

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Address
Intrastate Rural Call Competition Issues

I.14-05-012
(Filed May 15, 2014)

**DECLARATION OF TRISH STEEL IN SUPPORT OF MOTION
FOR PROCEDURAL SCHEDULE IN PHASE 2**

December 20, 2017

1. I am the Chair of the Executive Committee for the Broadband Alliance of Mendocino County. I began working for the Alliance in 2012 as an administrative assistant and became Chair in 2015 when former Chair Jim Moorehead retired. The Broadband Alliance of Mendocino County works with other counties in the North Bay North Coast Broadband Consortium (NBNCBC) to encourage deployment of broadband services to unserved and underserved areas of Marin County, Napa County, Sonoma County, and Mendocino County.
2. From October 2017 through December 12, 2017, NBNCBC conducted a bilingual survey of residents affected by wildfires in Napa County, Sonoma County, and Mendocino County. The survey covered a number of issues, including whether or not telecommunications systems and power functioned during the fire, and how county residents received information about the circumstances within their community.
3. The Joint Consumers consisting of The Utility Reform Network (“TURN”) and the Center for Accessible Technology (“CforAT”), requested I submit the results of the NBNCBC survey to the Commission to provide information about the experiences of California residents during a wildfire emergency. I have attached a copy of the survey results as of December 5, 2017 for both Napa County and Mendocino County, and responses as of December 10 for Sonoma County. All of these responses were collected through the same survey, and sorted by county after collection. Copies of the complete results through December 12 are available; however, they were not included here due to technical changes with pagination that would result from their addition.
4. Mendocino County has previously conducted similar surveys in the wake of widespread telecommunications outages. This survey is the third such effort. The first survey

and report was created in 2014, and the second was created in 2015.¹ The Broadband Alliance of Mendocino County developed both the 2014 and 2015 surveys, and they used the surveys to collect data about the impacts of the outage on residents; this data was incorporated into a more comprehensive "outage report" for each survey. The final reports also used information and data from other agencies such as the Office of Emergency Services and AT&T. These reports were then widely shared with the public, elected officials (Mendocino County's Board of Supervisors, Assemblymember, and Senator), the California Public Utilities Commission, and the Federal Communications Commission.

5. Since 3 of the 4 counties in the North Bay North Coast Broadband Consortium were affected by the October 2017 wildfires, the NBNBCB sponsored the most recent survey. This was a single survey that was created using the online service "Survey Monkey," and it was distributed in all three counties. Survey respondents were asked to identify which county and zip code they were from. There was also the option for non-residents to respond as a "visitor."
6. The 2017 survey was developed using Mendocino County's prior surveys as a foundation and then tailored to capture information we thought was relevant. For example, Mendocino County's earlier surveys were not only intended to document resident's experiences with the outage but also to try to assess economic impacts from the outages. Because of the large scope of the October 2017 emergency, trying to assess the economic impacts was considered

¹ The 2014 and 2015 reports are available on the website for the Broadband Alliance of Mendocino County. The 2014 report is available here: <http://www.mendocinobroadband.org/wp-content/uploads/Incident-Report-from-county-website.complete.pdf>. The 2015 report is available here: <http://www.mendocinobroadband.org/wp-content/uploads/Outage-Report-as-approved-11216-by-BoS.pdf>.

just too big a task, so we kept the focus of the 2017 survey mainly on data as to the scope and extent of service outages, residents' experiences, and how these intersected with the concurrent utility and telecommunications outages.

7. Once we finalized the 2017 survey, each county took responsibility for the distribution of the survey link in their respective counties. This was an "on-line" survey only, and there was no hard-copy survey available.
8. Napa County utilized their library system to distribute the survey as a link in an email. Their Library Director and NBNCBC team lead Anthony Halstead were responsible for distributing the survey link to a list of 25,000 recipients.
9. Sonoma County distributed the survey link electronically through multiple methods. Sonoma County Economic Development Board (EDB) intern Cal Sandeen, who was their lead, and others in the county shared the survey link via an EDB press release, on the EDB Facebook page, on the Santa Rosa Firestorm Facebook group (65,000 members), through a county contact email list (more than 3,500 recipients), and on the Sonoma Clean Power website.
10. In Mendocino County, I distributed the link on the Alliance Facebook page, the Alliance email list (400 recipients), and through many emails to individuals and agencies and requested their help in distribution.
11. The responses to the surveys were automatically tabulated via Survey Monkey. As of the specified dates, results were filtered to hide confidential contact information, and then filtered again by county for ease of review and to reduce overall file size. The three individual county reports, attached to this Declaration, were then exported and results used in the accompanying Motion.

12. The attached survey responses are the original responses received from residents in Napa County, Sonoma County, and Mendocino County, and have only been altered to redact respondents' personal identifying and contact information. As noted above, the small number of additional responses that were received after the attached reports were generated can be provided upon request.

I declare under penalty of perjury under the laws of the State of California that the facts set forth above are true and correct to the best of my knowledge and information. This declaration was executed this 20th of December, 2017.

/S/

Trish Steel
Executive Committee Chair,
Broadband Alliance of Mendocino County

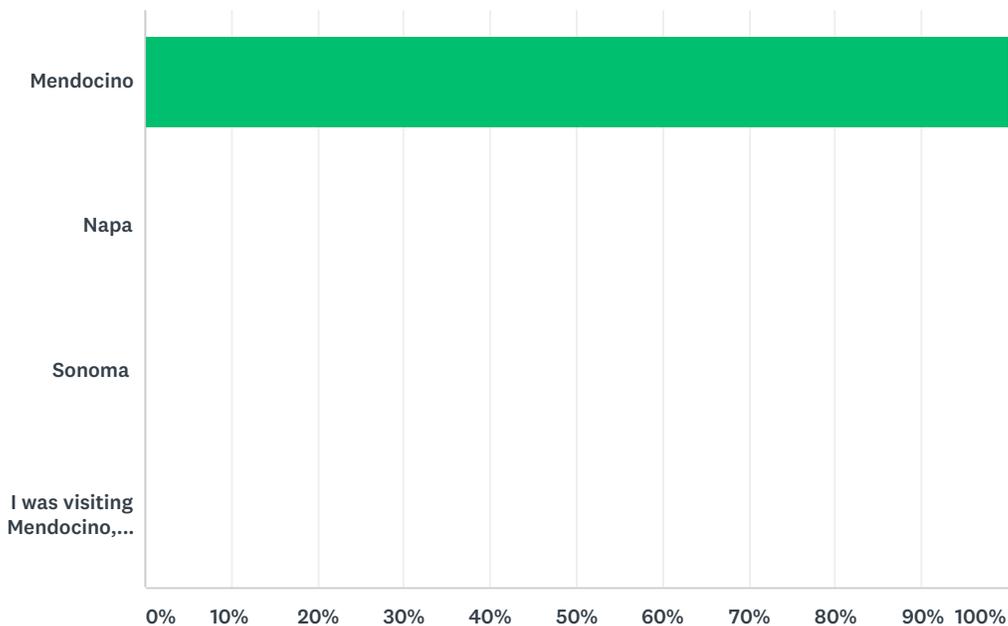
Attachment A

Redacted Survey Results Filtered by County

Redacted Survey Results For Mendocino County

Q1 What county is your place of residence?(¿Qué condado es tu lugar de residencia?)

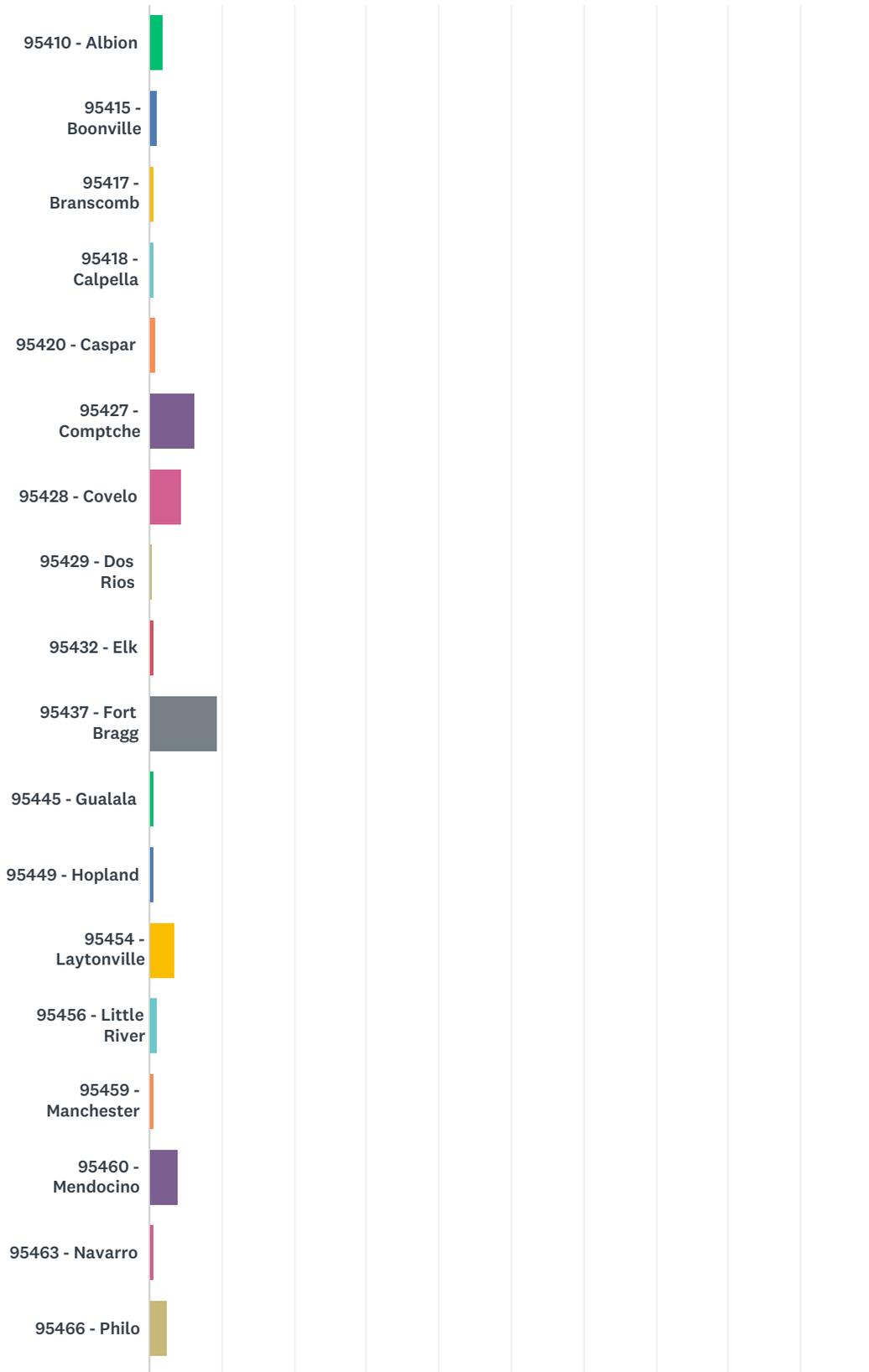
Answered: 574 Skipped: 0



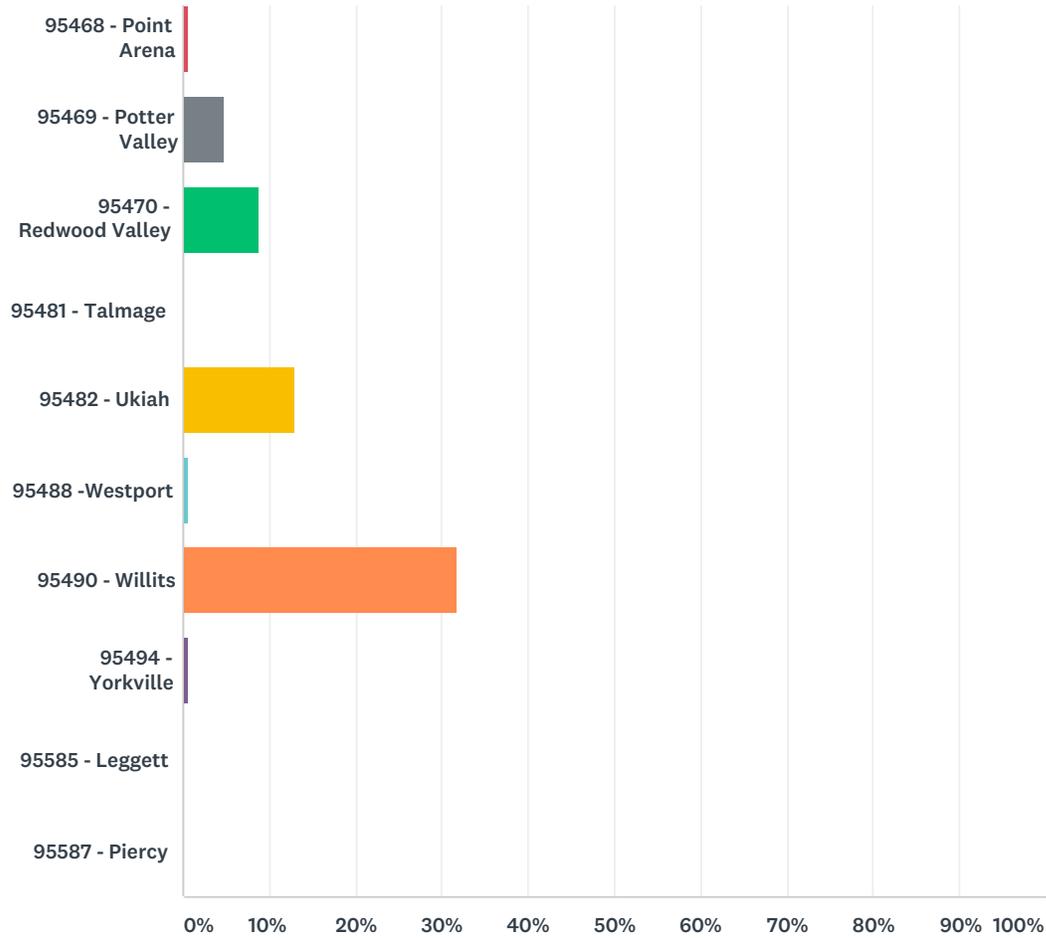
ANSWER CHOICES	RESPONSES
Mendocino	100.00% 574
Napa	0.00% 0
Sonoma	0.00% 0
I was visiting Mendocino, Napa, or Sonoma county from another county/state/country.(Estaba de visita en los condados de Mendocino, Napa, or Sonoma desde otro condado/estado/país.)	0.00% 0
TOTAL	574

Q2 What is your Mendocino County zip code/community?(¿Cual es tu código postal/ciudad en el Condado de Medocino?)

Answered: 567 Skipped: 7



Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium



ANSWER CHOICES	RESPONSES
95410 - Albion	1.94% 11
95415 - Boonville	1.06% 6
95417 - Branscomb	0.53% 3
95418 - Calpella	0.71% 4
95420 - Caspar	0.88% 5
95427 - Comptche	6.17% 35
95428 - Covelo	4.41% 25
95429 - Dos Rios	0.35% 2
95432 - Elk	0.53% 3
95437 - Fort Bragg	9.35% 53
95445 - Gualala	0.71% 4
95449 - Hopland	0.71% 4
95454 - Laytonville	3.53% 20
95456 - Little River	1.06% 6
95459 - Manchester	0.71% 4

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

95460 - Mendocino	4.06%	23
95463 - Navarro	0.71%	4
95466 - Philo	2.47%	14
95468 - Point Arena	0.53%	3
95469 - Potter Valley	4.76%	27
95470 - Redwood Valley	8.82%	50
95481 - Talmage	0.18%	1
95482 - Ukiah	13.05%	74
95488 -Westport	0.53%	3
95490 - Willits	31.75%	180
95494 - Yorkville	0.53%	3
95585 - Leggett	0.00%	0
95587 - Piercy	0.00%	0
TOTAL		567

Q3 What is your Napa County zip code/community?(¿Cual es tu código postal/ciudad en el Condado de Napa?)

Answered: 0 Skipped: 574

 No matching responses.

ANSWER CHOICES	RESPONSES
94503 - American Canyon; Vallejo	0.00% 0
94508 - Angwin	0.00% 0
94515 - Calistoga	0.00% 0
94558 - Spanish Flat; Napa	0.00% 0
94559 - Napa	0.00% 0
94562 - Oakville	0.00% 0
94567 - Pope Valley	0.00% 0
94573 - Rutherford	0.00% 0
94574 - St. Helena	0.00% 0
94576 - Deer Park; Angwin	0.00% 0
94581 - Napa	0.00% 0
94599 - Yountville	0.00% 0
TOTAL	0

Q4 What is your Sonoma County zip code/community?(¿Cual es tu código postal/ciudad en el Condado de Sonoma?)

Answered: 0 Skipped: 574

 No matching responses.

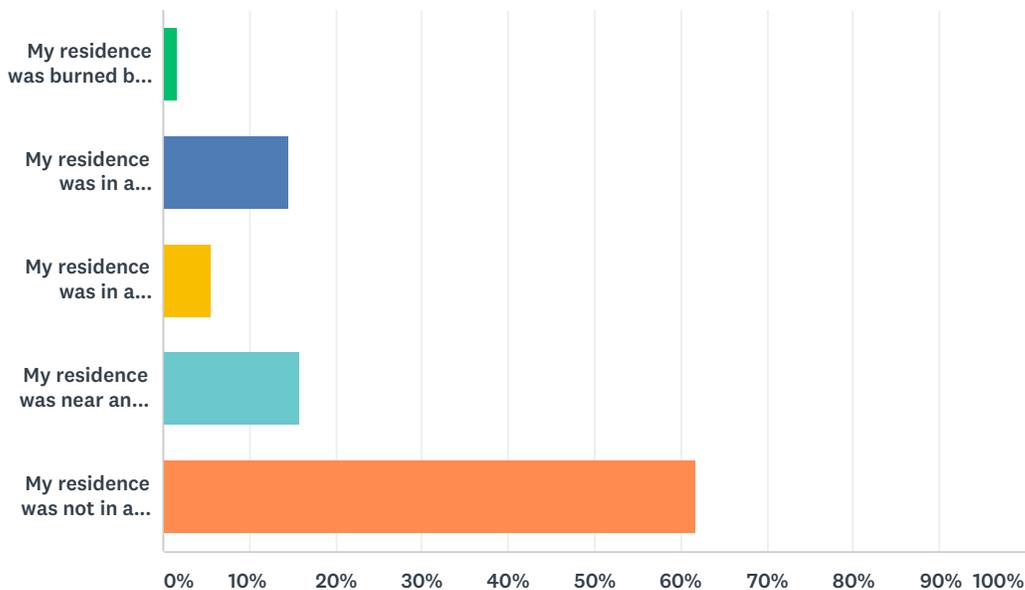
ANSWER CHOICES	RESPONSES	
94922 - Winery	0.00%	0
94923 - Bodega Bay	0.00%	0
94927 - Cotati, Rohnert Park	0.00%	0
94928 - Cotati, Rohnert Park	0.00%	0
94931 - Cotati	0.00%	0
94951 - Penngrove	0.00%	0
94952 - Petaluma	0.00%	0
94953 - Petaluma	0.00%	0
94954 - Petaluma	0.00%	0
94955 - Petaluma	0.00%	0
94972 - Valley Ford	0.00%	0
94975 - Petaluma	0.00%	0
95476 - Sonoma	0.00%	0
95999 - Petaluma	0.00%	0
95401 - Santa Rosa	0.00%	0
95402 - Santa Rosa	0.00%	0
95403 - Larkfield	0.00%	0
95404 - Santa Rosa	0.00%	0
95405 - Santa Rosa	0.00%	0
95406 - Santa Rosa	0.00%	0
95407 - Santa Rosa	0.00%	0
95408 - Santa Rosa	0.00%	0
95409 - Santa Rosa	0.00%	0
95412 - Annapolis	0.00%	0
95416 - Boyes Hot Springs	0.00%	0
95419 - Camp Meeker	0.00%	0

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

95421 - Cazadero	0.00%	0
95425 - Cloverdale	0.00%	0
95430 - Duncans Mills	0.00%	0
95433 - Eldridge	0.00%	0
95436 - Forestville	0.00%	0
95439 - Fulton	0.00%	0
95441 - Geyserville	0.00%	0
95442 - Glen Ellen	0.00%	0
95444 - Graton	0.00%	0
95446 - Guerneville	0.00%	0
95448 - Healdsburg	0.00%	0
95450 - Jenner	0.00%	0
95452 - Kenwood	0.00%	0
95462 - Russian Rivers Mdws; Monte Rio	0.00%	0
95465 - Western	0.00%	0
95471 - Rio Nido	0.00%	0
95472 - Freestone; Sebastopol	0.00%	0
95492 - Windsor	0.00%	0
TOTAL		0

Q5 Please choose one of the following:(Por favor elige una de las siguientes opciones:)

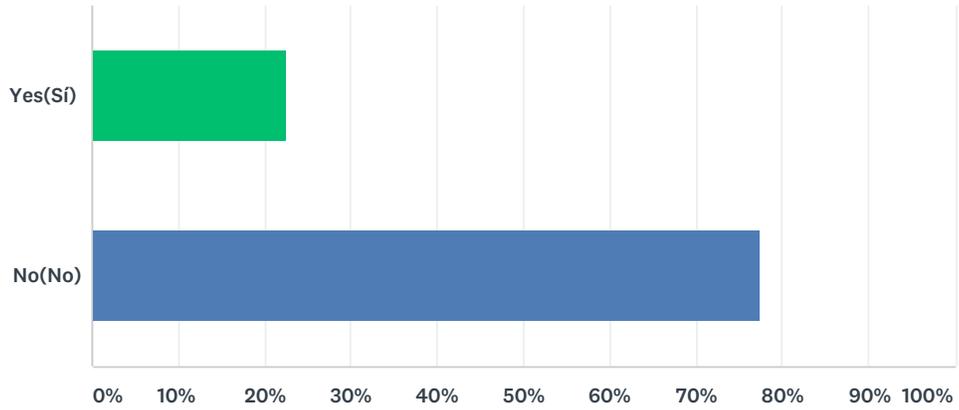
Answered: 563 Skipped: 11



ANSWER CHOICES	RESPONSES
My residence was burned by the fire(My residencia se incendió con el fuego)	1.78% 10
My residence was in a mandatory evacuation zone(My residencia estuvo en una zona de evacuación obligatoria)	14.74% 83
My residence was in a voluntary evacuation zone(My residencia estuvo en una zona de evacuación voluntaria)	5.68% 32
My residence was near an evacuation zone (within 5 linear miles)(My residencia estuvo cerca de una zona de evacuación [dentro de las 5 millas lineales])	15.99% 90
My residence was not in an evacuation zone(My residencia no estuvo en una zona de evacuación)	61.81% 348
TOTAL	563

Q6 Did you evacuate your home/residence at any time after the fires started?(¿Has tenido que evacuar tu hogar/residencia en algún momento luego de que los incendios comenzaron?)

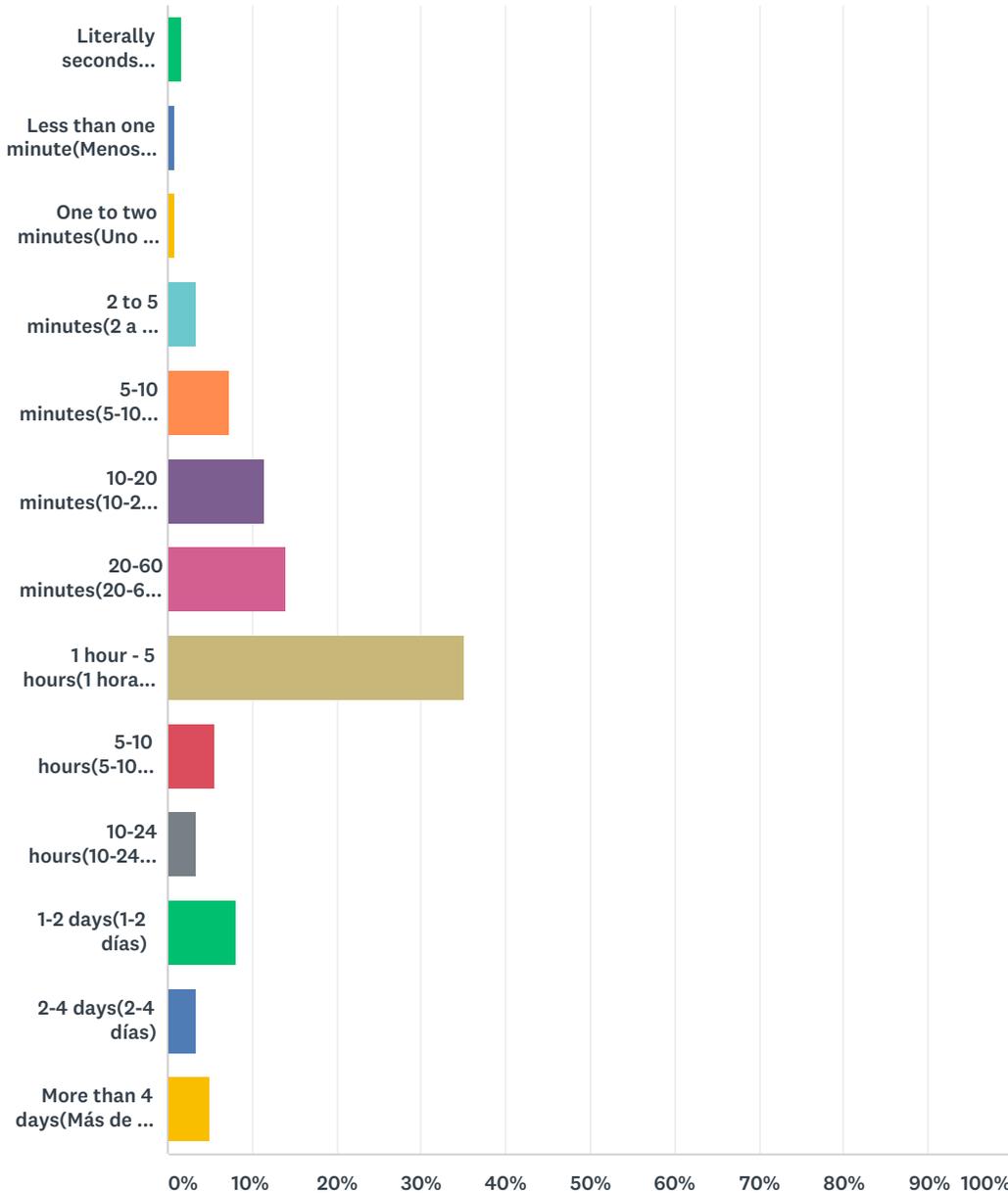
Answered: 558 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes(Si)	22.58%	126
No(No)	77.42%	432
TOTAL		558

Q7 When you evacuated your residence, how much time did you have before leaving?(Cuando evacuaste tu residencia, ¿Cuanto tiempo tuviste antes de salir de ella?)

Answered: 122 Skipped: 452



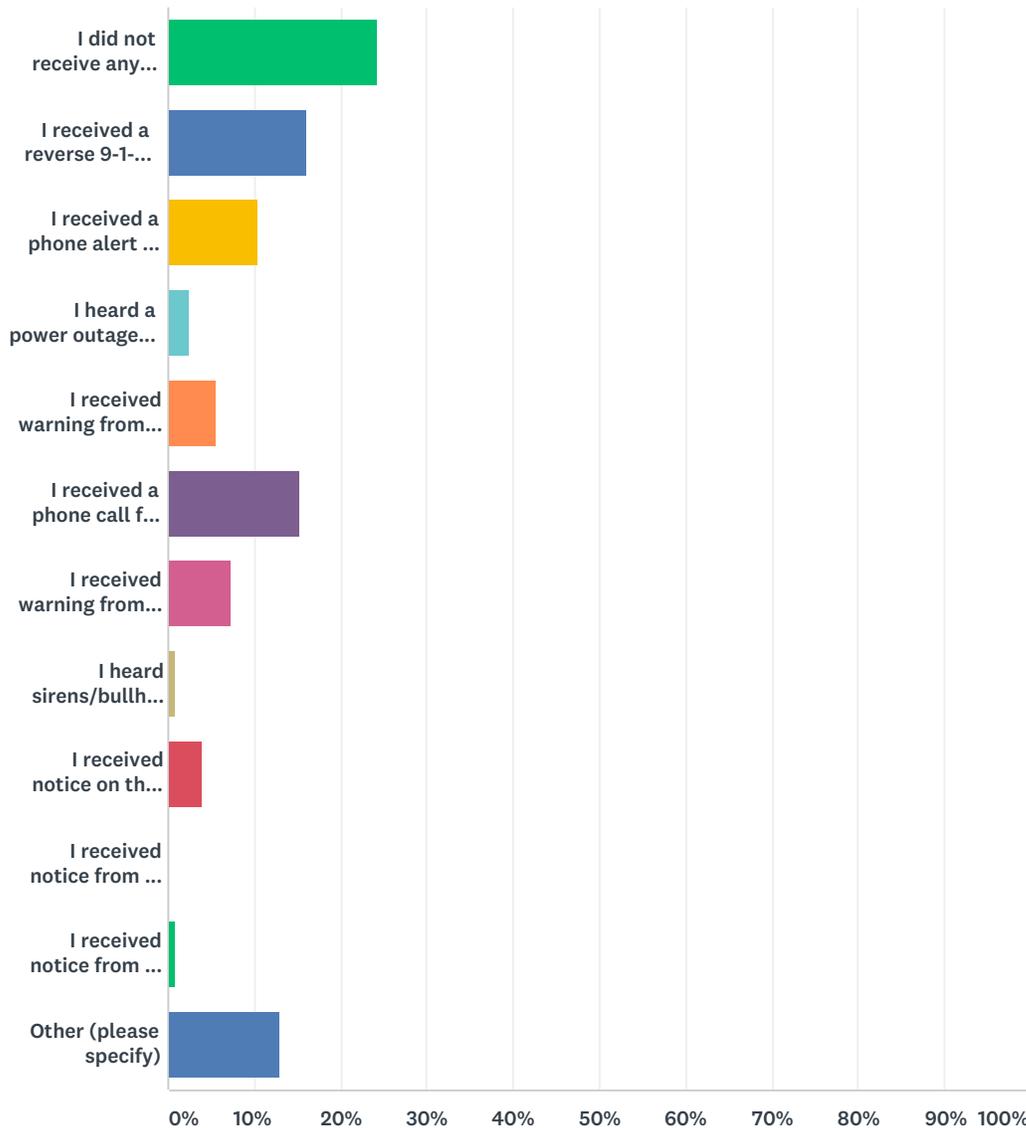
ANSWER CHOICES	RESPONSES	
Literally seconds (Literalmente segundos)	1.64%	2
Less than one minute (Menos de un minuto)	0.82%	1
One to two minutes (Uno o dos minutos)	0.82%	1
2 to 5 minutes (2 a 5 minutos)	3.28%	4

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

5-10 minutes(5-10 minutos)	7.38%	9
10-20 minutes(10-20 minutos)	11.48%	14
20-60 minutes(20-60 minutos)	13.93%	17
1 hour - 5 hours(1 hora - 5 horas)	35.25%	43
5-10 hours(5-10 horas)	5.74%	7
10-24 hours(10-24 horas)	3.28%	4
1-2 days(1-2 días)	8.20%	10
2-4 days(2-4 días)	3.28%	4
More than 4 days(Más de 4 días)	4.92%	6
TOTAL		122

Q8 When you evacuated your residence, how did you receive warning/notice to evacuate?(Cuando evacuaste tu residencia, ¿Cómo recibiste la advertencia/aviso de evacuación?)

Answered: 124 Skipped: 450



ANSWER CHOICES	RESPONSES
I did not receive any warning from anyone outside my own home(No recibí ninguna advertencia de nadie fuera de mi hogar)	24.19% 30
I received a reverse 9-1-1 call(Recibí una llamada inversa de 9-1-1)	16.13% 20
I received a phone alert of some kind (text alert, amber alert, etc)(Recibí una alerta telefónica de algún tipo (alerta de texto, alerta de ámbar, etc.)	10.48% 13
I heard a power outage alarm at my home(Escuché una alarma de interrupción de energía en mi casa)	2.42% 3
I received warning from a neighbor physically at my door(Recibí una advertencia de un vecino que se presento a mi puerta)	5.65% 7
I received a phone call from a neighbor, family or friend(Recibí una llamada telefónica de un vecino, familiar o amigo)	15.32% 19

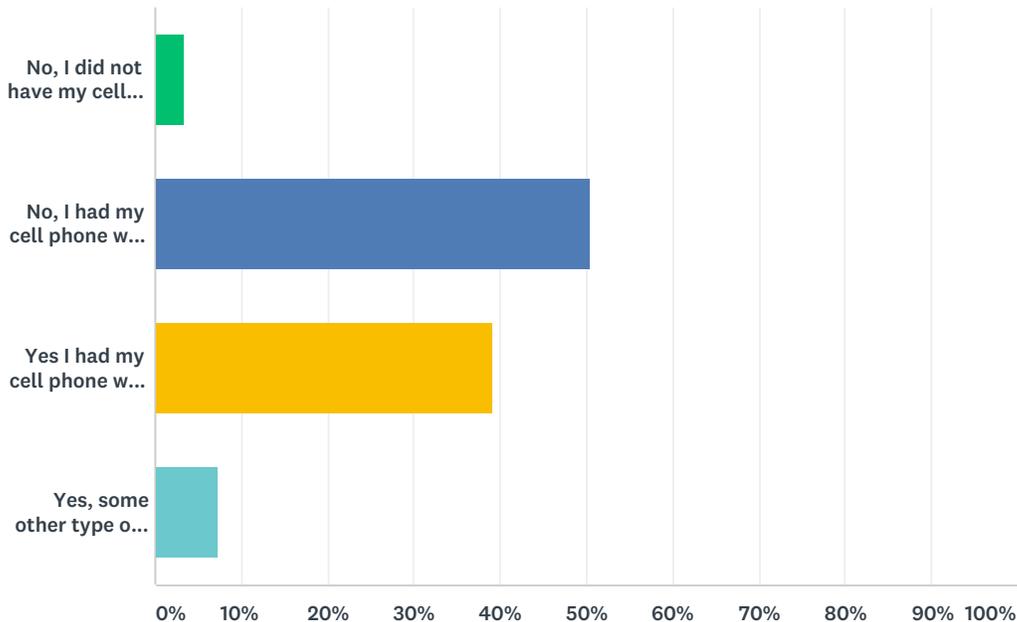
Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

I received warning from a public safety official physically at my door(Recibí una advertencia de un oficial de seguridad pública que se presento a mi puerta)	7.26%	9
I heard sirens/bullhorns/public safety officials outside my home(Escuché sirenas/megafonos/oficiales de seguridad pública afuera de mi hogar)	0.81%	1
I received notice on the radio(Recibí una noticia en la radio)	4.03%	5
I received notice from a press event(Recibí una noticia de un evento de prensa)	0.00%	0
I received notice from a ham radio operator(Recibí una noticia de un operador de radio)	0.81%	1
Other (please specify)	12.90%	16
TOTAL		124

#	OTHER (PLEASE SPECIFY)	DATE
1	I was not required to evacuate but the extremely poor air quality in the valley required me to seek due to a compromised respiratory system	11/30/2017 11:37 AM
2	We received an alert just before 2am of the Fire. Neighbor started leaving voluntarily through out the day. An official was here in late afternoon saying it was still voluntary. A friend with a scanner called let us listen to a broadcast saying it was official to evacuate later in the afternoon nearer to 5 pm. That is when we started to leave.	11/29/2017 4:07 PM
3	My parents came to the store where I was working and told me to come stay at there house during the wildfires.	11/28/2017 10:34 PM
4	Our neighbor came down our driveway at 3:30 am on Monday to tell us that the fire was coming up the ridge and that our only way out, Black bart drive might be blocked.	11/15/2017 8:15 PM
5	Honking horns from fleeing residents woke us	11/15/2017 2:54 AM
6	I tried to go to work and freeway was closed they said fire in redwood valley so I knew we would probably be evacuated because we're on backside of RV on Pine mountain so I went home and started packing	11/8/2017 6:52 AM
7	Received a call on landline but not cell phones	11/6/2017 6:39 PM
8	Facebook post by Mendo sheriff	11/2/2017 9:35 AM
9	Visit from sheriff	11/1/2017 8:48 PM
10	I monitored Facebook closely and noticed that at approx 4:30 on 10/11 that they had included my residence in the evacuation zone. I phoned my landlord, who is the County Undersheriff and he advised me that it was currently an evacuation watch. So I had time to get home and collect my pet & some clothing and got out. By 7:30 it had changed to a mandatory evacuation.	10/30/2017 2:48 PM
11	my kid told me I see a glow smell smoke no flames. we stood in our acre field for an hour while fire depot drove by lights no sirens going back an forth never a word or noise that we needed to get out residents of tomki where house were already burning less then 2 miles away drove by honking horns telling us to get out 2-5 minutes later our field was starting fire we left then	10/30/2017 9:07 AM
12	Friend told me at work	10/29/2017 7:33 PM
13	The ash snow fall prompted me to leave	10/27/2017 8:34 AM
14	I live in Brooktrails didn't want to get stuck up her in case I needed to get out ,, the radio was worthless information also	10/25/2017 6:29 PM
15	evacuation was 3 miles away	10/25/2017 5:36 PM
16	A family remember that works the CHP.	10/25/2017 4:49 PM

Q9 Once you left your house to evacuate, did you have any type of mobile communication?(Una vez que abandonaste tu hogar para evacuar, ¿tuviste algún tipo de comunicación mobil?)

Answered: 123 Skipped: 451

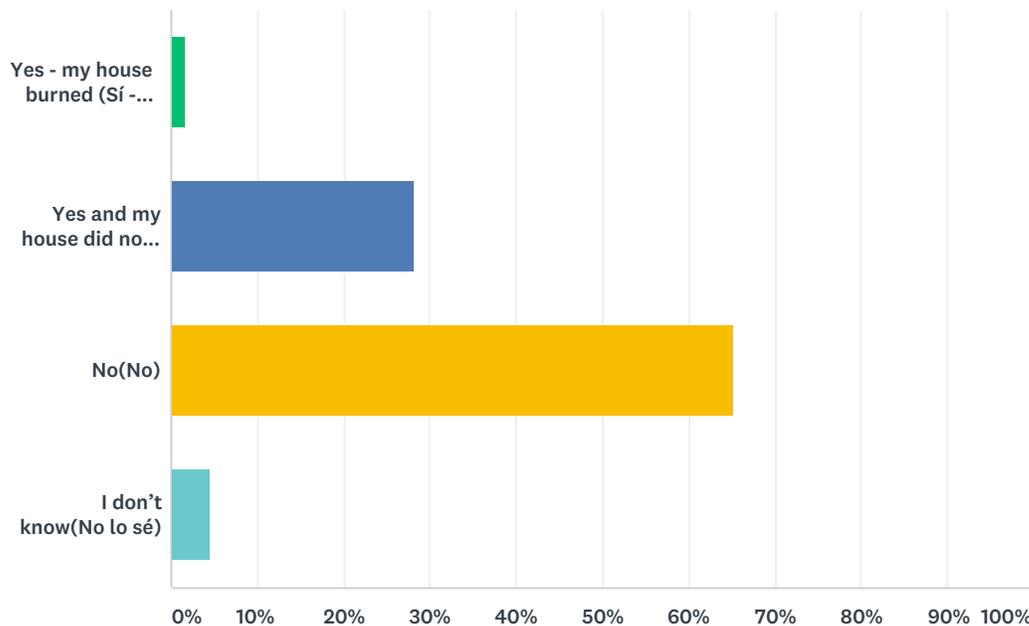


ANSWER CHOICES	RESPONSES
No, I did not have my cell phone with me(No, no tenía mi celular conmigo.)	3.25% 4
No, I had my cell phone with me but it did not work(No, tenía mi celular conmigo pero no funcionó)	50.41% 62
Yes I had my cell phone with me and it worked(Sí, tenía mi celular conmigo y funcionó)	39.02% 48
Yes, some other type of communication	7.32% 9
TOTAL	123

#	YES, SOME OTHER TYPE OF COMMUNICATION	DATE
1	I had a laptop computer as well as a Tracphone	11/30/2017 8:47 PM
2	Yes, I had my cell phone and was able to receive some calls, but was not able to place or receive calls from other family member in affected areas, especially family located in Willits, Ft. Bragg, and other more northern locations	11/30/2017 11:37 AM
3	I had my mobile device, i had spotty service at times	11/30/2017 7:51 AM
4	my cell is verizon and it didn't work in Potter, but did work once I evacuated to Ukiah. I bought family members phones at radio shack and paid for 1 month's service so they could use them with an AT&T server that was working in Potter	11/29/2017 1:51 PM
5	I had my cell phone with me and it worked until about 5:30 am on Monday.	11/15/2017 8:15 PM
6	I had my cell phone. I was able to receive calls, but had difficulty with out-going calls.	11/9/2017 9:30 AM
7	Cel phone worked in certain areas	11/6/2017 11:32 PM
8	Had my cell but some calls didn't work and it cut out a lot	10/29/2017 7:29 PM
9	alternate cell	10/29/2017 7:15 PM

Q10 Did your residence experience a power outage?(¿Ha sufrido tu residencia una interrupción de energía?)

Answered: 554 Skipped: 20

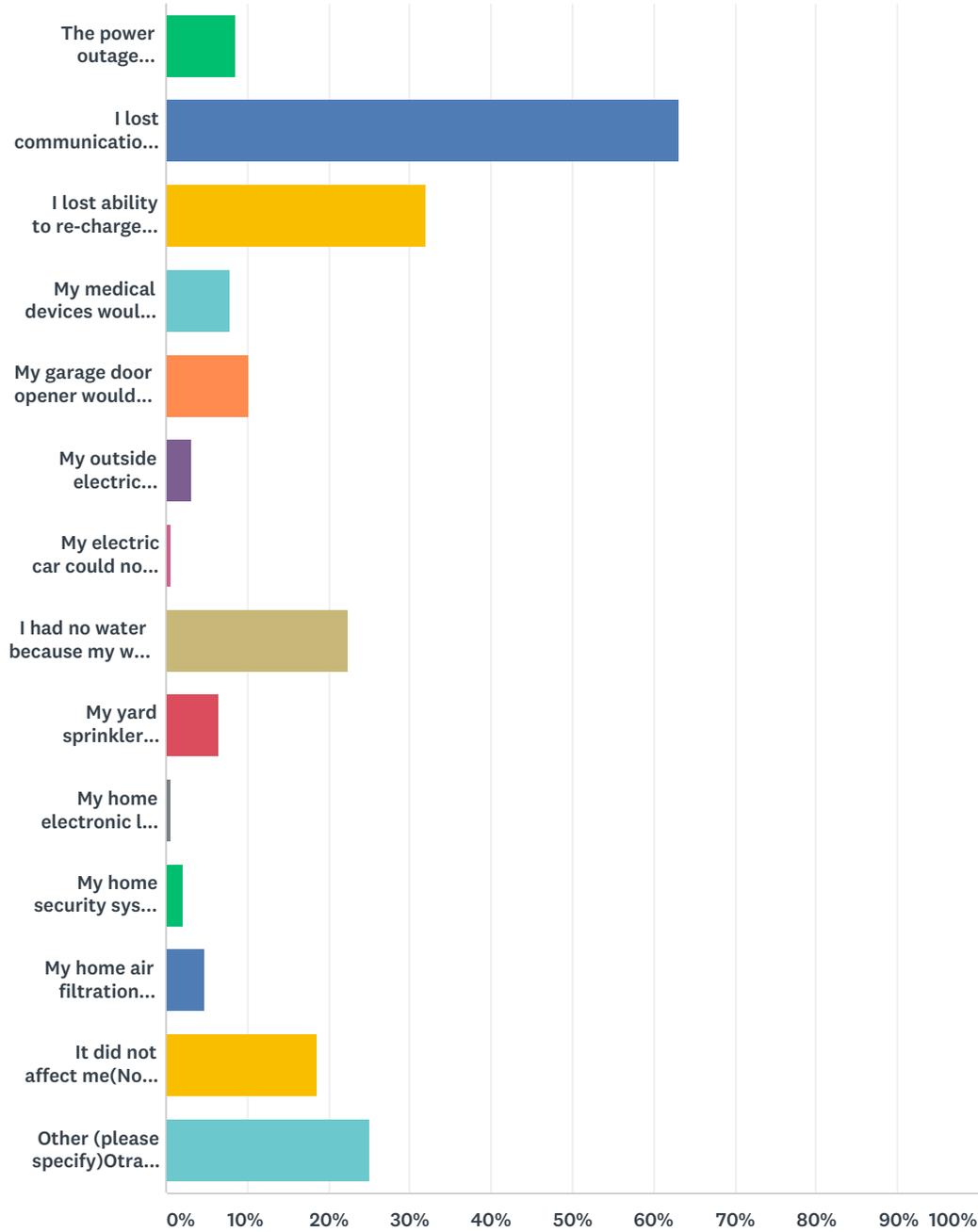


ANSWER CHOICES	RESPONSES	
Yes - my house burned (Sí - mi casa se incendió)	1.62%	9
Yes and my house did not burn Sí y mi casa no se incendió)	28.34%	157
No(No)	65.34%	362
I don't know(No lo sé)	4.69%	26
TOTAL		554

Q11 How did the power outage affect you during the fire (including evacuation)? (¿Como te afectó la interrupción de energía durante el incendio [incluyendo la evacuación]?) Did you have devices in your home that shut off due to the power outage that affected your ability to protect your home or to evacuate? Check all that apply.(¿Tuviste dispositivos en tu hogar que se apagaron debido a la interrupción de energía que afecto tu capacidad de proteger tu casa o de evacuar? Marca todas las que aplican.)

