safety considerations such as wildfire evacuations or elevated AQI (for outdoor sites).

Once a county has reached, or is near, 100% restoration, PG&E will contact the county Office of Emergency Management for their approval to close CRCs. Once that approval is granted, PG&E will begin to demobilize CRCs in that county and remove the site listings from PG&E’s public website.

After the PSPS event is over, the CRC team schedules an After Action Review session with all internal and external groups who contribute to CRC operations to collect feedback, ideas for improvement and comments on what went well. These items are tracked and assigned in the manner to appropriate teams for follow up.

#### 4.4. Publicizing CRCs

Crucial to a CRC’s success in serving impacted communities, is awareness among community members of the CRC. PG&E’s efforts to driving CRC awareness includes pre-season marking and in event publicity.

To drive CRC awareness outside of PSPS, PG&E includes information about CRCs in its pre-season PSPS outreach that educates residents on PSPS and the resources available. This year, PG&E is launching radio ads in English and Spanish during PSPS season in geographic areas likely to experience PSPS that are dedicated to raising awareness of CRCs during a PSPS. CRC information is available year-round on PG&E’s website, including a list of all potential CRC locations with existing license agreements. This list is a searchable, accessible PDF file and available in 15 non-English languages.

Figure 5: Sample Local Tweet



During PSPS, PG&E posts CRC locations on its website, shares locations in public, agency, and media briefings, and posts on local social media. In early 2022, PG&E added CRCs to the Global Alert Bar and Global Alert Box on the PG&E emergency website to make CRC information more prominent when customers visit PG&E’s webpage. Figure

5 is an example of a tweet posted by a Communications Representative in Butte County during the October 12, 2021 PSPS. PG&E also relies on its network of CBO partners to share CRC information.

PG&E’s website is compliant with WCAG 2.0 AA standards and PG&E remains committed to the continuous improvement of its websites to better meet the diverse needs of its customers. PG&E’s PPS AFN focused webpage provides resources for those who may have accessibility, financial, language and/or aging needs and may require assistance before, during, and after PPS. For additional details on webpage accessibility, see PG&E’s 2022 AFN Plan Sections 2.8.1.5 and 2.8.1.5.1.

PG&E sends customers numerous notifications leading up to and during a PPS event. These notifications direct customers to PG&E’s webpage where CRC information is displayed prominently on the landing page and outage map. Additional information on notifications can be found in PG&E’s Notification Plan in this 2022 Pre-Season Report.

## 5. Site Logistics and Operations

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On-site logistics and operations are primarily handled by the contracted and trained staff of PG&E's third-party providers.

### 5.1. Site Safety

Before opening a CRC to the public, on-site personnel will conduct a safety briefing to identify all available safety resources and review safety procedures. This includes locating basic medical resources such as first aid kits, identifying two or more egress routes, and reviewing how to contact emergency services if needed. PG&E's safety team also has pre-prepared site-specific safety plans for frequently used sites that map out and provide directions on optimal egress routes, which are made available to staff. All personnel are required to familiarize themselves with external safety resources onsite and where to access relevant contact information (e.g. security personnel, traffic control, etc.).

**Photo 1: Cone Bar Example**



All outdoor CRCs are encircled by cone bars (see Photo 3) or another barrier, set up by PG&E's emergency service providers. These create clear entry and exit points, protect visitors from potential vehicle safety issues, and define a perimeter that can be patrolled by the on-site security personnel.

CRCs are equipped with basic medical resources such as first aid kits, fire extinguishers, and information on how to contact emergency services as needed. Signs with safety and emergency protocols are posted around the CRC in visible locations.

During activations, CRC sites are also actively monitored by PG&E's Hazard Awareness and Warning Center (HAWC) and local PSS teams for any wildfire evacuation warnings, air quality concerns, or other safety alerts.

### 5.2. COVID-19 Considerations

PG&E has and will continue to adapt its approach to CRCs to reflect appropriate COVID-19 public health considerations and federal, state and county guidelines.

As of November 2022, PG&E is using the Center for Disease Control (CDC) guidelines for cooling shelters to inform COVID-19 precautions at CRCs. Specifically:

- Facial coverings and physical distancing are required at indoor sites, regardless of vaccination status;
- Supplies are handed out so visitors can “grab and go” but they may also opt to stay and charge their devices on site;
- In instances of high demand, medical device charging will be prioritized;

- Surfaces are regularly sanitized; and,
- For the health and safety of the community, we ask individuals not to visit a center if they are exhibiting any symptoms of illness.

### 5.3. Staffing

PG&E's CRCs are staffed by specially trained third-party contractors. The visitor-facing staff are Customer Service Leads and Customer Service Staff. These individuals are trained to help CRC visitors utilize the services available. They can also help visitors navigate PG&E's webpage to find information on the PSPS event, estimated restoration time, and other available resources before, during, and after PSPS events. Customer Service staff are trained in how to serve individuals with access and functional needs, including accommodation for visitors in wheelchairs, who speak other languages, etc. These staff have a dedicated number to call for customers who may be eligible to participate in PG&E's Medical Baseline Program and are not already enrolled.

#### **Onsite CRC Staff:**

- Customer Service Lead
- Customer Service Support (1-2 people)
- Emergency Services Provider
- Security
- Traffic Control

These on-site staff are sometimes visited by representatives from PG&E's Safety Team as well as PG&E's ADA Specialists during an event. These PG&E staff do not stay at a specific site, but instead drop in and conduct audits for safety and accessibility and offer suggestions for improvement to on-site staff.

Throughout a PSPS event, CRCs are also supported by PG&E staff working in the Emergency Operations Center (EOC). The internal PG&E groups which support CRCs from the EOC include, but are not limited to:

#### **Offsite CRC Support**

- EOC CRC Lead
- EOC CRC Team Staff (2 people)
- AFN Strategy Lead
- Customer Contact Emergency Coordination Center
- Digital Strategy
- Environmental
- HAWC
- IT
- Land
- Liaison/Public Information Officer
- Logistics
- Materials
- Planning and Information
- Public Safety Specialists
- Safety



- Security
- Temporary Generation Branch

## 5.4. CRC Rules and Code of Conduct

PG&E contracted personnel greet all CRC visitors and are trained in CRC rules and code of conduct. Each CRC has posted signs to welcome visitors and inform them of all applicable rules. These signs are translated into commonly spoken languages in PG&E’s service territory and can be printed as needed at the CRC. Additionally, staff are trained to offer to read signage for Blind customers.

**Figure 6: Examples of CRC Signage**



## 5.5. Visitor Feedback

In 2021, PG&E launched a survey to gather feedback from CRC visitors on their overall satisfaction and experience. Unfortunately, survey participation was low, and PG&E was not able to gather any actionable information from the survey. Completed survey responses are included in Table 4.

This year, PG&E has revamped and relaunched the survey. Efforts to increase survey uptake this year include training the customer service staff to encourage survey participation, reducing survey length, including the survey QR code on the PSPS information card included in the grab and go bags in hopes that people who opt to “grab and go” will complete the survey upon returning home (as well as survey link on the braille copy of the PSPS information card). With the limited number of CRCs that have been opened YTD in 2022, survey participation remained low, and PG&E was not able to gather any actionable information from the survey.

## 6. Prior Year Reporting

PG&E includes data on CRC location, type, resources available, hours operated, and visitor counts in each 10-day report and in the 2021 Post Season Data Report.

### 6.1. 2021 & 2022 Usage Metrics

In 2021, PG&E activated CRCs in response to PSPS events five times. The table below compiles data that was originally reported in each PSPS event's 10-day report. Additional usage data in attached Table 3.

#### 2021 PSPS CRC Usage Data

Event Start Date	CRCs Opened	Visitor Count
January 19, 2021	14	2,199
August 17, 2021	34	3,376
September 20, 2021	9	265
October 11, 2021	24	5,534
October 14, 2021	11	347
Totals	92	11,721

\*January data includes CRCs opened for the PSPS event and the subsequent outage event.

In 2022 YTD, PG&E activated CRCs in response to PSPS events one time. The table below compiles data that was originally reported in each PSPS event's 10-day report.

#### 2022 PSPS CRC Usage Data

Event Start Date	CRCs Opened	Visitor Count
October 11, 2022	7	575
Totals	7	575

### 6.2. CRC Challenges

In 2021 and the first half of 2022, PG&E faced the following issues and addressed them as described. These are also included in Table 5.

- **Site Suitability in Washington** - During the 2021 outreach to counties, PG&E was asked to add an outdoor location to serve the community of Washington in Nevada County. Despite numerous visits to the area by the local Public Safety Specialist and PG&E's internal ADA specialist and consultations with the community no sites were identified that would provide adequate space and be ADA compliant. Instead, PG&E provided the local fire station with grab and go bags with small battery chargers, water, snacks, and blankets to be distributed as needed to the community. The closest CRC locations are in Nevada City, approximately a 30-minute drive, for impacted residents needing more CRC support.
- **Generator Placement** - As described in Section 2.5, PG&E pre-stages generators at indoor sites so the sites can be activated quickly upon de-energization. In 2021, some local air districts contested PG&E's assertion that these generators were temporary and PERP rules apply. The air districts instead asked PG&E to go through the rigorous permitting process for stationary generators. This permitting process can take several months, depending on the air district and

requires registration identification information from the specific generator to be placed at each site. As PG&E rents temporary generators for CRC sites, PG&E does not have access to generator-specific information months in advance of deployment. PG&E went through this permitting process as requested but continued to deploy generators to CRCs in advance of fire season to ensure CRC readiness. In 2022, PG&E is applying for permits as requested again but will deploy temporary generation to ensure availability. PG&E is also working to improve and streamline its internal permit application process.