Answered: 187 Skipped: 387

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium



ANSWER CHOICES	RESPONSES	
The power outage negatively affected my ability to evacuate(La interrupción de energía afecto negativamente mi capacidad de evacuar)	8.56%	16
I lost communications because of the power outage (TV, Wi-fi, or phone)(Perdí comunicación a causa de la interrupción de energía [TV, Wi-fi o teléfono])	63.10%	118
I lost ability to re-charge my devices(Perdí la capacidad de recargar mis dispositivos)	32.09%	60
My medical devices would not work (CPAP, etc)(Mis dispositivos médicos no funcionaban [CPAP, etc])	8.02%	15
My garage door opener would not work(La puerta automática de mi garage no funcionaba)	10.16%	19
My outside electric security gate would not function(Mi puerta de seguridad eléctrica exterior no funcionaría)	3.21%	6
My electric car could not charge(Mi auto eléctrico no pudo cargarse)	0.53%	1

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

I had no water because my well pump/pressure system was down(No tenía agua porque la bomba del sistema de extracción del pozo no funcionaba.)	22.46%	42
My yard sprinkler system was down(Mi sistema de riego del jardín no funcionaba)	6.42%	12
My home electronic lock system failed(El sistema de cierre electrónico de mi hogar falló)	0.53%	1
My home security system failed(El sistema de seguridad de mi hogar falló)	2.14%	4
My home air filtration system failed (HVAC)(El sistema de filtración de aire [HVAC] de mi hogar falló)	4.81%	9
It did not affect me(No me afectó)	18.72%	35
Other (please specify)Otra (por favor especifique)	25.13%	47
Total Respondents: 187		

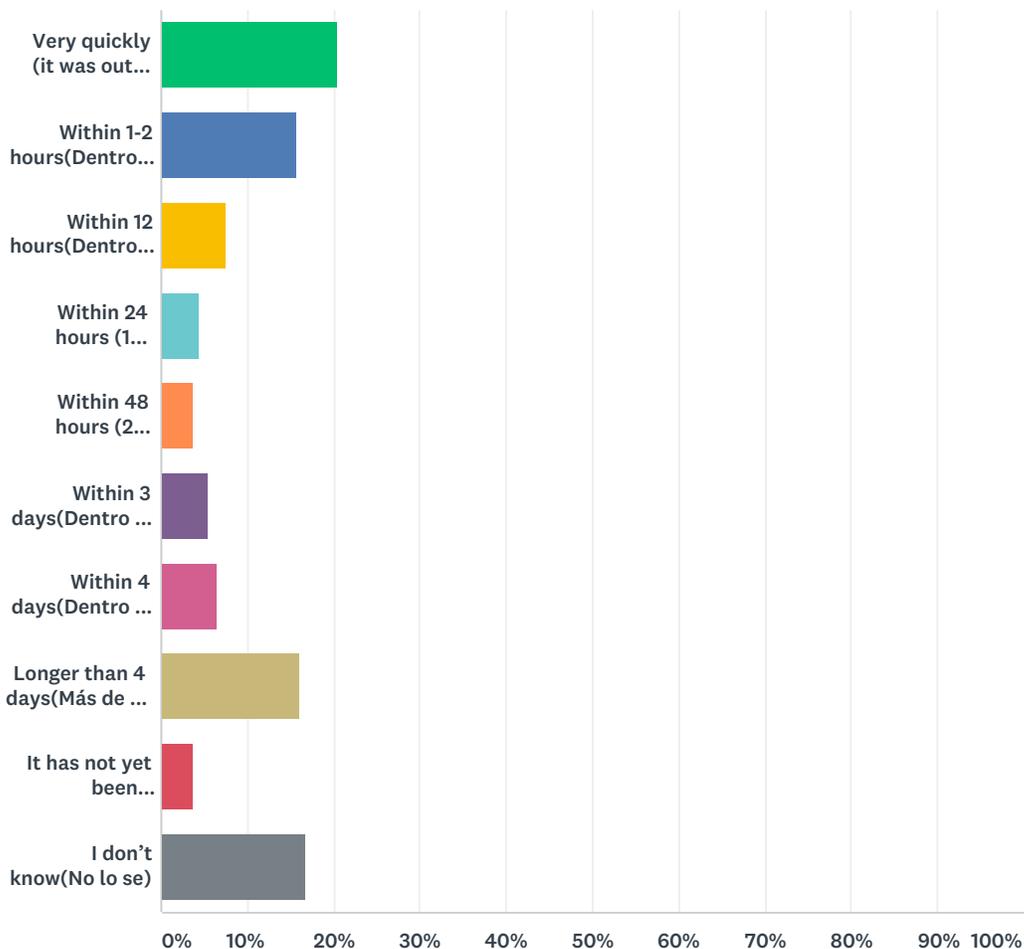
#	OTHER (PLEASE SPECIFY)OTRA (POR FAVOR ESPECIFIQUE)	DATE
1	Very short power outage	11/30/2017 8:49 PM
2	My residence experienced less than 24 hours without power although I left when the power outage began as my HVAC system was no longer filtering the air. The poor air quality required me to leave at this point due to health issues	11/30/2017 11:40 AM
3	No cell phone, no landline, no internet. Radio coverage or information of the extent of the fire and areas was terrible the first day plus. Ash was falling down like snow and the anxiety was extreme caused by the lack of up to date reliable information and distribution of the information. Radio kept referring to web pages and facebook for this information. The inability to access the location of the information caused more anxiety along with no heat due to PGE cutting the gas; this was a cluster. Not until the packed Willits first informational meeting held by government officials in the Willits Library did Allman and CalFire understand that you can not refer us to something we have no access to.	11/30/2017 8:57 AM
4	I was out of town during this period. I also have a automatic generator which would provide power until it ran out of propane.	11/29/2017 6:50 PM
5	I believe that I had 1-6 brown-outs, I do not know if the fire was the cause.	11/29/2017 5:16 PM
6	While we were evacuated the power was out about 10 hours. Compared to other it was nothing.	11/29/2017 4:10 PM
7	we have a generator, so were able to support the refrigerator/freezer and pump water a few hours a day	11/29/2017 3:24 PM
8	Home heating not available	11/29/2017 2:00 PM
9	We had spring water (gravitational) to our house, but our electric pump didn't work so we couldn't get fire-fighting water to our house	11/29/2017 1:53 PM
10	It also affected my parents business. We had to only allow cash transactions for two days.	11/28/2017 10:40 PM
11	SEPTIC DOWN, NO HEAT CENTRAL AIR.	11/15/2017 7:40 PM
12	It wasn't an issue because we had to leave within a couple of minutes of waking up to smoke within 3 hundred yards of my residence	11/10/2017 6:34 PM
13	I just used my cell phone in the selter	11/7/2017 1:37 PM
14	Could not warn others to evacuate!	11/7/2017 6:18 AM
15	Too Fast to know	11/7/2017 5:23 AM
16	My family did not receive the phone and text mandatory evacuation order because the cell phone tower serving us failed due to fire. My husband received the phone and text evacuation order only when he went into Ukiah that morning, about one and a quarter hours after the mandatory evacuation order for our area was sent out. Then he rushed home, a 20 minute drive, to wake the family and get us out. We prepared for evacuation using flashlights because our electricity was out. Fortunately the wind had changed and there was no immediate threat to our home; so the hour and a quarter delay did not actually put us in danger.	11/6/2017 9:04 PM
17	Our power was only out for about 15 minutes on Monday.	11/2/2017 9:08 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

18	We weren't home during the brief outage so we're not sure what was impacted. Typically, wifi would be down and our well pump would stop if power is out.	11/2/2017 7:30 AM
19	oxygen concentrator did not work	11/1/2017 2:25 PM
20	Only out for about 15 minutes.	10/31/2017 6:14 PM
21	Both cell phone service and internet were down for several days. I am off the grid so don't know how the power outage effected anything else. I have a generator, gravity water, solar panels and batteries.	10/30/2017 7:39 PM
22	I have a back-up generator that allowed me to use satellite internet, my only communication when the landline phone went out also	10/30/2017 8:57 AM
23	We don't know how long electricity went out ? Our clocks were blinking when we gained entry 6 days later.	10/30/2017 7:49 AM
24	No gas for 36 hours; minor power outage. Minimal impact.	10/30/2017 7:30 AM
25	Just had to reset clocks. Our refrigerator did die, but think it was just it's time, homeowners covered its replacement!	10/30/2017 5:51 AM
26	Freezer fridge caused all food to spoil	10/29/2017 8:41 PM
27	The clock on my car was 10 hours off. Onstar was unavailable	10/29/2017 7:51 PM
28	It did not effect my evacuation	10/29/2017 7:36 PM
29	Had to evacuate in the dark ...	10/29/2017 7:06 PM
30	Off the grid, but phone line only worked for local calls to other hard lines.	10/29/2017 6:13 AM
31	my mistake, we did not have a power outage.	10/28/2017 8:58 AM
32	Fried appliances even with surge protectors	10/27/2017 3:08 PM
33	No tv. No phone. No internet. Just darkness	10/27/2017 8:35 AM
34	I am smart and have a battery backup (UPS) for my Comcast Modem and WiFi Hot spots... I was up most of the time cause I don't trust ya-all	10/27/2017 8:05 AM
35	No heat or stove as natural gas was off for days	10/27/2017 7:07 AM
36	Was only for about 15 minutes and came back on	10/26/2017 9:09 PM
37	The toxic smoke affected my husband, who has COPD.	10/26/2017 3:37 PM
38	Water heater and stove are both electric and we're unavailable. We have a baby and an elderly person in our home and it was a problem.	10/25/2017 9:38 PM
39	usual resetting everything after a failure	10/25/2017 5:37 PM
40	Cell service was out	10/25/2017 4:24 PM
41	I could not prepare & cook meals, the foods I had in the refrigerator & freezer were ruined from the extensive power outage.	10/25/2017 3:20 PM
42	Clocks reset	10/25/2017 1:53 PM
43	Used generator	10/25/2017 1:13 PM
44	No wifi or cell phone service. I have no TV. So I had no idea what was going on while the thick smoke filled the air.	10/25/2017 12:09 PM
45	No gas - unable to heat/use stove for a couple of days. Nothing serious	10/25/2017 11:21 AM
46	we had no natural gas for 2 days which is my source of heat	10/25/2017 11:15 AM
47	The power outage was of multiple times for short duration.	10/25/2017 11:11 AM

Q12 Power at my residence was restored:(La energía en mi residencia fue restablecida:)

Answered: 186 Skipped: 388



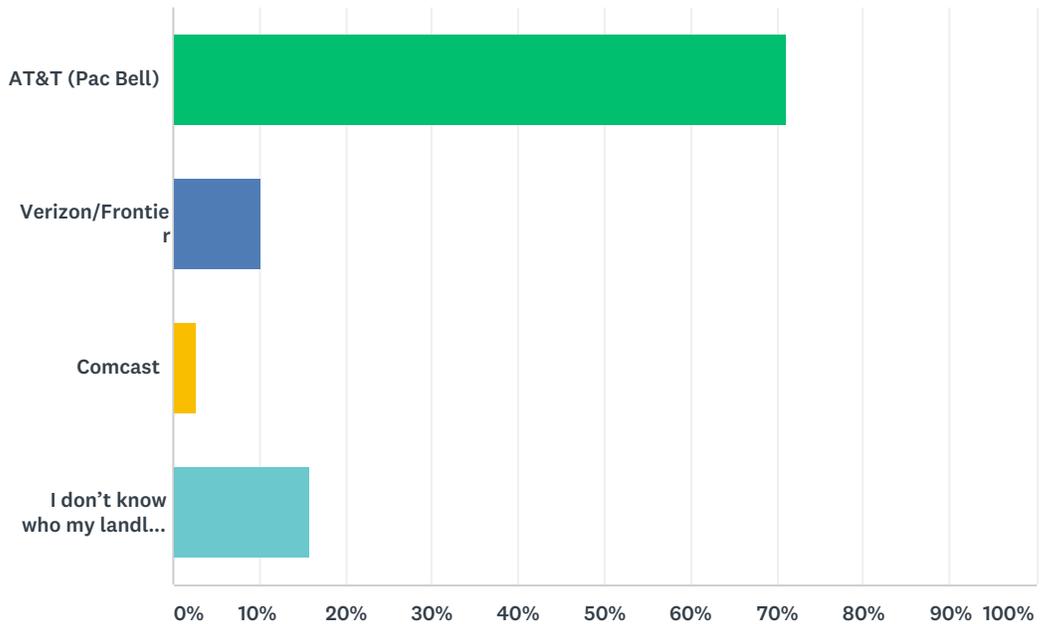
ANSWER CHOICES	RESPONSES	
Very quickly (it was out only momentarily or for a few minutes)(Muy rápido (salió solo momentáneamente o durante unos minutos))	20.43%	38
Within 1-2 hours(Dentro de 1-2 horas)	15.59%	29
Within 12 hours(Dentro de las 12 horas)	7.53%	14
Within 24 hours (1 day)(Dentro de las 24 horas [1 Día])	4.30%	8
Within 48 hours (2 days)(Dentro de las 48 horas [2 Días])	3.76%	7
Within 3 days(Dentro de los 3 días)	5.38%	10
Within 4 days(Dentro de los 4 días)	6.45%	12
Longer than 4 days(Más de 4 días)	16.13%	30
It has not yet been restored(Todavía no sido restablecida)	3.76%	7
I don't know(No lo se)	16.67%	31

TOTAL

186

Q13 The landline provider for my neighborhood is: (whether you have a landline or not)(El proveedor de línea fija para mi vecindario es: (ya sea que tenga un teléfono fijo o no))

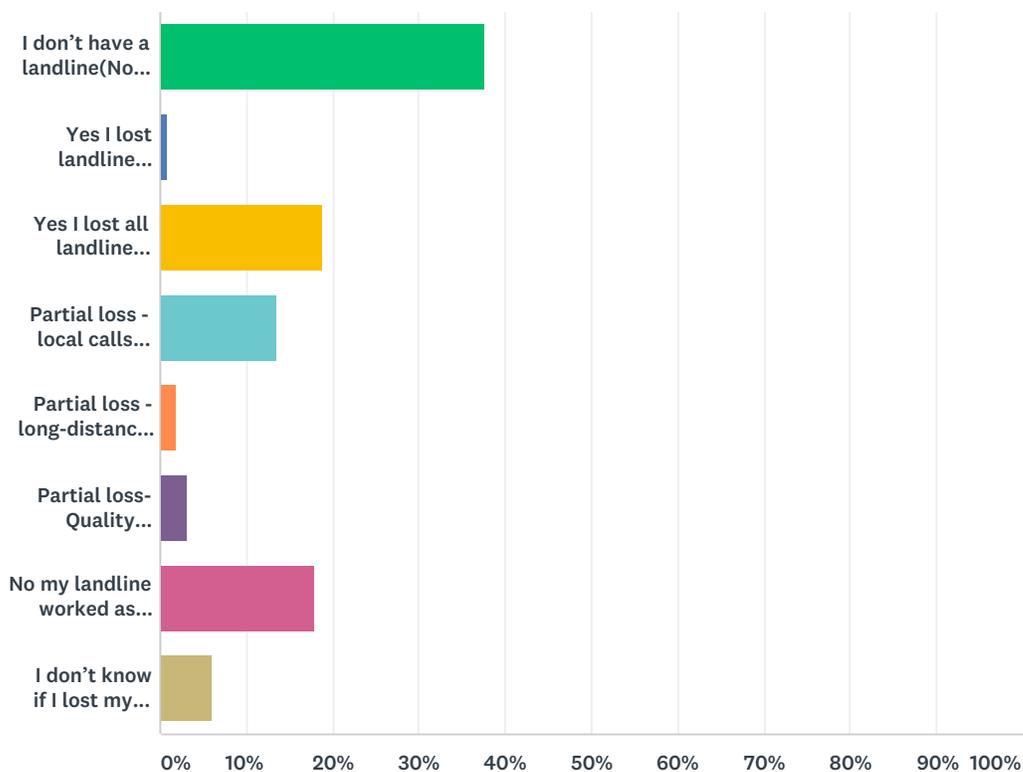
Answered: 541 Skipped: 33



ANSWER CHOICES	RESPONSES	
AT&T (Pac Bell)	71.16%	385
Verizon/Frontier	10.17%	55
Comcast	2.77%	15
I don't know who my landline provider is/would be(No sé quién es / sería mi proveedor de línea fija)	15.90%	86
TOTAL		541

Q14 Did your place of residence lose landline phone service?(¿Perdió tu lugar de residencia el servicio de telefonía de linea/telefonía fija?)

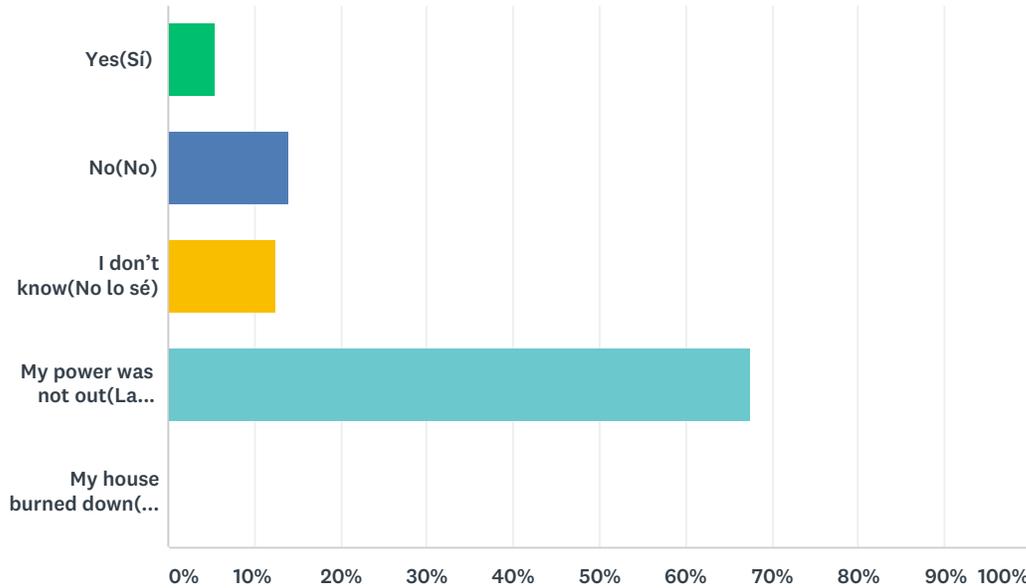
Answered: 545 Skipped: 29



ANSWER CHOICES	RESPONSES
I don't have a landline(No tengo teléfono de linea/teléfono fijo)	37.61% 205
Yes I lost landline because my house burned down(Sí, perdí el servicio de telefonía de linea/telefonía fija porque mi casa se incendió)	0.92% 5
Yes I lost all landline service and my house did not burn down(Sí, perdí todos los servicios de telefonía de linea/telefonía fija y mi casa no se incendió)	18.90% 103
Partial loss - local calls only went through(Pérdidas parciales - solo funcionaban las llamadas locales)	13.58% 74
Partial loss - long-distance calls only went through(Pérdidas parciales - solo funcionaban las llamadas de larga distancia)	1.83% 10
Partial loss- Quality degraded significantly(Pérdidas parciales - La calidad bajo significativamente)	3.12% 17
No my landline worked as normal(No, mi telefonía de linea/telefonía fija funcionó normalmente)	17.98% 98
I don't know if I lost my landline service or not(No lo sé si perdí o no el servicio de telefonía de linea/telefonía fija)	6.06% 33
TOTAL	545

Q15 If your power was out, did your landline phone service continue to function even though your power was out?(Si se interrumpió la energía, ¿siguió funcionando el servicio de telefonía de línea/telefonía fija a pesar de no contar con energía?)

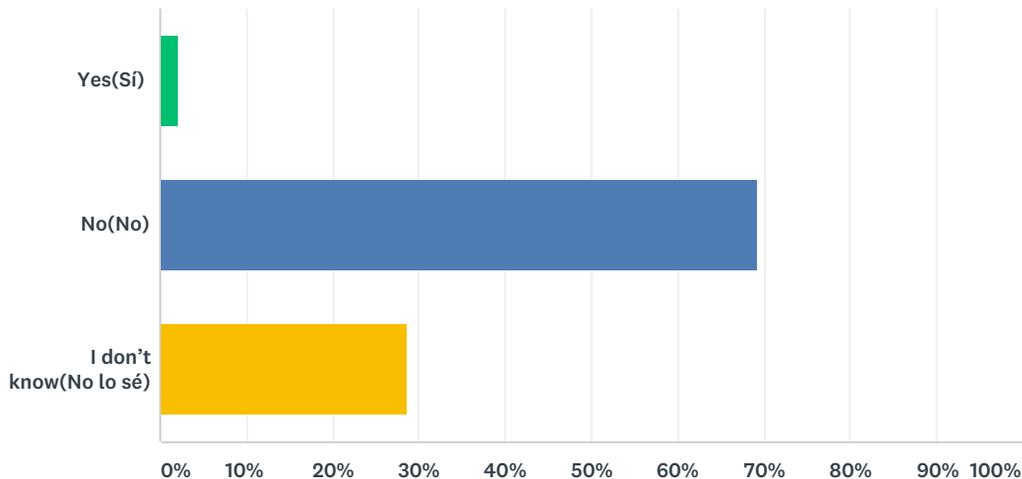
Answered: 334 Skipped: 240



ANSWER CHOICES	RESPONSES	
Yes(Si)	5.39%	18
No(No)	14.07%	47
I don't know(No lo sé)	12.57%	42
My power was not out(La energía no fue interrumpida)	67.66%	226
My house burned down(Mi casa se incendió)	0.30%	1
TOTAL		334

Q16 If you have (or ever had) a landline, have you ever been notified by your telephone landline provider that your service has changed from copper to fiber/wireless technology?(Si tienes (o alguna vez has tenido)) telefonía de línea/telefonía fija, ¿has sido notificado alguna vez por tu proveedor de telefonía de línea/telefonía fija que el servicio ha cambiado de tecnología [de cobre a fibra óptica]?)

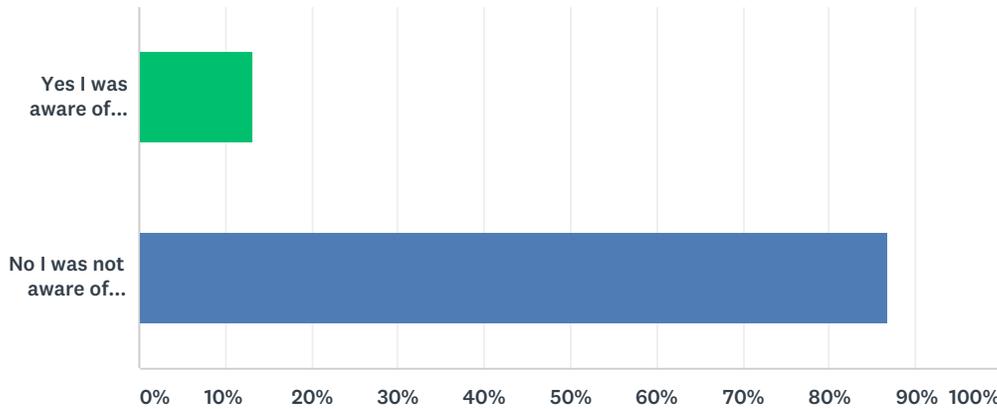
Answered: 531 Skipped: 43



ANSWER CHOICES	RESPONSES
Yes(Si)	2.07% 11
No(No)	69.30% 368
I don't know(No lo sé)	28.63% 152
TOTAL	531

Q17 Were you aware that if your landline service changed from copper to fiber/wireless technology that your landline telephone service would not work in the event of a power failure? (¿Sabía que si su servicio de línea fija cambiara de tecnología de cobre a fibra / inalámbrica, su servicio telefónico fijo no funcionaría en caso de una falla de energía?)

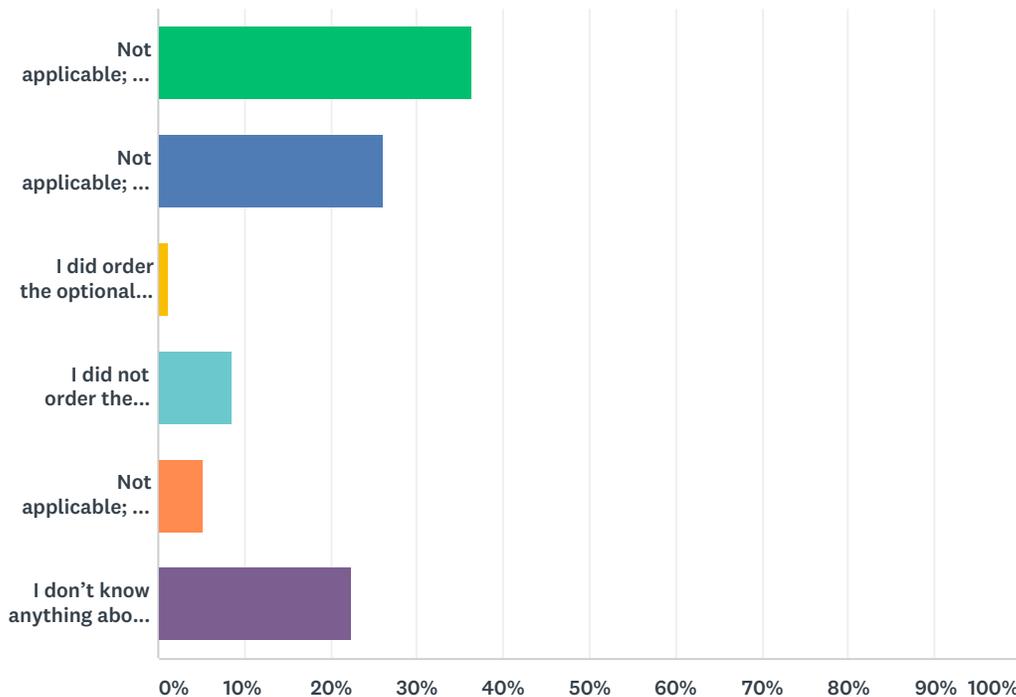
Answered: 530 Skipped: 44



ANSWER CHOICES	RESPONSES	
Yes I was aware of this(Sí, estaba al tanto de esto)	13.21%	70
No I was not aware of this(No, yo no estaba al tanto de esto)	86.79%	460
TOTAL		530

Q18 If your landline phone changed from copper-based to fiber/wireless based, did you order the optional battery to power your modem/router in the event of a power outage? (If your house burned, please still choose the best answer)(Si su teléfono fijo cambió de basado en cobre a fibra / inalámbrico, ¿solicitó la batería opcional para alimentar su módem / enrutador en caso de un corte de energía? (Si su casa se quemó, elija la mejor respuesta)

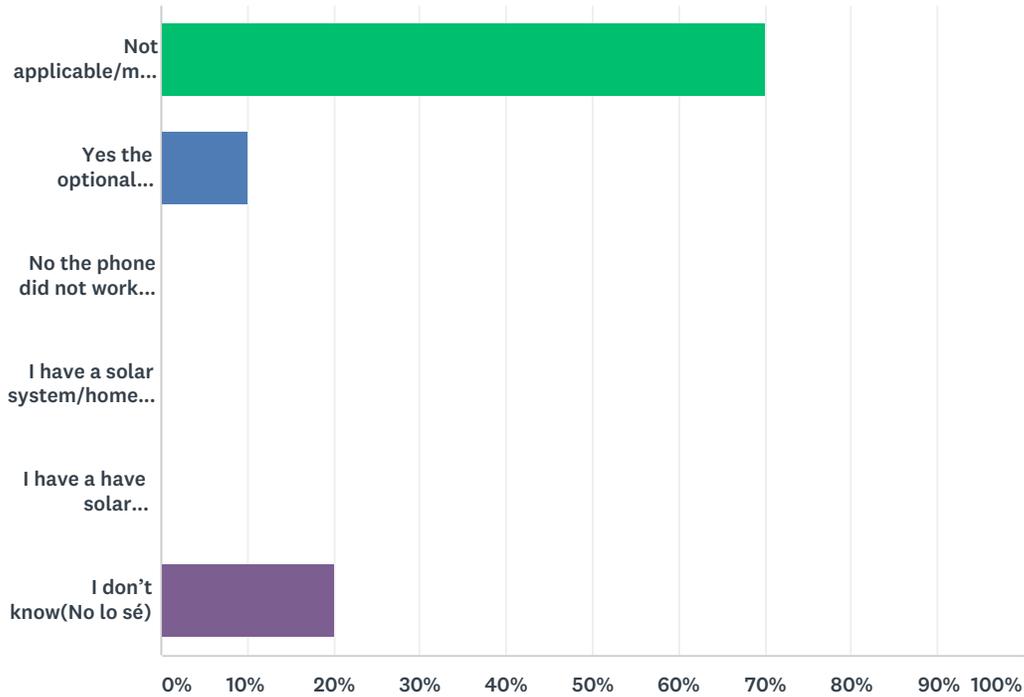
Answered: 531 Skipped: 43



ANSWER CHOICES	RESPONSES
Not applicable; I don't have a landline(No aplica; No tengo un teléfono fijo)	36.35% 193
Not applicable; as far as I know, my landline is/was still all copper(No aplica; por lo que yo sé, mi teléfono fijo es / todavía era de cobre)	26.18% 139
I did order the optional battery(Pedí la batería opcional)	1.32% 7
I did not order the optional battery(No pedí la batería opcional)	8.47% 45
Not applicable; I have a home solar system or generator(No aplica; Tengo un sistema solar o un generador)	5.27% 28
I don't know anything about my phone - I just hope it works when I need it(No sé nada sobre mi teléfono y solo espero que funcione cuando lo necesite)	22.41% 119
TOTAL	531

Q19 If your power was out and you had purchased the optional battery, did the battery and phone function as expected? Si se cortó la energía y compró la batería opcional, ¿funcionaron la batería y el teléfono como se esperaba?

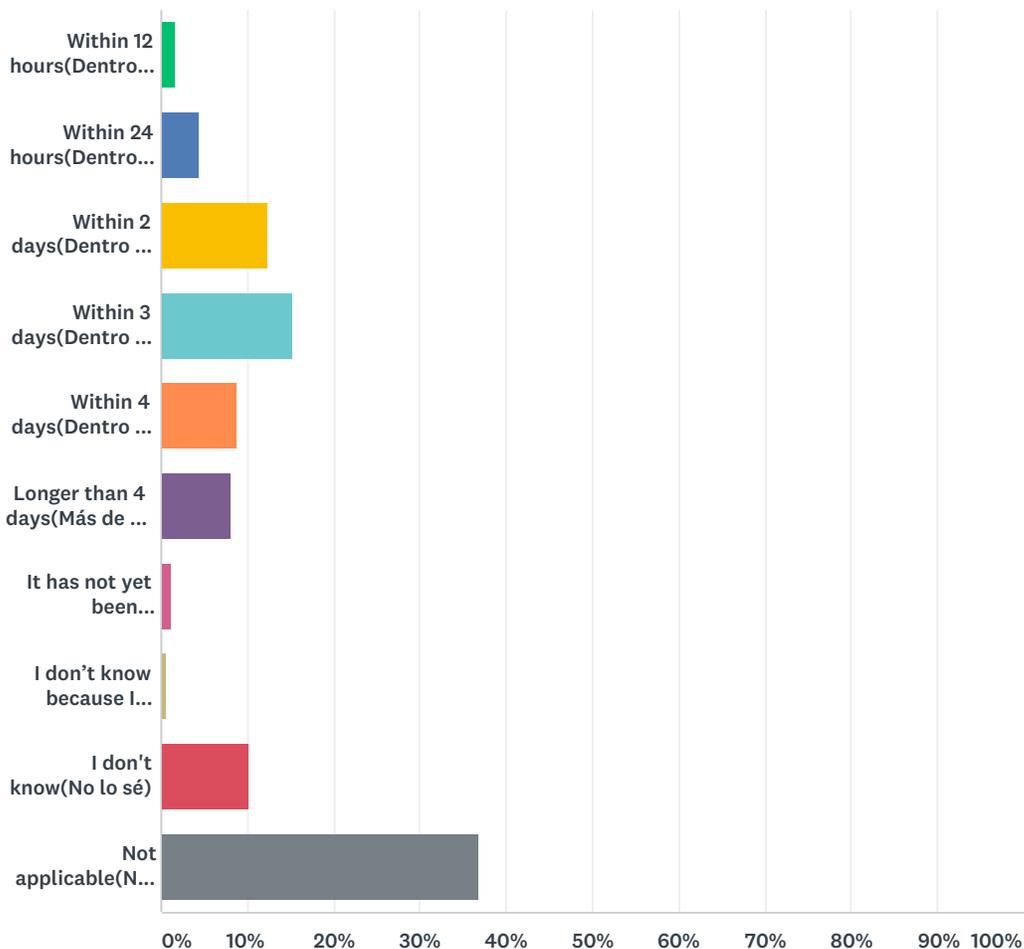
Answered: 10 Skipped: 564



ANSWER CHOICES	RESPONSES	
Not applicable/my power was not out(No aplicable / mi poder no estaba fuera)	70.00%	7
Yes the optional battery and phone functioned as expected and I had phone service(Sí, la batería y el teléfono opcionales funcionaban como se esperaba y tenía servicio telefónico)	10.00%	1
No the phone did not work even though I had the optional battery(No, el teléfono no funcionó aunque tenía la batería opcional)	0.00%	0
I have a solar system/home generator and so my phone continued to function(Tengo un sistema solar / generador de casa y mi teléfono sigue funcionando)	0.00%	0
I have a have solar system/home generator but my phone did not function(Tengo un sistema solar / generador doméstico pero mi teléfono no funcionaba)	0.00%	0
I don't know(No lo sé)	20.00%	2
TOTAL		10

Q20 My landline service/quality was restored:(Mi servicio fijo / calidad fue restaurado:)

Answered: 339 Skipped: 235



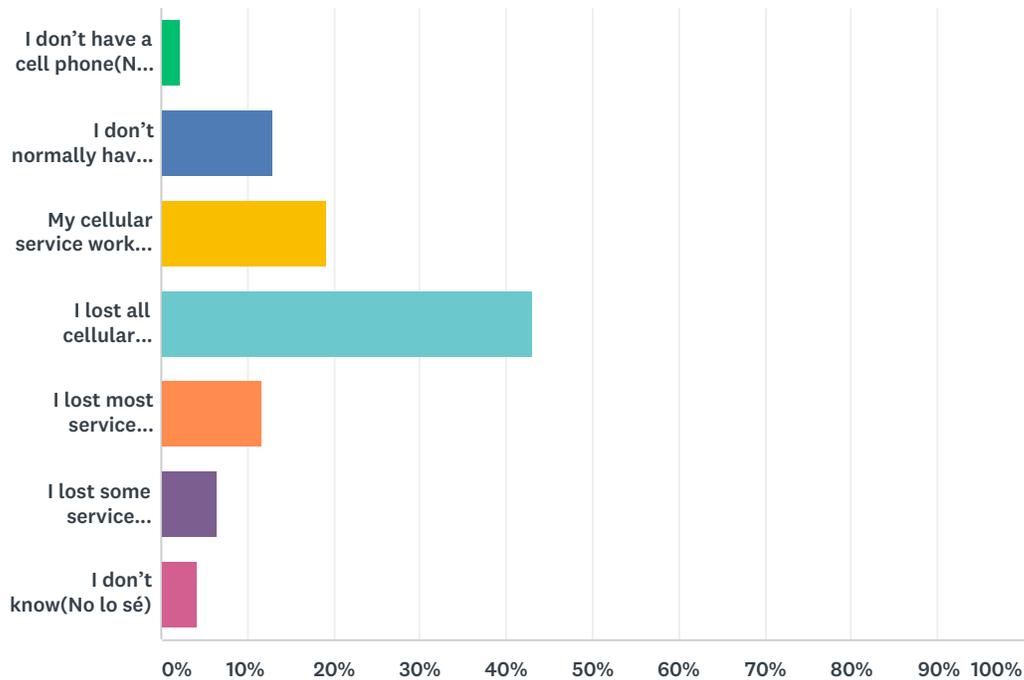
ANSWER CHOICES	RESPONSES	
Within 12 hours(Dentro de las 12 horas)	1.77%	6
Within 24 hours(Dentro de las 24 horas)	4.42%	15
Within 2 days(Dentro de 2 días)	12.39%	42
Within 3 days(Dentro de 3 días)	15.34%	52
Within 4 days(Dentro de 4 días)	8.85%	30
Longer than 4 days(Más de 4 días)	8.26%	28
It has not yet been restored(Aún no ha sido restaurado)	1.18%	4
I don't know because I didn't have power(No lo sé porque no tenía poder)	0.59%	2
I don't know(No lo sé)	10.32%	35
Not applicable(No aplica)	36.87%	125

TOTAL

339

Q21 Did you lose normal cellular service at your residence?(¿Perdió el servicio celular normal en su residencia?)

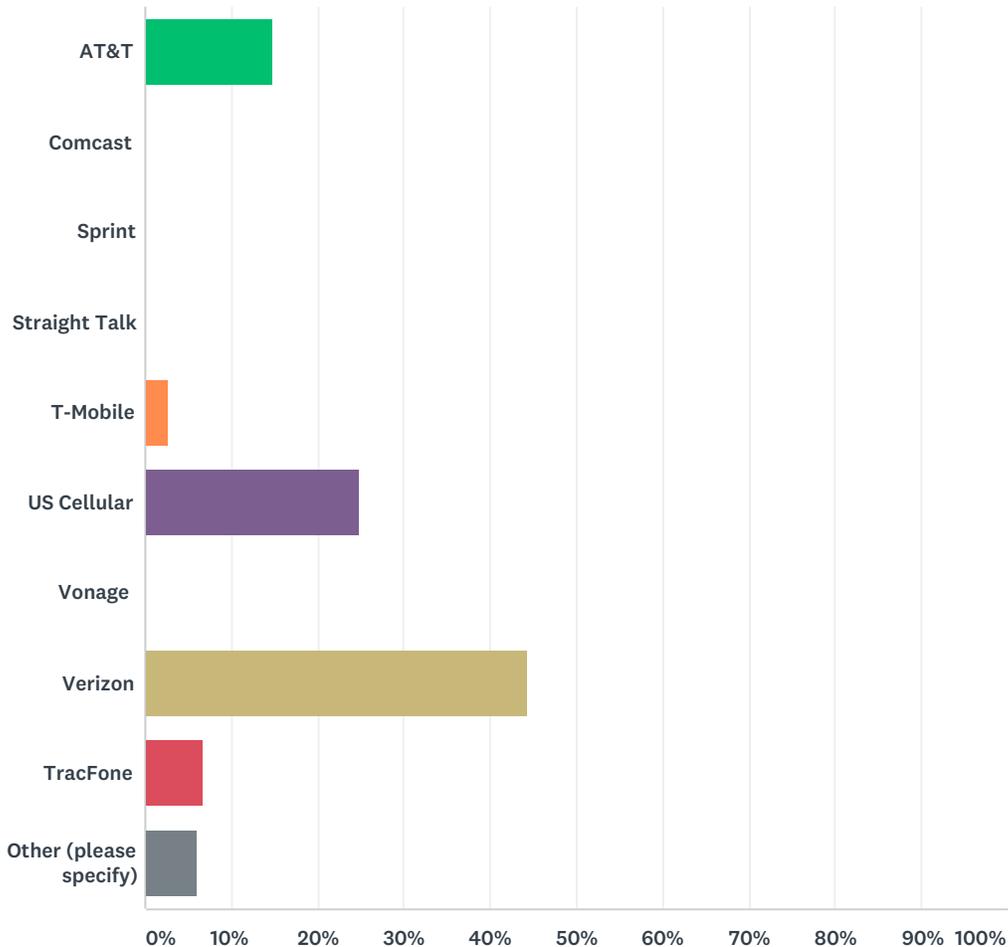
Answered: 525 Skipped: 49



ANSWER CHOICES	RESPONSES	
I don't have a cell phone(No tengo un teléfono celular)	2.29%	12
I don't normally have cellular service at my residence(Normalmente no tengo servicio celular en mi residencia)	12.95%	68
My cellular service worked as normal(Mi servicio celular funcionó de manera normal)	19.24%	101
I lost all cellular service(Perdí todo el servicio celular)	43.05%	226
I lost most service (greatly degraded, reduced to text messages, no calls, slow speeds)(Perdí la mayoría del servicio (muy degradado, reducido a mensajes de texto, sin llamadas, a baja velocidad))	11.81%	62
I lost some service (slightly degraded, could make calls still)(Perdí algún servicio (ligeramente degradado, aún podía hacer llamadas))	6.48%	34
I don't know(No lo sé)	4.19%	22
TOTAL		525

Q22 My cellular service provider is:(Mi proveedor de servicio celular es:)

Answered: 522 Skipped: 52



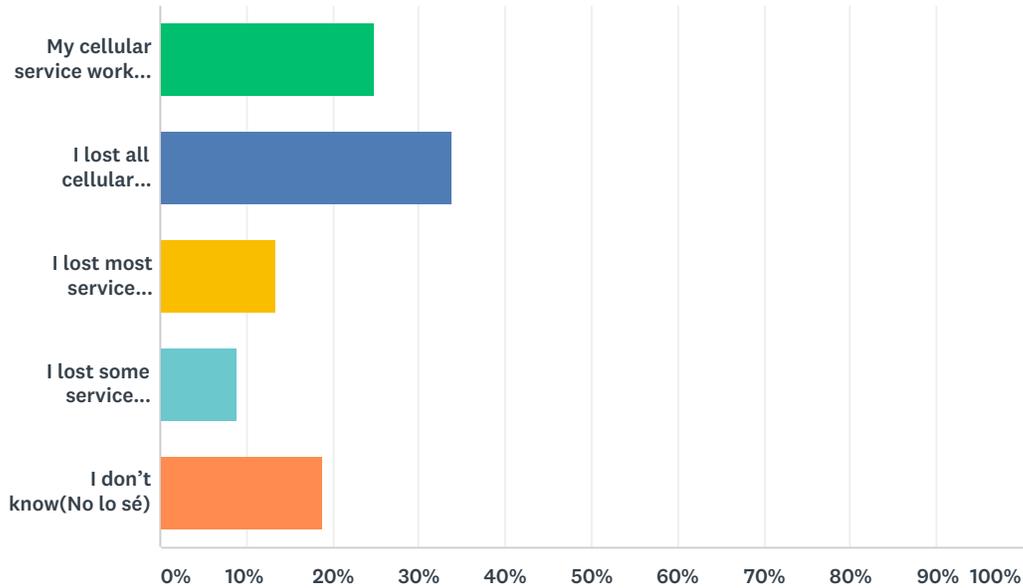
ANSWER CHOICES	RESPONSES	
AT&T	14.75%	77
Comcast	0.19%	1
Sprint	0.19%	1
Straight Talk	0.00%	0
T-Mobile	2.68%	14
US Cellular	24.90%	130
Vonage	0.00%	0
Verizon	44.44%	232
TracFone	6.70%	35
Other (please specify)	6.13%	32
TOTAL		522

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

#	OTHER (PLEASE SPECIFY)	DATE
1	Consumer Cellular	12/3/2017 3:05 PM
2	Consumer Cellular	11/30/2017 10:59 AM
3	Page Plus (Tracfone) using Verizon lines	11/30/2017 8:15 AM
4	N/A	11/29/2017 10:43 PM
5	none	11/29/2017 6:19 PM
6	Consumer cellular	11/29/2017 5:05 PM
7	no cell phone	11/27/2017 9:54 AM
8	Two phones; US Cellular phone could text, T-mobile (Go Smart) had no service	11/19/2017 8:41 PM
9	MY LANDLINE, WIFI IS AT&T AND VERIZON IS CELL PHONE	11/15/2017 7:46 PM
10	Ukiah business	11/15/2017 9:43 AM
11	n/a	11/10/2017 12:45 PM
12	Not sure	11/10/2017 12:37 PM
13	cricket	11/10/2017 12:16 PM
14	none	11/10/2017 11:48 AM
15	Consumer Cellular	11/9/2017 3:21 PM
16	No phone	11/7/2017 5:25 AM
17	Metropcs	11/5/2017 11:52 AM
18	Willitsonline	11/2/2017 8:36 AM
19	Cannot get ANY cell service at our house. do NOT have cell phone	11/2/2017 7:59 AM
20	consumer	11/1/2017 4:09 PM
21	consumer cellular uses the att network.	11/1/2017 2:33 PM
22	Project-Fi	10/30/2017 8:32 AM
23	verizon	10/29/2017 8:28 PM
24	Us Cellular	10/29/2017 7:20 PM
25	crickett	10/29/2017 9:38 AM
26	Not sure, but think it is Verizon - tracfone!	10/28/2017 5:50 PM
27	none, but I have a work cell. Note, it was my workplace phone and internet that went out.	10/27/2017 4:56 PM
28	Consumer Cellular	10/26/2017 3:40 PM
29	Google Fi	10/26/2017 12:08 PM
30	Republic Wireless	10/26/2017 10:20 AM
31	US Cellular and Verizon	10/25/2017 9:54 PM
32	Google	10/25/2017 10:44 AM

Q23 Did you lose cellular service at places other than your residence (for instance, if you evacuated or when in town)?(¿Perdió el servicio celular en lugares que no sean su residencia (por ejemplo, si fue evacuado o cuando estaba en la ciudad)?)

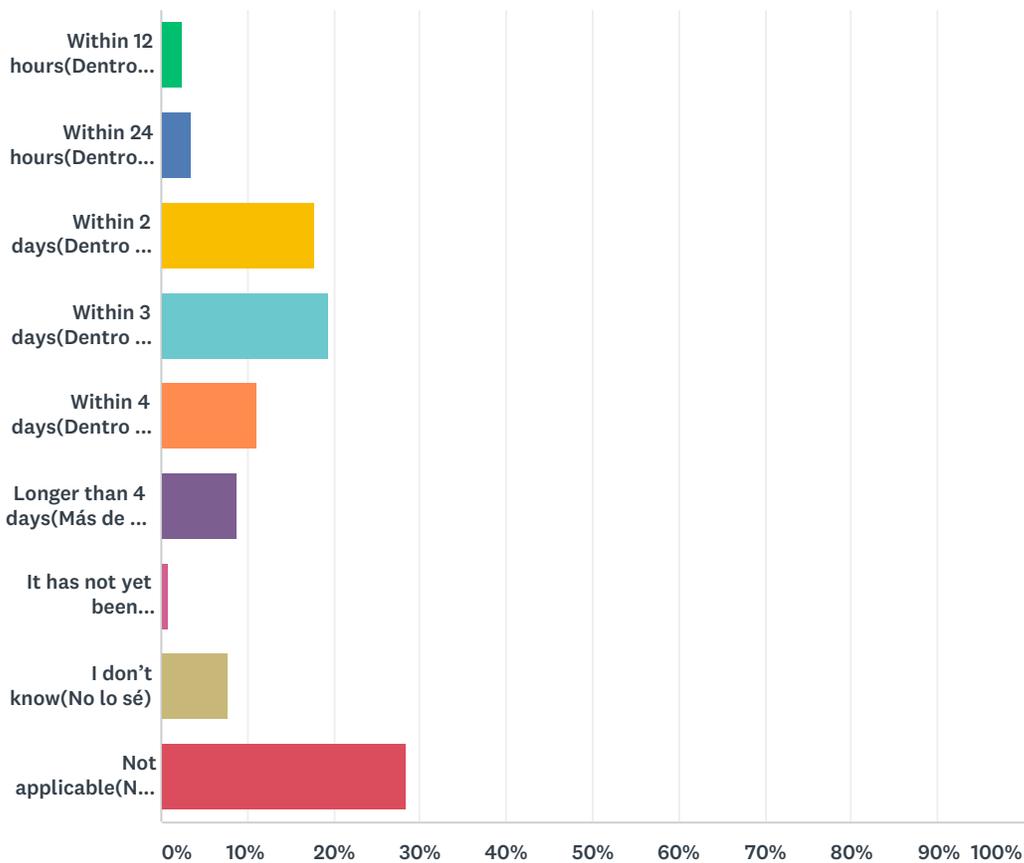
Answered: 518 Skipped: 56



ANSWER CHOICES	RESPONSES
My cellular service worked as normal at other places(Mi servicio celular funcionó normalmente en otros lugares)	24.90% 129
I lost all cellular service outside my residence(Perdí todo el servicio celular fuera de mi residencia)	33.98% 176
I lost most service (greatly degraded, reduced to text messages, no calls, slow speeds)(Perdí la mayoría del servicio (muy degradado, reducido a mensajes de texto, sin llamadas, a baja velocidad))	13.32% 69
I lost some service (slightly degraded, could make calls still)(Perdí algún servicio (ligeramente degradado, aún podía hacer llamadas))	9.07% 47
I don't know(No lo sé)	18.73% 97
TOTAL	518

Q24 My cellular service/quality was restored:(Mi servicio celular / calidad fue restaurado:)

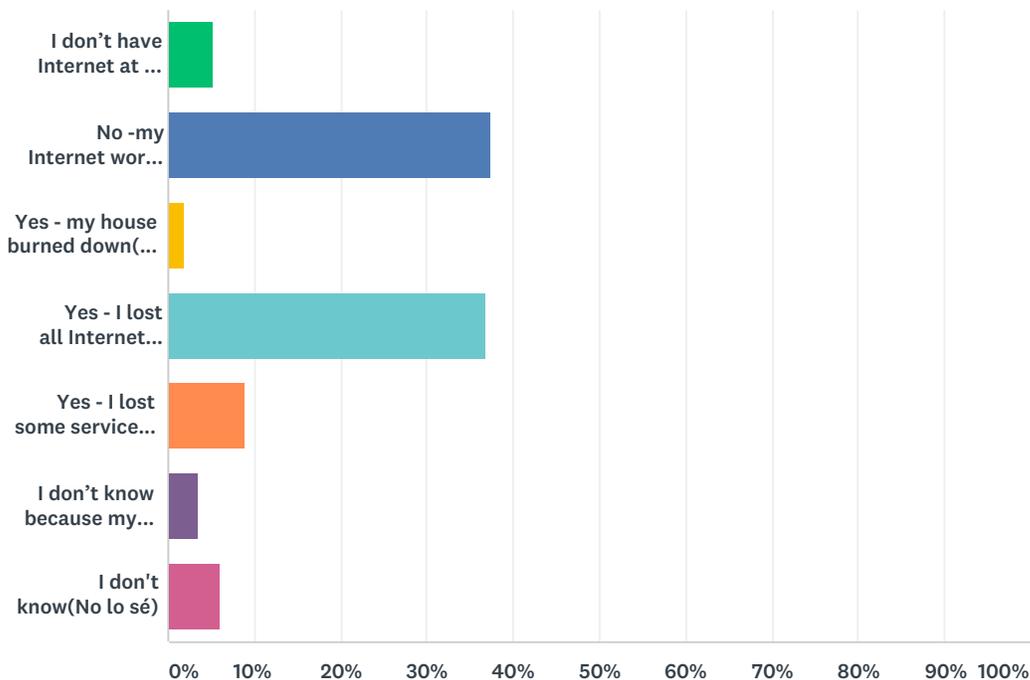
Answered: 518 Skipped: 56



ANSWER CHOICES	RESPONSES	
Within 12 hours(Dentro de 12 horas)	2.51%	13
Within 24 hours(Dentro de 24 horas)	3.47%	18
Within 2 days(Dentro de 2 días)	17.76%	92
Within 3 days(Dentro de 3 días)	19.50%	101
Within 4 days(Dentro de 4 días)	11.00%	57
Longer than 4 days(Más de 4 días)	8.88%	46
It has not yet been restored(Aún no ha sido restaurado)	0.77%	4
I don't know(No lo sé)	7.72%	40
Not applicable(No aplica)	28.38%	147
TOTAL		518

Q25 Did you lose your Internet service at your residence?(¿Perdió su servicio de Internet en su residencia?)

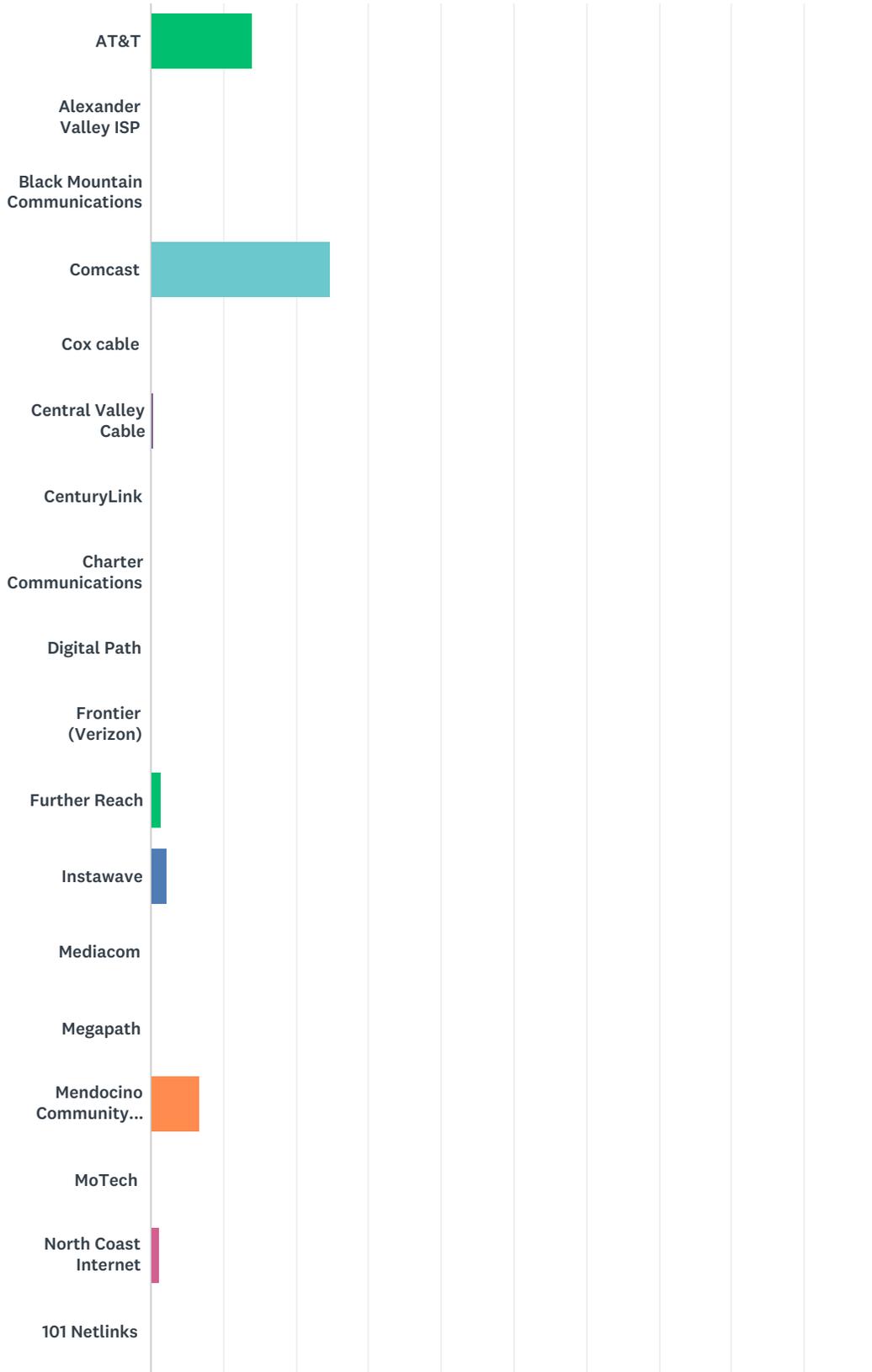
Answered: 520 Skipped: 54



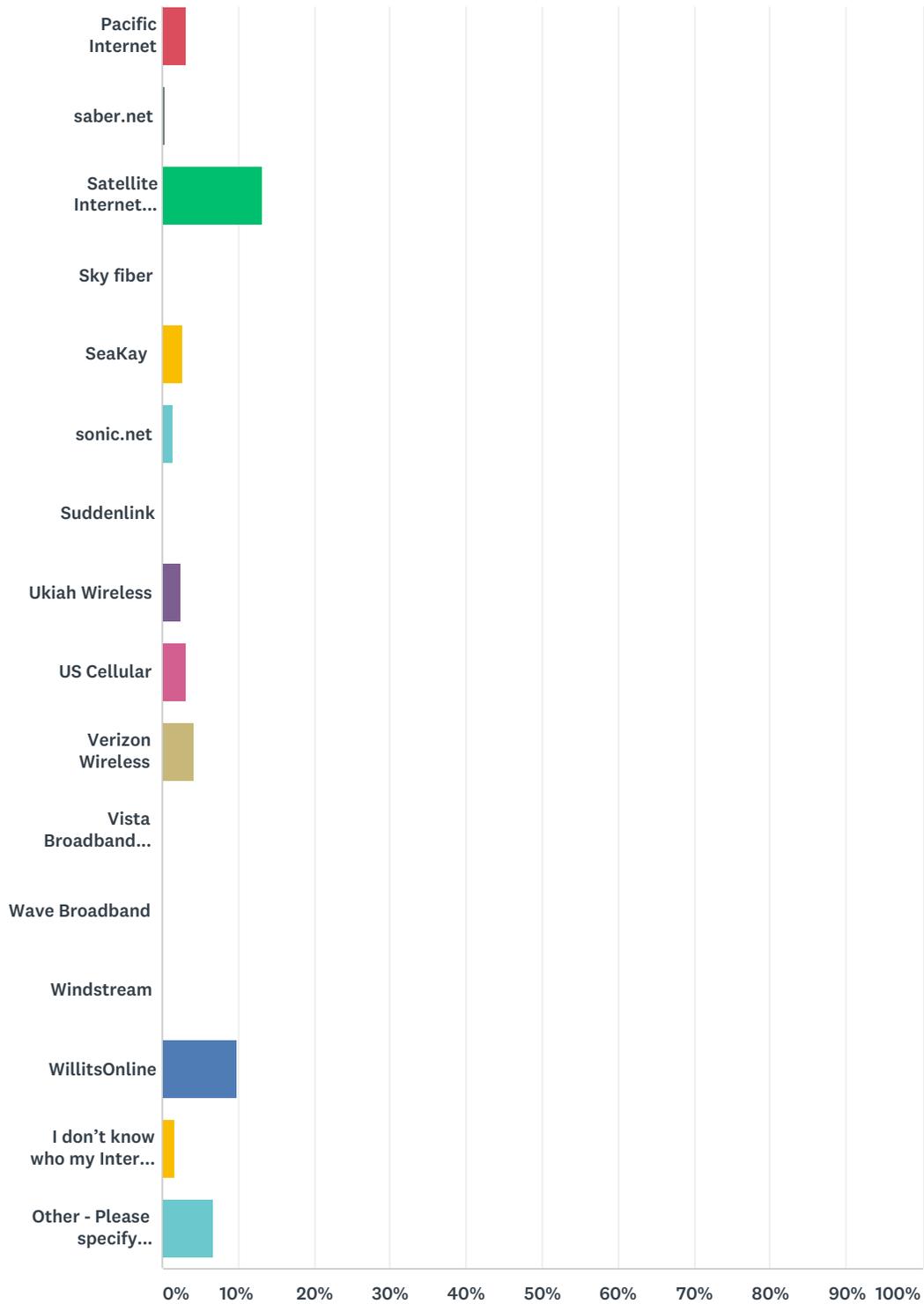
ANSWER CHOICES	RESPONSES	
I don't have Internet at my home(No tengo Internet en mi casa)	5.19%	27
No -my Internet worked as normal(No, mi Internet funcionaba como siempre)	37.50%	195
Yes - my house burned down(Sí, mi casa se quemó)	1.92%	10
Yes - I lost all Internet service and my house did not burn down(Sí, perdí todo el servicio de Internet y mi casa no se quemó)	36.73%	191
Yes - I lost some service (Internet was slowed down)(Sí, perdí algún servicio (Internet se ralentizó))	9.04%	47
I don't know because my power was out(No lo sé porque el poder estaba fuera)	3.46%	18
I don't know(No lo sé)	6.15%	32
TOTAL		520

Q26 My internet service provider is/was:(Mi proveedor de servicios de Internet es / era:)

Answered: 491 Skipped: 83



Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium



ANSWER CHOICES	RESPONSES	
AT&T	14.05%	69
Alexander Valley ISP	0.00%	0
Black Mountain Communications	0.00%	0
Comcast	24.64%	121
Cox cable	0.20%	1

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

Central Valley Cable	0.41%	2
CenturyLink	0.00%	0
Charter Communications	0.00%	0
Digital Path	0.00%	0
Frontier (Verizon)	0.20%	1
Further Reach	1.43%	7
Instawave	2.24%	11
Mediacom	0.00%	0
Megapath	0.00%	0
Mendocino Community Networks	6.72%	33
MoTech	0.00%	0
North Coast Internet	1.22%	6
101 Netlinks	0.20%	1
Pacific Internet	3.05%	15
saber.net	0.41%	2
Satellite Internet (Excede, Hughes)	13.24%	65
Sky fiber	0.00%	0
SeaKay	2.65%	13
sonic.net	1.43%	7
Suddenlink	0.00%	0
Ukiah Wireless	2.44%	12
US Cellular	3.05%	15
Verizon Wireless	4.28%	21
Vista Broadband Networks	0.00%	0
Wave Broadband	0.00%	0
Windstream	0.00%	0
WillitsOnline	9.78%	48
I don't know who my Internet provider is(No sé quién es mi proveedor de Internet)	1.63%	8
Other - Please specify below(Otro - Por favor, especifique a continuación)	6.72%	33
TOTAL		491

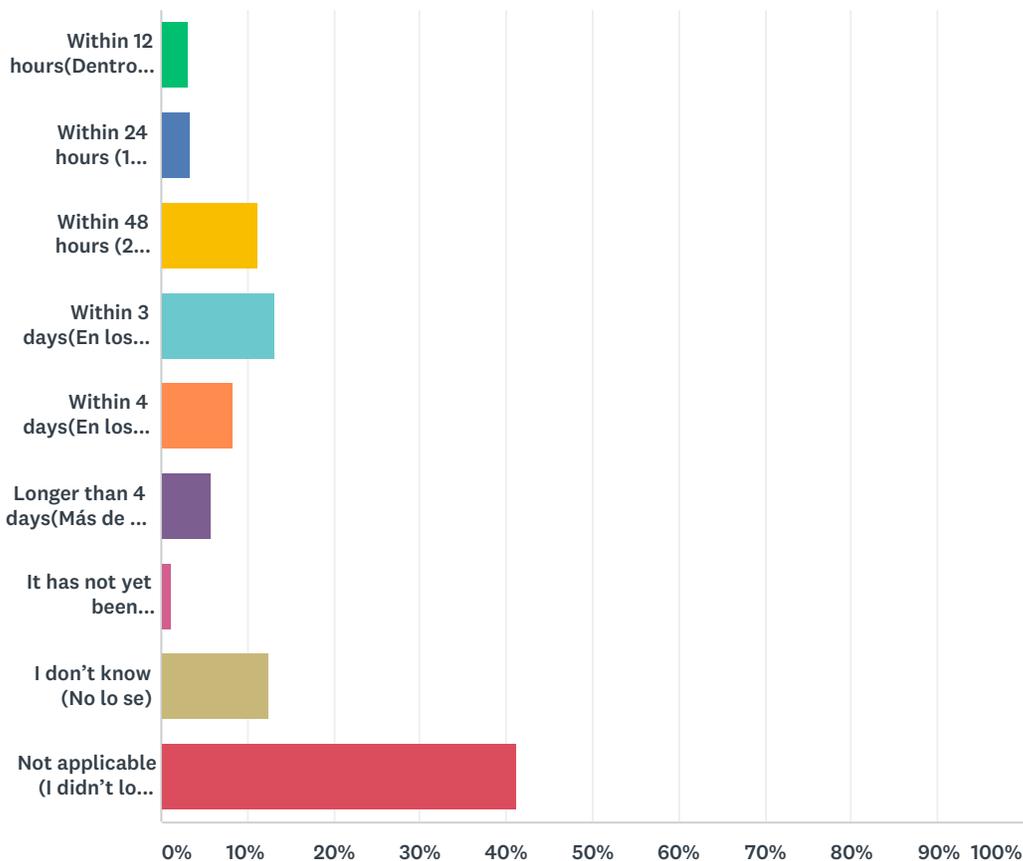
#	OTHER - PLEASE SPECIFY BELOW(OTRO - POR FAVOR, ESPECIFIQUE A CONTINUACIÓN)	DATE
1	Pacific internet	12/1/2017 7:46 PM
2	Hughesnet sarellite	11/30/2017 12:31 PM
3	exceed	11/30/2017 8:48 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

4	Excede	11/29/2017 10:19 PM
5	Xfinity	11/29/2017 5:19 PM
6	I	11/29/2017 4:16 PM
7	mcn.org	11/29/2017 1:51 PM
8	Exide	11/29/2017 8:48 AM
9	Go Smart via cell phone hot spot	11/19/2017 8:43 PM
10	Mendocino Community Nework	11/10/2017 11:50 AM
11	Excede	11/10/2017 7:03 AM
12	Exede	11/9/2017 4:27 PM
13	Hugesnet	11/7/2017 6:21 AM
14	Hughes Net	11/6/2017 6:44 PM
15	Dish	11/3/2017 5:17 PM
16	instawave.net	11/2/2017 10:26 AM
17	Dish network	11/2/2017 9:39 AM
18	Zoho	11/1/2017 3:16 PM
19	Exede	11/1/2017 9:30 AM
20	Hughes net	11/1/2017 3:44 AM
21	Exede satelite service	10/31/2017 6:19 PM
22	Dish Network & Internet	10/30/2017 5:28 PM
23	Exede	10/30/2017 12:55 PM
24	T-Mobile	10/30/2017 8:32 AM
25	Hughsnet	10/29/2017 6:17 AM
26	Exede/Wild Blue	10/28/2017 9:21 AM
27	HughesNet	10/28/2017 7:29 AM
28	Earthlink	10/28/2017 6:59 AM
29	Hughes Net (satellite)	10/27/2017 4:57 PM
30	t-mobile cellular via mobile hotspot	10/26/2017 6:49 PM
31	Excede satalite	10/26/2017 12:52 PM
32	Exceed wild blue	10/25/2017 5:41 PM
33	Hughes net satelite	10/25/2017 2:34 PM

Q27 My Internet service/quality was restored:(Mi servicio / calidad de Internet fue restaurado:)

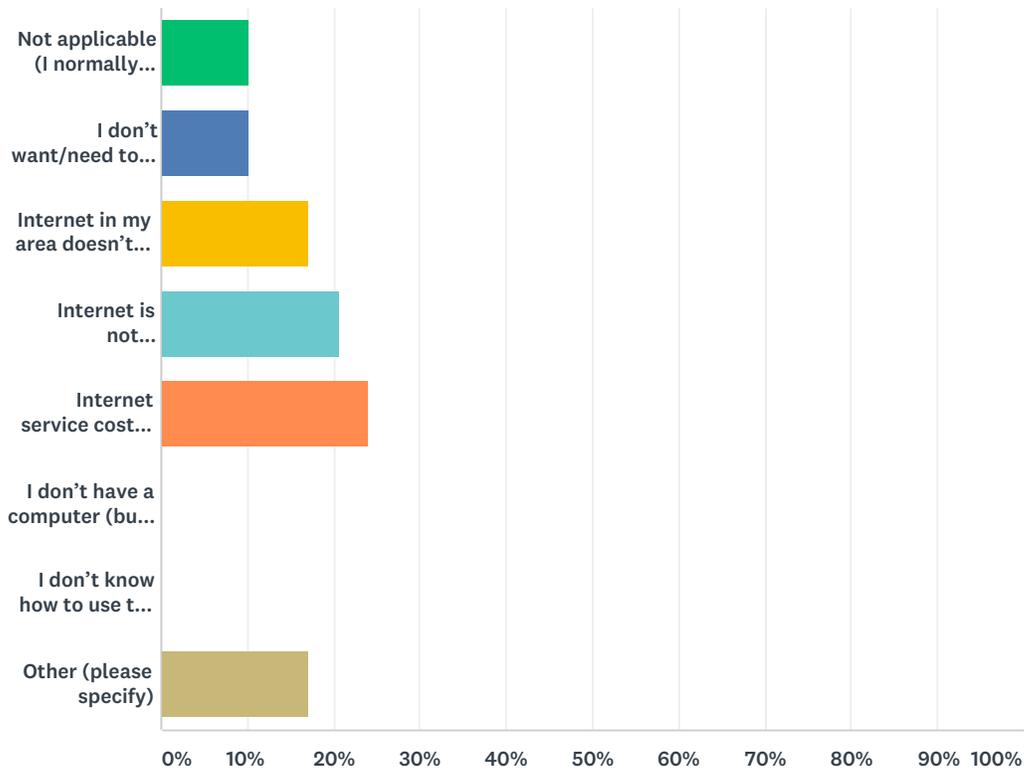
Answered: 490 Skipped: 84



ANSWER CHOICES	RESPONSES	
Within 12 hours(Dentro de 12 horas)	3.06%	15
Within 24 hours (1 day)(Dentro de 24 horas)	3.27%	16
Within 48 hours (2 days)(Dentro de 48 horas)	11.22%	55
Within 3 days(En los próximos 3 días)	13.27%	65
Within 4 days(En los próximos 4 días)	8.37%	41
Longer than 4 days(Más de 4 días)	5.92%	29
It has not yet been restored(Aún no ha sido restaurado)	1.22%	6
I don't know (No lo se)	12.45%	61
Not applicable (I didn't lose service)(No aplicable (no perdí el servicio))	41.22%	202
TOTAL		490

Q28 I don't have internet at my home primarily because:(No tengo internet en mi casa principalmente porque:)

Answered: 29 Skipped: 545



ANSWER CHOICES	RESPONSES
Not applicable (I normally have internet at my home)(No aplicable (normalmente tengo internet en mi casa))	10.34% 3
I don't want/need to have internet at my home(No quiero / necesito tener internet en mi casa)	10.34% 3
Internet in my area doesn't work very well(Internet en mi área no funciona muy bien)	17.24% 5
Internet is not available(Internet no está disponible)	20.69% 6
Internet service costs too much(El servicio de Internet cuesta demasiado)	24.14% 7
I don't have a computer (but would like one)(No tengo una computadora (pero me gustaría tener una))	0.00% 0
I don't know how to use the Internet(No sé cómo usar Internet)	0.00% 0
Other (please specify)	17.24% 5
TOTAL	29

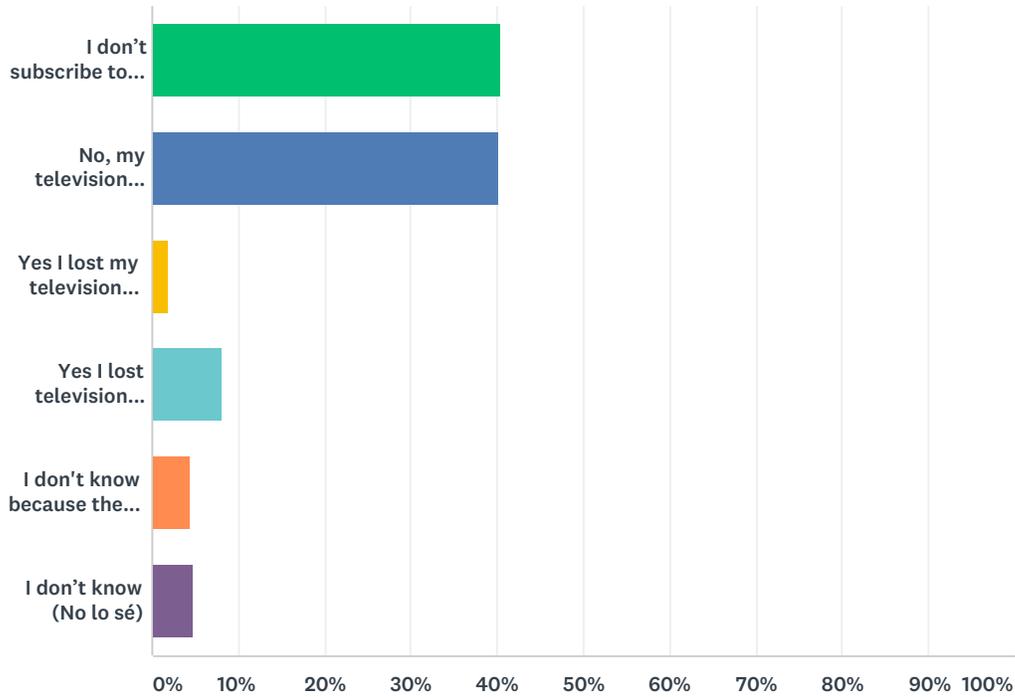
#	OTHER (PLEASE SPECIFY)	DATE
1	We have satellite internet because the phone company doesn't care about internet here.	11/14/2017 4:50 PM
2	Choose not to until January, perhaps	11/1/2017 6:08 PM
3	The only option for internet service at my residence is satellite and I feel it costs too much for the amount of data allocated and the speed is not that great. I was not willing to commit to a 2-year contract.	10/30/2017 2:54 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

4	Only satellite service is available, have yet to subscribe to a service.	10/28/2017 4:58 PM
5	Only satellite internet works at my house and it costs too much for that.	10/25/2017 11:12 AM

Q29 Did you lose your TV service at your residence?(¿Perdió su servicio de TV en su residencia?)

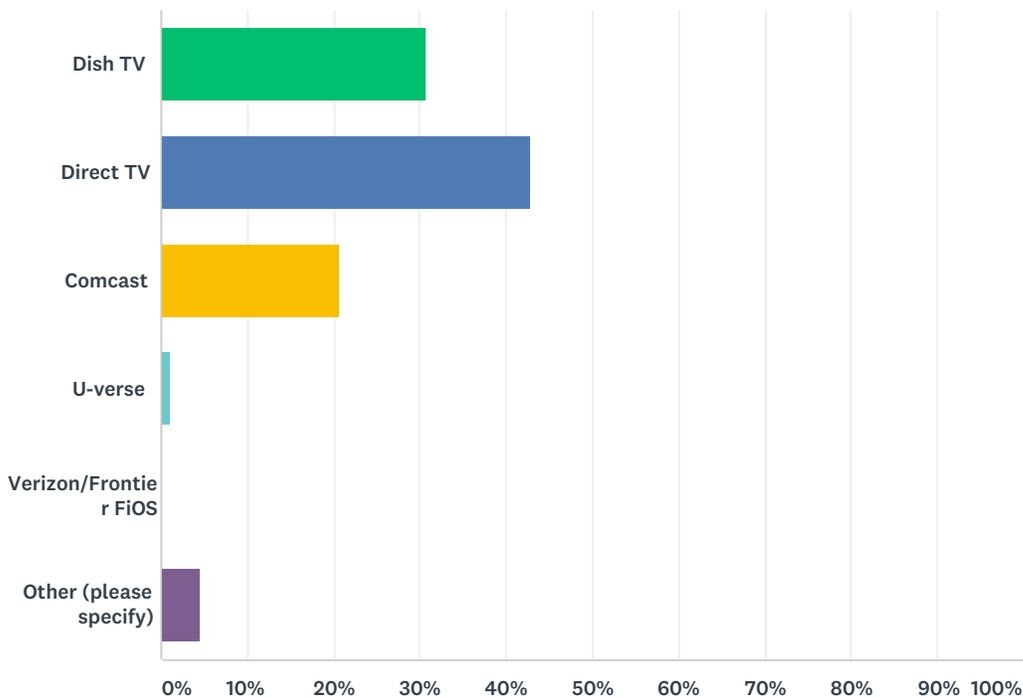
Answered: 514 Skipped: 60



ANSWER CHOICES	RESPONSES
I don't subscribe to television at my home(No me suscribo a la televisión en mi casa)	40.47% 208
No, my television worked as normal(No, mi televisión funcionaba como siempre)	40.08% 206
Yes I lost my television service because my house burned down(Sí, perdí mi servicio de televisión porque mi casa se quemó)	1.95% 10
Yes I lost television service and my house did not burn down(Sí, perdí el servicio de televisión y mi casa no se quemó)	8.17% 42
I don't know because the power was out(No sé si perdí la televisión porque el poder estaba fuera)	4.47% 23
I don't know (No lo sé)	4.86% 25
TOTAL	514

Q30 My Television/cable TV service is provided by:(Mi servicio de televisión / televisión por cable es provisto por:)

Answered: 303 Skipped: 271



ANSWER CHOICES	RESPONSES
Dish TV	30.69% 93
Direct TV	42.90% 130
Comcast	20.79% 63
U-verse	0.99% 3
Verizon/Frontier FiOS	0.00% 0
Other (please specify)	4.62% 14
TOTAL	303

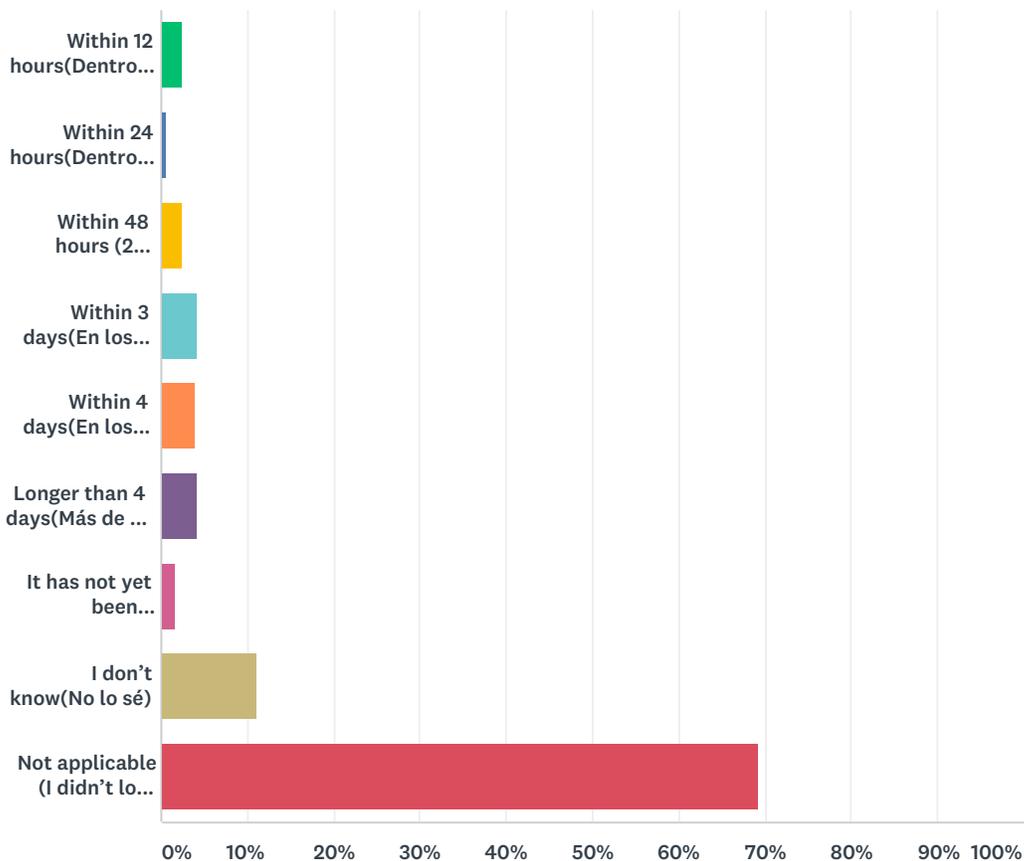
#	OTHER (PLEASE SPECIFY)	DATE
1	TIA	11/29/2017 10:45 PM
2	Don't know	11/29/2017 8:19 PM
3	I have an off the grid solar home... I live part time out of the US and part time in Caspar, Calif.	11/29/2017 5:10 PM
4	cow mountain private provider	11/29/2017 4:59 PM
5	Wifi	11/24/2017 9:24 PM
6	None	11/11/2017 8:41 PM
7	No TV	11/11/2017 9:17 AM
8	dont have	11/11/2017 7:25 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

9	Internet	11/10/2017 12:39 PM
10	Roku	11/6/2017 11:36 PM
11	I don't know	11/1/2017 5:23 PM
12	Streaming online	10/29/2017 7:06 PM
13	comcast was down in my office downtown 5 days	10/25/2017 5:42 PM
14	Internet streaming	10/25/2017 11:25 AM

Q31 My television/cable TV was restored:(Mi televisión / televisión por cable se restauró:)

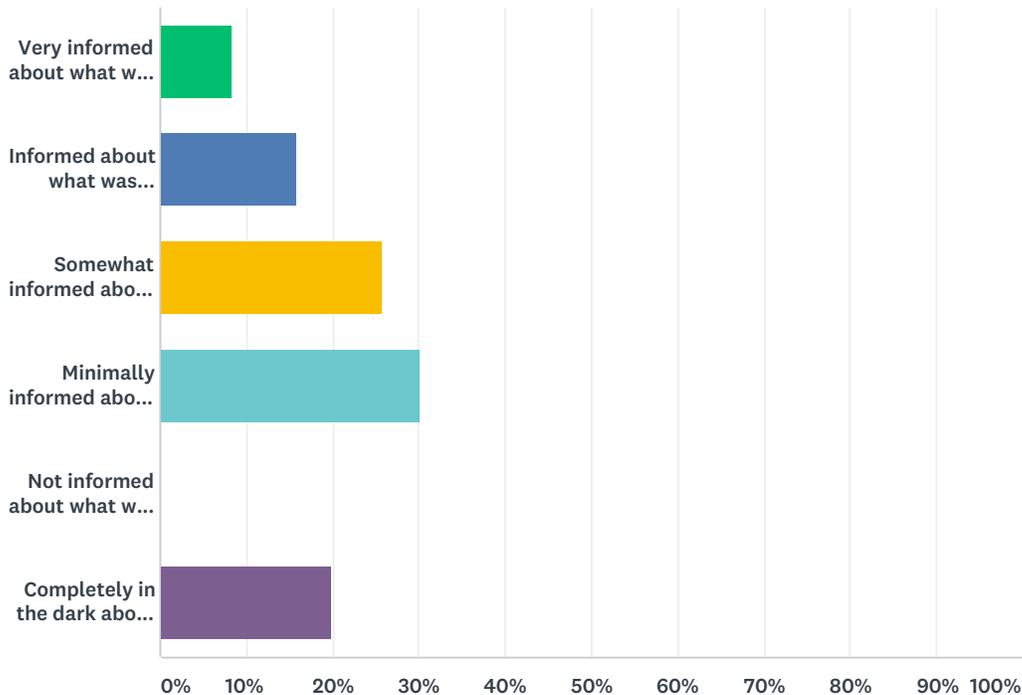
Answered: 308 Skipped: 266



ANSWER CHOICES	RESPONSES	
Within 12 hours(Dentro de 12 horas)	2.60%	8
Within 24 hours(Dentro de 24 horas)	0.65%	2
Within 48 hours (2 days)(Dentro de 48 horas)	2.60%	8
Within 3 days(En los próximos 3 días)	4.22%	13
Within 4 days(En los próximos 4 días)	3.90%	12
Longer than 4 days(Más de 4 días)	4.22%	13
It has not yet been restored(Aún no ha sido restaurado)	1.62%	5
I don't know(No lo sé)	11.04%	34
Not applicable (I didn't lose service)(No aplicable (no perdí el servicio))	69.16%	213
TOTAL		308

Q32 For the first 48 hours of the fire (Monday, Tuesday), overall I felt: (Durante las primeras 48 horas del incendio (lunes, martes), en general sentí:)

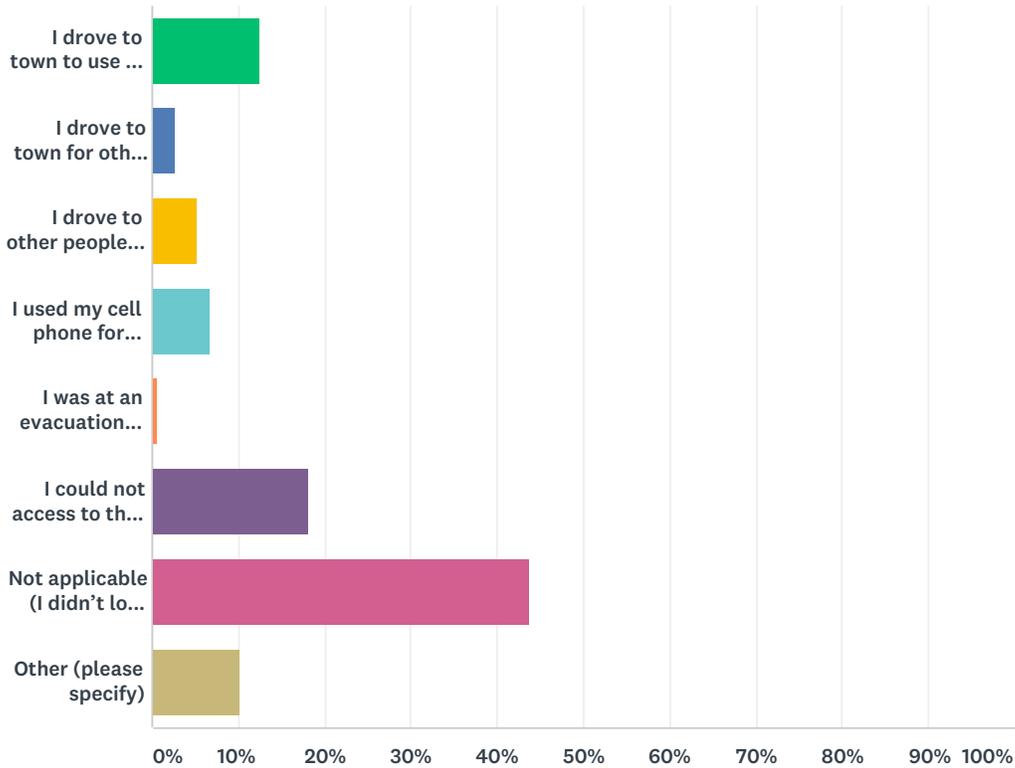
Answered: 463 Skipped: 111



ANSWER CHOICES	RESPONSES	
Very informed about what was happening(Muy informado sobre lo que estaba sucediendo)	8.42%	39
Informed about what was happening(Informado sobre lo que estaba sucediendo)	15.98%	74
Somewhat informed about what was happening(Algo informado sobre lo que estaba sucediendo)	25.70%	119
Minimally informed about what was happening(Mínimamente informado sobre lo que estaba sucediendo)	30.02%	139
Not informed about what was happening(No informado sobre lo que estaba sucediendo)	0.00%	0
Completely in the dark about what was happening(Completamente en la oscuridad sobre lo que estaba sucediendo)	19.87%	92
TOTAL		463

Q33 If you lost your normal Internet service during the first few days of the fires, how did you primarily access the internet?(Si perdió su servicio de Internet normal durante los primeros días de los incendios, ¿cómo tuvo acceso principalmente a Internet?)

Answered: 464 Skipped: 110



ANSWER CHOICES	RESPONSES
I drove to town to use the library Wi-fi(Conduje a la ciudad para usar la biblioteca Wi-fi)	12.50% 58
I drove to town for other wi-fi spots (ie, Starbucks, etc)(Fui a la ciudad en busca de otros puntos de conexión wi-fi (es decir, Starbucks, etc.))	2.80% 13
I drove to other people's houses for internet access(Conduje a las casas de otras personas para el acceso a internet)	5.17% 24
I used my cell phone for internet/as a hotspot(Utilicé mi teléfono celular para internet / como un punto de acceso)	6.68% 31
I was at an evacuation center that had wi-fi(Estaba en un centro de evacuación que tenía wi-fi)	0.65% 3
I could not access to the internet even though I wanted to(No podía acceder a internet aunque quería)	18.10% 84
Not applicable (I didn't lose home service, don't subscribe)(No aplicable (no perdí el servicio a domicilio, no me suscribí))	43.75% 203
Other (please specify)	10.34% 48
TOTAL	464

#	OTHER (PLEASE SPECIFY)	DATE
1	WE evacuated to Fort Bragg- I used the park wifi (MacKerricher). I don't have battery backup for the exede- so when the house lost power I lost phone and internet.	11/30/2017 9:14 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

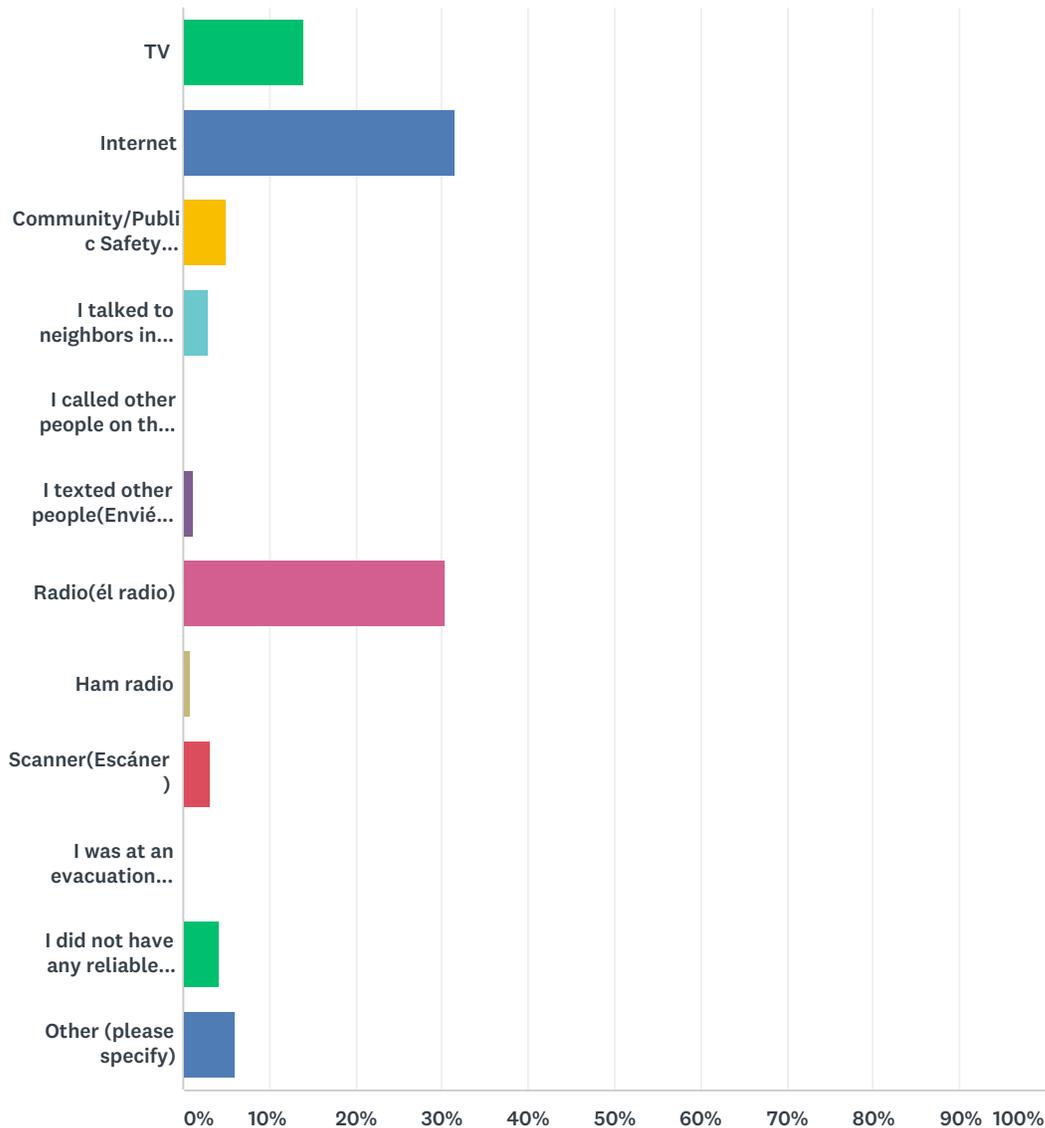
2	I drove to work or to a friend or family member's home	11/30/2017 11:54 AM
3	didn't loose service, have satellite	11/30/2017 8:58 AM
4	We were able to message with through a neighbor who had satellite reception where we were evacuated. Made a call and posted a general msg on Facebook.	11/29/2017 4:37 PM
5	From my fire station	11/17/2017 3:51 PM
6	Evacuate to another town	11/15/2017 9:42 PM
7	Didn't lose internet service because I don't have it and it is not available-No cable, telephone, satellite or line-of-site options=Brooktrails	11/15/2017 8:15 PM
8	RADIO	11/15/2017 8:00 PM
9	Used my work internet	11/15/2017 7:31 PM
10	Satellite internet and voice over ip phone.	11/14/2017 5:04 PM
11	I have it at work	11/14/2017 1:51 PM
12	Drove to another town (Laytonville)	11/10/2017 10:58 PM
13	Was at a friend's residence during evacuation	11/10/2017 7:14 PM
14	I used the service at my office	11/10/2017 7:00 PM
15	i drove to ukiah to contact my family once i heard the 101 was reopened	11/10/2017 12:20 PM
16	i live near the library so i walked there to use the public computer. Also, I went to the Mendocino Works office	11/9/2017 3:28 PM
17	I used my friends internet & my cell phone	11/7/2017 2:23 PM
18	Internet service worked, as did radio news	11/7/2017 1:40 PM
19	i listened to public radio. It was the only source of information available to me.	11/7/2017 12:13 PM
20	Tv news from Bay Area	11/7/2017 8:39 AM
21	Too old to use	11/7/2017 5:29 AM
22	My work	11/4/2017 12:56 PM
23	i left the area	11/1/2017 8:48 PM
24	AT&T Roaming	10/30/2017 1:54 PM
25	i had to drive 14 miles north to underpass road to get access to ceel service and internet service on my phone to know what was going on	10/30/2017 11:42 AM
26	I drove to Longvale (12 miles north of Willits) for cell service	10/30/2017 7:02 AM
27	Not applicable because it was satellite internet that continued to work.	10/29/2017 6:29 AM
28	used at work	10/28/2017 9:05 AM
29	It only slowed, we didn't lose it	10/28/2017 7:02 AM
30	my workplace (medical clinic) internet was out and I could not access the internet though I wanted to!	10/27/2017 5:11 PM
31	I had to drive miles to the library and wait in a line of trimagrants just to get bumped off the wifi	10/27/2017 9:19 AM
32	I used internet at work	10/27/2017 9:06 AM
33	I went to the coast	10/27/2017 8:41 AM
34	I can live without internet for a few hours... so who cares	10/27/2017 8:10 AM
35	Drove 50 miles away to het service to find out what was happening	10/27/2017 7:18 AM
36	I drove to either Ukiah or Fort Bragg (cell service) and used my phone as a mobile hot spot	10/26/2017 7:12 PM
37	I didn't attempt to access the internet until after hearing on the radio that service should be restored	10/26/2017 3:41 PM
38	I left town	10/26/2017 12:55 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

39	I didn't go to the library but was aware their was service available	10/26/2017 11:57 AM
40	I went out of town.	10/26/2017 10:25 AM
41	radio was the only connectivity	10/26/2017 3:15 AM
42	My husband works for Instawave Networks in Willits. He was able to provide service to about 2/3 of his customers. He activated a Hot Spot at their office in Willits.	10/25/2017 6:16 PM
43	Huges worked at home Comcast went out at work for 5+ days 95490 valley	10/25/2017 5:47 PM
44	Our school had a cellular router that worked (slow)	10/25/2017 4:23 PM
45	I drove to hwy 162 (Covelo Rd) between Laytonville and Willits and was able to get some service on my cell phone.	10/25/2017 1:27 PM
46	The library wi-fi connection was non-existent. It could not handle the amount of people. I stayed 1 hour & could not get a text message out or an internet connection. Most people had the same problem.	10/25/2017 12:47 PM
47	evacuated to fort bragg where TV and Internet services were not affected	10/25/2017 12:19 PM
48	I drove to ukiah	10/25/2017 11:34 AM

Q34 During the first few days of the fire, what was the main source for your news?(Durante los primeros días del incendio, ¿cuál fue la fuente principal de sus noticias?)

Answered: 467 Skipped: 107



ANSWER CHOICES	RESPONSES
TV	13.92% 65
Internet	31.69% 148
Community/Public Safety meetings(Reuniones comunitarias / de seguridad pública)	4.93% 23
I talked to neighbors in person(Hablé con los vecinos en persona)	3.00% 14
I called other people on the phone(Llamé a otras personas por teléfono)	0.21% 1
I texted other people(Envié mensajes de texto a otras personas)	1.28% 6

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

Radio(él radio)	30.41%	142
Ham radio	0.86%	4
Scanner(Escáner)	3.21%	15
I was at an evacuation center(Estaba en un centro de evacuación)	0.21%	1
I did not have any reliable source of news(No tenía ninguna fuente confiable de noticias)	4.28%	20
Other (please specify)	6.00%	28
TOTAL		467

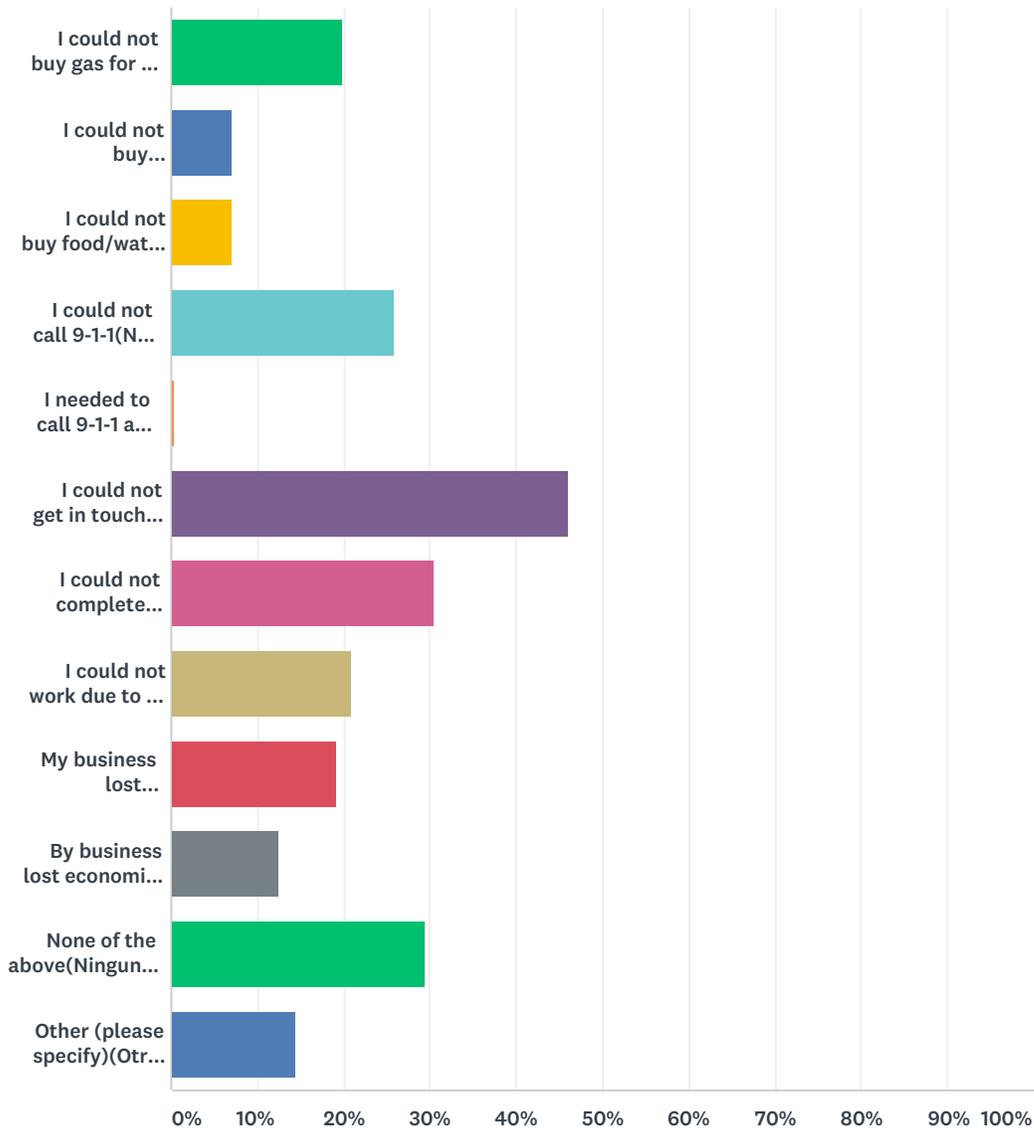
#	OTHER (PLEASE SPECIFY)	DATE
1	Family's	11/30/2017 7:50 PM
2	A combination of radio, internet, and neighbors	11/30/2017 6:28 PM
3	Coworkers and friends that were in mandatory evacuation areas were my primary source of information during the fire event	11/30/2017 11:54 AM
4	Radio, web based Facebook as a forum for communication between individuals passing on info	11/30/2017 8:06 AM
5	Facebook	11/29/2017 10:57 PM
6	Facebook RV Fire group (thank you Danila for starting the group)	11/29/2017 1:53 PM
7	TV, internet, and from public safety, I'm a firefitgher	11/17/2017 3:51 PM
8	I went to Willits fire station	11/15/2017 8:32 PM
9	Facebook friends are journalists	11/10/2017 12:43 PM
10	County EOC	11/9/2017 4:42 PM
11	There wasnt any news as ALL the news channels refused to report on Mendocino fire	11/7/2017 6:33 AM
12	While evacuated, we stayed at the RV Park at the Ukiah Fairgrounds. We attended 7:00 a.m. firefighters' briefings at the Fairgrounds which was operations headquarters for firefighting; also spoke to public information officers and deputy sheriffs at the Fairgrounds.	11/6/2017 10:23 PM
13	Had no way to access any type of news source as wifi and cellular service are how we access news. Also had no radio reception due to our rural location.	11/6/2017 7:57 PM
14	Facebook reports Mendocino Sherrif	11/6/2017 6:53 PM
15	Dish TV with no coverage of the Redwood Complex fire and the radio worked sporadically.	11/3/2017 9:40 AM
16	local Mendocino County Facebook pages	11/1/2017 3:37 PM
17	It only slowed, we didn't lose it	10/28/2017 7:02 AM
18	I left town	10/27/2017 8:41 AM
19	newspaper and local (KOZT) radio	10/26/2017 7:12 PM
20	Fire Department kept me updated	10/25/2017 7:31 PM
21	Work at the hospital which kept us informed	10/25/2017 5:42 PM
22	Ham radio	10/25/2017 5:38 PM
23	Facebook group posts, ie my own community	10/25/2017 3:31 PM
24	Local Willits radio station. Problem was they were not getting reliable communication from law enforcement on a regular basis. Much of it was 2nd hand information. Very frustrating.	10/25/2017 12:47 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

25	With satellite internet, my best tie to news was internet. Also The Mendo Voice on twitter; KZYX radio (but it took them awhile to ramp up). Most leadership came from Tom Allman, Cal Fire and Mike McGuire's office. We didn't lose power, but if we had, we would have been very cut off from the fast-breaking news/safety updates. Our generator doesn't work and we have delayed investing in a new one. Now it's a high priority (need it to power satellite internet, for example). US Cellular was on text-only basis for about 2 days here on coast. I think in these remote areas it's good to have at least 1 back up to the traditional land line. Even people with broadband are affected if the fibre-optic cable is cut. Facebook was remarkable in terms of mobilizing the local disaster response groups and centralizing resources.	10/25/2017 12:34 PM
26	I went down to the fire department.	10/25/2017 11:51 AM
27	HMH where I work, our admin team made sure we had the most up to date information	10/25/2017 11:34 AM
28	Facebook had the most up-to-date information from the sherrif's department, CalFire, and civilians as well. Mendocino Voice's Facebook page was also providing good information regularly.	10/25/2017 11:17 AM

Q35 During the week, I had the following experiences (check all that apply):(Durante la semana, tuve las siguientes experiencias (marque todo lo que corresponda):

Answered: 462 Skipped: 112



ANSWER CHOICES	RESPONSES
I could not buy gas for my car due to gas pumps not working/not taking credit cards(No pude comprar gasolina para mi automóvil debido a que las bombas de gasolina no funcionan / no aceptan tarjetas de crédito)	19.91% 92
I could not buy prescription medicine because of the Internet outage(No pude comprar medicamentos con receta debido a la interrupción de Internet)	7.14% 33
I could not buy food/water because of the outage(No pude comprar comida / agua debido a la interrupción)	7.14% 33
I could not call 9-1-1(No pude llamar al 9-1-1)	25.97% 120
I needed to call 9-1-1 and could not(Necesitaba llamar al 9-1-1 y no podía)	0.43% 2

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

I could not get in touch with immediate family(No pude ponerme en contacto con la familia inmediata)	46.10%	213
I could not complete financial transactions due to the outage(No pude completar transacciones financieras debido a la interrupción)	30.52%	141
I could not work due to the communications outage(No pude trabajar debido a la interrupción de las comunicaciones)	21.00%	97
My business lost telecommunications(Mi negocio perdió telecomunicaciones)	19.26%	89
By business lost economic activity due to the telecommunication outage(Por actividad comercial perdida debido a la interrupción de las telecomunicaciones)	12.55%	58
None of the above(Ninguna de las anteriores)	29.44%	136
Other (please specify)(Otros (especificar))	14.50%	67
Total Respondents: 462		

#	OTHER (PLEASE SPECIFY)(OTROS (ESPECIFICAR))	DATE
1	I work remotely from my home and pay 429.00 a month to Willits Online for two T One line via ATT. I have two lines because ATT service is/ has been over the years so unreliable that there are many times when one line is not functioning, so the second line is a back up. This time all service was out. My family was one of the many that called the sheriff as they could not communicate with us and we could not get out of Willits area to call them.	12/3/2017 10:43 AM
2	I could not get accurate information about the direction or speed that the fire was expanding	12/2/2017 5:51 PM
3	Could not have access to library website.	12/1/2017 11:11 PM
4	My son's family in Potter Valley could not be reached 10/9/17 AM, due to the cell phone outage. I was concerned they had died. They were OK.	12/1/2017 10:49 AM
5	We could not make any outgoing telephone calls. A few incoming calls came through but not all. Our neighbor could use her phone normally, but I believe she had essential service on her line from AT&T. I believe AT&T inacted call suppression to limit traffic on the network but failed to remove it in a timely manner. I further believe that the AT&T call suppression was done in improper manner without notification to the proper authorities and without knowledge of the local AT&T employees. I believe that the line status of essential service is woefully out of date. I feel that the PUC should investigate the use and record keeping for essential service (ES). Our neighbor who had phone service is a long retired veterinarian who certainly no longer qualifies for ES. Numerous phone lines around town that should have ES did not. I am a retired AT&T technician.	12/1/2017 6:39 AM
6	We were evacuated and it was difficult to monitor the situation. Thank goodness for KZYX and the cal fire website showing the fire map.	11/30/2017 9:14 PM
7	I could not call (due to their phones not working) people on the coast.	11/30/2017 7:31 PM
8	For a few days it was difficult to contact some friends and relatives by phone	11/30/2017 6:28 PM
9	I had internet service on my computer but wifi was not working after the fires started so my friend who had been evacuated and staying at my house could not access my wifi and use her laptop.	11/30/2017 4:08 PM
10	My work was degraded by the lack of communications with coworkers located in evacuation areas or located north of Redwood Valley due to their complete lack of communication services	11/30/2017 11:54 AM
11	TV coverage (bay area news) was focused on Santa Rosa and Napa. NPR not much better, and local radio was marginal early on during the most crucial times of when needing to know if evacuation was imminent.	11/30/2017 9:15 AM
12	I couldn't contact friends and loved ones, except via Facebook. Most people had lost cell service, but I could still communicate via Internet and Facebook with wi-fi	11/29/2017 10:57 PM
13	Mail was delayed	11/29/2017 5:27 PM
14	I live on the Mendocino coast.	11/29/2017 5:13 PM
15	I work from home, mainly through the Internet, and so could not work at all.	11/29/2017 3:49 PM
16	I live in Fort Bragg, so was not personally affected, but i work with several cients in the Ukiah Valley and their lack of phone and internet prevented me from working with them.	11/29/2017 3:11 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

17	PG & E was shut off - I had no natural gas - could not cook, had no hot water, or heat.	11/29/2017 2:36 PM
18	we helped family and friends evacuate from affected areas	11/25/2017 10:55 AM
19	My family was in total panic because they couldn't contact us and were seeing the news that there was a big fire near Willits	11/16/2017 6:40 PM
20	WEDNSDAY AN ACCIDENT ON 101 WILLITS GRADE, COULD NOT GET CELL PHONE SERVICE TO CALL 911...ENDED UP BEING 1ST RESPONDER.	11/15/2017 8:00 PM
21	Difficulty with prescriptions.	11/14/2017 5:04 PM
22	Even though our house did not lose power or internet service, my business was interrupted due to the evacuation. We use AT&T Uverse for internet. It is pretty slow and seems plagued with times when it is overloaded. During the week of the evacuation, I used my cellphone for the internet. I am associated with the fire department and could check on my home that week, but was not able to stay there.	11/11/2017 8:14 AM
23	I could only use land line to land line i.e. calling from a friend's land line to reach my partner in Potter Valley. That only worked sporadically as well. I couldn't reach him when I knew he should evacuate	11/10/2017 7:00 PM
24	Had to use Facebook to find family and friends in Santa Rosa	11/10/2017 4:21 PM
25	Canceled childrens' enrichment classes because there was no way to contact anyone in the event of emergency	11/9/2017 4:44 PM
26	I couldn't work for a week so a financial hit	11/8/2017 6:59 AM
27	All my friends in Potter Valley & Ukiah Ca ,Red Cross at the Selter help me All them where way Cool Gordon	11/7/2017 2:23 PM
28	We could not call out local or long distance and people couldn't call in for about several days.	11/7/2017 11:18 AM
29	Could only reach phone numbers with 937 prefix.	11/7/2017 10:47 AM
30	I couldn't make outgoing call for a few days.	11/7/2017 10:22 AM
31	O	11/7/2017 8:52 AM
32	It was horrible and a total failure of communication in all areas!	11/7/2017 6:32 AM
33	Couldn't make or receive calls and texts took hours to go through. My phone was roaming for all those days until the temp cell towers were installed.	11/3/2017 9:56 PM
34	Prescriptions could not be picked up at Rite Aid for a while due to Hwy 101 closure.	11/3/2017 9:40 AM
35	Hwy 101 was closed so we were unable to get to a location where we had cell coverage. We had gone to eat before we knew the extent of the fire, cash was needed and the restaurant was completely unaware the fire was near Willits because the news coverage was only about Sonoma and Napa Counties. Radio was our only form of communication for 3 days. We were extremely lucky we didn't have to evacuate or lose electricity for an extended period.	11/2/2017 9:23 PM
36	Some people were unable to call us at the library due to landline issues. We could call out most of the time but received very few calls.	11/2/2017 12:27 PM
37	Had a little cash on me..thank goodness.	11/1/2017 6:20 PM
38	I had to drive to Laytonville. 22 miles away	11/1/2017 5:32 PM
39	Landline service from Albion couldn't reach Fort Bragg. There was a "We're sorry" message. It seemed to start after the county-wide reverse 911 call. It was as if no one hung up the phone so all lines were busy. I also couldn't reach the Library via internet.	11/1/2017 3:59 PM
40	I was unable to reach family residing in Potter Valley and Willits when the cell towers were down.	11/1/2017 3:37 PM
41	Local TV coverage didn't cover Mendocino County until 3 days into the Redwood Complex fire. Thanks to Tom Allman and his daily press conferences, usually Live on the Internet, I felt more informed than some of my neighbors. Comptche Volunteer Fire Dept. was also on scene with 1 engine and others providing water trucks.	10/30/2017 1:36 PM
42	Gas station at the roundabout in Ft Bragg worked. Other stations ran out of gas.	10/30/2017 11:20 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

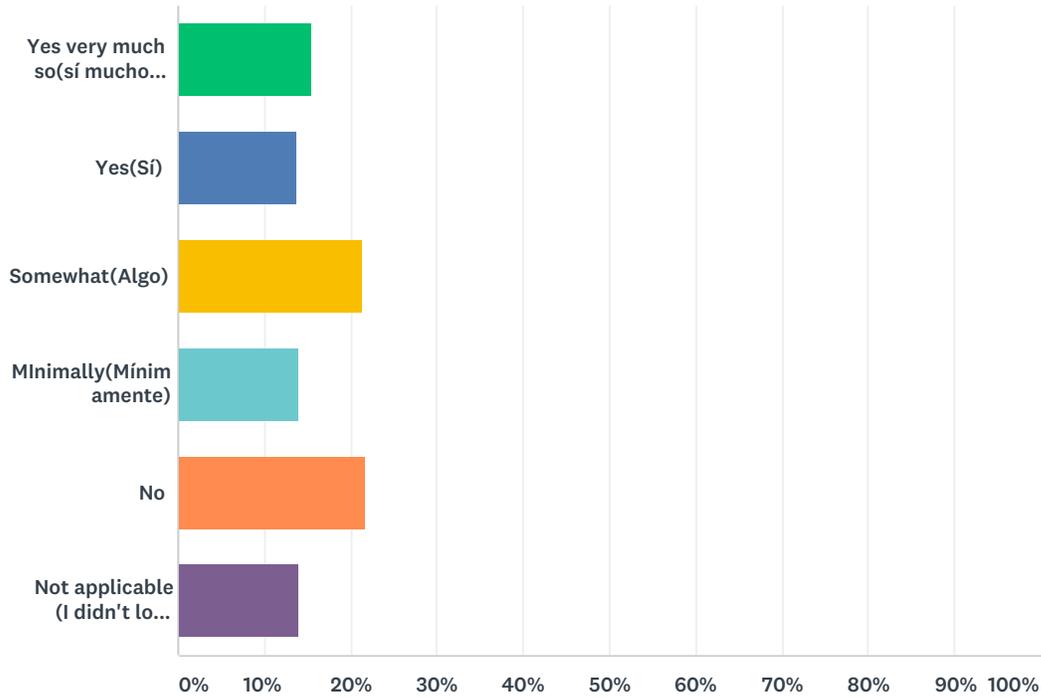
43	I had a very important appointment with my doctor in Willits, but was not able to call and find out if the office was open because phones were out. I drove to Willits as I was in excruciating pain and needed to see him, but the office was closed. They later explained that because all the patient records were electronic and all services were down, they could not see patients and also could not call to inform patients. They are now making paper backups of all patient records to avoid this happening again.	10/29/2017 11:54 PM
44	As a nursing student, I was completely in the dark and was not able to receive any of the important communications from my faculty or classmates.	10/29/2017 7:14 PM
45	I had no natural gas for heat	10/29/2017 7:09 PM
46	Was only able to buy gas with cash. No debit or credit due to the outage	10/29/2017 8:07 AM
47	I went to Willits Hospital to get lab work done, it was not able to do that, only emergency service. We were not able to get fast food in Willits, also.	10/29/2017 5:39 AM
48	I'm a firefighter that works for the forest service and our only communications was through radio.	10/28/2017 8:18 PM
49	Willits was cut off from communications when 101 was down. Police and city hall should install satellite internet for these kind of outages.	10/28/2017 8:56 AM
50	I could not get valuable credible information as to where the fire was and if we were in danger here in Dos Rios/COVELO	10/28/2017 7:48 AM
51	Couldn't call out of state, except on my cellphone	10/28/2017 7:02 AM
52	I could work but not in the usual fashion. I am a Family Physician at the Long Valley Health Center, and with internet out, our phones in and out wouldn't work, online search engines not accessible, and no Faxes able to send or receive. Also unable to receive calls from patients and communications/documents by email nor Fax. A Verizon cellphone in my pocket was all I had to make calls and fill prescriptions.	10/27/2017 5:11 PM
53	Had to deal with all the doom sayers and bunker nuts on social media spreading fear and loathing.	10/27/2017 8:10 AM
54	I was not able to contact the Sheriff's office to report dangerous dogs attacking me.	10/27/2017 6:51 AM
55	I fortunately had cash available and was able to purchase Gracie's propane and fuel . If I had no cash I wouldn't have been able to make purchases	10/26/2017 11:57 AM
56	Had to notify family via email we were alright. Long distance service was down.	10/26/2017 10:53 AM
57	Son could not complete homework because it was online	10/26/2017 10:01 AM
58	Lost communication between friends and family in Willits and Fort Bragg.	10/26/2017 7:46 AM
59	I could not get reliable information. All landlines were down, school was closed, my cell phone worked once in awhile and not at all if I went south and my internet was totally out. It's somewhat better now but still not pre fire quality and went down completely again day before yesterday.	10/26/2017 5:54 AM
60	Couldn't communicate with people in Willits.	10/25/2017 9:36 PM
61	My daughter could not complete schoolwork.	10/25/2017 9:09 PM
62	I was deployed to assist with ham radio communications in Willits (Howard Hospital and Willits Shelter) and Ukiah (Net Control at the Sheriff's Training Dept.).	10/25/2017 7:16 PM
63	Lost two days wages. I could not get through hwy 101 Monday, Tuesday I had no reliable info that 101 had been opened until I had spoken with a neighbor.	10/25/2017 6:51 PM
64	The radio information was repeated n useless to me couldn't get any information didn't want to sleep at night I live up in Brooktrails n didn't want to get stuck in traffic so I stayed awak with my truck packed n ready to go	10/25/2017 6:43 PM
65	While not personally affected, clients in Fort Bragg lost VOIP communications and I could not contact them	10/25/2017 2:43 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

66	Transportation issues (separate topic) road closure info. There should be a centralized go-to to find immediate road closure info. We had guests and it was complicated to figure out what to tell them about their trip home to bay area. Also they had T-mobile or a cell service that doesn't work well around here. I think the larger issue is a more localized approach to disaster, perhaps through the local VFDs. So we know ahead of time which neighbors might be isolated/in need of food, medical attention, emergency supplies, communications assistance, transport to medical treatment, etc. (Note, on the coast we were not in threat of evacuation or fire, but our time will likely come at some point.)	10/25/2017 12:34 PM
67	I came in and worked, but did different (non internet) type work	10/25/2017 11:36 AM

Q36 Did you feel like the lack of telecommunications services at any point in the fire endangered your life or that of your family?(¿Sintió que la falta de servicios de telecomunicaciones en cualquier punto del incendio ponía en peligro su vida o la de su familia?)

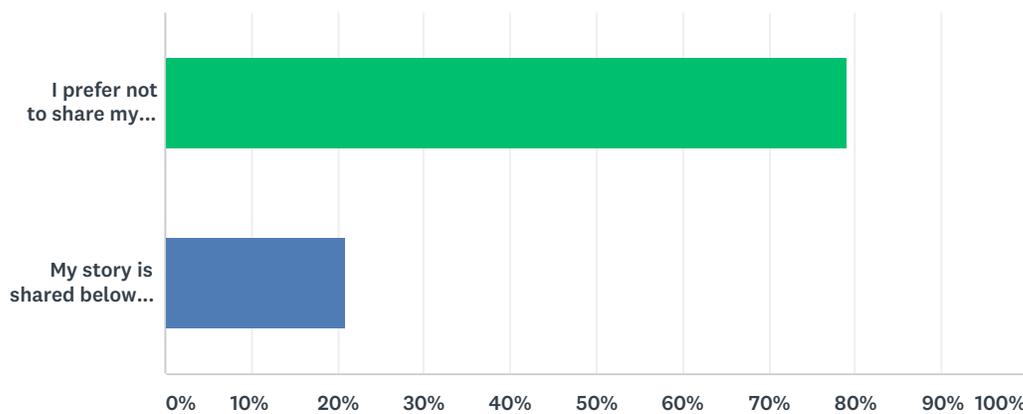
Answered: 466 Skipped: 108



ANSWER CHOICES	RESPONSES	
Yes very much so(sí mucho así)	15.45%	72
Yes(Sí)	13.73%	64
Somewhat(Algo)	21.24%	99
Minimally(Mínimamente)	13.95%	65
No	21.67%	101
Not applicable (I didn't lose any services)(No aplicable (no perdí ningún servicio de telecomunicaciones))	13.95%	65
TOTAL		466

Q37 Optional - If you want, please share your story of your experience with this fire. (Opcional: si lo desea, comparta su historia de su experiencia con este incendio.) Important: Your story may be made public but only anonymously (please keep personal details out). (Importante: su historia puede hacerse pública, pero solo de forma anónima (mantenga sudetalles)) However, if you want to have your name associated with your story (which again, may be made public) you may do so by typing your name at the end of your story, and your name will not be removed/redacted. (Sin embargo, si desea asociar su nombre a su historia (que, una vez más, puede hacerse pública), puede hacerlo escribiendo su nombre al final de su historia, y su nombre no será eliminado / censurado.)

Answered: 364 Skipped: 210



ANSWER CHOICES	RESPONSES
I prefer not to share my story(Prefiero no compartir mi historia)	79.12% 288
My story is shared below (please decide whether to include your name or remain anonymous)(Mi historia se comparte a continuación (por favor decida si incluir su nombre o permanecer anónimo))	20.88% 76
TOTAL	364

#	OTHER (PLEASE SPECIFY)	DATE
1	I was evacuated in the middle of the night. I grabbed a few things, including my cell phone and left immediately. While in the shelter in Willits, I lost all cell service. It was lost for several days. Even now, two months after the fires, my cell service with AT&T is spotty. Sometimes I can make a call or text and sometimes I can't. Once within the last week I urgently needed to reply to a text and it took 13 attempts before it was sent. Mostly, when making calls now, I get a "service unavailable" message and just have to give up or keep trying with it working sometimes. Thank you!	12/5/2017 11:03 AM
2	I work at the hospital in Ukiah, our managers were involved with keeping everyone informed, many providers/employees lost their homes. I don't have personal experience with loss of power/internet/services but would like to state we all need access for everyone	12/5/2017 10:56 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

3	<p>As I retired to bed about 10:30 PM and experienced abnormally strong gusts of wind at my ridgetop home. I was awake about 3:00 AM and went outside and noticed how orange the moon appeared in the sky. I assumed it was smoke from the northern fires that had plagued the area all summer. At dawn the KZYX general managers voice was on the radio and outlined the events of the fire as he knew them. At that time the sky looking east was burned orange and brown as the sunlight rose through the smoke. However the air immediately above me was fairly clear. I tried to call my neighbor on the cell and found that there was no service so I drove across the road to my neighbors house and got no service there either our landlines connected to each other but I could not call out of my immediate service area. This lasted for about 3-4 days. After a couple hours the smoke thickened to a level that simulated the fog when its thick and rolling in off the ocean and ash was falling like snow at times. I freaked out and started my tractor and worked for two days moving away thing I considers flammable far away fro my structures dumping it out of the bucket in piles a great distance away. Then I started expanding my defensible space with a weed eater. During this time I would take breaks to eat or rest and listen to KZYX for updates. At times I heard about evacuations of Black Bart which is very near me called drive but in Redwood Valley called trail. The info the station put out did not designate which Black Bart specifically so I was confused and thought the fire was moving in my direction. This omission confused and frightened me and added to the hysteria I was feeling. Keith Peterson 5620 Westview Road. Willits</p>	12/2/2017 5:51 PM
4	<p>On the first day of the fire, we woke up to no internet, and no cell phone service. My kid and I went to town to find out what was going on, and couldn't get signal anywhere. I finally encountered some CalTrans employees and asked them what was going on. They told me about the fire. I had no way of knowing if our home was in danger or not, so went home and got my husband, packed up the cat, the kid, some cash, our computers, and headed out to the coast to go to my mom's house where there was sure to be less smoke and at least some internet access. Once we got to the coast we had signal again. We let immediate family know that we were ok, and headed down to Albion to my Mom's house. We were able to get on the internet in Albion and find out what was going on in more detail. We stayed there for a few nights, then found out our internet was on at home. We went home and got some more supplies, some clothes, turned off our propane tank, and drove down to Ukiah with the cat still in tow. We spent a night in Ukiah and then went home and weathered the next few days with anxiety until the fire was mostly out and Willits was pronounced safe.</p>	12/1/2017 6:37 PM
5	<p>We have a loud siren that goes off every day at noon in Redwood Valley, from the firehouse. That did not go off when the fire was coming down the mountain into Redwood Valley the morning of October 9, 2017. It is my understanding the fire department did their best with the staff they had, but -- couldn't they have asked a family member or friend to set that alarm off? Just that one act may have saved some lives. My other concern was the loss of the cell tower in Potter Valley, where my son and his family lives. I could not reach any of them by cell phone. I was in the process of evacuating myself, and of course I thought the worst. I feel like this is really unacceptable and better communications systems to preserve cell phone usage are needed.</p>	12/1/2017 10:49 AM
6	<p>Redwood Valley At around 2:20 am on October 9, 2017 I awoke to the smell of smoke. I looked out the bedroom window and saw the hill behind our house ablaze. I woke up my partner and we knew this was it, we had to get out. I called our neighbor to alert them, but there was no answer so I left a message. I later learned they had been alerted by the fire department with a knock on their door and were most likely already evacuated when I woke up. Maybe they thought we knew already? I'll probably never know. We gathered as much as we could, including our indoor cat and drove ourselves out onto East Rd. The fire reached the house within minutes of us leaving. We know this because of the timing of our security cameras that we had in the back yard going out. The cables must have burned up. Our power at the house had not been out when we left, everything was up and running just fine. The outside Kitty who we fed and who lived on the property her whole life, was nowhere to be found. I pray she is at peace or has found her way back and is surviving. We were fortunate to have a place to go that night and for the nights to come. I am grateful to have woken up and that we are okay. This could have gone so many different ways. We are very fortunate to have made it and to have received so much care and support from friends, family and the community. It has truly been heartwarming.</p>	11/30/2017 9:36 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

7	Luckily we were awakened at 3 a.m. by a neighbor. We have satellite tv internet and phone - so could watch the news coverage for a few hours. Unfortunately it was only about the Santa Rosa area. We were able to see the glow of the fire from our deck at 3 a.m. We received the reverse 9-11 calls stating that a mandatory evacuation was in place for Tomki, Potter Valley and parts of Canyon Road. These messages came at about 1 a.m. but we were sleeping soundly and didn't hear the phone. After our neighbor woke us, we found the messages on the machine. We packed and waited. At 11 a.m. the ash began to fall and another neighbor who had already left called and warned us that the ash was starting to come down on the only road that we can leave on. We headed out. We drove to the coast - but at about 6 miles from town the smoke was quite thick on Highway 20. It must have been the Reeves canyon smoke. I was worried because the smoke was thick enough to bother me while I was driving. It lasted for several miles. We found out that our area was evacuated later in the afternoon by Sheriff's deputies coming to each door. I made a huge mistake by not using a chemical mask- I have asthma. It never occurred to me that we would encounter smoke on the way to the coast. I also have to find out about battery backup for the exede internet. One last thing is that I have since found out that there is a fire retardant additive that can be added to exterior paint and solid stains for decks. We plan to do that.	11/30/2017 9:14 PM
8	Minimally affected in Fort Bragg, one mile from coast.	11/30/2017 9:02 PM
9	While we were 10 miles away away from the fire, there were rumors that the fire line had been broken meaning that the fire was coming our way. For at least 3 - 4 days we were getting ready to leave (we live a mile from the county road and have only one way in or out). So there were serious moments of being quite at a loss of getting solid information and fearing for the loss of our place.	11/30/2017 6:28 PM
10	I've been getting chemo therapy treatments for cancer and being without telephone or internet put me at risk. I felt vulnerable. I don't know if 911 was available. I could sometimes receive a call but any call I put out did not go through. Fortunately I was ok and didn't need help from anyone.	11/30/2017 1:05 PM
11	I live in Caspar. When I woke up on Monday I didn't think too much about how dark it felt but when I saw the red sunset light coming in through my Western windows, my heart sank. I went straight to Facebook where friends and local news organizations were posting information about the fires. I work at Caspar Community Center where the landlines were down Monday & Tuesday. Our fire alarm system could not function properly without a landline. The phone did not ring & I could not make calls local or long distance. Our local human networks kicked in & we learned a lot about what we really need to be prepared for our own emergencies of for those of our neighbors. Help came pouring in, almost too much to handle. By Wednesday our services were back to normal, though certain shelves at the supermarkets were pretty bare.	11/30/2017 12:24 PM
12	We were informed by a telephone call from our son who was in Chicago. We went to TV and Internet and found information about the fires in Santa Rosa and Napa. The TV channels did not cover the Potter Valley and Redwood Valley Fires for most of the time the fires were not contained. Those latter two fires were within 12 to 18 miles from our home in the forest above Big River Basin. We did not get information that we could understand from Cal Fire sites. We found neighbors who had spent time on maps laboriously figuring out where the Potter and Redwood Valley Fires were currently burning. We had ash constantly snowing on our deck, but had difficulty knowing how dangerous the fire was for us. Finally the TV news began covering the Potter and Redwood Fires and we began to understand how close the danger was and how it was being stopped at Highway 101; that it had escaped across the Highway on the west side in one place, but had been contained at that place and was not continuing west toward our homes in Comptche. I was responsible for informing our neighbors who do not speak English and were attempting to get information because of ash on their cars and decks. I called a neighbor, fireman, who has a fire radio and got the local information to give to my neighbors. We were also inundated with smoke at various times when the wind blew from inland. Information required active digging on our parts from our firefighter neighbors. It was not easy to understand on the Cal Fire site and was not being reported on TV. Locally, we are now working on an alert and information service in Comptche... of neighbors informing neighbors.	11/30/2017 11:17 AM
13	we received a 2 am call to evacuate. being near the outer edge of the evac zone we were able to collect what was really important and leave 2 hours later after seeing little progress in the fire moving in our direction. We did not know for certain in which direction the fire was moving but camped at the HS which had internet service and we were able to stay in contact as spotty service was available.	11/30/2017 8:06 AM
14	I was notified of the fire by landline reverse-911. My husband and I spent the night watching from a hill on our property. It was three miles away, and if the wind had shifted to our direction, we would have evacuated.	11/30/2017 4:43 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

15	<p>I was out of state on the night the fire started and received a call monday morning to tell me to get home as quickly as possible because our area was on fire and was out of control. I told my wife to get the dogs,the important papers and get to the coast as soon as possible. Later monday morning all communication was down and i had no way of contacting anyone in Willits to know what was going on. That was a very stressful and difficult day as i drove 12 hours to get home only to see flames out of our bedroom window that night. I chose to evacuate the following day even though we were only under a "watch condition". As a former A.T.&T. employee, I was under the impression that the redundant fiber-optic loop that was supposed to be in place and circumnavigate the northern portion of the state would be capable of handling such an emergency situation. I have since learned that it was never completed as it was approved by the CPUC many years earlier. I feel that A.T.&T. should be held accountable for this failure and also am aware that all telephone service to Willits had been previously microwaved to willits from Ukiah via panels up on "Red Hill",off of Hearst-Willits rd.Why could the service not have been re-routed temporarily to these facilities as the panels and dishes on Madden St.(the central office) are still in place? perhaps that issue might be a good back-up plan in the future.</p>	11/29/2017 7:22 PM
16	<p>We were out of town and did not have any problems</p>	11/29/2017 6:57 PM
17	<p>The first day, I got most of my information from HAM radio. Thereafter, I got my info from KMUD, KZYG, and Facebook.</p>	11/29/2017 5:49 PM
18	<p>We received no warning that there was a fire. At about 5:30 AM Monday, my sister in Santa Rosa texted us that she & her family, and my elderly mother in a separate location, were evacuated ("Santa Rosa is burning"). That text woke us up and looking out the window we saw that Potter Valley was on fire too. That text message was the last communication I had with my family until Friday afternoon. It was very frustrating to have such little information, to not know if my family was safe or if their homes burned. We were in an mandatory evac zone but we did not leave as we have numerous animals and a small ranch to care for. We used a generator to pump water and power the refrig/freezer a few hours morning and night, and basically sat up all night watching the fire in case it should turn our way. There was no cell service or Internet the entire time. I work from home as a web designer and content provider. I was unable to work at all, and some of my clients were severely impacted as they use email (my services) to stay connected to their clients - and I was unable to perform my usual duties. If my cell phone had worked, I could have used that for Internet access, but nothing worked and we had only regular radio (when the generator was on) so very little news, especially about what was going on in Sonoma County. If I had to chose ONE service that we could have had during this time, it would be Cell Phone.</p>	11/29/2017 3:49 PM
19	<p>Although we were not threatened by the fires happening inland, the coast was ready and willing to receive refugees. We took in two families from Sonoma County that were under voluntary evacuation orders. They were very stressed and so relieved to come over the hill to the coast for four nights to breath fresh air!</p>	11/29/2017 3:39 PM
20	<p>At approximately 1:00 am I received a reverse 911 call (landline) stating Redwood Valley was under a mandatory evacuation. As I looked out my windows toward the northern hills of Redwood Valley - all I saw was flames stretching across the top of the hills (West to East). I heard a lot of sirens and saw a massive amount of traffic on school street. From where I live I could see the flames come down the hills. We made the decision to shelter in place. We called friends and relatives who live out on Tomki, West Road, and East Road - some we could not get a hold of, and the rest were panicked and not sure what to do, what to take - they only knew they needed to leave. The family member who lives out on West Road (Live Oak) - had no idea there was a fire. By the time they got out - the flames were reaching the garage (nothing burned and the property was fine - God was looking over them). Through the rest of the early morning hours we heard explosions - some rattling and shaking the house. (To this day, I still see the fire, and hear the explosions in my head). We had no idea how the fire started. At first we thought it was a terror attack - only because Santa Rosa and Napa were also on fire. That very first early morning was so surreal. I'm blessed to have not lost anything and feel guilty for that. I also feel so sad for those that lost their lives and/or homes. Why didn't the Redwood Valley Fire Department turn on their "siren" for the valley to hear (like they do Mon - Sat at 12:00pm)? Maybe it would have alerted more people or at least wake those closer who could then alert those that they know farther out in the valley. Maybe it wouldn't have been so catastrophic - hard to say, hind sight is 20-20. But there were a lot of people who had no idea and was caught in the fire storm running with flames chasing and upon them. While Redwood Valley may/will rebuild; Redwood Valley is forever changed. Thank you for letting me share my story. 40 year resident of Redwood Valley</p>	11/29/2017 2:36 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

21	During the fire I gathered information from multiple sources -- the scanner app which was very confusing, MendoVoice's Facebook page and the Mendocino County Sheriff's Facebook page, the press conferences which were broadcast via MendoVoice, and the CalFire's website and App. I wish all of the information had been in one place.	11/29/2017 2:22 PM
22	My family lives within 1/10 mile of where the fire started in Potter Valley. US Cellular service went out completely. I had an extra cell phone with AT&T service and was able to get this phone to them before they closed the valley during the emergency. Would have been nice if some type of communication was put out there via social media as to what services work and which don't. Communication was primarily by FB as to what was happening. There was very poor communication as to what cell systems would and would not work. However, since the fires, even though I have AT&T, it has gone out a number of times without any reasoning. I found myself needing to use wifi texting or calling more than usual lately.	11/29/2017 2:13 PM
23	My son lives in Santa Rosa and was under voluntary evacuation. Something happened with his Sprint phone service, and while evacuating his home, roommates, and their children and pets, he was unable to be in contact with anyone.the longest 5 hours ever, waiting to hear he was safe. He was, and I feel so blessed. I was able, on Monday, to add him to my Verizon account and have a phone activated for him. The Verizon employee, via phone calls, was very helpful. It was very important to have mobile service. Not only does he not have a landline, he was displaced.	11/29/2017 4:52 AM
24	My business was unable to process credit card transactions.	11/21/2017 11:27 PM
25	I could not contact family because calls into and out of Willits were not going though. I felt helpless that way because the highway was also closed.	11/21/2017 10:16 AM
26	I witness the fire initially from upwind (located to the East of it). It was terrifying but hard to interpret what areas were affected (seemed closer than it was.) We evacuated a couple of days earlier than absolutely necessary due to falling ashes. We went back to pack up an additional vehicle with more possessions, went out to eat supper, and were prevented from returning to make our move by a roadblock, so in a sense we had negative time to evacuate. We had lost our house in a limited fire two years ago and have been persecuted by the government County, including denial of electric service. Due to these circumstances none of the answers to questions 5 & 6 apply very well. Because we already lacked electrical service my answers to questions 8-10 are based on what happened in our immediate area, i.e., what I believe our near neighbors experienced.	11/19/2017 9:09 PM
27	I'm a local firefighter who is injured, I had three engines with 7 personnel out on the fire lines, and 8 fire fighters in district who are injured, old ,or fire explorers, to cover our district, and on top of that my daughters and grandson were evacuated form Sonoma county. We lost all landline out of the area, and some internet. We also were unable to reach Howard Forest at all for a period of time. We have an explorer who is a Ham radio guy and is also amazing with radio's and communications, he was able to make sure we were able to communicate with the sheriff and other public safety personnel. All in all we were pretty lucky.	11/17/2017 3:51 PM
28	Having no cell phone or landline service was scary. I am 69 years old and live in Brooktrails. In case of an emergency I could not call 911. I would have to drive to the fire station to receive assistance and/or be taken to the hospital. I received all information about what was going on from the radio. Two days later I was able to drive to the county library to obtain info. I was under the belief that a phone landline would work in any disaster but I was wrong.	11/17/2017 1:18 PM
29	When the fire started we didn't know it because our cell and internet was down and of course we did not realize it was because of the fire. We thought oh well it's out again but then my daughter drove up from downtown Willits to Brooktrails to tell us of the fires here in Mendocino and Sonoma. So yes we need something more reliable for community emergency notification and more reliable internet and cell service.	11/16/2017 6:40 PM
30	I evacuated on early Monday morning to the coast because I have COPD and could not breathe in the heavy smoke.	11/15/2017 9:42 PM
31	I just wanted to make a note that we live off the grid and we use our cell phones for our Internet and lost service for two or three days. The only way I was able to communicate out and let my family know you were safe was by going to the Willits Library and using the Internet there. The library was closed as you probably know so it was pretty uncomfortable but we were glad there was Wi-Fi.	11/15/2017 8:32 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

32	I WAS OUT OF PHONE AND WIFI FROM AT&T FOR ONE WEEK, WHILE IN FT BRAGG RURAL COMMUNITY. I DID NOT KNOW I WAS TO CALL AND REPORT IT. ONCE I REALIZED THE NEIGHBORS HAD SERVICE, I CALLED AT&T. I BOOKED AN APPOINTMENT AND THEY DID NOT SHOW, AS ARRANGEMENTS WERE MADE TO BE HOME. SECOND APPOINTMENT WAS GUARENTEED A SHOW AFTER I EXPRESSED MY DISSATISFACTION . I MADE ARRANGEMENTS ONCE AGAIN AND STILL A NO SHOW. I STILL AM HAVING PROBLEMS WITH THE WIFI DROPPING. PHONE OK.	11/15/2017 8:00 PM
33	The only information other than my survey that I wish to share is that my difficulties filling medical prescriptions extended to the point where I didn't receive my prescription for ONE MONTH after the outage. That is because it was held up at the pharmacy because of the internet being down, and I never knew a new prescription was heading my way(probably because our land line wasn't working), and I left town for a three weeks.	11/14/2017 5:04 PM
34	I woke up at 1:52 am due to the power going out. I saw the fire on the hill but decided to go back to bed because the wind blows the other way and I felt safe. I then woke up at 6:50am to an explosion. I went out to the living room and saw that all my neighbors cars were gone. I check my phone an had no service but logged missed calls and voicemail that I could not access. I left within a few minutes with my animals and some clothes. The cell service was out until I got away from Redwood Valley. Since that time, two weeks ago the service was out from Friday to Sunday. For the last two days the service is still out in my area. Currently there is no service at my residence. Phil King Redwood Valley	11/14/2017 1:51 PM
35	We do not have a landline,but We were able to contact friends and family members with iPhones via iMessaging. We did not lose our satellite internet connection. We have solar power, so it was ok. A neighbor has P,G&E and that was ok. We have not had TV for some years. I guess we were about 4-5 miles from the nearest evacuated area.	11/11/2017 9:35 AM
36	My fiancé, roommate and I where in Santa Clara when the fires started. We only knew the fires started because a friend called me to say her home was open to us. We could not get ahold of any of our family members as willits was totally cut of from cell service. Due to 101 being close we ended up taking hwy 1 to 20 to get home. After physically checking in with our immediate family members we packed up in case we needed to evacuate. We listened to the local willits radio station all night for any updates. The next night we were under a evacuation warning as we live down from browns corner. We didn't end up having to evacuate but we were ready to if we had to. Our only means of getting info was through the radio, we tried to connect at the library when we found out there was internet there but there were so many people that we couldn't connect. Same when they had the first town meeting. There were just so many people there we didn't even try to get out of our car.	11/10/2017 10:58 PM
37	Even though the big news stations like KTVU 2 NBC, ABC,CBS etc were able to broadcast they didn't think the small communities were worth reporting about or communicated to! Shameful when these stations had the opportunity to assist Willits and Redwood Valley and Potter Valley areas in this horrible fire! Emergency communication should be addressed as it failed for a few days!	11/10/2017 10:53 PM
38	We did not receive any warning about the fire. We did not hear any sirens. We called 911 and we were told (at 1:35 am) that the fire was "in Potter Valley" - however, I drove down my road to check on West Road, and the flames were already across the street in the field at Tomki, East and West Roads. I went back to the house, and gathered 2 of my 3 cats (one escaped and was found a week later), my two renters, and my dog; opened the gate for my horses (who were rescued on Tuesday by my hero John Tilley) and we ran for it. We had to drive through flames that were already on my property; couldn't drive down either East or West Road, so we traveled up Tomki, honking the horn and starting a caravan of cars to go up and out Nine Creek Rd at the top of Tomki. When we arrived in Willits there was no cell service, so we didn't know where to go. We traveled down Highway 101, and drove through flames on the rails on both sides of the Highway in order to get back down to Redwood Valley. We saw the flames all over the valley, but had no service in order to get any information. I called my partner in Potter Valley from the landline at work, several hours later. He had no idea what was happening in Redwood Valley. I relied on the daily meetings that the Sheriff and County conducted in order to get updates.	11/10/2017 7:00 PM
39	Was able to find family and friends on Facebook, but was never able to talk to them by landline or cell phone Was in touch with another friend by e-mail who helped me find other friends	11/10/2017 4:21 PM
40	I had family that live in Santa Rosa that I could not contact. They were in a evacuation zone. I didn't know if they were ok or were they were. I had to drive to Hopland just to make a call. Their communication systems were down . I couldn't make contact for three days , and I was really worried not know if they were even alive!!	11/10/2017 1:10 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

41	Aside from a false report on Facebook, about evacuations in Hopland, all of our news was correct.	11/10/2017 12:43 PM
42	While we ourselves were fortunate, it was very frustrating not to be able to telephone from our home to the coast where family was in order to let them know we were all right and to notify employer that I was staying home in order to keep track of the situation rather than driving to work. The radio and facebook/email were our best sources of communication and information; however, we have very slow and limited internet access and no cell reception.	11/10/2017 11:58 AM
43	I felt uninformed about fire location and movement. We live an hour away from where the fires were burning. Without Internet there was no way to check CalFire updates on their webpage. The radio helped but, it was repeating Calfire's twice-a-day report.	11/9/2017 4:44 PM
44	I became ill from smoke inhalation in the atmosphere.	11/9/2017 3:28 PM
45	I live less than a 1/4 mile from the Redwood Valley Fire Dept. I was awakened by my girlfriend at about 3am. She was awakened just prior to that because of the amount of traffic that does not normally happen at that hour. We realized that there may be a possibility to evacuate, so we gathered up our things to prepare just in case. It was around 4:30am when I stopped a Sheriff's vehicle that was going down my road to ask what was going on. I was informed then that we were under a voluntary evacuation. At about 5:00am we heard a bullhorn in the neighboring trailer park stating that it was under mandatory evacuation. I was puzzled why there was not a siren or some other type of warning at an earlier time. The RVFD has a siren that goes off at noon everyday. why was that not utilized, or at least a bullhorn to inform us of the possibility to evacuate?	11/9/2017 9:50 AM
46	Having experienced a wildfire burn into my yard 4 years previously, I was very concerned because of the weather conditions and for the losses of those directly affected. dejavo for myself and ptsd for the affected are very common.	11/7/2017 8:54 PM
47	I live in Potter Valley where the fire Started and I watch the fire go over the hill to Redwood Valley & Then go back over to Potter Valley That when I decided to get hell out Of Potter Valley on Monday. There Was a lot of us that had to Leave your houses Willet Ca ,Santa Rosa Ca ,Potter Valley Ca Gordon Brown Thanks to all the Firefighters we didn't lose your houses	11/7/2017 2:23 PM
48	If the wind had changed it might have happened that my area would have caught fire. I took vital documents and some irreplaceable articles to a safe house. I am fully aware that, had fire come to Comptche, I would have certainly been without communication ability unless I was in a non-threatened area. I absolutely HATE AT&T who do not care at all about rural services because they don't make enough profit on it. I have many stories of their lack of interest in serving rural people. I think most people who live here know we would have to take care of ourselves relying on HAM radio and other methods. Most rural towns are forming disaster preparedness committees to encourage people to store water, first aid kits, etc. and to be prepared to LEAVE if possible.	11/7/2017 1:40 PM
49	In a rural area we depend on these communication devices.... all were a total failure... no reverse 9 1 1 happened and could have cost many more lives to have been lost in Redwood Valley.	11/7/2017 6:32 AM
50	I'm a 93 year old woman who Got a call On my landline that there was a fire. I don't walk well. All power was out. Landline died. Neighbors rescued me within minutes of flames engulfing and destroying my 102 year old ranch.	11/7/2017 5:29 AM
51	I was in Santa Rosa when the fires broke. I was notified via cell from a neighbor in Redwood Valley. My husband and son were home in Redwood Valley. It took several calls to wake them to the danger of the nearing fire. I was in communication via cell phone when the Reverse 911 call came through our home phone (which is via a cellular box) the reverse 911 was garbled and cut off in the middle. My husband had NO idea what was going on until I received a Text message in Santa Rosa for mandatory evacuation of our home. At this point I was only able to communicate with my husband via iMessage using WiFi as we both have iPhones. My husband does not use social media in any way. He does not use the internet. His only information came from me via text from Santa Rosa. I was trapped in Santa Rosa until Thursday due to the So oma County fires and road closures. I returned home on Thursday (breaking the mandatory order) we had a clear view of the fire travel and had a plan in place. We want to protect our property as long as we were able. We live on E School Way, off of the circle towards State Street. I was only able to glean bits of information via the internet. All the focus was on Sonoma County. I found great difficulty in finding local (Mendocino County) information. The local radio stations were minimal. KSRO in Sonoma County was fantastic... why doesn't Mendocino County have a decent source of news? It wasn't for several days where our Sheriff had conference I could tune to on the internet. It was frightening not knowing what was going on! Mendocino County needs to do a better job of communicating!	11/7/2017 12:12 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

52	<p>My family lives on a private gravel road a little north of the Horseshoe Circle area of Potter Valley. Cell phone service for the eight households on our road went down sometime between about 4:05 and 4:35 a.m. on Monday, October 9. We did not receive phone or text of the mandatory evacuation order for our road (which was sent out about 4:36) until my husband went into Ukiah about 5:30 a.m. He rushed home (a 20-minute drive) to wake up the family and get us out. Fortunately, the wind had shifted so the fire was not an immediate threat to us. In other circumstances, the delay of over an hour in receiving the mandatory evacuation order could have put the family members at home in jeopardy. On our way out as we evacuated, we stopped and checked with a neighbor whose husband is disabled, to be sure they knew about the evacuation order. They did, and didn't need help to evacuate, but asked us to check with another neighbor who had only a cell phone, no landline. That neighbor was asleep when we knocked on her door and she had no clue there was a fire or an evacuation order. Another neighbor we checked with knew there was a fire because a relative came to alert her, but didn't know there was an evacuation order. We ran into another neighbor couple's daughter who said she was coming in to make sure her parents knew about the evacuation order and to help them get out safely. We don't know how the other three households on our road heard about the evacuation order. Our mandatory evacuation order was lifted after six days but we did not return home because we discovered that we still had no cell phone service, and our area would continue to be under an evacuation warning. We would have had no way to receive a mandatory evacuation order if one was issued. We returned home two days later when the evacuation warning was lifted and we had arranged to be able to make phone calls through internet on one of our cell phones. At that point, cell phone service was beginning to come back but during the next few days, we had periods where we had a very weak connection and sometimes we had "No service." It was about 10 days from loss of cell phone service that we finally had reliable cell phone service restored. (Our cell phone company is Verizon, but all our calls from home go through a U.S. Cellular tower.) We were impressed with the amount of "bad information" being passed around during the first few days of the fire. For example, we heard that Eagle Peak School had burned (it hadn't). During our time away from home, we stayed at the RV Park at the Ukiah Fairgrounds. Since the operations center for the firefighting in the Redwood Complex was at the Fairgrounds, it was fairly easy for us to get some accurate information about the fire and firefighting efforts -- we could speak to public information officers and sheriff's deputies, read the Incident Action Plan posted on bulletin boards each day, and even stand at the back of the room and listen during the 7:00 a.m. briefing for firefighters. We shared some of what we learned via Facebook, because we heard from others who had evacuated that they "couldn't get any real information." We were fairly well prepared to evacuate due to wildfire, but this experience alerted us to bad possibilities we'd never considered, such as NOT receiving mandatory evacuation calls or texts due to cell tower failure, and having to prepare for evacuation in the dark due to power outage. It also pointed out the importance of neighbor-to-neighbor communication of evacuation orders when phone service is disrupted.</p>	11/6/2017 10:23 PM
53	<p>Our hardline phones rang warning of the fire. We were not in immediate danger. We took in a family and pets who lost their home. We took in 2 dogs from people who lost their homes because they couldn't find locations to stay with their dogs. At one point we were concerned that our area would be evacuated and we were ready to go. That didn't happen. The lack of information/communication was truly scary. We relied on local Facebook posts and scanners for information. I think we need to bring back air raid sirens to warn people of impending danger</p>	11/6/2017 7:12 PM
54	<p>Awaken at 145 am by robo call. Evacuated my elderly grandmother & parents to Ukiah. We could see the fire from our home and we could see the entire panorama of the hills and the valley on fire it was devastating to watch. We could see the wind blowing in the opposite direction as our home but it was only a few miles away.</p>	11/6/2017 6:53 PM
55	<p>I volunteer for KLLG 97.9 fm and we received many gracious visits and thank yous for airing 24hrs from The Grange. People felt secure with having local coverage. Thanks to all meetings and input from Sheriff Tom Allman and local meeting updates from the city and CalFire Willits was receiving prompt coverage. Eileen Sanders PSA announcement volunteer.</p>	11/1/2017 6:20 PM
56	<p>I am a renter and my landlord and I felt very out of touch with the world. No cell, no tv. For 4 days. I finally remembered day 3 I have a windup radio. That's the only way I found out anything. My daughter and her family live in Sanracrosa. Couldn't find out anything about her until the evening of day 3. Only reason why was because I drove to Laytonville and had cell service!! Hope this never happens again. Hardly anyone anymore have landlines. Very scary and felt so helpless. I'm a 62 single woman.</p>	11/1/2017 5:32 PM
57	<p>I live in the Talmage area. I was very fortunate.</p>	11/1/2017 5:23 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

58	My story is one of great fortune. I was simply lucky. I live in Ukiah, CA and the fire made the air terrible, dropped ash, and made me very, very frightened. That's all. The fear and sadness were huge. Erica Seelig	11/1/2017 5:10 PM
59	We were evacuate for 4.5 days. We did not lose internet power or internet service at the time of evacuation, but, at some point while we were evacuated, the power was turned off by PG&E for safety purposes. it was restored the day we returned.	11/1/2017 3:23 PM
60	we evacuated without orders to do so on Wednesday as the wind direction had changed threatening us. We returned after 4 days. I am very concerned as our future looks grim as more harsh weather will make fires more difficult to control.	11/1/2017 2:47 PM
61	When I moved to Brooktrails little did I know I would not be able to use my cell phone, have cable tv or fiber optics internet and was not happy paying the higher price for Hughes Net but during the fires I could not be more thankful for it. I was fortunate not to have lost services but satellite was the only reason I was still connected	11/1/2017 3:52 AM
62	It was upsetting to feel cut off due to Hwy 101 being closed and no cell or internet service.... But we were fortunate to not lose our home....so it was a minimal issue.	10/30/2017 8:30 PM
63	I got most of my news from TV. They only covered Sonoma and Napa Counties, and as many other people have said on Facebook, it was really discouraging to not hear any news about Mendocino County. I picked up newspapers every day - Press Democrat, the Ukiah Daily Journal, and the Willits papers. But newspapers are older news. On my cell phone (not a smart phone), my only phone, I could call a local Laytonville friend to ask about the fires, but without internet service I had no access to maps or information about this area. Although I didn't feel threatened by the fires, it was really disconcerting to be so out of touch with what was going on - no internet service, and extremely limited phone service. I couldn't even call Willits to cancel appointments. I was concerned about leaving my property for fear I wouldn't be able to make it back to my animals. I had no idea which roads were closed or when, so I stayed home and off Highway 101 for 3 days.	10/30/2017 7:56 PM
64	I had signed up with the Sheriff's office notification service to receive texts & e-mails alerting of an emergency. I lost power & cell service Sunday night so I did not receive the alert messages until Monday morning when I went to town. Fortunately I was not included in these initial evacuations.	10/30/2017 3:08 PM
65	My home lost power on Sunday October 8th, thought nothing of it. I woke up around 3:00AM and noticed an emergency text notification from the Mendocino Sheriff. The text only sent 3 of 8 messages which stated Potter Valley was under mandatory evacuation. I tried to call the number provided to get more information but had no cell or internet service. I went back to sleep and woke up to my father at my house telling us that our family could not get a hold of us through phone calls or texts and if we knew about the fires. We had no idea. I decided to leave to Ukiah with my daughter to get more information. I had to return home to get clothes and stay at a relatives house due to no power or water in our home. I stayed with relatives for the rest of the week. Water and power was restored Friday October 13th and I returned home once everything was restored.	10/30/2017 1:05 PM
66	It was very scary the first 24 hours because I did not know how I would be notified if the fire moved to within range of my house and I would have to evacuate. I commend KZYX and Willits KLLG radio stations for keeping us informed, although their updates during the first 24 hours were not as consistent to anticipate and it was hard to sleep. Other than that the loss of communications and not having gas was an minimal hardship compared to what happened to people who had to evacuate and especially those who lost their homes or returned to homes with smoke damage.	10/30/2017 7:36 AM
67	My internet was restored after the fires but went out again on October 22. I have called AT&T five times for service. During the first call on October 23rd, I was told there were no problems in my area. NOT true at all! The agent wasn't aware of our disaster. The agent kept trying to get me to convert my land line to digital even though I explained the situation of needing a hard wired phone for emergencies. I waited all day for a service person on October 26 to install internet U-Verse only. Never showed, didn't text me to cancel. I had to call again on October 27th only to be told it would be October 31st before he would show. I told them that I have lost business because of this outage. Very upset by AT&T's lack of communication.	10/30/2017 7:02 AM
68	The Potter/Redwood fire started at my son's best friend's barn. Michael Reynolds called Geno Turri @midnight saying the fire engines couldn't reach him because of fallen trees. Geno and his father Eugene got a chainsaw and their backhoe and headed over. Teaming up with Terry "Bubba" Allen, they worked their way towards Michael's house on North Bush Road clearing trees and debris. Although Michael's house and property was a total loss, we are thankful that no one was injured. Sincerely, Joni Turri	10/30/2017 6:48 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

69	We were able to come home Friday but still had no power until Monday. Used car battery via an inverter to charge cell phone. Used propane in bbq to cook and lots of blankets to stay warm	10/29/2017 8:54 PM
70	I was not as adversely affected as others were. I had no internet or cell and that was unnerving. The worst part for me was not knowing what was happening and there was nowhere to get information. All day Monday I just waited for a knock on my door to tell me to evacuate.	10/29/2017 8:01 PM
71	We were awakened by our son who lives out of town. His friends had called him to make sure we were safe. We did not hear the redwood valley fire alarm go off which we hear daily at noon. Our cell service was in and out due to towers being burned. It was scary but we were very fortunate to still have our home and our life. Thankful for all first responders, tree trimmers and PG&E workers.	10/29/2017 7:40 PM
72	The communications from Calfire and the Mendocino Sheriff should have been lots more often. I live on the coast and was worried of the fire coming our direction with only a morning and afternoon update, not near enough when you are worried about a fire rushing your direction. The best source of information turned out to be on Facebook through mendocinosportsplus they worked very hard to make concise information from multiple sources on a very timely basis. In an emergency like this we really need to have someone like the as a consolidator of all sources with lots of updates as even small thing	10/29/2017 3:15 PM
73	Even though I was actively searching the internet for information, especially the direction fires were taking around me, I could not find detailed information that was useful at the moment I was searching. Could only find older info that was not applicable to the immediate moment. Info got better as time went on. Could find on info on suggested evacuation routes but that may be because things were happening so fast. I had a friend in Santa Rosa who only had texting capability text me to check on what roads were open that he and his family could use to leave the area for Sacramento. Unbelievable collapse of effective ways to communicate.	10/29/2017 9:22 AM
74	For 2 days we had NO idea about what was going on. We are not "in the market" for Bay Area news channels RMA which is ridiculous and needs to be looked at... it's the only TV news we have. Local radio stations did a terrible job of reporting what was going on, blaming it on updates not coming to them from officials-KOZT especially. The one Willits station had the incentive to call for updates and watch Sherriff's FB page and report several times an hour-bless them. The lack of cell, internet and landline made it impossible for us to communicate with or get money to our evacuated daughter at sonoma state. There are systems in place that will go down, but usually not all at the same time. It was disappointing that the last two standing in this instance-TV and radio-let us down so badly. We may live 'in the sticks' but should not be disregarded so easily.	10/29/2017 8:21 AM
75	I felt so cut off from the rest of the world! How could this happen with cell phones and computers?!!	10/29/2017 5:39 AM
76	I live in the hills on the west side of south Willits. My place was not in danger or in the fire's path since the winds turned to the south and the fire didn't come up to Brown's Corner. No name, please. Cell service was out and so was Instawave (for internet) due to fire quickly blowing through Laughlin ridge. Both services were off/on, off/on as they felt like it. That problem stemmed from back up generator at Laughlin ridge and PG&E and ???? (I don't know why).	10/28/2017 6:21 PM
77	I live on Hearst Road just a few miles from where Tomki was evacuated and blocked at Canyon/Tomki coming from the Valley of Willits. I did not know there was a fire until a worker from town came to the property and told us there was a large fire in the area. On the Monday of the fire I came to town to work as usual but there was no phone service or internet. The business I work for requires internet to price items, which are collectible and prices fluctuate daily so I was unable to sell many items. I was very worried about the fire being so close to home and had no way of getting information about it's progress and decided to close the business I work for early both Monday and Tuesday (I am the only employee) which also caused a loss of business and affected my pay. I listened to the radio for news but they could only share what they were given, which was very little for the first week of the fire. I am very thankful for all the work the multiple agencies accomplished during this emergency and I hope they also saw the inefficient way information was distributed during this emergency and work towards making a more robust system that saves lives in the future.	10/28/2017 5:17 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

78	I worked north of Willits Sunday night. When I came down Sherwood Rd I saw the smoke. Went to Mendo Mill and all communications were down and was told there was a fire in SR. I went to JD Redhouse and a neighbor told me she had evacuated. There was NO reverse 911 on the landline where I work notifying us of the fires. I was able to use the landline at JD and call home on my landline, cell was nonfunctional. I told my spouse that I was on my way. The south ramp to 101 was barricaded and I drove around it. A CHP flagged me down and told me I was not allowed to go through. I informed him of my wife and animals and that he could not prohibit me from going home. 101 was closed just past my access road which is Blackbart on top of the ridge. The fires close to us were Reeves Canyon and on top of the ridge. All residents on top of the ridge only have one way out because the north end of Williams Ranch Rd is closed due to a major slide last winter. I did get a reverse 911 call at home when the re-population order happened. There was NO reverse 911 call on my landline when the fires started. Thank you, Sienna Stone 5630 Westview Rd Willits, Ca 95490	10/28/2017 8:56 AM
79	We were cut off here from any credible and/or informative information. We had dark smoke and rumors were rampant. The TV news didn't even mention the Redwood Complex Fire for days. We heard it was approaching Willits and south Willits was in danger. I was alone here my wife was in SF working so we couldn't talk on the phones we could text over internet messenger. Many people in Dos Rios & Covelo only had TV which was NOT helpful. What we did see were all these msgs to call x numbers to get your zip code in a call list but we couldn't call out of our local 983 zone (that's our prefix here locally). I was extremely afraid that if fire came here In the night I only have one way in & out and only one neighbor so who would let us know to get out! Eventually I figured out I could stream KYZX and hear Sheiff Alman's meetings which was the BEST information but that wasn't until late a Tuesday night I learned how to for this. Thanks for all you're doing We must make the telecom companies get us back up fiber up here either that or we all need to go back to ham radios.	10/28/2017 7:48 AM
80	see above for details about my workplace which was affected. (Note: I completed the questions about my residence, but there were only a few directed about my workplace...)	10/27/2017 5:11 PM
81	Without the internet I could not work. Upon & getting information form local friends who worked on the fire, informing me that we were in an evacuation warning area, I decided to leave (had to go to Fort Bragg) and stay with my daughter in Western Sonoma County. We were able to communicate by phone after getting to Fort Bragg. From Sonoma County we could finally get the Sheriff's updates on the state of the fire and it's progress on the internet.	10/27/2017 4:26 PM
82	Telecommunications in Comptche were impacted by the Redwood Fire. During the first few days, some local calls could be made, others could not. Some long distance callers could call into Comptche phones, others could not. Some outbound long distance calls succeeded, others did not. This lasted for three or four days. Then in the following week, all telephone service for some phones went out, others could connect. That outage lasted at least 15 hours.	10/27/2017 9:33 AM
83	Though we in Covelo did not experience fires during this time . We had little knowledge as to where the fires were if there were any near us or if family and friends in other areas in the county were safe. Depending on the tv for information they neglected our area . Just little blurbs across the bottom of the screen would have helped .	10/26/2017 11:57 AM
84	Personally at home my issues were minimal..... At most, I was worried about my family in Willits because I was unable to communicate with them. Professionally, I work for the Ukiah Police Department as the Dispatch Supervisor. We also dispatch for the Fort Bragg Police Department. None of the Fort Bragg Police Department business lines worked for several days at the start of the fire. People could only call 911 from a land line for several days. Radio communications were good and served as a relay back and forth from dispatch to officers. The citizens of Fort Bragg were irritated they couldn't get a hold of anyone on the business lines for a majority of the first few days. FBPD did put out a press release asking citizens to call the business office in Fort Bragg however this number was only being manned from 8am-6pm. The communications in Ukiah was at bit better however we lost all telecommunications with Cal Fire in Willits and the Willits Police Department. This caused issues when dispatchers needed to transfer a fire or medical call to Cal Fire. Cal Fire ultimately moved a dispatcher to Mendocino County Sheriff's dispatch center to handle calls from their agency. This caused a lot of confusion on the first day of the fire. This information didn't get relayed to our dispatch center ever! I would have expected someone to notify us from Cal Fire, AT&T or the State 911 Office. Mid-day on the first day of the fire, I found out accidentally while talking with the Mendocino County Sheriff's Office Communications Supervisor.	10/26/2017 7:46 AM
85	The lack of communications caused me lost work due to the inability to check road conditions and closures. Then when I did get back to work it was in the evacuation zone and I couldn't communicate to my family that I was ok. Other than all the outages and smoke my home was fine.	10/26/2017 5:54 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

86	I live in spring creek, completely off grid...we have used a scanner for info till two years ago when us cell made internet available out here..internet down, so we used scanner again..not an app on my phone..an actual scanner..it was the ONLY ONFO WE COULD GET UP HERE..EVEN KLLG, WHICH GAVE GREAT UPDATES, DOESNT PLAY UP HERE.. UNIDEN BOBCAT SCANNER♥	10/26/2017 4:50 AM
87	I thought KZYX should have run Tom Allman's amazing updates on a loop They were info packed and nearly impossible to absorb on one go. Also, everyone is not able to listen at the same time. Since they were the only available info, it could have been much more covered! I thought to myself, why are we still listening to 2 guys talk about cars? Why are we returning to regular programming? I also thought, they are small station without the available personnel maybe So we could have an emergency radio crew? Especially if that is the only available working communication!	10/26/2017 3:15 AM
88	I learned about the fire via Facebook at 12 am when the power first went out (it bounced on and off a couple times for us). It was just luck to be FB friends with someone closer to the fire who has lots of other friends. Reverse 911 information came at 2am and was a little confusing. Getting reverse 911 as text messages for later events was very helpful- they were easy to share and generally easier to decipher than audio. Having both was good because the message went both inside the house and to me outside. But Facebook was essential and gave me far more warning than the official channels did.	10/25/2017 9:09 PM
89	I was able to assist a few Covelo residents with communications because I had satellite Internet working. Mary Jane Cummings	10/25/2017 7:16 PM
90	My husband and I are ham radio operators in Willits. Mendocino County OES activated the ham operators to run the amateur radios at health care facilities throughout the county. They could provide needed communications as there were little other forms of communications working. This was especially necessary in the Willits area as we had no cell service, limited land line use, no natural gas and no internet for 2-4 days, depending on the area. Emergency and non-emergency needs could be immediately relayed to County OES or among the hospitals and clinics. So we were actively involved and in radio contact with County OES in Ukiah. Just knowing a bit more what was going on was quite helpful in the personal stress department. My husband also kept close to 2/3 of the Instawave Networks customers up and running by making daily trips to the top of Laughlin Ridge, which had burned over early in the fires. He worked on equipment & kept generators running for close to 10 days before PG & E could reconnect electric service.	10/25/2017 6:16 PM
91	Divora Stern LCSW Energy Psychology	10/25/2017 5:47 PM
92	We experienced another outage 10/24 from about 5 pm until the next morning. No internet. Landline: only local calls to other landlines in the same prefix. Cellular: only to other local cell phones. (No crossover between landline and cellular.)	10/25/2017 5:38 PM
93	I will submit to Trish Steel my article that I wrote for the Mendocino County Observer.	10/25/2017 4:23 PM
94	My elderly father is in sr aprs on baechtal near hospital. He has copd. Since we had no ability 2 communicate we drove 2 his apt. He had no idea what was going on or even that there was a fire. He was checking his in house cabels 2 figure out why he had no wifi. We told him 2 get a go bag ready. We came back the next day and he still did not understand the need so we packed his car and told him again to get a go bag ready w his extensive meds. in case od evac as he can barely walk and no communication so if necessary he could get 2 brooktrails where we are. Also he is deaf. My daughter came up from ukiah as she was fearful and w no comm etc. She took my dad 2 see how close the evac area 2.his house is. I think it all finally made an impression cause he got his go bag ready ! Finally. After cell was restored we were able to call him as well as fire # 7074676428. I asked if my dad did have to evac how would he know. They told me the city would announce over radio from vehicle. He is deaf. So i requested physical contact. Dont trust that would have happened. If night evac or even dat would they break his door down? We had him post on his door his hearing issue. As the fire progressed i kept calling , each time stating where he lived in relation to howard hosp. It was tues or wed aprox noon when i called the fire# and was told hosp under manditory evac so we were going.2 town 2 get him. He went 2 hosp and asked them in real time and they said no and called us off. During the most uncertain time in the beginning of this fire i felt having seen santa rosa i was on high alert re willits especially pine.mnt toward.the sr aprts. We.decided that if we lost comm again we would pack him up and bring him 2 brooktrails...if that my be the worst place depending on fire behavior. I am very dissatisfied with the lack of and incorrect info given by the fire# tho i do appreciate they seemed 2 be n the same boat of info i was as well as exhausted. Lack of info Inconsistent info Incorrect info Lack of contact w fam/friends increased stress and created issues and potential issues that thankfully did not come 2 fruition in the willits area thanks 2 our responders hard work	10/25/2017 4:04 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

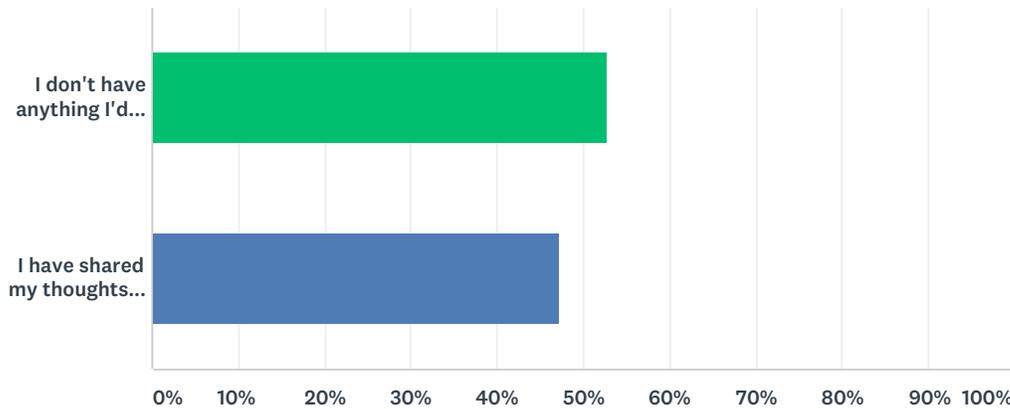
95	I am a fire survivor. My home burned in 2010. My house has been rebuilt. I was frightened during the recent wild fires. I couldn't get reliable information. We need better internet connection in our county. Pamela Chiriboga	10/25/2017 3:51 PM
96	Though not personally impacted by the fires, I was heavily involved with organizing and coordinating local fire assistance to CalFire for the Redwood Fire ... and with communicating with other local fire agencies during the emergency. I was keenly aware of the serious problems with communication failures in the Willits area. I believe KZYX deserves huge kudos for the essential role they performed, but even they were hampered by internet connectivity issues during their attempted live coverage of many press conferences.	10/25/2017 2:43 PM
97	Why is Brooktrails township not one of your community options in this survey? Therein lies part of the problem with Brooktrails. It was forgotten and abandoned during the firestorm. The local radio station pretty much focused on Willits. The news coverage from the major Bay Area TV stations barely mentioned Mendocino county. For two days a few of us neighbors gathered at the only house with a working TV. We were frightened and concerned. We did not understand why we were forgotten. No internet and cell phone. I had people on the east coast thinking I was fine here in Mendocino because the news coverage was all about Sonoma and Napa. When Sheriff Allman had community gatherings, he DID NOT MENTION BROOKTRAILS, except one time and that was to communicate the story of someone welding in an unsafe manner. Why is Brooktrails not even taken into consideration? We are a large community. We have one way in and one way out in an emergency. Our other so-called emergency exit near the airport is locked? All of us senior citizens were frightened during the first few days. Some of us are disabled. We wondered if we would be burned in our beds because we would not hear the law enforcement over a loud speaker telling us to evacuate? I think Sheriff Allman did a great job, HOWEVER, he needs to rethink the emergency process for Brooktrails. The township admin. won't do it as they are lazy and get by with a minimal amount of work. Someone needs to think hard about Brooktrails and do something. The lack of information and evacuation route plan/signs (anything) is CRIMINAL. Thank you.	10/25/2017 12:47 PM
98	We were not in the evacuation zone. Please see notes above in the other questions.	10/25/2017 12:34 PM
99	we live on pine mountain, north slope. reverse 911 calls received from redwood valley and potter valley Sunday night but not from willits...thought danger was over. went into willits monday midday till about 5pm...no chatter about fires. tried to return home but was blocked by law enforcement at base of pine mountain. cell phone did not work and could not contact wife at home. was eventually escorted to home and swiftly evacuated wife and pet with minimal belongings. decided to move to fort bragg for safety.	10/25/2017 12:19 PM
100	I believe there was a critical information flow ERROR in our community. We lost cell, landline and Internet. the only source of info we had was radio, battery powered at times. What really upset me was that the radio stations did not understand that they were the ONLY source of information and went to recorded programming (no fire updates) from around midnight to 6am. So we had to stay up and watch out for fire danger during this time and could not sleep.	10/25/2017 11:53 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

101	<p>We are signed up for the Sheriff's emergency alert system and did receive a text, an email & a landline & cell phone message about 1:30 am on 10/9, saying that parts of Potter & Redwood Valleys were under immediate evacuation. At this time all of our communications were working. Since we live in Pine Mountain outside of Willits we were not too concerned so went back to bed. The following morning we were trying to get more information about the location of the fire but our internet, cell phones and landline were all down. Our power remained on at this point. We were listening to a scanner but there was so much going on it was hard to understand what was what. In late morning we noticed an unusual amount of traffic from above us on Pine Mountain heading downhill toward town. This was the first indication we had that the fire might be nearby. My husband drove to the top of our hill to see if he could see any flames or find someone to ask, but saw nothing but thick smoke. Then he drove into the Community Center in Willits to find out more information and was told they didn't really have more info because communication was down in town also. The did suggest he tune in to 93.5 on the radio for fire updates. I began gathering a few things together in case we had to evacuate as the afternoon wore on, the smoke became thicker and it was pretty obvious people above us on the hill were, in fact, evacuating. We spent the entire afternoon trying to find out more information and feeling completely cut off and not really sure what to do. Finally, at 4:00 p.m. I heard an announcement on radio station 93.5 by a sheriff saying residents on the west (Willits) side of Pine Mountain were under mandatory evacuation and to "get out NOW". We threw what we had gathered up into our car and drove down the hill where there was a roadblock keeping people from coming up. At no time were we notified by sheriff driveby or bullhorn that we needed to evacuate. We drove to the Willits library and managed to get an email to our son that we had evacuated and were okay. We were evacuated and away from our home for 7 days until Pine Mountain was repopulated on Sunday, 10/15. That is the reason I have no idea when our phone service, landline, power, etc. came back on because we were evacuated. We realized when we moved to this area 30 years ago that we are in a rural area susceptible to forest fires and because of that we have taken every precaution to protect our house by clearing around it, etc. We have tried to do everything right to protect ourselves and our property, but when ALL communication goes down and stays down, that is of huge concern.</p>	10/25/2017 11:52 AM
102	<p>This was a very frightening experience, made much worse by the lack of cell service, internet service, landline service, and television service. I know a temporary cell tower was brought in, eventually, and it makes me wonder why that couldn't become a permanent cell tower. The frustrations surrounding this issue have been going on for far too long. Thank you for all that you're working on.</p>	10/25/2017 11:51 AM
103	<p>I was unable to speak with my daughter who is out of state a couple of days which worried her. Sheriff Allman had community meetings regularly to update people which was helpful. I was prepared to evacuate with my family if need be, but did not need to.</p>	10/25/2017 11:36 AM
104	<p>Because I am off the grid and kept power going plus I have satellite internet, I was able to stay connected w/ the world. That was the only way I could listen to local radio (KZYX -- who did a great job!!!) as I couldn't get them over the air so I was listening online. I highly recommend Satellite delivered internet for as many of us out of the townships as possible. Clearly, solar power + satellite internet = always connected even during catastrophes!</p>	10/25/2017 11:30 AM
105	<p>We had evacuees staying at our house and have ham radio. We relayed messages to another ham out of the outage area to make phone calls to family members to let them know we were ok.</p>	10/25/2017 11:13 AM
106	<p>My home was not in any direct danger because of the fires, but I hosted a family who had evacuated for 3 days, and the lack of information available at my house, far from the fires, was especially frustrating for them. They had a weeks-old baby and they needed to keep in touch with medical staff and they had trouble. For me the biggest frustration was because I have a home office, my job came to a complete halt for 3 days and that has an economic impact.</p>	10/25/2017 10:16 AM

Q38 What would you like to tell the California Public Utilities Commissioners and your elected officials with regards to this fire and telecommunications? You can choose to put your name after your comment, but this may be made public. To keep your comment anonymous, don't include your name.(¿Qué le gustaría decirle a los Comisionados de Servicios Públicos de California y a sus funcionarios electos con respecto a este incendio y telecomunicaciones? Puede elegir poner su nombre después de su comentario, pero esto puede hacerse público. Para mantener su comentario anónimo, no incluya su nombre.)

Answered: 390 Skipped: 184



ANSWER CHOICES	RESPONSES
I don't have anything I'd like to say(No tengo nada que me gustaría decir)	52.82% 206
I have shared my thoughts below(He compartido mis pensamientos a continuación)	47.18% 184
TOTAL	390

#	OTHER (PLEASE SPECIFY)	DATE
1	Being in a rural county, it is important to have better access to internet/services for everyone	12/5/2017 10:56 AM
2	It was very frustrating that we could not reach anyone outside the area by phone. I have family that live in other states and they could not reach us. Finally, we reached out through our computer. My father-in-law is 93 years old and we did not know the fire was so close to where he lived on Walker Road. We heard about the fire heading north so we went downtown from Brooktrails and brought him up to our house.	12/4/2017 9:43 PM
3	We regularly lose phones and internet service in this area, especially during the winter, but also during fires and other emergencies. We need more redundant and resilient communications infrastructure throughout the entirety of northern California. Many residents live far from one another and we rely on internet, radio and telecom for essential services and information. We can't just have whole communities isolated for days or weeks because a tower is down or a fiber line has been damaged.	12/4/2017 11:07 AM
4	The fiber optic trunk line to Laughlin Peak cell towers should be made fire proof	12/2/2017 5:51 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

5	While I may not have been directly affected by the fire, the news and personal stories that came about during the crisis have further convinced me the need for more robust communication systems. During the crisis, local radio in my area was immensely helpful in providing warnings and updates. I thank those stations for their welcoming efforts and having provided a important service to all of those communities affected. However, I feel concerned about how easily other systems such as internet and cellphone services were brought down by the fire. Even more so is the absence of an effective warning system that would notify people in time to evacuate and provide other vital information. I encourage all agencies involved to help improve and adapt all means of communication in the world we increasingly find ourselves living in now. Thank you for your time.	12/1/2017 11:11 PM
6	The fires should be a wake-up call. Communication is a necessity.	12/1/2017 7:41 PM
7	I hope there is a way that our communications can be made more safe in the event of emergency.	12/1/2017 6:37 PM
8	We must be able to preserve cell phone communications in an emergency. This did not happen for the Potter Valley folks.	12/1/2017 10:49 AM
9	AT&T acted irresponsibly by ordering call suppression in the community of Fort Bragg. Outgoing calls were limited to those with lines classed, rightly or wrongly as essential service (ES). The Fort Bragg central office equipment was in no danger of being overloaded. AT&T failed to notify the relevant authorities and have failed to keep accurate records on the correct essential service lines. We were needlessly and deliberately denied the ability to make outgoing calls. Our friends and family unfamiliar with the geography of the area needless worried about our safety. Our AT&T internet (DSL over copper) worked just fine and was our only source of communication. I believe a full investigation should be initiated over the use of call suppression. The PUC needs to establish clear rules for its use.	12/1/2017 6:39 AM
10	It's outrageous that overhead PG&E lines started or contributed to these devastating losses and deaths. It is also outrageous that rural communities such as ours do not have full and reliable cell phone service. Myra Beals	12/1/2017 12:07 AM
11	The technology that ran the emergency notifications for Redwood Valley did not 'break through' my silenced cell phone. I did not get the notifications as my cell phone was set to silent as it often is at night while I sleep. The only reason I got out in time was because I awoke to the smell of smoke. I lived on East Road at the former fire chief's house, ironically and received no knock on the door from the fire Dept (as my neighbors who share the same driveway did), no sirens or horns, nothing. Just the sound of the fire and the smell. Please learn from this event and have the emergency alerts break through silenced cell phones just like Amber Alerts do. I lived on the same road as the fire station in Redwood Valley, between I and J. The sirens/alarms were not being utilized that night.	11/30/2017 9:36 PM
12	We have become too dependent on cell phones. Information about battery back-ups for satellite and other devices should be readily available. Fortunately I had a trac phone- which used any tower it could. Even in Fort Bragg there were cell phone issues but I was able to get a signal because I have an older version of a Tracphone. There should be some kind of way to use any cell tower in an emergency. Also, new tracphones don't seem to work the same way- they have a sim card. my phone does not. So, what's up with that? What good are these devices in an emergency?	11/30/2017 9:14 PM
13	Bravo for our local firefighters and other service personnel and for the volunteers. Really upset about Federal government not helping with California fires while helping with floods in the east. Treatment of Puerto Rico is shameful.	11/30/2017 9:02 PM
14	This is not only about fires and communication problems. The lack of broad band for man folks in our county is a serious problem day in and day out. Not to mention the expense of satellite internet which can be very spotty at times.	11/30/2017 6:28 PM
15	In rural and moderate income areas like Mendocino County, the loss of internet service, temporarily or on a more long-term basis because of lack of access is a serious problem. In these times, for many the internet is a primary means of communication; without it, many people face insurmountable challenges conducting personal and business matters and worse, possible life threatening circumstances, i.e., during the firestorm.	11/30/2017 4:08 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

16	After the fiber was cut South of Ukiah several years ago I was disappointed to learn that the fire in Redwood Valley caused interruption in data services all the way up to Eureka. Go ahead, get a map and look where those places are. Why is there no back haul over to the central valley or into Oregon? How can it be that a single cut in the line cuts off several hundred thousand customers? Fiber should be a web, not spokes on a wheel. Yes, even up here at the ends of the earth there should be a loop not dead end. We have dark fiber in the ground and the facilities are in place that could provide these redundancies but the operators are not configuring the backbones to be fault tolerant. This fire re exposed a known weakness in the data infrastructure; yet again. Are we learning yet?	11/30/2017 2:21 PM
17	Bring broadband to rural residents. Our lives sometimes depend on it.	11/30/2017 1:05 PM
18	We are a rural area with a low population so although I do have broadband internet in downtown Caspar, many of my neighbors do not. It is not considered profitable enough for the internet providers to provide it, but in a case like widespread fires it can mean life or death.	11/30/2017 12:24 PM
19	Please, please, please invest in a Mendocino/City of Ukiah owned and operator telecommunication network. It is extremely important that rural areas have control over these vital resources as was made evident with the massive communications blackouts that occurred during the terrible events. Being solely reliant on a commercial entity (who has very little vested interest in building out a robust and redundant telecommunication network that can cope with a typical emergency event such as wildfire) is an untenable situation as recent events have clearly shown. My elected representatives now have the unfortunate task of confronting these shortcomings in our franchise telecom providers while simultaneously reassuring their constituents that they are protected by the continuous flow of safety information and emergency orders from fire and law enforcement.	11/30/2017 11:54 AM
20	Please keep us informed as to what telephone and internet improvements we can expect and when. If we are moving towards a fiber landline then what becomes of our emergency network? If we are moving towards a wireless internet communication and internet provide network when can we expect it to be available?	11/30/2017 11:31 AM
21	Descriptions of fire boundaries naming roads and streets do not help people who live in neighboring communities, but do not know where those roads are in relation to where the fire is heading... possibly in their direction... or not. We had to rely on neighbors who are firefighters to know whether or not we were in danger from the smoke and the raining ash. San Francisco TV stations covered only as far north as Napa and Sonoma Counties and did not give information about Mendocino County until after the earthquake that occurred in Mendocino County. Our fire department gave us information that our firefighters had left to fight the fires, but not the amount of danger that we were experiencing or not... We had to ask for that and then let our neighbors know. We had to dig out information... It was unclear on Cal Fire, under reported on TV and under reported in our local community by our fire department.	11/30/2017 11:17 AM
22	Having been through and survived the Hurricane Katrina disaster in New Orleans 12 years ago, I felt that officials in Mendocino County acted far more efficiently and that in spite of communications problems, I received mostly up-to-date information about where fires were, what the wind and weather was doing, and whether I should evacuate or not. I went to a public service meeting with Sheriff Allman where I received excellent info from several agencies.	11/30/2017 11:11 AM
23	While I was minimally affected by the fire, the only reason I knew what was happening was because I still had cell and internet services. The best information was posted on the sherriff's facebook page which not only requires internet, also requires a facebook login to access in full. For those not on Facebook or without internet there was not adequate local information of what was happening. When I called the numbers given to find out specific information, the people answering the phones were not well informed and could not help address my questions. The numbers of evacuees to the coast without red cross or county resources or clear communication from the county was a problem.	11/30/2017 10:33 AM
24	Dear Commissioners & Supervisors- It is critical that rural areas be included in the new economy based on the internet and cell phone services. This is now clearly a matter of safety as well as security. Our infrastructure in these areas are as important as roads and other utilities. We have an opportunity to upgrade our power grid as well as our communications services with UNDERGROUND hardware/lines as well as battery-backed up community routers, modems, etc. Every fire station should have an audible siren that can echo throughout the community in case of emergency. Neighborhoods can organize neighbor watches where we have an organized "tree" network of neighbors alerting each other of emergencies. Fire roads should not have private locks on them- the immediate neighbors should always have access to roads to escape fire. Thank you for stepping up and addressing these needs before another disaster occurs.	11/30/2017 9:53 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

25	This should be an eye opener in regards to the lack of preparedness areas of Mendocino have. The news coverage is severely lacking for us. Mendocino is not covered by Eureka nor the Bay Area. There was no radio station that was dedicated to providing continuous up to date information. Lack of connectivity by internet, phone, or cell phone left no 911, no means to inform family outside of the affected area, all we could do was sit in the house and wait for some one to drive through the neighborhood saying "leave now!" If there was a medical emergency, we were later told to drive to the nearest fire station to report it. Wow, I see a problem in the the getting a timely response in that. Especially when in some medical issues, time is of the essence. This is the best we have got? I understand Santa Rosa and Redwood Valley were hit hard. But it was only for sheer luck (the previous summer range fire on the grade that slowed the progress) that Willits missed the same fate.	11/30/2017 9:15 AM
26	my parents live in Northern Mendocino County outside of Covelo. They lost all phone communications and my dad has recently experienced numerous health problems including a stroke. I am very disturbed that we can send equipment and people into outer space and we still do not have reliable communication for the people who live in our county. I had to advise them via FB that the roads were closed and that I was not burned up and if they needed a hospital that they should go to Redding. Pretty frustrated to not have reliable phone service for my elderly parents.	11/30/2017 9:10 AM
27	I understand that AT&T has been particularly disingenuous in regard to basic landline, internet and/or cellular outages and promised redundancy to fiber connections within Humboldt County. I expect that same lack of honesty in regard to the recent wildfires in Mendocino. I cannot rely upon the promises of AT&T to guarantee my personal security in times of need.	11/30/2017 9:07 AM
28	Knowing that it was a red flag warning day and the winds were reaching epoch proportions, I would like PG&E to have a plan to turn off power.	11/30/2017 8:58 AM
29	It is very important for our landlines to function independently from our electrical service. We need to be clearly informed about what our landline situation actually is, and about how we can make our landline phones work in the event that fiber optic connections are interrupted.	11/30/2017 8:22 AM
30	Please underground utilities/phone lines...we loose power/phones for periods of time every year due to trees bringing down utility lines in storms...	11/30/2017 8:05 AM
31	we need a backup system in rural areas.	11/30/2017 7:23 AM
32	Many of my friends lost their homes and belongings entirely, and barely escaped. Although reverse-911 worked for my household on our landline, some, or most, of of my friends were not warned because of the limitations and failures of the communications system. There were even a few people who did not know about signing up for reverse-911. Emergency responders went home-to-home to wake people up wherever possible, and help them get out. I watched the fire from the ridge where I live. I could see it was intense, fast, and huge. Although it was apparent that it would be deadly, I later learned that local emergency systems and heroic efforts prevented the loss of many more lives than I would have thought possible. If we had a more powerful and reliable way to notify everyone, and keep everyone updated, it would go even further to save lives, prevent injury, and save homes. - Judy M Judd	11/30/2017 4:43 AM
33	There needs to be a better public warning system for ALL emergencies. We are a rural county and are isolated. The phone lines are above ground and marginally maintained by AT&T, tho the service is with other providers. We need to have the wires buried, so in case of emergencies we are not cut off without access to 911 or other emergency sevicees. When I was trying to contact friends and loved ones, the only thing that worked consistently for most people was Facebook or wifi. The phones were down and towers burned up, but wifi worked.	11/29/2017 10:57 PM
34	while I did not suffer from loss of telecommunication, I feel very concerned for the folks who were and will likely be again if we have another environmental crisis. Our rural population is at risk.	11/29/2017 10:28 PM
35	The event really brought home how dependent we have become on internet access. Our relatives were extremely concerned, having seen national news coverage; none could reach us from out of state, nor could we reach our daughter in Santa Rosa. I was extremely grateful that we could get web access at the library but wondered why the building itself was closed the first night I went down to get online. Dozens, perhaps 100 or more people stood in the frigid night air in the library parking lot, many weeping as they reached their parties. Next day, the building was open, but did not have the capacity to allow everyone to get online. We had to take a number and wait. At least it was warm. In the building, the staff was incredibly kind and efficient and we could talk to friends while waiting.	11/29/2017 8:58 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

36	The urbanization of rural areas is an initiation for crisis and diaster. Approval of housing in fire prone areas when not requiring underground infrastructure is a political/fiscal issue of "good planning vs. development interests". AT&T sees no future in rural areas nor does the Bank of America or PG&E. We who choose to live here must acknowledge and accept that we are more now on our own than every before. We've maxed out on parcels able to provide perc for septic systems; We're short on water; rural counties are near bankruptcy and our key rural business has now been made legal which means profits will, once again, go else where.	11/29/2017 8:31 PM
37	Please include surveys of this nature for businesses to complete. I work for local community bank in which a branch was in the Redwood Valley evacuation zone and two other branches (Willits and Laytonville) were without communications due to the fiber outage.	11/29/2017 8:20 PM
38	Please refer to my previous comments above	11/29/2017 7:22 PM
39	Internet service and cellular service are poor in my area. We have a copper landline, without which we would be unable to use telephone services. There is only one (expensive) internet provider in the area of Cleone/Inglenook (Fort Bragg) where I live. Cell service doesn't work North of Cleone.	11/29/2017 7:00 PM
40	If you would put all those wires underground, not only would falling trees not cause fires, but we wouldn't keep losing power during the wind/rain season. Surely it can't be as expensive as the endless repair work.	11/29/2017 5:49 PM
41	It would be beneficial to our residents if the PUC was answerable to the State of California and did not act as a subsidiary of utility and telecommunication companies that operate in our state.	11/29/2017 5:27 PM
42	I encourage and thank our California Public Utilities Commissioners to learn from this latest incident/loss/catastrophe to do what is need to improve services and responses.	11/29/2017 5:13 PM
43	I was very concerned about the communication challenges faced by the county and people in it. The historical lack of redundancy is an ongoing concern.	11/29/2017 5:09 PM
44	Internet access and phone service (both cell and voip) are critical to being able to alert people in emergencies and provide information. The systems should be required to have multiple levels of redundancy in order to minimize the likelihood of a complete system failure. Ric Bonner	11/29/2017 4:51 PM
45	Communication was a problem, we were an alerted because we have a land line. We notify our cell phone neighbors who notified others. I understand that is how the word spread generally especially in Redwood valley. No public alert was out there in the beginning. As to evacuation we had no clear notice. Plus once we left we needed to come back to pick up other items and ran into residence. That was solved but was stressful. Information was hard to come by since Willits was cut off from all communications for a couple days (no land lines, Internet or cell) except satellite. Our main source of information was the Coast Radio and the Willits Radio station. Thank you for them they were live savors.	11/29/2017 4:37 PM
46	Our village of Elk has had undergrounded utilities since the mid-90's and as a result we rarely experience outages of any kind. It is beyond me why this is not done in other areas, What we do need is cell service, We are so fortunate to have Further Reach which is amazing, and as a result can use our cell phones through wifi but it would be so much better to actually have cell service for emergencies on the dark, hazardaous, curvy roads .	11/29/2017 4:11 PM
47	I was surprised that there was no way to re-route cell service to restore it. It seems like there should be a sharing agreement between companies/towers. Neighbors who had other cell providers did have cell phone so I know that *some* of the towers were working. it seems like there should be an emergency agreement between companies.	11/29/2017 3:49 PM
48	I use internet for both the net and for my phone service. I am lucky that my internet did not go down in this fire, but it has on other occasions. Many homes in this area have minimal or no internet due to the rural nature of the area. The lack of broadband throughout the whole area is not only inconvenient, but is becoming an issue of personal safety for the community.	11/29/2017 3:11 PM
49	From my perspective, they performed as expected as did all other agencies.	11/29/2017 2:13 PM
50	It was my understanding that AT&T was given funding to improve cell transmission especially in rural areas. Service is even worse than usual.	11/29/2017 2:13 PM
51	It is imperative that we have redundancy in our communication systems. I have a land line that was compromised and I was unable to reach my disabled mother. My cell phone doesn't work well at my house and texts were not going through.	11/29/2017 9:28 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

52	My services were not directly affected by the fire. However, my phones went out in November, and it took about two weeks to get service restored. I made several calls to AT&T because my husband is disabled and we had no dial tone, no access to 911. We were placed on list for medical necessity, but it still took another week.	11/29/2017 8:54 AM
53	This area is not well served by internet or cellular service. It has always been an ongoing problem. Apparently, the power grid structure is in need of upgrades, as well, although I know little about what is needed. We lose power annually, several times a year, for 1-3 days at a time, for various reasons, usually weather-related. We have never had cell service at our home. We have minimal satellite internet due to one very skilled technician, but no internet provider (company) has any understanding of our needs. There are multiple days when, during a windy storm, we will be without landline, internet, or cell service for days at a time. There is not good infrastructure in our area. We were thankfully not directly affected by the fires here, and we have functioning automobiles and are in good health, but for some people our situation could be dangerous since we often (1-3 times a year) have no access to emergency services.	11/29/2017 8:24 AM
54	It is very important to have the ability to communicate via phone and internet service. Our cell service is so poor at our house that we depend on an internet booster to connect. If we don't have internet, we don't have phone.	11/29/2017 4:52 AM
55	If we could have gotten an alert like there was in the past (bomb sirens). Maybe more people would have been evacuated faster. Just a thought for you to process in your head.	11/28/2017 10:56 PM
56	I think it's important to continue to have landline telephone service.	11/27/2017 10:02 AM
57	Good enough was not good enough We must do better	11/25/2017 10:55 AM
58	Thank you for your hard work during this horrific event.	11/21/2017 8:11 PM
59	The telephone service is degraded in this area to start with and then when this emergency happened and we could not contact family it made me feel helpless. A noisy line is better than no line.	11/21/2017 10:16 AM
60	I'd like to have more reliable, more disaster-resilient communications services (voice and internet.) I plan to get land-line service again when our house is rebuilt, although I understand that that is not a total solution, especially regarding internet service. We need real, fiber-based broadband internet and less electromagnetic radiation all over the place. I'd like to see communications and power put underground, out of the reach of wind.	11/19/2017 9:09 PM
61	This fire storm shows Mendocino County how far behind we are in communications. When need up to date dispatch centers for all sheriff, police and fire dispatch centers in the county, Not new people running them, new and up to date infrastructure, and equipment.	11/17/2017 3:51 PM
62	As noted in #31, lack of any type of communication is scary and all telecommunications need to be updated. Deirdre Santaniello	11/17/2017 1:18 PM
63	Please make internet and cell service more reliable in our area because it really is a life and death situation for us!	11/16/2017 6:40 PM
64	I have lived in my home for 32 years and have never had internet service available. There is no service available from any cable company, phone company, satellite company or line-of-site internet provider. I have no options for having internet service at my house.	11/15/2017 8:15 PM
65	Nobody cares about Covelo..... The phone lines are in horrible disrepair, internet service providers won't fix anything.	11/15/2017 1:38 PM
66	There has to be a way to notify the community of the fire danger...we received automated calls on our landline but many people did not have any idea of the danger until a neighbor called or came to their home. Sirens would have helped as most of us were sound asleep.	11/15/2017 9:52 AM
67	Mendocino County needs one 911 call center, not 5. Mendocino County needs dedicated non-carrier based cellular towers in strategic locations to serve during emergencies. These should be grid-independent capable for 48 hours and be maintained to resist direct fire damage.	11/15/2017 3:08 AM
68	It's outrageous that such pervasive telecommunications outage occurred at all. At&t had assured customers that it would make redundant connections 2 years ago to prevent such outage. They Failed to do so!	11/14/2017 9:41 PM
69	Those of us in rural Mendocino County really suffer from inadequate telephone and internet. We pay as much as urban dwellers but get few of the services; the line quality is terrible and noisy. There is no effort to improve or bring internet to these communities.	11/14/2017 5:04 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

70	Most people think that the cell service will work and they have communication with the outside during an emergency. In this case the system failed. I do not rely on others to keep me safe but elderly and young parents do... It would be nice to have a system that actually works during an emergency so if needed the proper authorities are notified in order to provide emergency services when called upon. Phil King Redwood Valley	11/14/2017 1:51 PM
71	How do satellites play a role In situoms like this? Why did the fire alarm not go off in Redwood Valley? It has gone off as a test every day of my life at noon, but not during the real emergency!	11/12/2017 10:22 PM
72	It is a very unsafe situation when we don't have communication.	11/11/2017 8:47 PM
73	Because we live in a rural area and cannot quickly walk to a center of town, telecommunications are critical. They are our source of information and warnings to secure our safety. Establishing a more secure phone service - landline and cellular - is urgent.i	11/11/2017 9:35 AM
74	Alerting people to this event was paramount. I understand it was a difficult decision to call for the evacuations, but once that decision was made ALL resources should have been directed towards letting people know. We got the reverse 911 call, but many people didn't. Radio coverage of the event was non-existent in the first 12 hours and I never did hear an "emergency broadcast" signal. Willits lost their cell phone abilities and those who subscribe to AT&T in Redwood Valley were affected. Those of us with Verizon had service. However, I would like to say that our AT&T Uverse service for internet in general is far from "really good". I have conducted my commercial project management business from home since 1982. The internet has become vital to my business. Compared to others in town, or on Comcast, our service is really, really slow and sometimes unreliable. It is very frustrating.	11/11/2017 8:14 AM
75	I believe it is time to come up with a better system to communicate. Having so many people without a way to be contacted or contact others during an emergency is not okay. I believe this leaves us in jeopardy of not being able to get critical information when needed. I have a landline so that in emergencies I can call for help or be called to be informed we are in danger, this system needs to not fail, period. It is 2017 we need to have a stable system	11/11/2017 7:47 AM
76	You know what needs fixed....man up and do the right thing! Keep politics out of making better communication better in emergency situations!	11/10/2017 10:53 PM
77	I am really concerned that we didn't have secure power lines, and that there were so many fires all over the north bay and our area, due to power lines not being able to handle the winds. I would dearly hope that in a world with this much technology, we could have simple power lines that could withstand 70 mile an hour winds (or put them all underground). I am certainly no expert, but I cannot understand why there were so many "wildfires" up here in the north.	11/10/2017 7:00 PM
78	We are in desperate need of better communication systems here in Mendocino county. Verizon cell phones service is very poor. AT&T has NEVER completely fixed the poor phone service with my neighbors on Pacific Heights Dr in Westport. What is the status of the CK system at this point ?	11/10/2017 4:21 PM
79	I hope you have learned from this fire. What to do and what not to do. The elected officials need to keep the fire fighters in this county to fight the fires here not send them to napa when Mendocino is burning and people are losing their homes. Napa has their own fire fighting force. The people here are pissed and so am I .	11/10/2017 1:10 PM
80	Something different needs to be done to protect the telecommunication lines. Not only are the lines interrupted during the fires or storms, but we also lose service when someone steals the wire from the lines and it takes several days for service to be restored	11/10/2017 1:08 PM
81	I hope we can have increased cell coverage and improved internet access.	11/10/2017 11:58 AM
82	Need improved cell service in remote areas	11/10/2017 7:08 AM
83	The Emergency Broadcast Service advisory facility for radio stations did not activate properly because county radio relay and broadcast stations on Laughlin Peak were effected by the fire. There should be a backup facility in place for redundancy for this important means of informing the public through commercial radio stations. Radio stations have been required to spend thousands of dollars on equipment and maintenance to have the OES authorities local, state and national , be able to reach the public quickly. The systems tests are only partially successful. All Cell phone manufacturers and cell providers should be required to provide an F M tuner on phones to allow listening to local stations. Radio is always a primary source of emergency information. Stations work hard to inform listeners. About everyone has a smart phone. The FCC could save lives with a simple rule for a low cost FM receiver chip to be on all phones. The KWNE FM translator station rebroadcasting into Willits was destroyed by bulldozers clearing brush adjacent to the transmitter facility just when it was most needed by listeners. Signed, Guilford Dye	11/9/2017 6:51 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

84	We were completely isolated in Covelo for a time. With landlines and cell phones down, if we had needed emergency help we would have been unable to contact anyone. We have (very slow) satellite internet, so we were some of the few that had limited internet service. Most in the Covelo area did not have internet service, landline or cell phones at all for nearly 2 days. Information was hard to come by.	11/9/2017 5:33 PM
85	We need more than one communications path in Mendocino County. We felt very stressed not knowing what was happening and exactly where the fire was.	11/8/2017 4:10 PM
86	I was worried about my family because I could not call them long distance for 4 days. I tried email, but they have a satellite dish and minimal service. Finally after 3 days my husband realized he could connect his cellphone to our internet wifi and I could call them. I was relieved. I do not know how to connect my cell phone to our internet wifi.	11/8/2017 12:37 PM
87	Moving cables underground and providing multiple paths of redundancy would have eliminated many of the bottlenecks that caused widespread outages. A single site on Laughlin providing service into Willits is not enough to provide services to an entire town. Let alone the included communities of Brooktrails and the outages in Covelo.	11/8/2017 9:56 AM
88	Deeply rural areas of California, such as Comptche, needs to keep a robust copper wire telecommunications infrastructure in place and in good repair. Our geography does not lend itself to a fiber based infrastructure.	11/8/2017 9:26 AM
89	The area was extremely dry --- triggering fire danger warnings. I feel the strong wind created a very unusual situation uprooting large trees and downing power lines. I was notified of the fire via cell phone by family on the east coast. I would like to thank the Sheriff for his work looking out for citizens the best he could. Also thanks to CDF, CalFire, Firefighters and all involved in the disaster relief.	11/7/2017 6:27 PM
90	Put the power under ground yes	11/7/2017 2:23 PM
91	I also don't believe the PUC has the best interests of the common folk at heart. It's all about money money money. AT & T does not even permit me to have the ability to block calls. I HATE THEM. PUC doesn't do anything as far as I can see that would really benefit consistent and reliable services for us.	11/7/2017 1:40 PM
92	I want to clarify that I did lose all phone service at first, then I would get a busy circuit message whenever I tried calling out. I was able to receive a few phone calls but could not call out in any. For the most part, if I needed help (I have a serious medical condition), I would not have been able to do so. These big companies don't really care about rural America, there just isn't the money in it for them. I would love, love, love to be able to have cable broadband service.	11/7/2017 12:13 PM
93	I am pretty disgusted that ATT did not implement that redundancy that they promised, in writing, to do after a similar situation a few years ago. I feel that rural people are screwed in general when it comes to telecommunications. Our phone service is routinely bad even without a regional catastrophe to mess things up. The lack of telecommunications infrastructure and proper maintenance is disgraceful. As recent events have shown, it is downright dangerous. The lack of broadband for rural people is disgraceful and a real drag on our local economy. Other countries manage this with proper regulation and investment. What is our problem? Oh, yeah, IMPROPER regulation due to a totally corrupt political system.	11/7/2017 12:06 PM
94	When the fires started we found ash outside but had no idea why. Our phones went out and we couldn't communicate. It was extremely stressful since one of the fires was threatening to come this way and we couldn't get phone calls. Internet updates were limited to every 12 hours and we had lots of smoke.	11/7/2017 11:18 AM
95	I found local radio KZYX extremely informative with continual situational update; Whatever the ultimate cause(s) of the fires, it is still the case that PG&E needs to be far more diligent in keeping power lines clear of tree limbs.	11/7/2017 8:39 AM
96	I too believe our valley would not have had the devastation it had if the power lines were underground. We can't control the wind but we must take the measures to prevent wildfire that we can. We keep a 300 ft perimeter around of our house of clearance and have cement board siding. However we have no control over the power pole that sits directly in front of our house. At one point 20 plus years ago we were told we would have to pay 20,000 dollars to move it. About five to seven years ago when it was being replaced we again asked if they could move it and were told no. If this pole had come down our home too would have been devastated as well as our hilltop neighborhood.	11/7/2017 8:05 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

97	Rebuilding after the fires should take into account infrastructure. Part of this rebuild should include putting all services underground to prevent downed power lines, interruption of service, etc.	11/7/2017 7:28 AM
98	If you can't protect your communication system better than this.... what will happen in the event of a national disaster??? Horrible that so many people died in this fire who were not warned to get out of bed and flee! Should not have happened!	11/7/2017 6:32 AM
99	Lines should be underground	11/7/2017 5:29 AM
100	Action needs to be taken to keep the community informed and aware of what is happening. During the first few hours, I heard there was a fire only from friends and community members posting on Facebook pages. I immediately looked to official sites and the radio to see if it was truly happening since I live in Ukiah rather than where the fire was. I was concerned for friends and family who did live in the area and as we know, no one was aware until it was too late. Posts from sheriff,journal and calfire didn't appear until a few hours in. It did all go down rapidly, but perhaps somehow somewhere we can provide a back up way to get the word out when these things happen so more immediate action can happen.	11/7/2017 3:16 AM
101	We are devastated. What are we to do now? No home. No insurance. No way to recoup all the loss.	11/7/2017 1:00 AM
102	My thoughts are actually above in the previous survey question. I would like to remain anonymous. Bottom line, the lack of communication was frightening. Especially being separated from my family out of town where there was another disaster! I was the communicator as I am the one that uses social media and the internet. My husband does not have the ability or the desire to use the internet. There needs to be better news coverage/information dispersal. We didn't even have directions as to where to go in the early evacuation people. Our government was not ready. Adding insult to injury ATT cell service was down all this weekend 11/3 to 11/6, and is currently a weak signal not set to be totally up until the 9th. I prayed we did not have an emergency as we had no way to be notified or communicate any issues!	11/7/2017 12:12 AM
103	Bury power lines	11/6/2017 11:39 PM
104	It is frightening to realize that a fire "taking out" one cell tower can prevent a huge number of households from receiving emergency phone and text messages (such as mandatory evacuation orders) from the sheriff's office -- can prevent people in need of help from reaching 911 -- can prevent neighbors from communicating with each other by phone in an emergency. We need redundancy in cell phone service so that when one cell tower goes down, communications are automatically routed through a different tower! To elected officials including sheriffs: Please assign government employees to painstakingly check Google Earth maps to be sure that small rural roads are accurately labeled with their names. Also, be sure that every road actually has an official name. Either be sure that local governments provide road signs for small rural roads at intersections, or encourage residents to put up road name signs themselves. I bring this up because Google Earth has the road my family lives on mislabeled with the name of a road which is actually half to three quarters of a mile south of here; actually, roads in this whole area are poorly and inaccurately labeled on Google Earth. During the Redwood Complex fire, there was confusion about evacuation among my neighbors because the Sheriff's Office referred to the road we live on by the incorrect name given to this road by Google Earth. In particular, some of our neighbors were returning to their homes while the mandatory evacuation order for our road was still in effect, because they didn't realize that that road name was being used for our road. We will communicate with our county government and our sheriff about this particular road's mislabeling, but we suspect that there are other examples of mislabeled roads in Google Earth, and we now realize this can cause serious mix-ups during emergencies.	11/6/2017 10:23 PM
105	I feel the Redwood Complex Fire, and subsequent communication failures could have been avoided by having electric lines buried. This is what all areas in fire dependent neighborhoods NEED! Allowing PG&E to run wires above ground is negligent and irresponsible. Let's make sure we don't experience this again!	11/6/2017 10:10 PM
106	Please take power lines out of the trees and put them underground. PLEASE	11/6/2017 6:53 PM
107	PG&E needs to bear some responsibility for these fires, since it was their aerial plant which started the fires. We need Underground Utilities NOW.	11/6/2017 6:31 PM
108	We have lost internet and cell coverage twice since the fire. Need more redundancy and resiliency for our communication systems.	11/5/2017 7:08 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

109	It was scary to not have phone or cell services at home. What if the fire came closer to me, how would I have known? How would I have known if I needed to evacuate? I work with children and we lost use of our landline; parents could not reach us except by email. I worried that in the event of an emergency we could not request needed help.	11/4/2017 12:56 PM
110	My phone was roaming in my local area. It worked as normal until Monday morning. I couldn't receive or make phone calls. Texts took hours to send and receive. It was difficult to keep in contact with family affected by the fire during the first few days. When I needed my phone the most, it wasn't available. My phone is my only way of communicating. Thank you	11/3/2017 9:56 PM
111	Every residence and place of business should have land line capability even during power outages. When AT&T converted our phones to fiber, they should have also given us a battery backup for emergencies. Or at the very least, made them available for purchase locally. Not being able to call 911 during an emergency is frightening and can lead to chaos.	11/3/2017 2:55 PM
112	Communication, in all its forms, plays a most vital role in mitigation of a disaster scenario. Solid reliable communications reduces the panic and helplessness of individuals and organization. Even a minor delay causes additional problems. Government officials, private enterprise, and every citizen needs to rapidly create a publically funded multi use communications system. This fire WILL happen again. There is no time to waste. It did not happen in my community today but it will in the future.	11/3/2017 9:40 AM
113	It would be nice if we had better communication.	11/3/2017 9:28 AM
114	The companies that control our media, Comcast, Verizon, At&T don't want to pay to upgrade their infrastructure to a point that would allow us to be safe and informed. We don't have the population to make it worth it to them. The other side of that coin is they don't discount the cost of the service based on our inability to receive what is available to more populated areas. So we are overpaying for the very basic of services and we are in danger in emergencies as their equipment is old, outdated and more than unreliable it flat doesn't work. In addition we have lost phone, internet and cable 3 other times this year for extended periods due to lines being cut or other purposeful/accidental tampering. 911 has not been available during any of these outages.	11/2/2017 9:23 PM
115	Not having cellphone service during the recent fires felt very worrisome and unsafe. I believe it is important to have reliable service available to everyone in the area, especially in the event of such a public emergency.	11/2/2017 11:03 AM
116	Our community was not near the fires yet we lost long distance phone, 911 service, and internet. Schools had to be closed because no communication capability.very unsafe situation for anyone that may have required emergency services.	11/2/2017 8:43 AM
117	We depend on our telephone LAND LINE...the old copper type. It is our main way to communicate to the outside world. We have an internet satellite service. It is much slowed down and sometimes doesn't work in cloudy or stormy weather. Please don't let the telephone company take away the landlines!!!!!! They are the lifelines in rural America!	11/2/2017 8:06 AM
118	Redundancy in communication services is lacing and it of vital importance. We were well removed from the fire zones (Mendocino coast), but our local telecommunications were disrupted. Family members outside the area could not reach us by phone. Coastal 911 services were down and that message was conveyed via Facebook, which only reaches connected individuals.	11/2/2017 7:35 AM
119	We have to have frequent, more accurate and detailed information on local radio broadcasts during emergencies. Daily meetings in our community, not daily at a county community center.... driving miles to another town was dangerous.	11/2/2017 6:48 AM
120	Brooktrails had a fire shortly afterwards and residents were in panic mode from the thought of one way in..one way out. Please give consideration for cut thru road or access.	11/1/2017 6:20 PM
121	I do senior care,I could not contact clients who were home alone and frightened.It was hard to get the right information and to ensure the safety and calm people when I would have to go to town and get info and then drive to everyone and give updates to keep clients informed when I was afraid for myself and my family .Thank the lord for Tom Almond our Sherrif and our local radio and library.	11/1/2017 5:46 PM
122	On the last question I shared my story. Tell them that. Thank you very much	11/1/2017 5:32 PM
123	I don't know who could have helped PREVENT these horrible fires. If the Utilities Commissioners and our elected officials have the means to prevent this in the future, please use those means. Erica Seelig	11/1/2017 5:10 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

124	We need better Broadband services in Mendocino County. Especially because this latest disaster proved many of the local news channels based out of the Bay Area do not consider Mendocino County as their audience when in fact they are the only news we get. Channel 2 was the worst and their staff made some horrible comments that Mendo is not in their ratings so we didn't matter. Over and over they covered what was happening in Santa Rosa, Napa and Lake County causing concern for friends and family living out of the area that could not reach Mendo residents by phone. Had there been more coverage of Mendo and Redwood Valley specifically, a lot of worry and stress could have been avoided. Please improve our Broadband services. Thank you.	11/1/2017 3:37 PM
125	Since the fire in our area--Redwood Valley--appeared to be started by downed power lines in a mostly uninhabited area, and then further complicated and perhaps contributed to the damage of the fire in Redwood Valley, I would like the CPUC to consider the value of improving our electric grid by undergrounding utilities in residential areas, and making their high voltage transmission lines between communities stronger, and safer!	11/1/2017 3:23 PM
126	I am outraged that we have PG&E as our provider. They are irresponsible and have been for years. Their rate increases leave us poorer and unfortunately no safer. PG&E has nerve asking for ratepayers to pay more money that enrich the company while not doing a responsible job. They should be ashamed. When there are disasters they cause the weasel out of paying damages, when they win rate increases to beef up the infrastructure they pocket the money instead. PG&E should loose their monopoly. Cal PUC is responsible! Cal PUC should be ashamed for doing a very crappy job protecting the public. I think Cal PUC aids crooks! Why isn't your previous commissioner in jail????	11/1/2017 2:47 PM
127	I also believe the fire sirens should be put back in place and other exits need to be made out of Brooktrails in case of evacuation	11/1/2017 3:52 AM
128	I am worried that I didn't know my landline service had been impacted by the fire. I could call my neighbors but not call out of area. I am worried that if the power had been interrupted I would have had no communication as I must rely on satellite service connected to electric power. I want the CPUC to know that landline service must NOT be discontinued in rural areas, it's not just a landline it's our LIFELINE in an emergency.	10/31/2017 6:34 PM
129	I understand that cell towers were blown down or burned down. But in this day and age of such dependence on technology, it seemed ridiculous to have no internet or cell phone service. When enough people started to make a fuss, the TV stations, 1 or 2 at least, came to Redwood Valley and covered our fires a little bit.	10/30/2017 7:56 PM
130	I live in an area where landline service is at least 40 years old and is unreliable on a good day. It was so bad that we ditched our landline in favor of cellular service and, although it works fine on the Round Valley floor, it doesn't work on Hwy 162 between Round Valley and Hwy 101, an area that is very hazardous and the call boxes are few and far between. We need cell towers and updated phone lines as soon as possible.	10/30/2017 5:43 PM
131	I would like to have better cellular service in my area. I am located on Highway 20 at the Potter Valley Rd junction. The cell service in this area is very limited. I am sure that the other residents and motorists would appreciate this as well.	10/30/2017 3:08 PM
132	AT&T has selected a location in Comptche for a cell tower. Hollister Ranch was to be looked at, but our appointment on Nov. 11, 2016 at 10:30 a.m., was a No Show. No email, no call, nothing! I don't really know where the tower is to be installed or when!?!	10/30/2017 1:36 PM
133	We in Little River CA, just south of Mendocino on the coast, were minimally impacted by the fires, at least directly. Air quality was bad for a few days, and we had many evacuees here, and we all tried to help as much as possible with \$, food, clothing, lodging. The telecommunications were poor during the first few days: land lines not working at all or not well -- dropped calls, or no local or long distance possible; sometimes incoming worked but no outgoing. ((The Survey Monkey doesn't allow for these descriptions.)) Cell service also did not work. Service improved by the end of the week. The internet worked the entire time for us (Comcast). Facebook became the most reliable means of communication and source of information. This is the main thing I wish to communicate -- It surprised us, but the internet worked. We never lost power where we live in Little River. The phones (land and cellular) were interrupted for many days.	10/30/2017 11:20 AM
134	Too much reliance on cell phone communication. It has become clear that cell tower damage and spotty coverage rurally by providers do not provide an adequate safety net.	10/30/2017 9:04 AM
135	Be open and honest about what part any utility provider MAY have had in contributing to this disaster.	10/30/2017 8:35 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

136	Extremely scary to lose access to any information when our lives are in danger! Definately need a back up source of communication!	10/30/2017 7:20 AM
137	My internet was restored after the fires but went out again on October 22. I have called AT&T five times for service. During the first call on October 23rd, I was told there were no problems in my area. NOT true at all! The agent wasn't aware of our disaster. The agent kept trying to get me to convert my land line to digital even though I explained the situation of needing a hard wired phone for emergencies. I waited all day for a service person on October 26 to install internet U-Verse only. Never showed, didn't text me to cancel. I had to call again on October 27th only to be told it would be October 31st before he would show. I told them that I have lost business because of this outage. Very upset by AT&T's lack of communication.	10/30/2017 7:02 AM
138	Our local volunteer fire department PVFD, along with many other resources put out our fires within 11 days. P.G.&E. workers worked awesomely fast to get our power restored. A big thanks to all!!!	10/30/2017 6:48 AM
139	I'm still too upset to share other than I had to walk up to my neighbors several times each day to actually see what was going on and if we needed to evacuate. They had home wifi, so I was able to see the news conferences. I felt left in the dark, finally re registered reverse 911, since my land line was the call to no. That I had disconnected this year to save money. Tv was no help for Mendocino col! Stayed on scanner all day but it kept going dead due to service!	10/30/2017 6:01 AM
140	This survey is written like a witch hunt.	10/30/2017 3:15 AM
141	First, all power lines should be underground so they won't cause fires! This should be mandated. We need more robust telecommunications systems that are redundant so we don't lose all phone communication as happened in the fires.	10/29/2017 11:54 PM
142	We are many miles away from the fires on the coast, yet we lost crucial landline services. More must be invested in telephone and internet infrastructure, including redundancies, so that this doesn't happen so easily. I can't work without a phone line.	10/29/2017 10:43 PM
143	Companies like PG&E (if Their equipment was found to be the cause) need to be held accountable for their negligence in not properly maintaining their equipment, we cannot, and you cannot allow them or any other company to put the cost of their negligence onto the customers of their company.	10/29/2017 8:55 PM
144	Better telecommunications as well as an evacuation plan would be helpful also a command post where we can get accurate information	10/29/2017 8:01 PM
145	Placing all the communication avenues on one optic fiber line is plain and simple, irresponsible!	10/29/2017 7:14 PM
146	Total loss of communication was really scary and super stressful.	10/29/2017 7:10 PM
147	The communications from Calfire and the Mendocino Sheriff should have been lots more often. I live on the coast and was worried of the fire coming our direction with only a morning and afternoon update, not near enough when you are worried about a fire rushing your direction. The best source of information turned out to be on Facebook through mendocinosportsplus they worked very hard to make concise information from multiple sources on a very timely basis. In an emergency like this we really need to have someone like the as a consolidator of all sources with lots of updates as even small thing. We need more reliable phone services! We have copper here but it is tied to batteries a half a mile down the road and when the power goes out we lose phone service until the bring in a generator which at some time has taken days. Mickie Zekley	10/29/2017 3:15 PM
148	It is really scary that when we needed to rely on internet and cellular use the most it was not reliable. It is imperative these services are able to be in use during times like these. I was trying to determine the status of my home, my family members, pets etc....and i could not call out on my cellular phone. I could not connect to the internet to find out information on where the fire was, where to go for help, and NOT EVEN ONE SINGLE WIFI NETWORK WAS FREE OR ACTIVATED FOR ALL EFFECTED. WE WERE COMPLETELY IN THE DARK WITH NO RESOURCES. IM VERY UNHAPPY THAT I WAS NOT ABLE TO BE INFORMED. THIS IS NOT ACCEPTABLE, WE HAD NO WARRNING A FIRE WAS COMING MY.DIRECTION, NO FIRE STATION ALARM NOTHING. I DONT FEEL LIME WE WERE WARNED WHAT SO EVER WHICH MAKES IT HARD TO SLEEP AT NIGHT KNOWING I CANT.RELY ON ANY HELP OR ANYONE OTHER THAN MYSELF DURING A DISASTER SUCH AS THIS.	10/29/2017 9:47 AM
149	While I had access to some degree of information, friends who relied on Comcast for their TV, Internet and phone HAD NO SERVICE for days. How were they to be informed of what course of action to take. I have always believed that having a "land line" in case of an emergency was a prudent use of money, but if it is based on a fiber optic network that goes down it is a waste of money.	10/29/2017 9:22 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

150	Mendocino county IS NOT a Eureka market. We belong in the RMA of the Bay Area TV channels-KTVU,KRON,KGO,KPIX. And a county emergency radio station to be used in such situations needs to be created... one that doesn't have to worry about ratings or ad dollars.	10/29/2017 8:21 AM
151	We need broadband internet	10/29/2017 7:42 AM
152	Having a copper landline allowed us to talk with our neighbors who also had a copper landline. Neighbors who didn't have this were alerted in person by other neighbors, if the fire had already been here this would have been impossible. Also because of the satellite internet and being on solar/generator we continued to have service. This allowed us to communicate through wi-fi to family that had service. However, anyone with VOIP in town could not be contacted.	10/29/2017 6:29 AM
153	I kept thinking "why are these services not rerouted?" No cell service. No computer.	10/29/2017 5:39 AM
154	We need better cell phone coverage for all carriers in all of Potter Valley. Just because we are small does not mean we should always suffer through horrible cell phone coverage	10/28/2017 10:10 PM
155	Emergency public notice needs to be improved, too many lives were lost and homes lost. Social Media is a good source of communication if it works, but still as far as I know no alert came through to inform the public before it was too late for some and some were sleeping, not sure what plan was in place for those that were asleep and not aware. It's apparent that the manpower was not available to go door to door, we do get the emergency TV testing alerts. I'm not sure when this is put into use. All though I did not lose my home, I was still afraid every day the fires were still not contained, I and my family had our items packed and discussed our evacuation plan as a family. Our hearts broke knowing that many lost their lives or homes and now lack of hotels/rentals is a big issue. Thank you for letting me share my comments,.	10/28/2017 9:32 PM
156	I truly miss my landline (copper) but ATT don't want to service rural landlines. Every winter my landline would go out. I feel ATT didn't want to fix my line or have me as a customer since I only had basic service and wasn't a good money maker for them. ATT want you to go cell - wireless. Also the bill when I first hooked up my landline was \$11 in 2003. By 2014 it was 28+ per month for only 456 and 459 prefixes. I didn't receive any warnings that my bill would go up which it seemed it did at \$3 increments every few months. Cell service at my house is dismal/nil. I have to have the power on (I am off-grid) to power a zBoost antenna to be able to use the phone in the house or walk up 1/4 mile to get a signal. I MISS MY LANDLINE! I hate cell phones. Cell phones are handy at times but.... No name, please!	10/28/2017 6:21 PM
157	Every good telecommunications worker and network engineer knows that the only good system is a redundant system. To have one choke point where all communications can be cut off for thousands of people, including emergency services, is horrendous. This was also not the first time the entire Willits valley has experienced complete communications blackouts, yet nothing has been done to rectify the situation. A more robust system will save lives and ensure emergency services can get to where they need to go while giving the public regular updates during an emergency. Cailean Johnson Willits CA	10/28/2017 5:17 PM
158	The city of Willits needs a redundancy sattalite system in place when we get shut off from other forms of communication. If Willits had satalitte internet then we could have been better informed and notices posted at city hall. As far as elected officials go, we need manual, non- technical forms of emergency broadcast. Hand cranked or battery operated sirens posted on all mt tops. We cannot depend on technology to save us nor can we depend on the government to save us. We, as a community, need to come up with a plan that alerts us of dangers without depending on technology. It would be helpful for the government to help pay for setting these alert stations. Thank you, Sienna Stone Willits, CA	10/28/2017 8:56 AM
159	The PUC must acknowledge that there are hundreds of families living out here and we matter too! There has to be backup fiber for northern CA. We pay taxes like every other citizen and our lives matter!!	10/28/2017 7:48 AM
160	unbelievable that after a major outage in the county several years ago, another incident has again disabled virtually all telecom services, including 911 service, for several days (3.5 days for me)	10/27/2017 6:37 PM
161	I request the California Public Utilities Commissioners and my elected officials to begin the painful and possibly expensive but life saving and civilized process of disaster planning improvement. This should include redundancy in internet and phone services in case of outages. Wildfires, earthquakes, floods, sabotage and other exigencies MUST be planned for and even drilled for in order to preserve life and the welfare of our communities. I would like to highly recommend a book called "A Paradise Built in Hell" by Rebecca Solnit, who studied disasters and our various responses throughout history, with many lessons learned. Thank you for your kind attention, Sharon Paltin, M.D.	10/27/2017 5:11 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

162	Please create some redundancy in the communication system. There needs to be multiple lines coming in from multiple directions to assure emergencies such as this fire don't end all outside communication.	10/27/2017 4:26 PM
163	Please offer rural areas the same coverage as others are allowed, what little service I get is outrageously expensive compared to other areas.	10/27/2017 3:16 PM
164	It is scary to see all of the damage that could have just as easily happened to any of the communities in the area. What will we do to be more responsive in the future?	10/27/2017 11:23 AM
165	The impact of the Redwood Fire on telecommunications in Mendocino County demonstrated that there is insufficient redundancy and resiliency in the telecom system here. This is a chronic issue that the Commission should be well aware of. When natural disasters occur here, service can go down for days. However, during non-emergency periods, service to some locations can be out for days, as well. These outages have a variety of negative impacts, including economic, social, and educational impacts, but the most serious impact is loss of access to the 9-1-1 emergency reporting system and the Reverse 9-1-1 notification system. This continues to be a problem years after it has been reported to CPUC. Just because Mendocino County has a small population does not justify Commission nor Telco inaction on this critical vulnerability.	10/27/2017 9:33 AM
166	Three times in the last two years we in Mendocino have lost our fiber optic line due to vandalism or fire and still have no backup line. The Leo and emergency services use the same fiber optic line and yet still no backup. Is it less cost just to leave us in the dark and repair or have back up fiber lines? If so I'll just pay for a satellite phone and stop using cell towers and fiber lines all together	10/27/2017 9:19 AM
167	Keep your power lines and poles repaired.	10/27/2017 8:10 AM
168	Please please find a way to keep communications working during emergencies with a disabled person in the house need help to get him into a vehicle which takes time i need advance warnings for this reason thank you in advance for listening	10/27/2017 7:18 AM
169	We NEED strong, high quality phone and internet service here in the North counties. As a teacher, it was very unnerving to not be able to contact parents & people or have access to help so we were unable to have classes. We should be able to go to bed knowing we can get information about our safety & make emergency calls.	10/27/2017 5:22 AM
170	We need another cell tower	10/27/2017 4:55 AM
171	You have made us reliant on Facebook and webpages to receive our information during emergencies and yet, you have not provided any form of backup to prevent us from losing access to those lines of communication. This needs to change immediately.	10/27/2017 3:29 AM
172	First, thank you for providing this forum, and to all those that have worked to ease the extent of this calamity. The primary thing I would like to address is communications. First, last year AT&T presented to the Board of Supervisors that they had finished creating communications redundancy in the County (following the failure events of 1. the attempted theft of copper/fiber east of Ukiah along the tracks, and 2. the taking down of fiber over the road near Comptche). Apparently AT&T's fiber provides the backhauls for all of the cellular companies as well as landlines and POS (gas stations, etc.). No redundancy exists. Northern reaches of our neighborhood (Third Gate) and points north had some services as they are supported through lines running down from Humboldt. Our region, South through Willits, etc. had no service (internet, landline, POS). Redundancy needs to exist, and not just from a nearby parallel route, but from a geographically-distinct entry into the region. Secondly, the Sheriff as well as the radio station we get (KOZT, Fort Bragg) seem to think everybody is a member of Facebook. I am not, nor do I desire to be. We should not be posting disaster information on a private company's facilities. The Sheriff, etc. have their own (universal and public) website and should be PRIMARILY employed in disasters, not social media. Lastly, it is frustration watching a wall of flames over several days (south end of Willits valley) and only getting reports on manpower and equipment, not direction of fire advancement. As someone close to an active fire, I want to hear about active fires and their direction and speed. Thank you.	10/26/2017 7:12 PM
173	I wish there was a affordable internet service in our rural area. My bill is three times greater than internet service in more populated areas. Satellite services are extremely expensive.	10/26/2017 5:10 PM
174	We are a relatively remote county but that does should not preclude our access to a communication infrastructure that will keep our area safe and informed in times of disaster. Redundancy is necessary to keep communication lines open during an emergency or disaster. Outdated infrastructure and the lack of redundancy caused a huge communication outage across a wide area, well beyond the boundaries of the fires. Our inability to access 911 was particularly disturbing.	10/26/2017 3:41 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

175	We need to have information, I could listen to radio but they did not have updated information	10/26/2017 1:23 PM
176	Our community is surrounded by flammable wilderness, is situated in active fault zones, and subject to unstable geology that threatens reliable transportation in and out of the community in times of flood as well as earthquake. We are vulnerable to a number of disasters which could cut us off from help. We are also dependent on communication lines that lack redundancy and therefore lack resiliency. Of the conditions I have listed above, the only one that is technically solvable is the lack of redundancy in the communication lines. As a computer network professional I realize that stringing wire is expensive and it is subject to many of the same forces that threaten our transportation system. However, a satellite based alternative for our communication redundancy could work very well. The only communication that was working in Willits for the first three days of the emergency were satellite connections. I had VoIP at home on Hughes.net, but I could not call my neighbors because the line to the local land-based telephone exchanges was damaged and Hughes.net connects to the internet in another state so a phone call had to come back through the damage to reach here. A satellite based redundancy of sufficient bandwidth would have been slower than land-based cables, but it would have left us able to communicate. I spent Monday, Tuesday, and Wednesday nights broadcasting on our local radio station(KLLG-LP 97.9 FM) to people who were scared and without any other source of information than my voice in the night. While I was glad to do it, it was only necessary because of the lack of resiliency in our tel-com system here. Liam UiCearbhaill 707-459-2470	10/26/2017 12:27 PM
177	In disasters the tv news needs to cover news not drama they need to have a running banner if facts concerning all the pertains to facts and areas affected where to go for help etc. we need strong back up systems for communication and everything shouldn't depend on communications that fail . We need to be able to conduct business shopping etc during failures . Even our land lines failed groceries were unavailable banking . There needs to be emergency back up systems in place for vital services	10/26/2017 11:57 AM
178	It is highly concerning, and dangerous, that our ability to our communicate was so compromised in this emergency. Our volunteer radio station here in Covelo (KYBU) was able to provide hard wired internet access for the library and community. Otherwise, we would have been in a complete communication blackout for the first 24 hours of this fire event. Our valley was filled with toxic smoke and we had no idea how close the fires were. Residents here could not communicate with friends or family in active fire zones to check on their wellbeing. There was a sense of panic, and a lot of "fake news" going around. Friends and family outside of Round Valley could not call us on our landlines, we could only make local calls to other 983 numbers, and no one had any cell service.	10/26/2017 11:19 AM
179	An examination of the outages ATT experienced during this series of fires must be undertaken, and redundancy built into the system so that this does not happen again.	10/26/2017 10:53 AM
180	Broadband internet is important in rural areas	10/26/2017 10:01 AM
181	I would just like them to know how scared we all were. We had no way of know what was going on until we went to the Library to access internet and get in touch with loved ones. People in other states were able to tell us more since they could access the internet. The internet at the library was very spotty so we were really only able to message people. The meetings were horrible the not even really telling us what was going on and since the news basically said nothing about us were all in the dark and not knowing what to expect. Our town needs to have better internet if thats how everything is going to be sent out. Living in Brooktrails they make it impossible to afford internet it is very expensive and very limited. Please help us all to feel safe in our small town.	10/26/2017 7:59 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

182	Personally at home my issues were minimal..... At most, I was worried about my family in Willits because I was unable to communicate with them. Professionally, I work for the Ukiah Police Department as the Dispatch Supervisor. We also dispatch for the Fort Bragg Police Department. None of the Fort Bragg Police Department business lines worked for several days at the start of the fire. People could only call 911 from a land line for several days. Radio communications were good and served as a relay back and forth from dispatch to officers. The citizens of Fort Bragg were irritated they couldn't get a hold of anyone on the business lines for a majority of the first few days. FBPD did put out a press release asking citizens to call the business office in Fort Bragg however this number was only being manned from 8am-6pm. The communications in Ukiah was at bit better however we lost all telecommunications with Cal Fire in Willits and the Willits Police Department. This caused issues when dispatchers needed to transfer a fire or medical call to Cal Fire. Cal Fire ultimately moved a dispatcher to Mendocino County Sheriff's dispatch center to handle calls from their agency. This caused a lot of confusion on the first day of the fire. This information didn't get relayed to our dispatch center ever! I would have expected someone to notify us from Cal Fire, AT&T or the State 911 Office. Mid-day on the first day of the fire, I found out accidentally while talking with the Mendocino County Sheriff's Office Communications Supervisor.	10/26/2017 7:46 AM
183	We need more lines and reliable communications in this area. It was very scary during the fires. It was also very hard to not be able to buy food or get vs because there was no way to get money out of the bank.	10/26/2017 5:54 AM
184	Something must be done to ensure everyone is kept abreast of the status of emergency situations. Willits was never mentioned in any of the radio or televised coverage creating more stress and fear even though the fire was close to the south part of town.	10/26/2017 5:40 AM
185	Our hometown radio, KLLG, should get some kind of gov't assistance for emergency situations..THEY WERE ALL SOME OF US HAD FOR INFO..even tv wasn't giving us info. Hats off to KLLG for being our heroes!	10/26/2017 4:50 AM
186	we need another plan than the one we have	10/26/2017 3:15 AM
187	It is unbelievable that telecommunication to Willits and Northern Mendocino County are dependent upon only one link. There should and must be a backup link, either to the north, then over to Redding, or, to the Coast and down into the Bay Area, bypassing the US 101 corridor. We had ZERO communication with family in Willits for 24 hours, since the road was closed and land and cell service was out there.	10/26/2017 2:07 AM
188	We were completely cut off from all communications (except radio) for several days after the fire. We were unable to communicate with friends and family except by driving to Ukiah and using phone services there, 23 miles to the south of our home. The ONLY information we could get was via radio. I know the local police were also cut off from communications — a very dangerous situation. I also know that the sheriff's reverse 911 system did not work. Our area was already underserved by broadband before the fire. Rural areas like ours receive no priority from ATT and other major carriers because we are not important in o them.	10/25/2017 10:54 PM
189	Our emergency communication systems are not adequate in an emergency. We live in a potentially dangerous area and clearly, we need to build systems that insure safety for all.	10/25/2017 9:54 PM
190	I still do not have electricity at our home business (commercial account). Someone--probably PG&E or the fire fighters cut our power line between the pole and the smart meter. PG&E replaced poles on our property and reconnected our residential power but not our commercial power. Now they want us to pay an electrician to do the work. The cut to our power lines was on PG&E's side of our meter. I think it should be their responsibility. They say the panel/box is our responsibility and they will provide a new smart meter. I will call to register a complaint.	10/25/2017 9:51 PM
191	We need to develop better plans for situations such as this. It's completely unacceptable that so many people were in the dark and unable to communicate on any level. It is also unacceptable that emergency services would not have been able to be reached if needed. My family was fearing for my life because they could not get a hold of us. My husband was unable to use a sleeping apnea machine which is direly needed for him during this time of outage. The whole situation was really frightening for my family and frustrating for the community.	10/25/2017 9:44 PM
192	Communication was essential during this event, both for formal announcements and for the thousands of informal efforts that went into this fire, like civilians clearing downed trees from roads and buildings, help for people with special needs, etc. I had to charge my phone from a car or UPS battery at least once a day. Losing the cell service on Wednesday made it clear we had to leave because we no longer had information. I cannot imagine how bad it would have been if we had been completely out the whole time instead of merely glitchy. This is essential service in an emergency and it needs to be treated with that level of seriousness.	10/25/2017 9:09 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

193	The smoke and communications outages left me feeling terribly vulnerable. I am 71 and live in a remote location. Leaving home to seek out information was risky due to breathing difficulties. I am so thankful that power stayed on. I think it is very important to have redundancy for our communications. When both land line and cell phone are inaccessible I become so much more vulnerable to health issues.	10/25/2017 8:13 PM
194	With communication in such disarray why the County thought Facebook and Twitter were the best form of communication is beyond me. Posts were delayed leaving us without information. Local radio should have been used more along with pushing information to other agencies to help get the information out. So many people felt left in the dark.	10/25/2017 7:31 PM
195	Reliable local news coverage would have greatly improved communications on the situation.	10/25/2017 6:51 PM
196	Get your shit together please it was very scary n we were cut off from the rest of the world didn't no what to do no were to really go didn't no what was burning thank gosh for the library n word of mouth even if half the information was false Tom n the guys did a great job just wish there was more information	10/25/2017 6:43 PM
197	Although MENDOCINO county is grouped regionally with Sonoma and Marin counties, there is no comparison between our geographical challenges, internet and cable offerings from ATT or Comcast, and connectivity availability in MENDOCINO County. The regional grouping disqualifies us from AB 1665 funds because we are treated as if we were Sonoma or Marin county residents. This is extremely unfair to the residents of Mendocino county, because we can't access available funding and subsidies to upgrade our facilities. Absent some compelling rules by the PUC to force ATT to treat us the way it treats customers in other counties in California, MENDOCINO county residents will never enjoy high speed widespread access to the internet. ATT doesn't see this county as a revenue generator, so they are allowed to ignore our needs	10/25/2017 6:42 PM
198	We need more internet options in brooktrails. Satellite internet saved me from having a complete loss of communication during the fire, but it is terrible and limited service. Need better cell phone service here too as I then could make a hot spot with my phone for internet, but my cell service is crappy so that doesn't work either.	10/25/2017 6:26 PM
199	We live in a rural area that is rugged. It is ridiculous that most cell service and internet is provided by ATT or purchased thru ATT. They have not been proactive in promising redundancy. You must make ATT have redundant lines or a solid plan for back up systems as when these disasters or interruption of the fiber optic line happens. There must be another way to route telecommunications. Other areas in Humboldt County have redundant lines that run East-West that they can switch too. We are very fortunate to have Cal Fire which saved many lives and homes.	10/25/2017 6:16 PM
200	Safeguard some more efficient means of communication please.	10/25/2017 5:47 PM
201	This became a huge problem during a frightening Disaster Evacuation for our community ! People need to be informed and continually updated during this time .	10/25/2017 5:42 PM
202	This is the 3rd major outage in a couple of years. Why weren't redundancies been put in place after the first outage? We were told they would be. The fact that the system has not been improved is inconvenient at best and a matter of life or death at worst.	10/25/2017 5:38 PM
203	Regardless of power outages, fires, the Internet in this area is crap.	10/25/2017 5:33 PM
204	It is clear that our rural and remote area needs diversified telecommunications and a better disaster-preparedness plan. For example, the tower that was damaged in the fire stopped our local internet provider from being able to function, along with our landlines. Many people retain landlines because they think they will be useful in times of emergency, turns out this wasn't the case. Although this could be viewed as sort of a worst-case situation, there could have been other measures taken to inform citizens about the fire and proximity to population centers. In Laytonville, we had people flee from Brooktrails area to our town because they heard they should evacuate. Our local fire department could have posted information in the community (such as a flier of fire map) to let people know who had evacuated unnecessarily, or who were stranded from Highway 101 being closed what was really happening. The local radio stations attempted to keep up, but with communication systems down, it was clear in the beginning no one had a lot of information, and that had people worrying. It was made clear in my small town with one main grocery store and one gas station and no phone or internet and limited radio service, how much we depend on the outside world to "survive".	10/25/2017 4:23 PM
205	We need reliable affordable cell and wifi services and backup for er and an er plane with local agencies on dealing with a total break down in comms. Keeping in mind people like my father with copd and deafness. He would never hear a bullhorn or loud speaker	10/25/2017 4:04 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

206	Please encourage cellular providers to improve our services in rural areas.	10/25/2017 3:51 PM
207	Just because we live in a rural county doesn't mean we don't deserve the same access to hi speed internet services that our city dwelling neighbors have access to... where I live the only option for internet is satellite ~ which in comparison to my city friends is up to 5x as expensive. The companies that provide these services to the mass in the cities should be required to provide them in the rural areas for the same cost as others pay.	10/25/2017 3:31 PM
208	Where is the redundancy in our communications systems?	10/25/2017 2:43 PM
209	We have to have systems that work in emergencies so we can be kept informed.	10/25/2017 1:43 PM
210	Need to fireproof communication equipment and a backup system. Just had a 12 hour outage because a line got cut up north. I am thinking of signing up with a satellite provider!	10/25/2017 1:42 PM
211	Please have diverse routes for critical infrastructure.	10/25/2017 1:36 PM
212	Many of us in Mendocino county live in a forested community. We need to have community meetings where certain public agencies educate us about our residential fire safety precautions. For instance, Brooktrails is all trees. I do my best to create the 100 foot defensible space around my home, but that is somewhat difficult with so many trees. Then there are the many vacant parcels that no one is caring for. All overgrown with lots of dead trees and increasing amounts of dead vegetation on the ground. We should know what we should be doing here with an eye toward keeping the animals and birds safe, but clearing out what we can. And Brooktrails township administration is NEGLIGENT for allowing all the vacant properties to grow unchecked. Too many homes in Brooktrails have piles of wood and junk near their home which is what Cal-fire tells us not to do. Why is this township not taken care of? Do something to make the lazy people who "run" this township get in check and create a safer community - NOW - before it's too late.	10/25/2017 12:47 PM
213	My residence is in a "dead zone" where we cannot get cell service, even though we have cell phones. We spend a lot of money on cell phone service, and satellite dishes for internet and for tv. We sure wish we had high speed internet that is reliable. It gets really frustrating. It got dangerous during the fire, too.	10/25/2017 12:41 PM
214	In a rural region, limited telecommunications options makes it difficult for citizens to know where the danger is and to make choices about safety and evacuation. It is important to have contingency channels so that if one mode fails (cell tower burns) another channel is open (radio or fiber optic). Essential to have safety info immediately translated into applicable languages for the region served.	10/25/2017 12:34 PM
215	in spite of the emotional upset caused by the sudden evacuation, we are thankful for the persistent and courageous work of firefighter and other responders. however, the severe loss of communications and lack of specific and updated information about our region greatly unnerved us...all information from TV centered on Sonoma and Napa counties. it seems to us that emergency communications for the populace of Mendocino County are quite vulnerable and for many just don't seem to exist. The sheriff's EOC was the only outlet for information and that was not specific and updated only once daily. this feels like we are still where we were one hundred years ago, where word of mouth (and perhaps smoke signals) were the only means of communication. it has been jarring to me to realize the almost primitive state of the technology here in this region.	10/25/2017 12:19 PM
216	Need to have a system that can be counted on in emergencies, whether cellular or landline. Strangely, in the early morning hours the Monday that the fires began, I received an air raid warning on my cellphone, which woke me up. Haven't heard about this happening to anyone else. (My phone is set for wi-fi calling.)	10/25/2017 12:15 PM
217	Nothing would work, we had no idea where the fire was or if it was moving in our direction. I went to volunteer st the Willits Hospital as they were on standby for evacuation . They did not know how close the fire was. They had 1 satelight phone and a ham operator. All communication was down.	10/25/2017 12:12 PM
218	The needs of rural California are not being met in regard to communications services. Providers have been allowed to not properly serve many areas or have given service that is susceptible to disruption for significant periods of time.	10/25/2017 12:10 PM
219	The emergency tower situation could have been put up earlier and officials could have put radio stations on notice to provide updates or at least offer to staff those stations when they did not have staffing person to provide updates.	10/25/2017 11:53 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

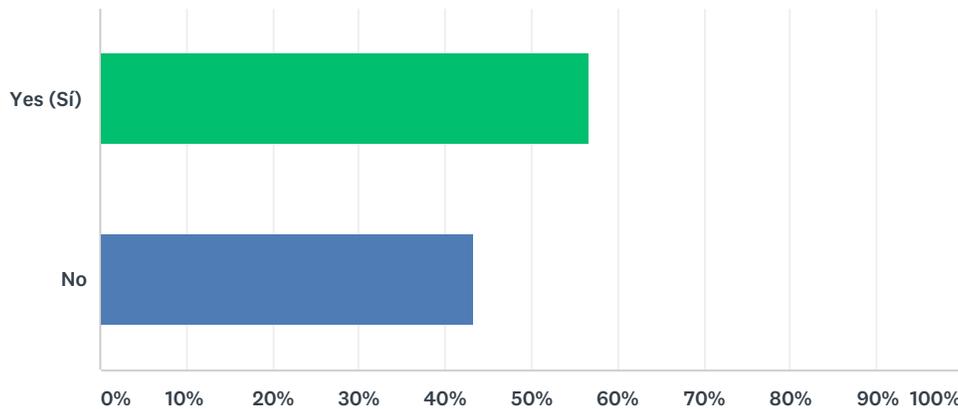
220	I keep landline service because of poor cell reception where I live. And specifically for emergencies. If my landline didn't work because of a loss of electricity, I would have NO way to communicate or be advised of emergency. Undergrounding electric lines should be a priority to prevent future catastrophes of the sort we just experienced. A friend tells me that electric lines are all underground in parts of the country that experience blizzards. As climate is now less stable and high wind events more likely, CA electric lines should be underground as well. In rural areas, our communication needs are for reliable landlines as well as comprehensive cell phone coverage.	10/25/2017 11:52 AM
221	Please give some consideration for legislation that will require at least a MINIMAL amount of dependable communication in the rural areas of California. These devastating fires and the lack of communication for even first responders shows that people's lives depend on it! My son works for Google and he tells me that there are third world countries with better and more dependable communications systems than are in the rural areas of our state. This is inexcusable!	10/25/2017 11:52 AM
222	Even though I am located over 25 miles from the fires (2 hours by car), I lost cell phone connectivity for about 3 days. This had a business impact and I had no ability to be pushed emergency notifications. Fortunately, my Internet was working and I have VOIP as a backup with UPS. I am assuming that my local cell tower communicates with the network through a single microwave link. The first remote tower in the network may have failed, or it could have been a subsequent node in the network. I no longer have a landline because the signal quality would degrade to the point that it was unintelligible when it rains. As a result, I switched to cell as my primary phone service. I know that other people in my area have done the same. The cell phone network is critical infrastructure and is crucial in emergencies. Adequate redundancy should be built into the network so if one remote node fails, connectivity is not lost. Routing around the failed node(s) is technologically feasible, not doing so is a decision based on cost.	10/25/2017 11:51 AM
223	It is time to address the weaknesses of internet connections and cell service in our rural area. Brooktrails residents are tired of the CPUC and elected officials looking the other way. Safety comes first, and these weaknesses clearly take a front seat with safety issues in our community. Ginger Larson	10/25/2017 11:51 AM
224	The complete lack of communication and the Broadcasts News continual focus on Sonoma and Napa Counties kept us completely in the dark as to how much danger and how close to the fire we truly were. All our information was based on rumors and conflicting reports for the first 3 days...Didn't even have correct information as the where to evacuate my horses or who to contact!!! Could have saved more if I hadn't spent hours looking for a place to put my horses!!! And by the time I got back, they wouldn't let me through!!!	10/25/2017 11:49 AM
225	Telecommunications systems should be solidified as best as possible so that information can be clearly disseminated. Conjecture and rumor lead to unnecessary fear. Thank you Sheriff Allman and all personnel for working so tirelessly during the fire and keeping as many people as possible informed and getting the fire contained so quickly.	10/25/2017 11:36 AM
226	The lack of communication was the scariest part of this disaster, and it was a huge eye opener for how vulnerable our community is to failure. We were virtually out of fuel, water, milk. The stores were unable to restock due to 101 closure.	10/25/2017 11:34 AM
227	We deserve equal rights as much as any urban or suburban place.	10/25/2017 11:31 AM
228	It was terrible -- we need much better service for rural areas!!!	10/25/2017 11:30 AM
229	It is absolutely vital that internet service be available during a crisis. Communication with the family, public officials and firefighters is extremely necessary. Some alarm system must be set up and work! People were sleeping and had no idea that they were in danger! Good thing that rural folks are self reliant or the deaths would have been much higher! They expected communications and should have gotten them.	10/25/2017 11:25 AM
230	The continued fiber breaks and communications interruptions has or will contribute to loss of life due to the inability to notify people of emergency conditions and/or evacuations. The telecommunications carriers' complete lack of proactive communication regarding the outages and the timelines for restoration are unacceptable.	10/25/2017 11:17 AM
231	Mendocino County needs reliable internet and phone service, ESPECIALLY in times of emergency.	10/25/2017 10:49 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

232	<p>We have ongoing issues with telecommunications outages in our county (Mendocino). The infrastructure is not diverse and does not receive the same maintenance as seems to happen in urban areas. We feel like 2nd class citizens here in rural areas, and this lack of reliability hurts our economics and of course public safety. What business wants to locate in a county where they lose telecommunications on a regular basis? If the rural areas stagnate due to lack of economic investment, this will hurt our entire state economy. Please use your full regulatory authority to help us with this very serious situation.</p>	10/25/2017 10:16 AM
-----	---	---------------------

Q40 Would you like to be added to the Access Sonoma Broadband, the Broadband Alliance of Mendocino County, or a potential Napa County email list for follow-up on the report that will be compiled from this data? (¿Le gustaría ser agregado a Access Sonoma Broadband, a la Alianza de Banda Ancha del Condado de Mendocino, o a una posible lista de correo electrónico del Condado de Napa para el seguimiento del informe que se compilará a partir de esta información?)

Answered: 451 Skipped: 123

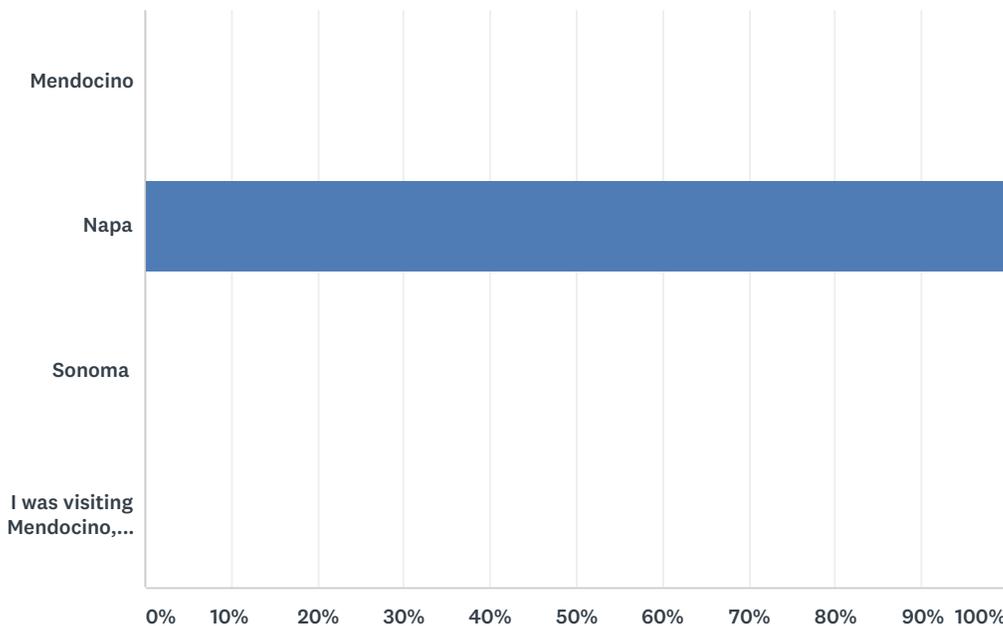


ANSWER CHOICES	RESPONSES	
Yes (Sí)	56.76%	256
No	43.24%	195
TOTAL		451

Redacted Survey Results For Napa County

Q1 What county is your place of residence?(¿Qué condado es tu lugar de residencia?)

Answered: 2,013 Skipped: 0



ANSWER CHOICES	RESPONSES
Mendocino	0.00% 0
Napa	100.00% 2,013
Sonoma	0.00% 0
I was visiting Mendocino, Napa, or Sonoma county from another county/state/country.(Estaba de visita en los condados de Mendocino, Napa, or Sonoma desde otro condado/estado/país.)	0.00% 0
TOTAL	2,013

Q2 What is your Mendocino County zip code/community?(¿Cual es tu código postal/ciudad en el Condado de Medocino?)

Answered: 0 Skipped: 2,013

 No matching responses.

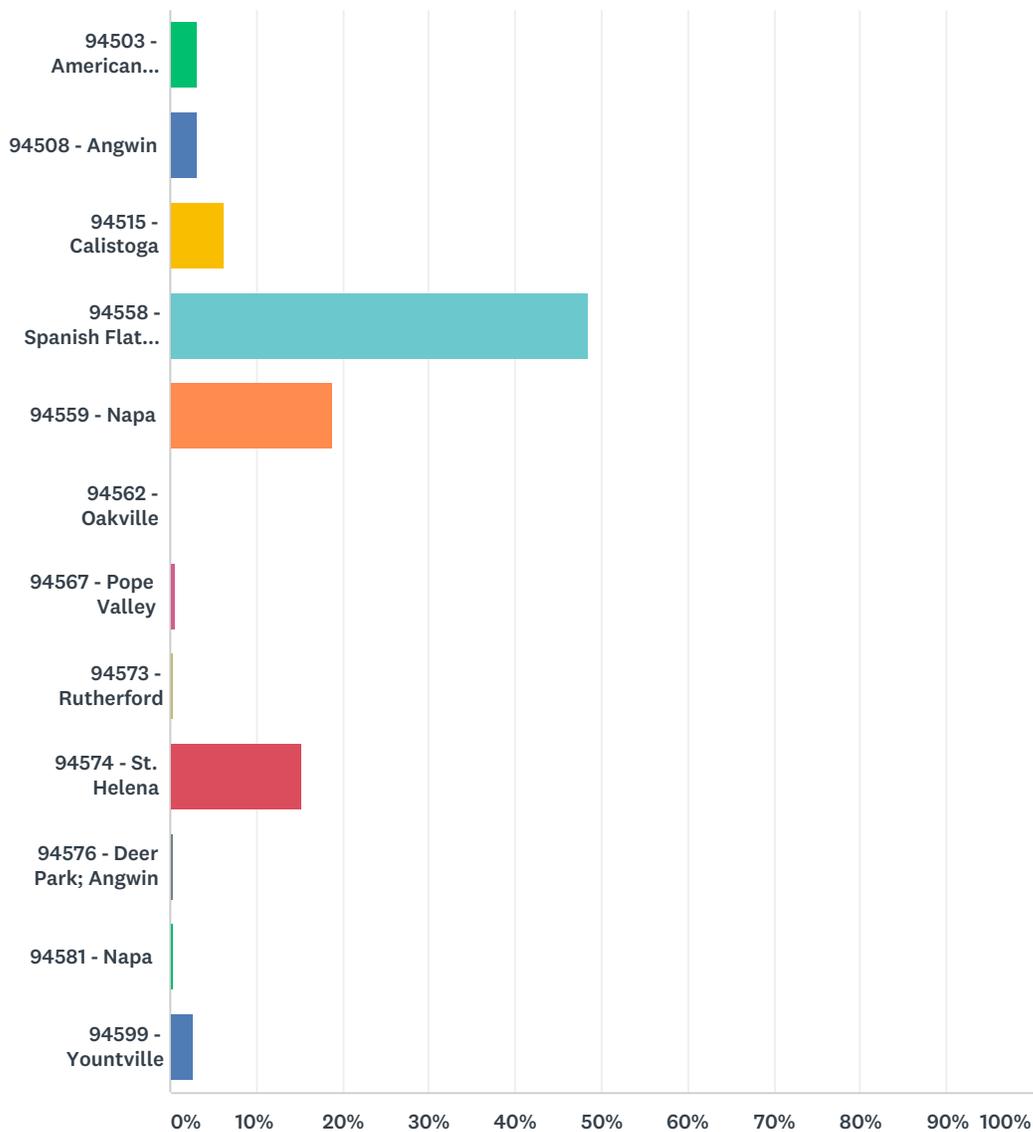
ANSWER CHOICES	RESPONSES
95410 - Albion	0.00% 0
95415 - Boonville	0.00% 0
95417 - Branscomb	0.00% 0
95418 - Calpella	0.00% 0
95420 - Caspar	0.00% 0
95427 - Comptche	0.00% 0
95428 - Covelo	0.00% 0
95429 - Dos Rios	0.00% 0
95432 - Elk	0.00% 0
95437 - Fort Bragg	0.00% 0
95445 - Gualala	0.00% 0
95449 - Hopland	0.00% 0
95454 - Laytonville	0.00% 0
95456 - Little River	0.00% 0
95459 - Manchester	0.00% 0
95460 - Mendocino	0.00% 0
95463 - Navarro	0.00% 0
95466 - Philo	0.00% 0
95468 - Point Arena	0.00% 0
95469 - Potter Valley	0.00% 0
95470 - Redwood Valley	0.00% 0
95481 - Talmage	0.00% 0
95482 - Ukiah	0.00% 0
95488 -Westport	0.00% 0
95490 - Willits	0.00% 0
95494 - Yorkville	0.00% 0

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

95585 - Leggett	0.00%	0
95587 - Piercy	0.00%	0
TOTAL		0

Q3 What is your Napa County zip code/community?(¿Cual es tu código postal/ciudad en el Condado de Napa?)

Answered: 2,000 Skipped: 13

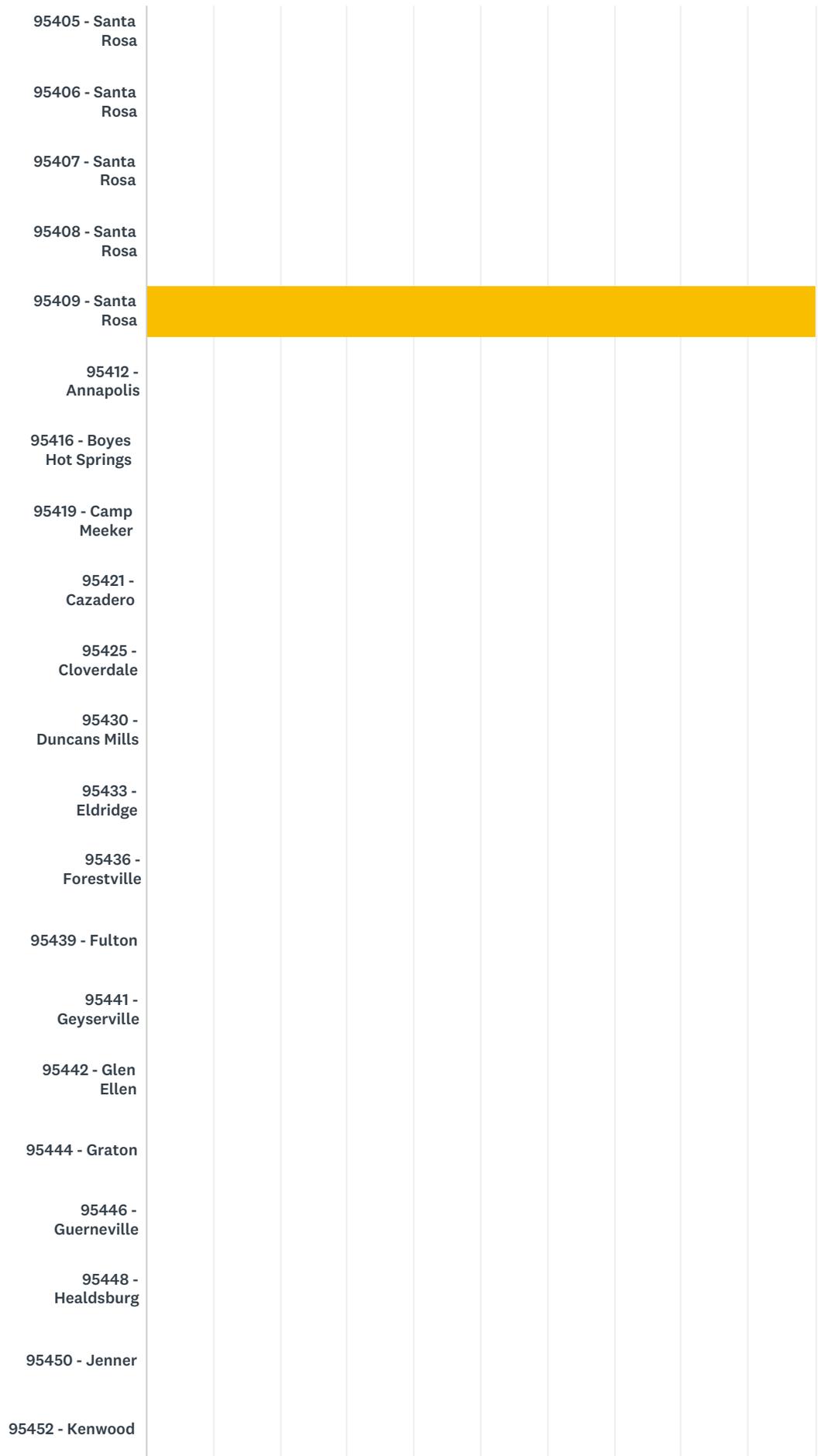


ANSWER CHOICES	RESPONSES	Count
94503 - American Canyon; Vallejo	3.10%	62
94508 - Angwin	3.20%	64
94515 - Calistoga	6.20%	124
94558 - Spanish Flat; Napa	48.55%	971
94559 - Napa	18.80%	376
94562 - Oakville	0.30%	6
94567 - Pope Valley	0.65%	13

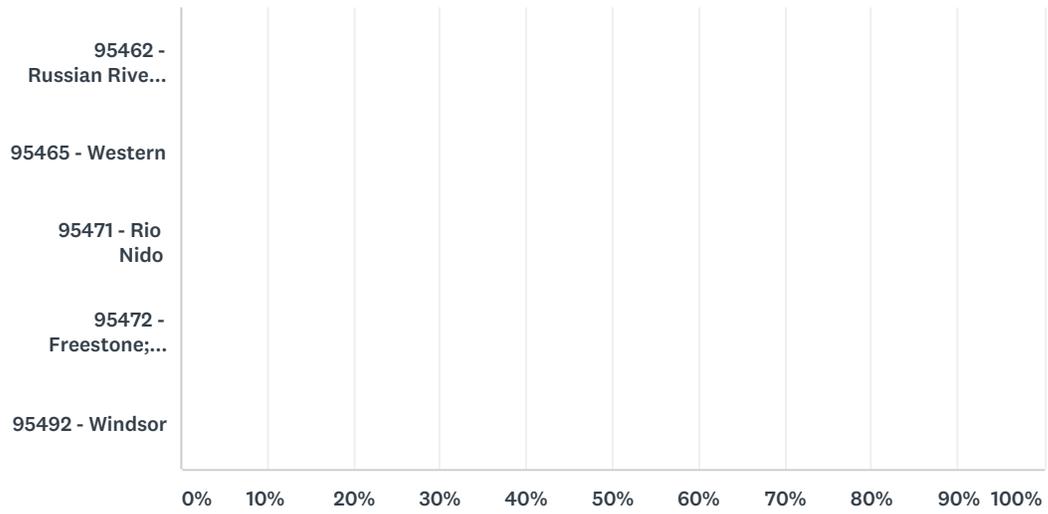
Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

94573 - Rutherford	0.35%	7
94574 - St. Helena	15.20%	304
94576 - Deer Park; Angwin	0.35%	7
94581 - Napa	0.50%	10
94599 - Yountville	2.80%	56
TOTAL		2,000

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium



Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium



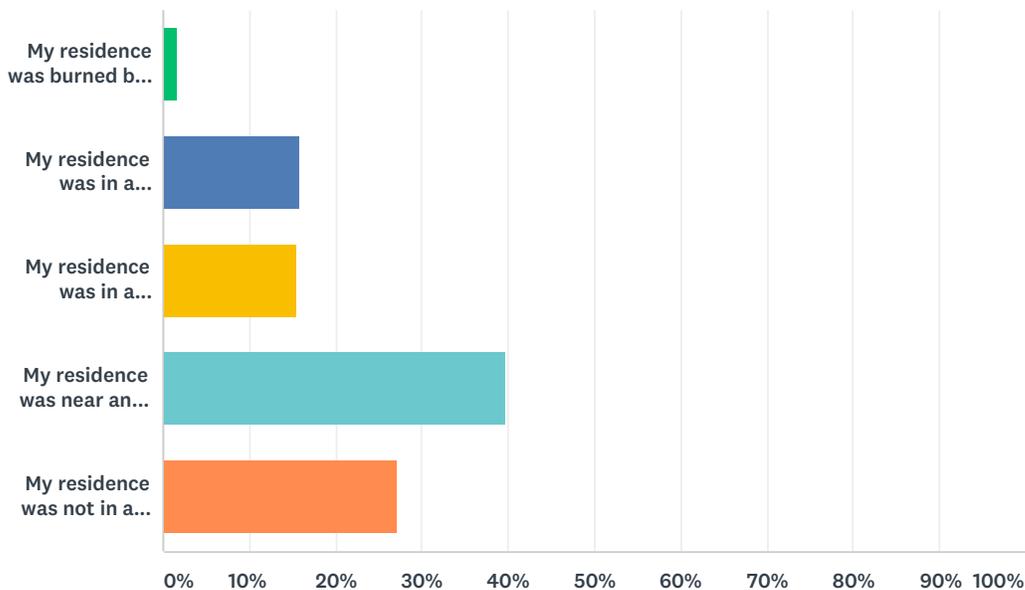
ANSWER CHOICES	RESPONSES	
94922 - Winery	0.00%	0
94923 - Bodega Bay	0.00%	0
94927 - Cotati, Rohnert Park	0.00%	0
94928 - Cotati, Rohnert Park	0.00%	0
94931 - Cotati	0.00%	0
94951 - Penggrove	0.00%	0
94952 - Petaluma	0.00%	0
94953 - Petaluma	0.00%	0
94954 - Petaluma	0.00%	0
94955 - Petaluma	0.00%	0
94972 - Valley Ford	0.00%	0
94975 - Petaluma	0.00%	0
95476 - Sonoma	0.00%	0
95999 - Petaluma	0.00%	0
95401 - Santa Rosa	0.00%	0
95402 - Santa Rosa	0.00%	0
95403 - Larkfield	0.00%	0
95404 - Santa Rosa	0.00%	0
95405 - Santa Rosa	0.00%	0
95406 - Santa Rosa	0.00%	0
95407 - Santa Rosa	0.00%	0
95408 - Santa Rosa	0.00%	0
95409 - Santa Rosa	100.00%	1

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

95412 - Annapolis	0.00%	0
95416 - Boyes Hot Springs	0.00%	0
95419 - Camp Meeker	0.00%	0
95421 - Cazadero	0.00%	0
95425 - Cloverdale	0.00%	0
95430 - Duncans Mills	0.00%	0
95433 - Eldridge	0.00%	0
95436 - Forestville	0.00%	0
95439 - Fulton	0.00%	0
95441 - Geyserville	0.00%	0
95442 - Glen Ellen	0.00%	0
95444 - Graton	0.00%	0
95446 - Guerneville	0.00%	0
95448 - Healdsburg	0.00%	0
95450 - Jenner	0.00%	0
95452 - Kenwood	0.00%	0
95462 - Russian Rivers Mdws; Monte Rio	0.00%	0
95465 - Western	0.00%	0
95471 - Rio Nido	0.00%	0
95472 - Freestone; Sebastopol	0.00%	0
95492 - Windsor	0.00%	0
TOTAL		1

Q5 Please choose one of the following:(Por favor elige una de las siguientes opciones:)

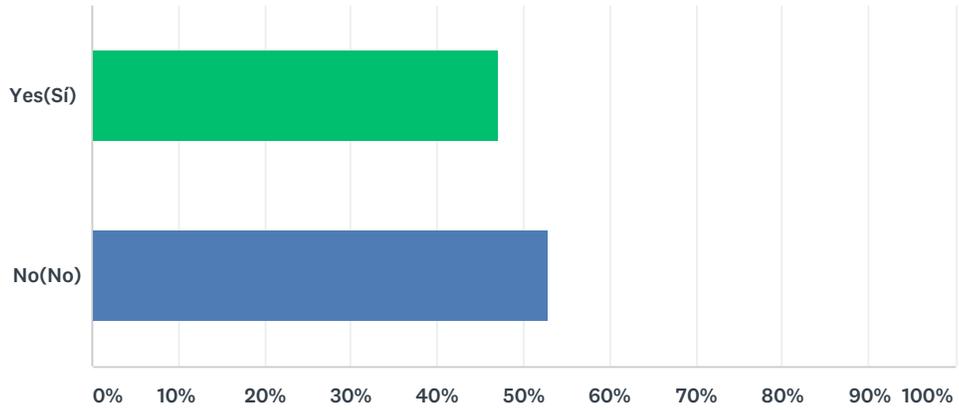
Answered: 1,977 Skipped: 36



ANSWER CHOICES	RESPONSES
My residence was burned by the fire(My residencia se incendió con el fuego)	1.62% 32
My residence was in a mandatory evacuation zone(My residencia estuvo en una zona de evacuación obligatoria)	15.98% 316
My residence was in a voluntary evacuation zone(My residencia estuvo en una zona de evacuación voluntaria)	15.53% 307
My residence was near an evacuation zone (within 5 linear miles)(My residencia estuvo cerca de una zona de evacuación [dentro de las 5 millas lineales])	39.66% 784
My residence was not in an evacuation zone(My residencia no estuvo en una zona de evacuación)	27.21% 538
TOTAL	1,977

Q6 Did you evacuate your home/residence at any time after the fires started?(¿Has tenido que evacuar tu hogar/residencia en algún momento luego de que los incendios comenzaron?)

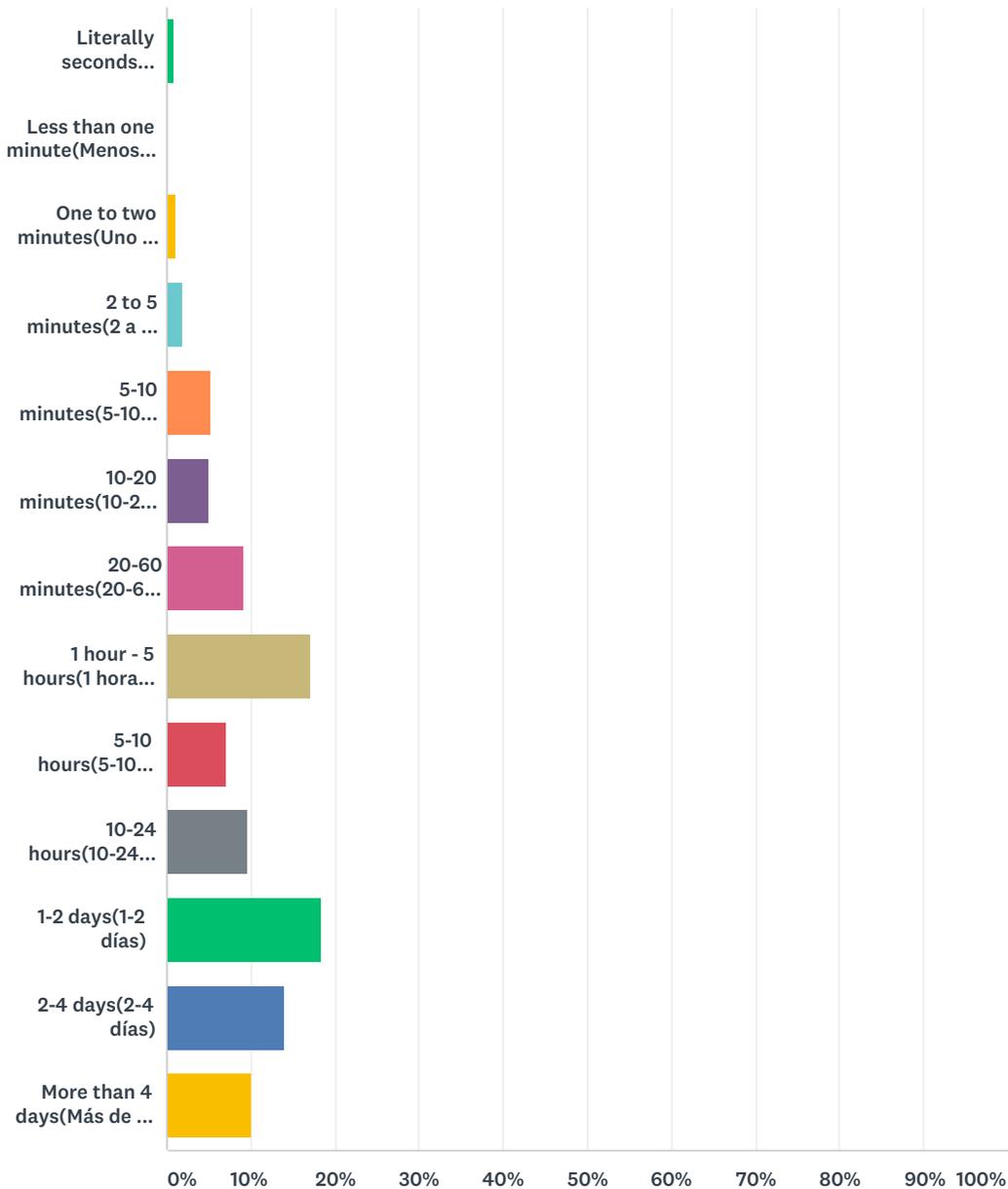
Answered: 1,970 Skipped: 43



ANSWER CHOICES	RESPONSES	
Yes(Si)	47.06%	927
No(No)	52.94%	1,043
TOTAL		1,970

Q7 When you evacuated your residence, how much time did you have before leaving?(Cuando evacuaste tu residencia, ¿Cuanto tiempo tuviste antes de salir de ella?)

Answered: 875 Skipped: 1,138



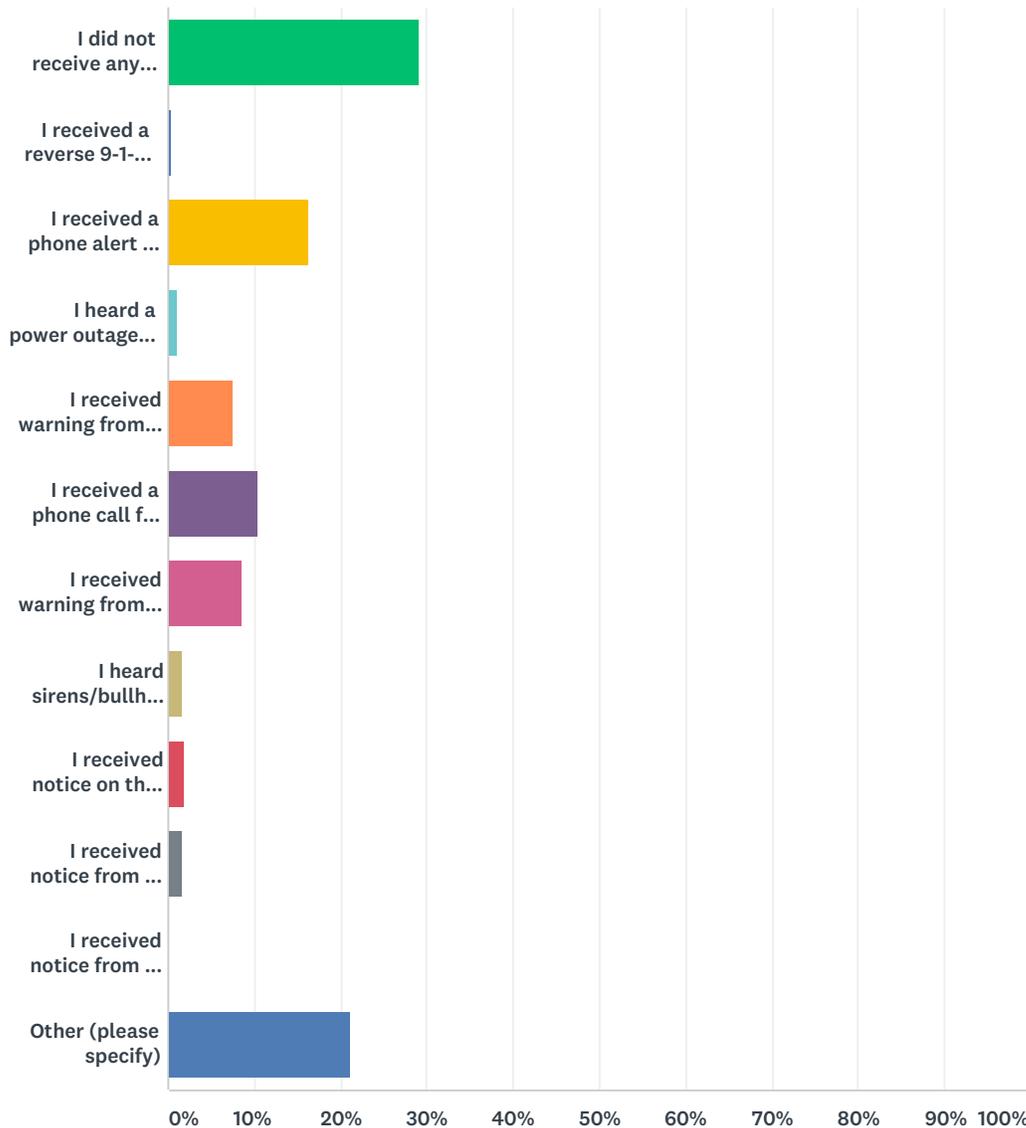
ANSWER CHOICES	RESPONSES	
Literally seconds (Literalmente segundos)	0.80%	7
Less than one minute (Menos de un minuto)	0.23%	2
One to two minutes (Uno o dos minutos)	1.03%	9
2 to 5 minutes (2 a 5 minutos)	1.83%	16

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

5-10 minutes(5-10 minutos)	5.26%	46
10-20 minutes(10-20 minutos)	5.03%	44
20-60 minutes(20-60 minutos)	9.26%	81
1 hour - 5 hours(1 hora - 5 horas)	17.26%	151
5-10 hours(5-10 horas)	7.20%	63
10-24 hours(10-24 horas)	9.71%	85
1-2 days(1-2 días)	18.40%	161
2-4 days(2-4 días)	13.94%	122
More than 4 days(Más de 4 días)	10.06%	88
TOTAL		875

Q8 When you evacuated your residence, how did you receive warning/notice to evacuate?(Cuando evacuaste tu residencia, ¿Cómo recibiste la advertencia/aviso de evacuación?)

Answered: 880 Skipped: 1,133



ANSWER CHOICES	RESPONSES
I did not receive any warning from anyone outside my own home(No recibí ninguna advertencia de nadie fuera de mi hogar)	28.98% 255
I received a reverse 9-1-1 call(Recibí una llamada inversa de 9-1-1)	0.45% 4
I received a phone alert of some kind (text alert, amber alert, etc)(Recibí una alerta telefónica de algún tipo (alerta de texto, alerta de ámbar, etc.)	16.36% 144
I heard a power outage alarm at my home(Escuché una alarma de interrupción de energía en mi casa)	1.14% 10
I received warning from a neighbor physically at my door(Recibí una advertencia de un vecino que se presento a mi puerta)	7.61% 67
I received a phone call from a neighbor, family or friend(Recibí una llamada telefónica de un vecino, familiar o amigo)	10.45% 92

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

I received warning from a public safety official physically at my door(Recibí una advertencia de un oficial de seguridad pública que se presento a mi puerta)	8.52%	75
I heard sirens/bullhorns/public safety officials outside my home(Escuché sirenas/megafonos/oficiales de seguridad pública afuera de mi hogar)	1.70%	15
I received notice on the radio(Recibí una noticia en la radio)	1.93%	17
I received notice from a press event(Recibí una noticia de un evento de prensa)	1.59%	14
I received notice from a ham radio operator(Recibí una noticia de un operador de radio)	0.11%	1
Other (please specify)	21.14%	186
TOTAL		880

#	OTHER (PLEASE SPECIFY)	DATE
1	Napa sheriff patrol.	12/5/2017 8:08 AM
2	Tuesday, Oct 10th after 4 pm when PG&E restored our power we saw on TV for first time the devastation all around us. Without power and cellular service (AT&T) we were clueless of the seriousness of the fires. We packed up that night and left.	12/4/2017 7:56 PM
3	I did not receive notice as I was not in a mandatory evac zone.	11/30/2017 12:40 PM
4	Nixle	11/30/2017 7:12 AM
5	We saw the fire behind our house on Monticello Road.	11/29/2017 10:43 PM
6	Voluntary notice in the area on reverse 911 and online	11/29/2017 9:11 PM
7	I left voluntarily because I was just at the outside edge of an advisory evacuation area. I left due to the bad smoke & ashes because I have breathing issues	11/29/2017 5:22 PM
8	I didn't NEED to evacuate. I chose to.	11/29/2017 4:21 PM
9	Email	11/29/2017 3:37 PM
10	Thankfully we have landline and were able to call the number to get information on whether or not Nixle had a evacuation notice for my area	11/28/2017 4:43 PM
11	I Saw On a Facebook page; "Napa, California Fire, Crime Alert and Community News" that there was a Fire on Atlas Peak. Then turned on Scanner. "5-0 Radio". We grabbed our pets & prepacked EVAC Bag" & left half hour BEFORE Sheriff got to our home.	11/28/2017 12:23 PM
12	left due to excessive smoke	11/28/2017 9:50 AM
13	We saw flames, helicopters and firetrucks arrive	11/28/2017 8:07 AM
14	Porque yo vi que se estaba quemando todo serquitas afuera de mi casa	11/28/2017 6:54 AM
15	I evacuated after speaking to my doctor due to poor air quality	11/27/2017 10:18 PM
16	Voluntarily left due to smoke	11/27/2017 10:15 PM
17	Our local volunteer fire department chief advised us to pack a bag through the Nextdoor Ap.	11/27/2017 10:36 AM
18	I evacuated voluntarily due to the air quality - I was never asked to evacuate but only to be prepared to evacuate. I received emails from the city and nixle updates via text and email.	11/27/2017 9:30 AM
19	We weren't told to leave but became concerned that Highway 29 might be cut off and we would have no easy way to leave if we needed to.	11/27/2017 8:15 AM
20	Received both a text (Nexil) alert and phone calls from friends.	11/27/2017 7:04 AM
21	My son, listening to a scanner, heard the report of fire near my house and sent a text that woke me up to see flames at the property line and surrounding the property/house.	11/26/2017 3:34 PM
22	We had already left at this time due to the air quality	11/26/2017 6:01 AM
23	Friends came to the house, told us we needed to evacuate. We heard that sheriffs came by within an hour to say the same thing. We knew the fire was close, but we had no other warning. Land line phone was out, power was out (no internet), and cell phones do not work at our house.	11/25/2017 3:25 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

24	Voluntary evacuation due to 36 hour power failure and phone outage. Found out about fires by cell phone a day after they started.	11/25/2017 8:42 AM
25	Nixel	11/25/2017 8:23 AM
26	General information on the city website indicated we were in an evacuation advisory zone, and we were close to a mandatory zone. We left as a preemptive measure as high winds were forecast.	11/24/2017 10:24 PM
27	My neighbor's husband is law enforcement and she texted a few of us that a mandatory evacuation of Circle Oaks had been issued and police were on their way from town. I then listened to news and heard it also announced by a reporter that was at the Atlas Fire.	11/24/2017 9:32 PM
28	Smoke got bad	11/24/2017 8:32 PM
29	We left voluntarily on Thursday because of smoke	11/24/2017 10:51 AM
30	We live in Browns Valley, which was touch and go for several days. Not being able to sleep at night because we did not know how we would be alerted if we needed to evac, we voluntarily spent 1 night in the downtown Napa area, just to get some sleep. From the beginning, we received our info via Nixle alerts and local radio station. We did not have cell (Verizon) service for several days, and drove to the Grape Crusher twice/day to send updates to family/friends outside the area. We had power for the entire time.	11/24/2017 10:11 AM
31	I didn't have yo ebavuatr	11/24/2017 9:01 AM
32	Woke up and opened door and air was acidic and extreme amount of smoke. Noticed neighbors cars headlights on and ran over to their house. They informed me to evacuate immediately. We were ready to pull the cars out the gates when the police showed up with flashing lights and told everyone to leave now.	11/24/2017 8:58 AM
33	Received the nixel about the fire on Atlas Peak Road, then received the nixel for Soda Canyon to evacuate. We live a half a mile from where the fire started on Atlas Peak Road. Could not see the fire because of the smoke.	11/24/2017 8:56 AM
34	The fire burned less than a mile from my home. I felt I should have been warned to be ready to evacuate. No warnings at all. The glow in the sky caused me to leave the next day.	11/24/2017 6:13 AM
35	Left due to the smoke being too thick and unable to breathe.	11/23/2017 11:27 PM
36	Sheriff came knocking we had to leave because of the fire at 4am.	11/23/2017 9:03 PM
37	Nixle	11/23/2017 7:50 PM
38	We were under an advisory. We felt that based on how close coombsville and skyline where fires were we should leave before we had to.	11/23/2017 7:08 PM
39	We voluntarily left because of the smoke, before the fires were under control.	11/23/2017 11:54 AM
40	I left town and went to my sisters in Santa Clara to get out of the smoke. I took all my food from refrigerator and freezer and put it in my sisters refrigerator and freezer, otherwise I would have lost a lot of food.	11/22/2017 11:07 PM
41	Left under doctor's advice due air quality.	11/22/2017 10:40 PM
42	Received NO warning, just a order to evacuate from the police.	11/22/2017 8:44 PM
43	Nexie alert	11/22/2017 8:21 PM
44	I saw flames about 5 blocks from my house.	11/22/2017 3:25 PM
45	I live at the Veterans Home in Yountville. Staff and first responders were in our building, knocking on doors and directing us where to go. It was a mandatory evacuation that was rescinded in just a few hours. A few days later I voluntarily evacuated when Veterans Home staff knocked on doors in our building and suggest highly that we leave.	11/22/2017 1:27 PM
46	we chose to evacuate because of air quality.never was it even an advisory	11/22/2017 10:49 AM
47	We voluntarily evacuated because with no power, water, and no phone service, we felt we were at risk by not knowing what was going on and if and when we might be required to involuntarily evacuate given the rapid expansion of the fires.	11/22/2017 10:41 AM
48	We were not in an evacuation zone but we lost electricity early Monday morning. With no electricity, we had no heat, no ability to cook, no refrigeration and no (well) water. We were out of electricity for 13 days.	11/22/2017 9:57 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

49	Helicopter flew over with loud speaker saying evacuate	11/22/2017 9:41 AM
50	left to get out of intense smoke and to get sleep	11/22/2017 7:15 AM
51	I received a phone call on my cell from a friend who lives in Alamo (East Bay) who saw it on the Channel 2 News!	11/22/2017 12:05 AM
52	N/A, it was a voluntary evacuation	11/21/2017 5:51 PM
53	I live in Chiles Valley when I drove down to Silverado Trail the Highway Patroll offer told me I was under voluntary evacuation and neighbors told me that Sage Canyon Rd was a hard closure. I had no power and no cell phone.	11/21/2017 4:11 PM
54	We voluntarily left for a few days to get out of the smoke. Our neighborhood was never under voluntary or mandatory evacuation orders. By the time we left, on October 11th, the power was back on at our house.	11/21/2017 2:32 PM
55	I did not receive a warning because I was not in an evacuation zone.	11/21/2017 10:50 AM
56	voluntarily left due to smoke	11/21/2017 8:31 AM
57	I called 911 at 9:41pm.	11/20/2017 11:19 PM
58	Poor air quality left 4 days later	11/20/2017 9:07 PM
59	A neighbor said the fire was moving down the ridge & I should evacuate. About half of our street on Adobe Lane evacuated without being formally requested to do so by first responders. We could see the fire in the hills of Skyline Park about three miles from our street. Days later an advisory evacuation notice was issued.	11/20/2017 5:39 PM
60	Law enforcement officer going door-to-door	11/20/2017 1:49 PM
61	Family member working for the Napa County ERT recommended it.	11/20/2017 11:16 AM
62	Voluntary	11/20/2017 9:37 AM
63	I left my home before any alarm or message was given to me.	11/20/2017 9:20 AM
64	Mayor put out Nixle notice to be ready in case of evacuation	11/20/2017 9:20 AM
65	A friend across the valley woke me to tell me Atlas peak was on fire I had to get out of my house.	11/19/2017 7:37 PM
66	I voluntarily evacuated my home in St Helena on Wednesday	11/19/2017 4:11 PM
67	Our daughter had been evacuated on Sunday evening and was staying with us. She has Verizon cellphone service and received a Nixle notification early Wednesday morning, woke us and appraised us of the notification. Our power was off from 11:30 Sunday evening to 10:30 PM Monday and again from 5:30 PM Tuesday evening on. Since we had no power, we had no Xfinity telephone, cable, or internet and our ATT cellphone service was out, also.	11/19/2017 2:49 PM
68	I had to call the Silverado Resort and Spa front desk when I heard winds and then saw fire approaching.	11/19/2017 1:38 PM
69	I left voluntarily, the smoke and air quality was overwhelming.	11/19/2017 10:30 AM
70	Decided to leave due to bad air quality.	11/19/2017 8:51 AM
71	Voluntary because of fires moving closer, only one way out and air quality	11/19/2017 7:15 AM
72	We evacuated on Wednesday due to terrible smoke making it hard to breathe and concern that the fires could spread leaving us no clear way out.	11/18/2017 4:33 PM
73	was self precautionary evacuation	11/18/2017 4:24 PM
74	I live at the Veterans Home and was notified by the person on duty in my residence hall.	11/18/2017 4:09 PM
75	Smoke in the air and evacuations north, south and west of us. We were on an alert to be packed and ready to go so decided to leave early in the event did get evacuation notice	11/18/2017 3:01 PM
76	I left because of the smoke and possible danger, no alert was sent for Angwin	11/18/2017 11:52 AM
77	I voluntarily left when Calistoga was evacuated, the Silverado Trl. was closed and Hwy 29 was the only way out of town. High winds were forecast for Wed Oct. 11 evening and I did not want to leave in darkness if fire blew our way.	11/18/2017 11:24 AM
78	city web site asked residents to pack a bag and to be ready to evacuate if necessary	11/18/2017 10:08 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

79	I live on the valley floor in St. Helena. I was never asked to evacuate. I left to get out of the smoke on Wednesday, October 11.	11/18/2017 4:13 AM
80	I received multiple warnings - the survey doesn't let you select multiple options. NIXLE, Neighbors & Social Media.	11/17/2017 9:52 PM
81	We did not know what was happening...decided to leave.	11/17/2017 9:30 PM
82	I chose to evacuate on my own	11/17/2017 9:22 PM
83	Evacue por habia mucho humo en la ciudad y era dificil para respirar	11/17/2017 9:03 PM
84	We had no power, however, daily took our important belongings away from St. Helena to a nursing home where my mother in law was staying (her small St. Helena assisted living was voluntarily evacuated as a precautionary measure). We followed the updates on evacuations via NIXLE on our cell phones.	11/17/2017 8:46 PM
85	I was listening to the news on a battery radio	11/17/2017 8:15 PM
86	Evacuated due to poor air quality	11/17/2017 7:53 PM
87	I knew fires were in the valley. I had no power, phone or cell service for almost 2 days, but I have friends who did and so I knew what was going on.	11/17/2017 7:21 PM
88	There were no warnings because we had no power and no cell phone service. Therefore, everything was word of mouth for over 24 hours. The City of SH, Nexil, etc. may have been trying to communicate, but nothing was getting through because we had no internet service, no land line phone service, and no cell phone service. Our service provider is ATT. Apparently Verison didn't loose service, and midday on day 2, we connected with someone who had Verison, and got some information. Also, we found a neighbor with a battery powered radio, and go some info from that. There may have been email and phone alerts, but they did us no good because we had no service.	11/17/2017 7:04 PM
89	left area due to poor air quality	11/17/2017 6:44 PM
90	I am allergic to woodsmoke. When I awoke on the Wednesday after the fire started the air quality in St. Helena was extremely bad. I began to have medical symptoms that required me to move out of the smoke area for a few days. I packed and left within a couple of hours.	11/17/2017 6:27 PM
91	We left voluntarily, due to the thick smoke.	11/17/2017 6:21 PM
92	We voluntarily evacuated	11/17/2017 6:17 PM
93	I did not have orders to evacuate, but the Tubbs Fire was encroaching on Calistoga 5 miles to the North. I only knew what was happening on my car radio.	11/17/2017 6:10 PM
94	I voluntarily evacuated due to being ill and impacted by smoke. Also evacuated 91-year old mother, brother and 6 pets.	11/17/2017 5:56 PM
95	It was a voluntary evacuation.	11/17/2017 5:35 PM
96	We chose to leave the first Saturday after the fires broke out due to dangerous air quality.	11/17/2017 4:40 PM
97	I received notice from another county employee who was working the OEC	11/17/2017 12:57 PM
98	Both a call from a family member and a neighbor, and minutes later sheriff deputies were going door-to-door on our street.	11/17/2017 12:43 PM
99	I was not in mandatory or advisory evacuation zone, but I did get all the notices via text, online and heard them on the radio.	11/17/2017 12:40 PM
100	neighbors	11/17/2017 11:25 AM
101	Observed a large column of smoke seemingly headed toward my home.	11/17/2017 9:19 AM
102	I got a text from my mother who lives in an area that was not close to an evacuation zone, telling me that a family friend who lives in city limits near me (I live in a county pocket surrounded by city near Skyline Park) received a phone call from the City to voluntarily evacuate.	11/17/2017 8:55 AM
103	I was not on mandatory or advisory evacuation order. We "evacuated" due to the horrendous air quality that was detrimental to my children ages 2 & 5.	11/17/2017 8:48 AM
104	not formally evacuated, left for 5 days because of asthma complications from smoke, but we were listening to local radio	11/17/2017 8:29 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

105	Car horns honking	11/17/2017 3:27 AM
106	My adult son came from East Bay to make me leave	11/16/2017 10:41 PM
107	We were on vacation when the fires started.	11/16/2017 9:24 PM
108	I could not breath with the smoke coming into the house 1-1/2 feet from the ceiling. This was the ABSOLUTELY WORSE DISASTER IN MY LIFE! since I was getting nauseated and my husband had died.	11/16/2017 8:38 PM
109	Left due to the smoke	11/16/2017 4:41 PM
110	We helped evacuate the other side of town so we knew it was coming. Plus our CERT leaders were going around getting everyone ready.	11/16/2017 4:32 PM
111	We chose to leave to protect our children from the smoke because we had a place to go.	11/16/2017 3:23 PM
112	I visited the local fire department to determine the risk	11/16/2017 2:31 PM
113	Did not receive notice to evacuate. Told by city email to have a "go" bag. That's all. We left because my mother-in-law's home care place did evacuate and they told us to pick her up "now" (10:30pm Tuesday, Oct 10th). Our home is not suitable for her so we all left for Sacramento where she has a suitable one-level home.	11/16/2017 2:02 PM
114	Voluntary evacuation - getting out of the smoke.	11/16/2017 1:42 PM
115	Extreme smoke made breathing difficult.	11/16/2017 1:36 PM
116	relied on battery powered radio for guidance on which areas were evacuating	11/16/2017 1:08 PM
117	No notice, personal decision	11/16/2017 12:33 PM
118	NextDoor website	11/16/2017 12:18 PM
119	I have asthma and left the area because of breathing difficulties	11/16/2017 12:17 PM
120	My area was not an evacuation area. I evacuated due to the smoke and concern for the health of my child.	11/16/2017 11:40 AM
121	My Power went out at 140am Oct 9th. I had a generator that gave internet till about 130pm Oct 9th. Then internet went down. Imlost my Landline at 6pm Oct. 9th. I left shortly after that to evacuation center at Solano College. I had no phone calls or messages form county.	11/16/2017 11:37 AM
122	I self evacuated because I did not have electricity and I am on a well, so w/o electricity I did not have a pump to deliver my home with water. My home was not directly at risk of the fire but as you can see my evacuation was a secondary response because of the fires.	11/16/2017 11:35 AM
123	Not required to evacuate but left due to the continual smoke in the atmosphere.	11/16/2017 11:25 AM
124	Nexell	11/16/2017 11:20 AM
125	I went to the 121/128 intersection where fire & police were beginning to organize, after seeing increased overhead activity from fire response aircraft.	11/16/2017 11:13 AM
126	My son called me on my cell phone. I received a nixle email about a mandatory evacuation in my area.	11/16/2017 10:41 AM
127	I received no waring because I wan't in an evacuation zone. News coverage regarding air quality prompted me to take my children out of the County. I made this decision three days after the fires started.	11/16/2017 10:39 AM
128	Nixle	11/16/2017 10:11 AM
129	I left before mandatory evacuation was in place.	11/16/2017 9:38 AM
130	Left initially as had no power or communications, but returned to St Helena as family in Sonoma evacuated. Then left for 2 days as air quality was too horrible to remain, however we're never ordered to leave. Did receive a Nixel alert to have bag ready.	11/16/2017 9:33 AM
131	We evacuated due to the smoke and were not in an evacuation zone	11/16/2017 9:32 AM
132	We voluntarily left to avoid the smoke in the air.	11/16/2017 9:12 AM
133	Health reasons from the smoke	11/16/2017 9:09 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

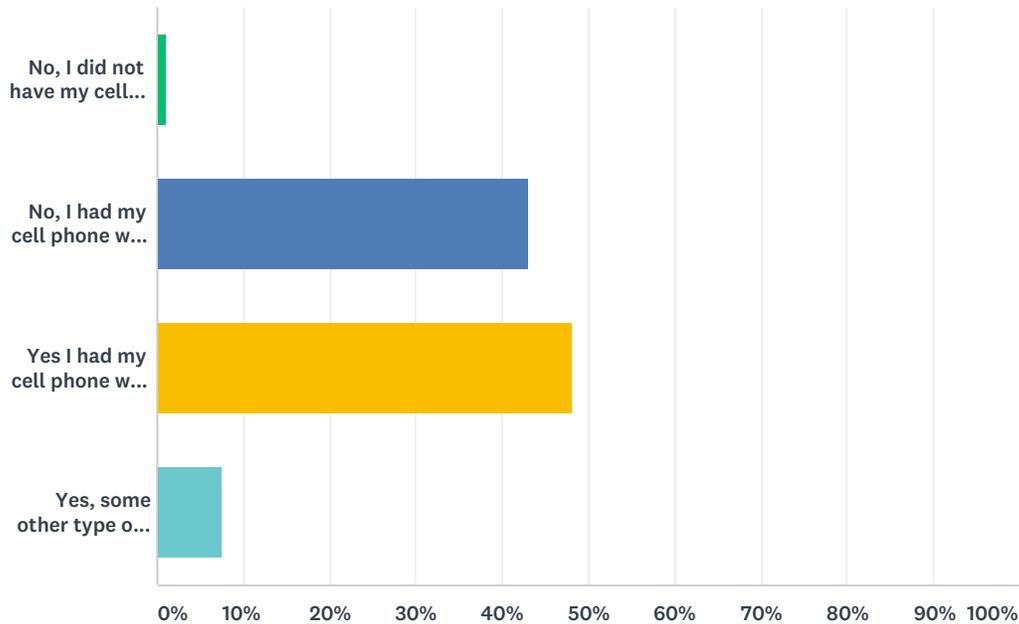
134	Dry Creek area, told to leave tues, we stayed until we saw flames at the back of our property & no fire people around to help us, (told there was no one to help) so we left from 9pm fri & returned 9 am sat. Then there were firefighters everywhere but about 2 acres of our property burned, all buildings OK because we had made a large defensive area, before we left.	11/16/2017 8:49 AM
135	Didnt	11/16/2017 8:40 AM
136	I read it on Nextdoor on my cellphone and from Nixle when it became mandatory.	11/16/2017 8:09 AM
137	Various	11/16/2017 7:41 AM
138	I saw the fire had changed direction and people were being evacuated close to me so I chose to evacuate rather than be awoken at 3:30 in the morning as my husband later was.	11/16/2017 7:38 AM
139	not in an evacuation zone	11/16/2017 7:00 AM
140	when I evacuated my son called from Napa and told me to leave.	11/16/2017 6:54 AM
141	We opted to leave taking some of our possessions due to the bad air quality. No evacuation notice given for our area.	11/16/2017 6:51 AM
142	From my mothers Verizon cell phone	11/16/2017 6:49 AM
143	Nixel	11/16/2017 6:27 AM
144	We left due to smoke. Updates were provided via email. No service for 2 days.	11/16/2017 6:25 AM
145	no notice to evacuate was issued for St. Helena but we left anyway	11/16/2017 6:11 AM
146	I was experiencing intense coughing, and having difficulty breathing, even though I wore a mask, so I needed to get to a place where the air was clearer and much less smoky	11/16/2017 6:08 AM
147	We had a fire at our house Sunday night and though fire dept was able to contain it, we decided to leave that night	11/16/2017 6:00 AM
148	We lost power on Sunday evening and had not water as a result of the loss, so we left and went to another Angwin location where we had power and water.	11/16/2017 6:00 AM
149	Followed on NIXLE	11/16/2017 5:50 AM
150	Se empezó a llenar de humo mi apartamento	11/16/2017 1:50 AM
151	Nixle alert through County email at Work.	11/15/2017 11:10 PM
152	nixle	11/15/2017 11:08 PM
153	Evacuated by choice, was 1 mile away from mandatory evacuation	11/15/2017 9:50 PM
154	My evacuation was due to wanting to get my family away from the smoke, so there was no relevant "warning" per se, simply a judgment as to air quality.	11/15/2017 9:35 PM
155	Social media -facebook	11/15/2017 9:35 PM
156	I was not evacuated but rather chose to leave myself	11/15/2017 9:26 PM
157	I was not required to evacuate, but left the area by choice due to smoke	11/15/2017 8:00 PM
158	I left by choice.	11/15/2017 7:05 PM
159	Not mandatory evacuated, left voluntarily due to air quality after 3 days of fires.	11/15/2017 6:53 PM
160	I voluntarily left twice during the fires to take children out of the fire area. House was within 1/4 mile of fire but was never considered an evacuation area	11/15/2017 5:59 PM
161	The fire was nearby we had no power or cell service and by Wednesday the smoke was so bad we decided to evacuate	11/15/2017 5:50 PM
162	Apartment supervisor	11/15/2017 5:34 PM
163	I left on own due to proximity of fire and bad smoke in area	11/15/2017 4:01 PM
164	No warning turned out to be necessary. I left due to the smoke in Yountville, ultimately not threatened by the fire.	11/15/2017 4:00 PM
165	My daughter also lives in Napa. She came to notify me and help me evacuate. Neither of our homes had power or phone service.	11/15/2017 3:37 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

166	My area did not need to evacuate and no notice to do so had been given; but we decided to leave anyway.	11/15/2017 3:20 PM
167	I decided to evacuate from the descriptions on TV the first day and seeing people displaced from Silverado Country Club.	11/15/2017 2:26 PM
168	Text from a friend	11/15/2017 2:12 PM
169	We left voluntarily because of the air quality and stress, not an actual evacuation, but only could get information on the radio.	11/15/2017 1:52 PM
170	Tv stories	11/15/2017 1:51 PM
171	Followed Nixle and heard it - plus officers were in the neighborhood.	11/15/2017 12:52 PM
172	We chose to leave without notices to stay out of the way of first responders, and because with the hazardous air quality and having asthma, I could not breathe well.	11/15/2017 12:22 PM
173	we self evacuated to get out of the smoke	11/15/2017 12:20 PM
174	We left because we felt risk.	11/15/2017 12:15 PM
175	Left as a precaution based on all the media and alert information.	11/15/2017 12:12 PM
176	I had been watching the reports of fires and how they moved. I was concerned that if the strong winds had come in as predicted that my house could have been affected. Rather than wait, I determined it best to leave town to a safe place before we were under mandatory evacuation. I was concerned about roads out of town being closed off if the fires continued erratically again. I have a close friend who was affected by the fire in SR and he had so little time to get out, I didn't want to the same thing to happen to my family.	11/15/2017 12:12 PM
177	The smoke was so bad I decided to leave before the mandatory evacuation.	11/15/2017 12:10 PM
178	I received a text from a friend who saw the fire from the valley. Nixle did NOT send a message!!!	11/15/2017 12:09 PM
179	Nixle	11/15/2017 12:08 PM
180	I was texting with friends and family and I placed a call to other neighbors. We did not know about the mandatory evac notice until 2 days after we left	11/15/2017 12:08 PM
181	Nixle reports on my phone - showed evacuations in nearby areas before we decided to evacuate	11/15/2017 12:06 PM
182	Voluntary evacuation due to poor air quality	11/15/2017 11:59 AM
183	I did not receive a notice, but that was because there was no need to evacuate in our area. We chose to leave to get away from the smoke and constant worry.	11/15/2017 11:58 AM
184	I left due to poor air quality not because I was in an evacuation zone.	11/2/2017 10:32 AM
185	I was not home at the time and was notified by a message on my phone which did not work at my home	10/30/2017 1:43 PM
186	We voluntarily left due to the increase in smoke but did a nixle regarding mandatory evacuations two days later.	10/25/2017 5:50 PM

Q9 Once you left your house to evacuate, did you have any type of mobile communication?(Una vez que abandonaste tu hogar para evacuar, ¿tuviste algún tipo de comunicación mobil?)

Answered: 875 Skipped: 1,138



ANSWER CHOICES	RESPONSES	
No, I did not have my cell phone with me(No, no tenía mi celular conmigo.)	1.14%	10
No, I had my cell phone with me but it did not work(No, tenía mi celular conmigo pero no funcionó)	43.20%	378
Yes I had my cell phone with me and it worked(Sí, tenía mi celular conmigo y funcionó)	48.11%	421
Yes, some other type of communication	7.54%	66
TOTAL		875

#	YES, SOME OTHER TYPE OF COMMUNICATION	DATE
1	Though our cell phones worked on the day Calistoga was evacuate, it did not work on the property (3106 Palisades Rd.) on Monday or Tuesday right after the fire started. We had to drive into town to get service.	12/2/2017 12:31 PM
2	Yes, I had my cell phone with me and it worked after I passed south Napa.	11/30/2017 12:40 PM
3	text	11/29/2017 9:33 PM
4	My cell phone worked on WiFi only	11/29/2017 9:11 PM
5	Cell phone worked until ~6am	11/28/2017 11:15 AM
6	Once I left Napa it worked - badically one I arrived in Vallejo	11/27/2017 1:13 AM
7	Nobody had a cell phone that worked. Nobody had PG&E power for 3 days. I had to get almost to town before I found a residence with a land line. If Cal Fire had sent a aircraft like he mentioned on the phone the Mt. Veeder fire could have been prevented from spreading. It started on my 32 acres. had been without PG&E power for 3 days. I had to get	11/26/2017 8:26 AM
8	My cell worked for an hour or two	11/25/2017 8:23 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

9	Had cell phone but in our area we had no connection, until we were in northeast Napa heading toward Fairfield	11/24/2017 8:54 PM
10	Text only	11/24/2017 8:58 AM
11	From my office in downtown Napa and at my sisters house in Napa across town who still had power and wifi	11/23/2017 2:11 PM
12	While trying to determine if we should evacuate we had no cell or internet comms. We evacuated when the wind shifted and we were misted by fine ash. Once evacuated, each day that week I tried calling my land line (if the machine answered I would know it was ok) - For most of the week I would get a fast busy while trying to call.	11/23/2017 1:45 PM
13	But we received no Nixle Alerts until AFTER we were already in the evacuation center--about one hour AFTER we evacuated.	11/23/2017 10:47 AM
14	Cell phone did not work until I was away from home. Car radio worked	11/22/2017 8:21 PM
15	No cell service in my area until I left Napa	11/22/2017 4:22 PM
16	Once we returned to the valley floor from Angwin, we had cell phone service and could learn more about what was happening all around us. In short, we felt marginally safer, but because we also had a residence in San Francisco, it was clearly the best option for us rather than riding out the fires without any outside connections in Angwin.	11/22/2017 10:41 AM
17	My cell didn't work, but my housemates did. We both have iPhones and Verizon. Very odd. My 80 year old dad stayed behind... he didn't want to drive down Soda Canyon through the flames. His phone worked only at our driveway. So, I was able to be in touch with him from the Soda Canyon store. Then he spent the night at Antica in their parking lot. Fire approaching from all directions. The only place I could reach him was if he was near our driveway. We had no cell service the rest of the night til we got to Meritage and were on their WiFi.	11/22/2017 9:03 AM
18	My call phone did not work until I reached the west side of Howell Mtn.	11/21/2017 4:11 PM
19	I had my cell phone but it doesn't work until I am in town	11/21/2017 10:40 AM
20	Had cell phone but it worked only after we were in Solano county.	11/21/2017 6:52 AM
21	Text was all that worked	11/20/2017 3:08 PM
22	Your question does not have my answer, which is that for the first 48 hours after the fire started I was not in a mandatory evacuation zone, but we had no power and no cell phone service. We were totally in the dark, no pun intended. I evacuated to an area where there was power and cell service, so after I evacuated I had cell service, but prior to that I did not.	11/20/2017 10:02 AM
23	But my phone and power did not work for a couple of days after the power went out in the middle of the night between Sunday and Monday	11/19/2017 4:11 PM
24	I used wifi calling (Comcast wifi and iPhone). ATT was dead in Barro/Deer Park/Silverado Trail area	11/17/2017 9:46 PM
25	I had my cell phone but lost communication because electricty was lost and I was unable to charge my phone...	11/17/2017 9:46 PM
26	Once I left Napa Valley, I had cell phone service, however, although I was signed up for Nexil alerts, I received none. My communication consisted of contacting friends who had Verizon cell service, and eventually those who had ATT service as well.	11/17/2017 7:04 PM
27	Cell phone worked plugged into my car.	11/17/2017 5:56 PM
28	My cell phone worked with my Verizon provider. My husband's cell phone didn't work with his AT&T provider.	11/17/2017 5:35 PM
29	Cell service was limited to text messaging only. Calls did not work. Verizon is my carrier. I was able to make calls on my cell using Wi-Fi when available using an App (WhatsApp)	11/17/2017 10:35 AM
30	Mobile phone had service at the location I evacuated to (A.C.) but did not have service at my home or in south Napa.	11/17/2017 10:17 AM
31	I was in advisory evacuation but still left the house due to air quality and not wanting to have to get out in seconds. The cell phone service was still very spotty, I did receive advisory evacuation on 10/12/17.	11/17/2017 9:13 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

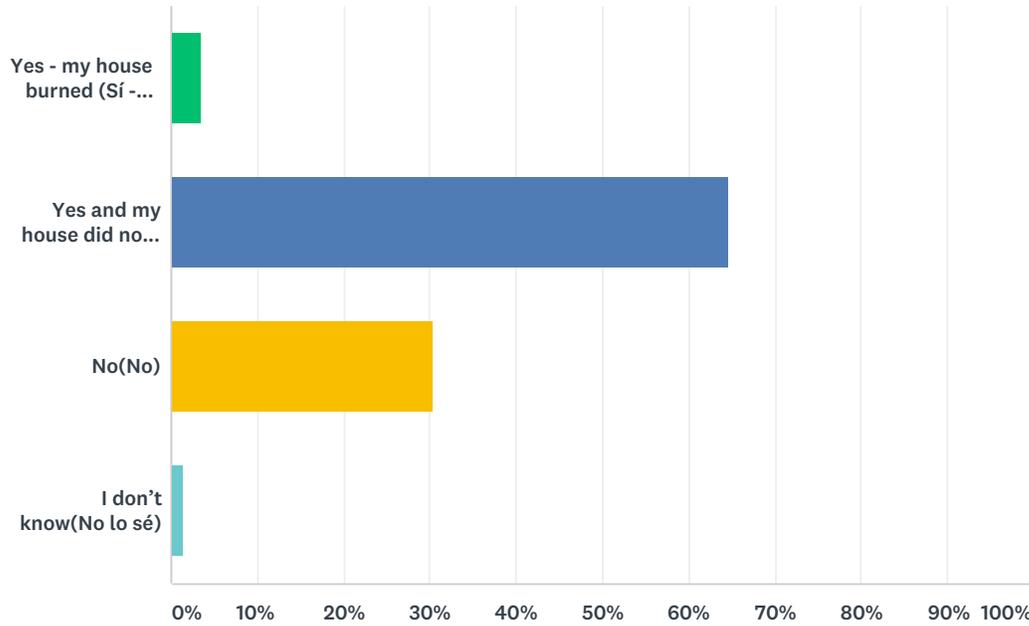
32	I was only able to send and receive texts but that was sporadic when I was downtown, but seemed to be fine at home and other areas. Phone calls would not go through for the first few days of the fires.	11/17/2017 8:55 AM
33	texting only. No voice calls in or out.	11/17/2017 8:54 AM
34	No cell service was not working	11/17/2017 8:41 AM
35	I don't have a cell phone. I received a call from a neighbor. I wrote the "Napa Emergency Manager" a couple of days ago Asking about reverse 911 - The reply was 'basically' the system doesn't support POTS lines.	11/16/2017 11:24 PM
36	Again, we were out of the state.	11/16/2017 9:24 PM
37	cell phone did not work on 10-8 and 9	11/16/2017 4:48 PM
38	relied on kvon car radio as we left area	11/16/2017 1:08 PM
39	For a few hours, it worked	11/16/2017 11:36 AM
40	I had my cell phone and texting worked. But it also depended on where I was. When I was at work I could use my landline on my desk.	11/16/2017 11:35 AM
41	Cell phone and electricity off for about 24 hours.	11/16/2017 11:25 AM
42	Cell reception is very poor where I live - 1 bar sometimes- In town the cell was fine. I grabbed the computers.	11/16/2017 11:02 AM
43	Amateur radio, AA6AV and KF6QZO	11/16/2017 10:17 AM
44	We were in another state and had service until we returned	11/16/2017 9:35 AM
45	it did not work because I had no power! The question is ambiguous - not work because broke or no power :)	11/16/2017 9:30 AM
46	Yes, I had my cell phone with me and it worked intermittently	11/16/2017 8:53 AM
47	the text continued to work on the phone	11/16/2017 8:23 AM
48	We went to Napa from Yountville for one night. Cell service resumed in downtown Napa.	11/16/2017 8:14 AM
49	Cell and landline phones were nonfunctional until Tuesday evening, October 10. We left voluntarily Wednesday because of air quality and forecasts of high winds on Wednesday evening and Thursday.	11/16/2017 7:54 AM
50	My cell phone did not work at my residence for several days after the fire	11/16/2017 7:30 AM
51	WiFi enabled data and calling	11/16/2017 7:30 AM
52	I had to drive several miles south in order to get cell reception for the first 2-3 days of the fire. My regular home line wasn't working.	11/16/2017 7:23 AM
53	Had cell phone. Text and nixle worked but no voice communication.	11/16/2017 7:22 AM
54	I had my cell phone, and it worked as a cell, but no nexil texts were getting through	11/16/2017 6:54 AM
55	AT&T never worked until we reached sf	11/16/2017 6:49 AM
56	Yea I had my cell phone but we did not have cell service at our house	11/15/2017 11:57 PM
57	cell worked but the system was down	11/15/2017 8:49 PM
58	Nixels for a short time; then nothing	11/15/2017 6:34 PM
59	Our cell phones worked until about 7:40 am. Then that was it until we left Napa.	11/15/2017 4:50 PM
60	laptop	11/15/2017 4:45 PM
61	My cell phone had been left with a tech person the day before we evacuated. My husband's cell phone did not work at home in Calistoga, but worked in Napa. I had my laptop with me and it worked in Napa at the evacuation center Napa College, as well as in San Francisco where we relocated temporarily.	11/15/2017 4:43 PM
62	Once we left Napa county my cell phone worked. My cell phone did not work at home. I was able to use my cell phone, access my email (internet) and recharge devices at Starbucks in downtown Napa.	11/15/2017 3:20 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

63	My cell phone would not work in Napa but once I got to Fairfield it worked there. Was totally useless in the area of the evacuation.	11/15/2017 3:03 PM
64	Cell phone did not work until I got out of Napa	11/15/2017 2:26 PM
65	My AT&T Cell phone didn't work	11/15/2017 12:45 PM
66	it worked at the day we left town on Wed. Oct. 11, but we did not have cell service until earlier that day (down from Sun morning until then).	11/15/2017 12:20 PM

Q10 Did your residence experience a power outage?(¿Ha sufrido tu residencia una interrupción de energía?)

Answered: 1,918 Skipped: 95

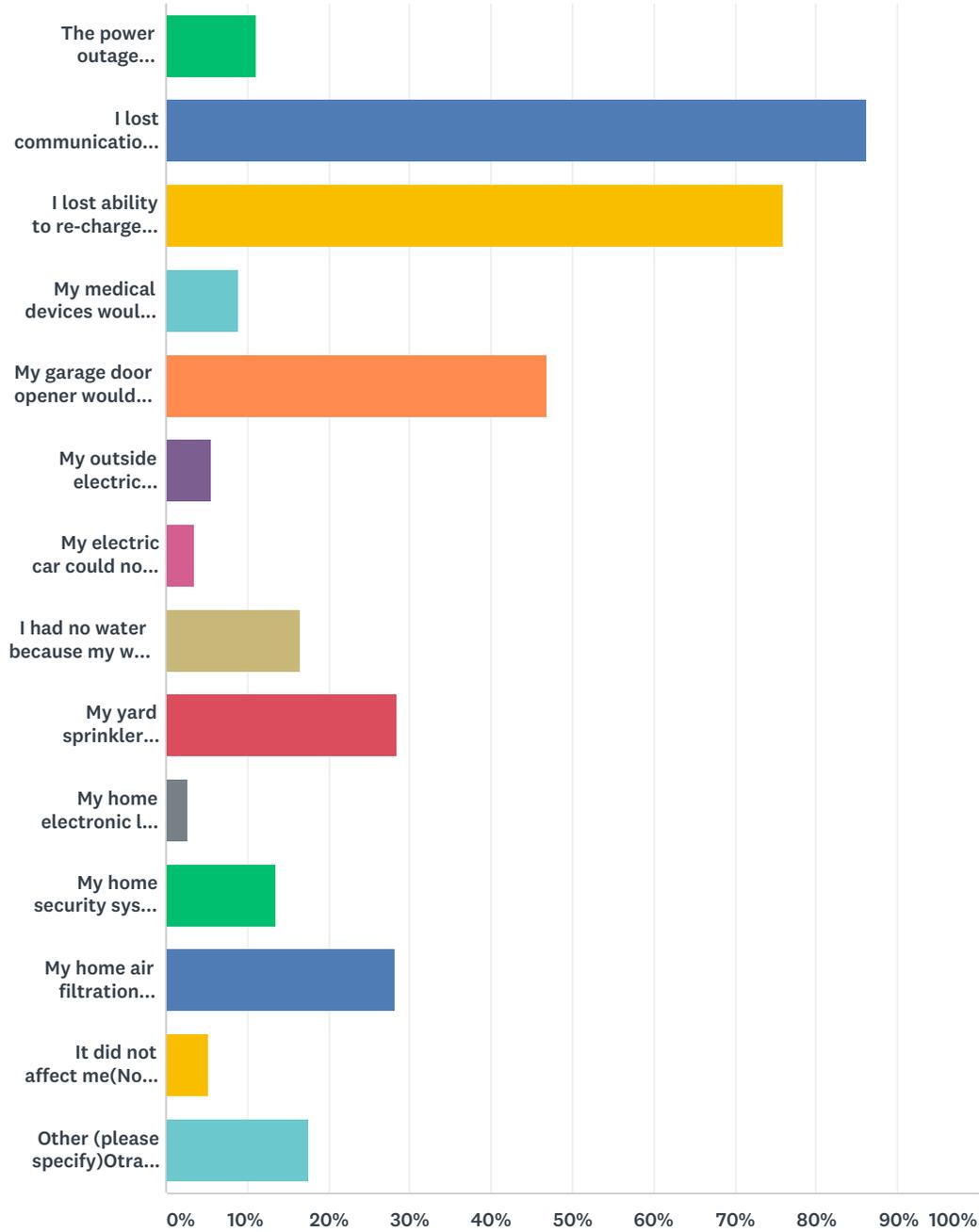


ANSWER CHOICES	RESPONSES	
Yes - my house burned (Sí - mi casa se incendió)	3.60%	69
Yes and my house did not burn (Sí y mi casa no se incendió)	64.60%	1,239
No(No)	30.34%	582
I don't know(No lo sé)	1.46%	28
TOTAL		1,918

Q11 How did the power outage affect you during the fire (including evacuation)? (¿Como te afectó la interrupción de energía durante el incendio [incluyendo la evacuación]?) Did you have devices in your home that shut off due to the power outage that affected your ability to protect your home or to evacuate? Check all that apply.(¿Tuviste dispositivos en tu hogar que se apagaron debido a la interrupción de energía que afecto tu capacidad de proteger tu casa o de evacuar? Marca todas las que aplican.)

Answered: 1,318 Skipped: 695

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium



ANSWER CHOICES	RESPONSES
The power outage negatively affected my ability to evacuate(La interrupción de energía afecto negativamente mi capacidad de evacuar)	11.15% 147
I lost communications because of the power outage (TV, Wi-fi, or phone)(Perdí comunicación a causa de la interrupción de energía [TV, Wi-fi o teléfono])	86.12% 1,135
I lost ability to re-charge my devices(Perdí la capacidad de recargar mis dispositivos)	75.87% 1,000
My medical devices would not work (CPAP, etc)(Mis dispositivos médicos no funcionaban [CPAP, etc])	8.95% 118
My garage door opener would not work(La puerta automática de mi garage no funcionaba)	46.97% 619
My outside electric security gate would not funcion(Mi puerta de seguridad eléctrica exterior no funcionaría)	5.69% 75

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

My electric car could not charge(Mi auto eléctrico no pudo cargarse)	3.64%	48
I had no water because my well pump/pressure system was down(No tenía agua porque la bomba del sistema de extracción del pozo no funcionaba.)	16.62%	219
My yard sprinkler system was down(Mi sistema de riego del jardín no funcionaba)	28.45%	375
My home electronic lock system failed(El sistema de cierre electrónico de mi hogar falló)	2.73%	36
My home security system failed(El sistema de seguridad de mi hogar falló)	13.51%	178
My home air filtration system failed (HVAC)(El sistema de filtración de aire [HVAC] de mi hogar falló)	28.30%	373
It did not affect me(No me afectó)	5.31%	70
Other (please specify)Otra (por favor especifique)	17.53%	231
Total Respondents: 1,318		

#	OTHER (PLEASE SPECIFY)OTRA (POR FAVOR ESPECIFIQUE)	DATE
1	Blew circuits and appliances.	12/2/2017 6:49 AM
2	Refrigerator/freezer out, food spoiled due to 1+ day power outage not in fire or evac area.	12/1/2017 9:48 AM
3	No cell phone service. Cell tower burn down. Completely cut off from the outside world for 4 days!	11/30/2017 6:04 PM
4	Not having air filtration, electronic lock system, garage, security gate, security system, nor electric car I suppose I did not understand how very devastating this was to those people who had such devices or upgrades. I just walked to different neighbor to see how they were. Hmm	11/30/2017 2:37 PM
5	lost all food in our fridge and freezer and had no lights	11/30/2017 11:44 AM
6	The power outage occurred after we had evacuated.	11/30/2017 11:06 AM
7	We evacuated for three weeks	11/30/2017 7:50 AM
8	My tropical fish died and my refrigerator went bad. Power was off for 11 days.	11/30/2017 12:10 AM
9	Lost hundreds of dollars on groceries, and our fish died due to no heat or filtration/no power for ten days.	11/29/2017 10:47 PM
10	My food was spoiling in my refrigerator and freezer	11/29/2017 9:21 PM
11	refrigerator and freezer were affected	11/29/2017 7:55 PM
12	We did not return home for three weeks so it is difficult to answer this question	11/29/2017 5:52 PM
13	Lost an entire cow (beef) in my stand up freezer along with other food.	11/28/2017 12:26 PM
14	We were able to use back up generator power for three days while without power	11/28/2017 11:28 AM
15	Power was still on when we evacuated. Transformers where going out as we alerted neighbors to immediately evacuate.	11/27/2017 10:34 PM
16	We have solar with a battery back up so our house had power. The neighborhood was dark. Local (130 homes) water and sewer treatment systems were down for 24 hours.	11/27/2017 10:39 AM
17	Refrigerator went out for three days. lose of food.	11/27/2017 9:26 AM
18	Land phone line did not work because it is not digital.	11/27/2017 8:44 AM
19	no refrigerator, no lights	11/26/2017 7:39 PM
20	Lost electricity from about midnite Sunday till about Wed. No cable, cell service, landline, TV or internet.	11/26/2017 4:02 PM
21	I had power when we evacuated	11/26/2017 12:38 PM
22	My only source of communication was a hand-cranked radio found in my earthquake emergency bag.	11/26/2017 9:44 AM
23	We used a portable generator to run lights, TV, cell phone chargers,	11/26/2017 7:04 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

24	I lost cell and TV service. I could not cook indoors because of lack of electricity. My AT&T land line was working so I was able to talk to my relatives and friends. My Comcast land line did not work. I park in the driveway, so if I had wanted to evacuate I could have.	11/25/2017 3:26 PM
25	Lost all food in 2 freezers and 1 refrigerator	11/25/2017 3:22 PM
26	No land line, which I found out I no longer had it. AT&T switched to an Internet line without telling me! Ten days after the fire, I saw nine messages on line, from the City telling me about the fires! I am fighting with ATT to change my phone to a land line!	11/25/2017 2:27 PM
27	Power out for 2 days cell service for 3 days	11/25/2017 10:05 AM
28	I lost cell phone coverage for over a week, until my cell phone provider (consumer Cellular) switched my carrier network from T-Mobile to AT&T.	11/25/2017 9:48 AM
29	A lack of reasonable statement as to why there was no electrical power to Vinehill/ Pinot Dr. Area/quadrant. A billing area number system needs to be developed to use as an information source. 2-3 days just to say on the AM radio 1440 all power to Napa needs to be shut down for 1 st. Responders is a excellent excuse. Safety 1st. Yes for Westgate Dr./ quadrant, but not for above area. Just say we're shut down because of Browns Valley area was to close to Patrick Rd. Fire. This should not affect all City of Napa . Stores, banks, Hwy. 29/Trower Ave. stop lights, etc. etc.	11/25/2017 9:25 AM
30	Freezer, refrigeration off for 3 days	11/25/2017 9:04 AM
31	Left house that soon burned to the ground	11/25/2017 5:52 AM
32	Couldn't breathe well have Cops, stores out of masks, px with food, in a bubble not knowing what was going on, family and friends couldn't contact. I am still finding out about the fire over a month later.	11/24/2017 7:47 PM
33	Because our telephone service is through VOIP, we had no means of communication of finding out if we were under threat of evacuation because our cell phones didn't work either.	11/24/2017 6:18 PM
34	We had zero notification of the pending fire. Some residents in Soda Canyon did not even know there was a fire until the next morning. We need sirens not cell phones. The phone system is extremely poor and instantly failed. No power equals no cell, no water, no lights. This disaster could have been much worse. We were trapped in Soda Canyon and could not escape.	11/24/2017 5:29 PM
35	Food in freezer thawed	11/24/2017 4:50 PM
36	Stress due to lack of information/communication. Food freshness affected.	11/24/2017 4:08 PM
37	The outage did not affect our ability to evacuate. It only caused a loss of refrigerated foods in our absence.	11/24/2017 3:31 PM
38	Lost power on Tuesday but we HAD NOT lost power on Monday. PGE auto notification system did not give reason, but we found out later that PGE purposely turned off power purportedly to help firefighters. We would have preferred to receive honest responses from PGE.	11/24/2017 9:14 AM
39	I was at the Crosswalk shelter and they had power. No power at my home but I wasn't there.	11/24/2017 9:10 AM
40	We were only out of power for 2 hours so we recovered quickly from the power outage.	11/24/2017 9:01 AM
41	spoiled food	11/24/2017 8:55 AM
42	The land-line phone system was down too because of the power outage that had the digital WIFI / TV system was down too.	11/24/2017 6:10 AM
43	Food and other perishable items had to be discarded due to power loss of the refrigerator and freezer for 36 hours.	11/23/2017 9:44 PM
44	My phones did not work.	11/23/2017 7:35 PM
45	No communication or means of information was the worst part	11/23/2017 4:34 PM
46	The power outage was for a very short period (less than an hour). As we are next door to the CHP, any power outages are usually v. short.	11/23/2017 1:46 PM
47	My land line, which I have maintained for emergencies, did not work.	11/23/2017 9:59 AM
48	Ran generator to save frozen food	11/23/2017 6:20 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

49	I lost electricity early Monday morning but had my mother's transistor radio that I have always plugged in and put batteries in it to listen to KVON radio station, they were a life saver letting people know what was happening. I also kept my mother's corded telephone and was able to use that to call friends and family.	11/22/2017 11:14 PM
50	my pets (fish tank) suffered as they had no heater or filtration for 3 days. Also lost many food items/groceries due to no refrigeration	11/22/2017 11:13 PM
51	We had flashlights in every room of our house and survival candles throughout the house as part of our home safety and security plan.	11/22/2017 10:43 PM
52	We are so dependent on electricity and communication that lack of electricity, internet, land lines, and cell phone was a significantly negative impact. Had we been in fires way, we would have not known	11/22/2017 8:24 PM
53	H	11/22/2017 8:20 PM
54	We did lose power for one night (overnight). It went out around bedtime and was back on before we woke the following morning. So, we were lucky.	11/22/2017 1:34 PM
55	We were out of town at the time the fires started and returned mid-day Tuesday and our power had been restored about 1 our prior to our return.	11/22/2017 11:53 AM
56	Power was out for almost 3 days. It came back on just in time to bring wife home from the hospital (doctors released her so more bed space could be made to respond to wildfire related case-load at the Queen). Land-line phones were out longer. Cell phone service was mostly out, but came off and on for brief times, probably due to mobile units deployed to nearby firelines.	11/22/2017 10:51 AM
57	I have an old fashioned Princess phone to plug in when the power goes out. SO, I still had ATnT to receive the call from the friend telling me to evacuate.	11/22/2017 9:05 AM
58	My cell phone booster was unable to work during the fire	11/22/2017 8:57 AM
59	My phone wold not charge at the shelter for soe reason.They had a charge station frustrating.	11/22/2017 6:49 AM
60	Absolutely no way to communicate for any emergency.	11/21/2017 10:12 PM
61	Still the same after 45 days. No power, landline or cell service (AT&T)	11/21/2017 6:36 PM
62	We have a generator which kicked in immediately and we were fine. It was the smoke that caused us to evacuate.	11/21/2017 5:29 PM
63	Had a generator to recharge devices	11/21/2017 4:12 PM
64	I was able to recharge my cell phone in my car.	11/21/2017 2:35 PM
65	Unable to have chemo at St. Helena Cancer Center do to possible evacuation orders.	11/21/2017 12:53 PM
66	Our power was out for over 2 days, we lost food in our fridge and freezer. We had no water because we are on a well.	11/21/2017 7:19 AM
67	We never have cell service at home	11/21/2017 12:30 AM
68	Power still on when we left house after calling 911.	11/20/2017 11:21 PM
69	The fire trucks were on the road but no sirens or horn honking. No warning at all. They never came into our property to save our home.	11/20/2017 3:12 PM
70	Did not have access to new updates	11/20/2017 1:21 PM
71	my power was only out spuratically; but I could not communicate with work in Yountville and could not go to work	11/20/2017 11:41 AM
72	The power outage negatively affected my ability to evacuate only because I had no way of communicating or collecting information although of course after that first night once I was aware of the fire and where it was I was able to drive to locations where I could use my phone and get information. But when I was in my house I had to just rely on my own eyes and nose to tell me what was going on.	11/20/2017 10:05 AM
73	Lost all food in the refrigerator	11/20/2017 9:09 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

74	the night the fire started, before we were evacuated, but in the very early start of the fire, after I ran up and down my street alerting neighbors, I returned home and started to pack due to the extreme wind and the uncertainty of how the fire would proceed. Then I lost all power in the house and continued to pull 'it' together with the assistance of a camp lantern. Don't know for how long the power was out ~ time became irrelevant ~ but eventually, that night, early morning, it came back on.	11/20/2017 9:08 AM
75	All power was lost for more than a week. The greatest damage was food spoilage in my freezer and refrigerator. Also no phone service, land or cell.	11/20/2017 8:29 AM
76	Refridgerator/freezers did not work.	11/20/2017 8:19 AM
77	Upon returning.	11/20/2017 7:46 AM
78	I was not allowed back to my home till Thursday after the fire so I can't answer	11/19/2017 7:39 PM
79	No heat and no communication and no updates	11/19/2017 7:27 PM
80	We evacuated a Sunday night when fire started and stayed away for 2 weeks so unable to answer	11/19/2017 4:19 PM
81	My stove is electric so I could not cook.	11/18/2017 11:47 PM
82	The person on duty in my Veterans Home hall placed lanterns in critical locations enabling me to find my way around inside. Also I have two battery lanterns left over from the '89 Earthquake.	11/18/2017 4:14 PM
83	used key to open power gate and left it open for fire dept or other emergency people	11/18/2017 1:48 PM
84	I have a land line with AT&T, but even with a corded phone, it was not working for two days.	11/18/2017 1:30 PM
85	Electric powered hot water system not working during outage.	11/18/2017 1:26 PM
86	lost food from refrigerator and freezer due to length of power outage	11/18/2017 12:22 PM
87	Our landline remained in service. Cell phone service was out for about 48 hours. We were without power for only about 24 hours.	11/18/2017 11:47 AM
88	Land line phone is on Xfinity so neither phone nor internet worked.	11/18/2017 11:07 AM
89	I continued to get up at 1am and go to work each morning, using flashlights and battery-powered clocks	11/18/2017 10:21 AM
90	The refrigerator and freezer were off for a few days	11/18/2017 8:51 AM
91	No power. No cell no landline I had no way to get any info	11/18/2017 7:52 AM
92	I do have a land line and phone that didn't need electricity. Several neighbors where able to use this to communicate with their families.	11/18/2017 6:05 AM
93	I self evacuated on Tuesday, one day after the power outage, because of the toxic level of the smoke. I was gone for 9 days.	11/17/2017 10:49 PM
94	We left town	11/17/2017 9:34 PM
95	used my generator for refrigeration/aquarium filters and pumps	11/17/2017 7:18 PM
96	our business, smiths pharmacy, was hindered in accessing our patients info to fill and process prescriptions, no computers, internet, wifi etc.	11/17/2017 6:56 PM
97	No hot water	11/17/2017 6:30 PM
98	We had no cell service at all.	11/17/2017 6:09 PM
99	Cell phone and e-mail worked until late morning Monday Oct. 9 so after that didn't know what was happening with fires, which direction they were going in	11/17/2017 6:06 PM
100	It affected me at my place of work in St. Helena	11/17/2017 5:36 PM
101	We had a generator for the kitchen and family room. We purchased a generator because we have had so many outages in the past.	11/17/2017 4:31 PM
102	We lost power the night of the fire so went to bed, not knowing about the fire. In morning we turned on our generator so were able to communicate via internet and phone, and only then heard about the fire.	11/17/2017 3:11 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

103	Because we lost both power/WiFi/TV and cell phone reception/coverage (no land line), we not only lost all means of communication, but also all means of gathering information. We had no way of knowing if we were in an evacuation area or where the fires were and whether or not they posed an imminent danger. We actually drove around to see where the fire was before we felt safe enough to go to bed.	11/17/2017 2:11 PM
104	All the food in the fridge was not usable.	11/17/2017 1:13 PM
105	The electricity was off, but natural gas and water stayed on.	11/17/2017 12:56 PM
106	I could not cook food or boil water , I have electric range. I could not keep refrigeration.	11/17/2017 12:27 PM
107	Food in refrigerator was limited because it wasted faster than expected due to a non-functioning refrigerator.	11/17/2017 12:20 PM
108	lift for wheelchair did not work could handcrank it but we are seniors	11/17/2017 11:27 AM
109	I was on mandatory evacuation and not home during the power outage. When I returned home 7 days later, the power was restored.	11/17/2017 10:38 AM
110	House burned completely	11/17/2017 10:15 AM
111	All of the roads around my house where closed. If I left, I would not be let back in- even though I was not in a mandatory evacuation. This was very frustrating. We were not allowed to return home after returning from work because of the road closures and tight restrictions on the road blocks!	11/17/2017 10:10 AM
112	My water heater is tankless electric, so I did not have hot water during the power outage.	11/17/2017 9:55 AM
113	I lost a refrigerator/freezer full of meat; was unable to determine the time due to lack of phone service and no power to plug a clock in which caused an issue arriving on time to my office; was unable to communicate to family/friends; was unable to stay updated on the fire because of lack of TV/Radio communication; had to drive around, through the thick smoke, attempting to find a phone connection in town. Cut-Off from any and all ability to communicate, in any way, or obtain information, caused my family and I (especially my 16-year-old daughter), horrible distress and emotional terror.	11/17/2017 9:55 AM
114	I was not able to receive any alerts on my cell phone updating with Nixle notices to know how close the fire was and of course with no power, no local news was available.	11/17/2017 9:45 AM
115	We lost all of our food & back up food. My mom and family were evacuated, here house did not burn down. She lost power she lost all food in fridge and back up freezer. She could not contact us due to not having any phone service. Her well would not work due to the power being out.	11/17/2017 9:21 AM
116	frig, freezer issues do to no power	11/17/2017 8:45 AM
117	Debido a la falta de electricidad por cuatro dias perdi toda la comida y tuve que tirarla a la basura. due to power outage I lost all my food from both freezer and refrigerator. Food had to be discarded to the garbage.	11/17/2017 8:40 AM
118	power was out for several days and we lost all the food in our refrigerator	11/17/2017 8:38 AM
119	without power for three days and no cell service, no landline service even though I purposely purchased an old fashion type phone, I had no communications with the outside. If there was a need to evacuate I would not have known about it. There was also a safety concern because the streets were dark as well, someone could have broken into my house and i had no way of getting help. I did not see the police patrolling the neighborhood and my neighbors had left.	11/17/2017 8:36 AM
120	2 1/2 days without power , food went bad, we ran out of power on all devices we used power battery packs 6 to maintain our devices and LED lamps powered, my CPAP machine did not work I had to lend a small generator from a neighbor	11/17/2017 8:32 AM
121	home phones did not work as they needed the internet. Same with our iPhones. No way to even use Wi-Fi calling.	11/17/2017 8:26 AM
122	had to rely on informing myself with non - cel communication regarding if I should evacuate	11/17/2017 8:25 AM
123	Minor interruption at my home in 94559. Major interruption to my business in 94558. In 94558 we lost power for days it affected our ability to communicate- having to drive to make phone calls, we could not charge devices, and it was much more difficult to receive information on fire locations.	11/17/2017 8:07 AM
124	I had a generator	11/16/2017 10:17 PM
125	We were able to use a generator to get water from the well while the power was out.	11/16/2017 10:10 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

126	heater did not work, no lights, cooking difficult-no ovens-burners needed matches lighting	11/16/2017 9:32 PM
127	Away	11/16/2017 9:25 PM
128	Power was off from early Monday morning until Tuesday afternoon. I had no cell service Monday and Tuesday morning.	11/16/2017 8:50 PM
129	It was so horrible I am strongly considering moving out of this area in case the next Horrific Fire does the same thing. I do not trust Napa any longer especially in my area.	11/16/2017 8:39 PM
130	I planned ahead years ago. I have battery back up and it worked well. I had water, water pressure, sewer pumping, full electric. I did not need to charge my car, but there is free charging at the Napa Supercharger, 25 miles away, so it was never an issue. I also had battery lamps, but did not need to use them. I can't say it did not affect me, because we were aware of the outage and cut unnecessary usage somewhat.	11/16/2017 5:29 PM
131	Refrigeration loss was worse than phone outage	11/16/2017 3:25 PM
132	While my power was out for only two days, the cell coverage was out longer and left me feeling helpless and unable to hear news of possible evacuation orders. Luckily received local radio when running my car (and could recharge phone to be ready for restored service.	11/16/2017 2:27 PM
133	Used our cars to keep our phones charged and used the free Verizon data for internet access.	11/16/2017 2:03 PM
134	I have a generator which worked most of the time the electricity was out i.e. more then a week	11/16/2017 1:52 PM
135	Could not use air purifier. Charged electronics in the car. Lost food in refrigerator	11/16/2017 1:49 PM
136	My home has a battery back up for communication. Comcast did not fail but att did. I am not looking at satellite for my internet. Y cell phone did not fail because I set up wifi phone. The Library should as well have back up and satellite internet.	11/16/2017 1:30 PM
137	Without pump working we had as much water as was in the tank up the hill (several days with limited use), but outside sprinklers would not have worked without power.	11/16/2017 1:18 PM
138	Cable and wifi were down as well as cell service.	11/16/2017 12:36 PM
139	Since being back in my home, my reception is poor - have to go outside to have reception for my cell phone when that wasn't the case prior to the evacuation.	11/16/2017 12:08 PM
140	No land line and no cell service for phones	11/16/2017 11:27 AM
141	Had to drive to areas with WiFi to be able to communicate	11/16/2017 11:21 AM
142	I have an old phone that plugs directly into the Jack so when power goes out I still have service. Phone service went off after I evacuated on Monday evening. Did not lose internet. Have Valley Internet line of site.	11/16/2017 11:18 AM
143	The fire was near the house to the west and south. We had a defensible space and the house survived. Our land phone line won't be restored until after the first of the year.	11/16/2017 11:07 AM
144	We only had water because we have a 2500 gallon back up supply. we hand carried water in 2 1/2 gallon jugs to our house for drinking, cooking, toilets etc	11/16/2017 10:49 AM
145	Totally in the dark for 3 days. No communication, no power, no nothing. Used a battery powered radio and neighbors for information. A firetruck cruised our neighborhood and with a loudspeaker told to be on evacuation alert. Neighbors told us. Firemen never came to the door. We left on day 3 to try to get find some clean air due to health issues with lungs.	11/16/2017 10:44 AM
146	I was out of the country at the start of the fire. My home lost power for 2 1/2 days according to neighbors. I had to dispose of all food in both my refrigerator and freezer when I returned home	11/16/2017 10:40 AM
147	I can recharge the ham radios from the car.	11/16/2017 10:19 AM
148	Lost items in refrigerator	11/16/2017 10:12 AM
149	TO DATE AT&T CELL PHONE SERVICE NOT WORKING AT SPANISH FLAT	11/16/2017 10:06 AM
150	I had to replace my smoke alarm and CO2 monitor	11/16/2017 10:04 AM
151	We couldn't prevent the fire from burning several outbuildings due to no water.	11/16/2017 9:52 AM
152	I lost power to my refrigerator/freezer, but our wonderful neighbors had a generator and offered us an outlet which we used. Ran an extension cord out the kitchen window over the fence - problem solved. Power was back on in a day or so, but no food was lost.	11/16/2017 9:52 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

153	My gas tank was close to empty (my fault) and gas stations couldn't pump without electricity. Found my shortwave radio from years ago, and some batteries, and learned that Yountville's sole gas station had gotten a generator and was pumping. That saved the day, though I didn't evacuate.	11/16/2017 9:51 AM
154	no lights at night, power was out for +/- 35 hours. Cell service was out for about 40 hours. My husband was out of town so I had to drive up to Calistoga to call him to tell him I was fine	11/16/2017 9:38 AM
155	I had no means of communication during the first 36 hours of the fires. Power went down as did cell service. After 36ish hours, power returned and internet was reestablished allowing WiFi calling and information to be obtained, but cell service did not work if we left the house.	11/16/2017 9:36 AM
156	cannot back track to correct last question. yes, lost power the night the fire started. it affected nothing since i had a portable light. electricity went back on a couple of hours after it went off. while gone... no power failure. all related clocks were still on time.	11/16/2017 9:33 AM
157	Affected the heater and cooking ability and refrig/freezer food storage	11/16/2017 9:32 AM
158	My at&t land line did not work. later in the week i say generators sitting outside the phone boxes on the street. bad batteries?	11/16/2017 9:20 AM
159	Because we were gone for several days, we are not positive how long the power was off, though our appliances indicated the power had been cut off at some time in our absence.	11/16/2017 9:15 AM
160	The power outage added to the feeling of isolation and helplessness and added to the stress of the situation.	11/16/2017 9:08 AM
161	I had to have people smuggle gasoline past the road block to keep my generator going.	11/16/2017 9:01 AM
162	I used small solar panels to recharge our devices.	11/16/2017 9:00 AM
163	Once evacuated to a family member's home, there was power and internet service	11/16/2017 8:30 AM
164	Able to open and close garage manually..i have a landline phone and an old school plug into jack phone many neighbors and friends used it. I also received calls for them on it.	11/16/2017 8:14 AM
165	Was evacuated Sure that many of the above tool place but I was not in the house	11/16/2017 8:12 AM
166	Outage happened for less than a day while we were evacuated. Other than spoiled food, it wasn't a problem for us	11/16/2017 8:01 AM
167	No power for refrigerator	11/16/2017 7:59 AM
168	We lost contents of our refrigerator and freezer	11/16/2017 7:31 AM
169	Food began to spoil in the refrigerator and freezer.	11/16/2017 7:26 AM
170	We addressed many problems by securing our own generator.	11/16/2017 7:23 AM
171	Used generators for six days.	11/16/2017 7:11 AM
172	We had power outage for 3 days. We had minimal power available for refrigerators and charging cell phones because we have a portable propane powered generator.	11/16/2017 7:02 AM
173	we installed a natural gas generator a few years ago so got power back but no phone nor internet	11/16/2017 6:57 AM
174	Power was off for couple days.	11/16/2017 6:53 AM
175	No power, no cell, no land line only communication was via battery operated radio and the information was not great but better than nothing.	11/16/2017 6:49 AM
176	Could not fill car with gas as pumps at station were out Difficult to get fed as food spoiled and difficult to cook	11/16/2017 6:48 AM
177	The power was only out briefly once.	11/16/2017 6:45 AM
178	We lost all power for everything.	11/16/2017 6:33 AM
179	When the power came back on my furnace blower failed to function. I have lived without heat until yesterday 11/15. The repair was more than \$900.00.	11/16/2017 6:03 AM
180	Could not call 911 when fire broke out on our property. Had to take children and drive to neighbors' home	11/16/2017 6:03 AM
181	No power prevented refrigeration	11/16/2017 5:52 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

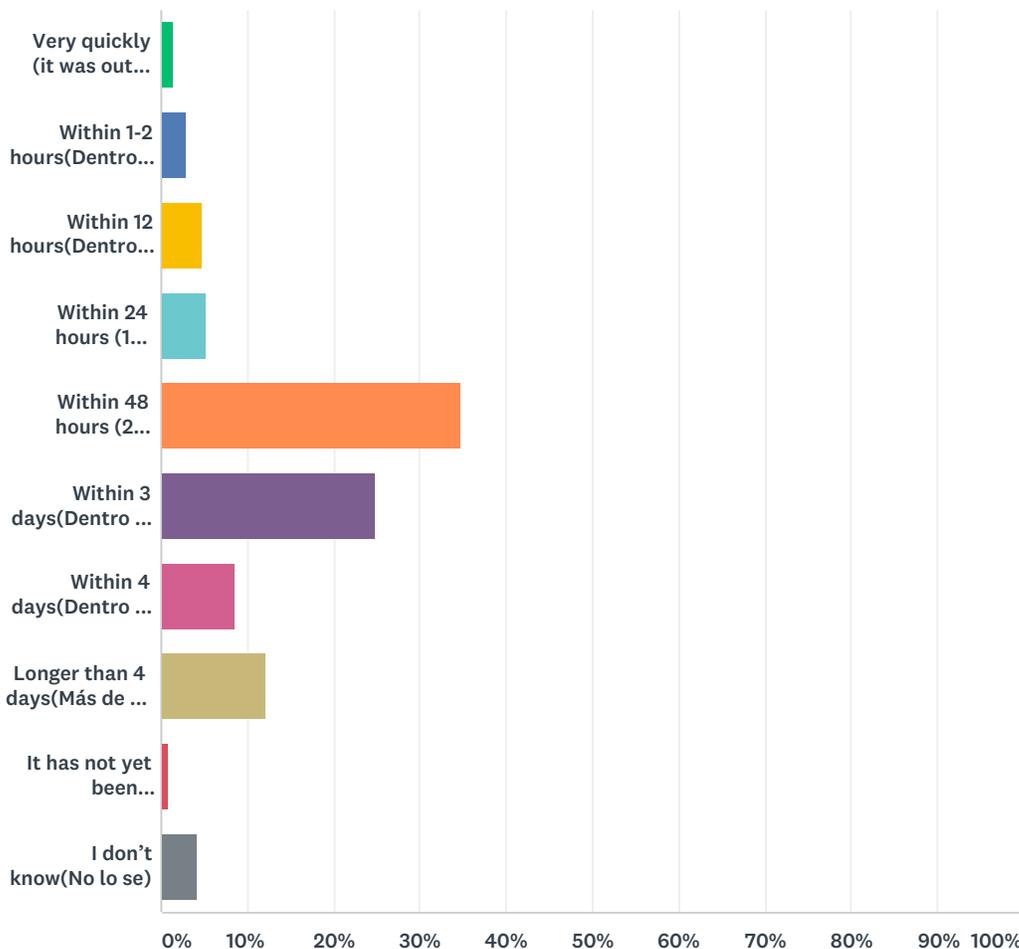
182	We live at the top of Diamond Mountain. We had no power from ~7:30pm on the sunday before the fire was noticed. We thought a pole was down on the mountain. PGE message said it would be restored (19 homes affected). it never came back on for 8 days. We had no water pumps , no electric , and no backup generator. we plan to install a large one as soon as possible. cell service - our phones worked but did not reach others in area as cell service was down locally.	11/16/2017 5:51 AM
183	food spoiled in refrigerator	11/16/2017 5:38 AM
184	Cal Fire did open our gate since we have a Knox Box, so we were able to leave the property in a timely manner.	11/16/2017 5:38 AM
185	I was on vacation, but when I returned I could tell that food in my freezer had defrosted and refrozen.	11/16/2017 4:36 AM
186	no hot water and losts of spoiled food	11/16/2017 1:36 AM
187	We left Sunday night, returned Friday but house too smoky, couldn't stay, left returned Sat. night, stayed as wanted clothes for church on Sunday. No electricity. Lights on Mon. or Tues...had to dump all foods from Refrigerator & Freezer as no electricity for a week in house...and told to dump foods.	11/15/2017 10:05 PM
188	The power outage occurred after we evacuated.	11/15/2017 9:54 PM
189	food spoilage	11/15/2017 9:21 PM
190	Refrigeration lost so food safety issue, communication down	11/15/2017 7:46 PM
191	Power went out at 2am and came back on at 7am	11/15/2017 7:41 PM
192	We have a gas generator that we were able to use to keep the refrigerator going and our cell phones charged. Our well pump did not work, but we still had water available in our tank by gravity flow to our house.	11/15/2017 6:59 PM
193	My food spoiled because the refrigerator and freezer had no power. An unexpected and large expense to our family.	11/15/2017 6:44 PM
194	I left at 1am morning of fire because I couldn't get information and the wind, smoke, ash, made me feel I should leave. Went o American Canyon, slept in car. Went to Vacaville next day. Cell worked there. Got info on Nexel. Stayed w/ friends. Went toDenver stayed w/ family. Just lost food from power outage.	11/15/2017 6:21 PM
195	Refrigerator out, so no cooking at home for 3 days.	11/15/2017 6:12 PM
196	We were in Taiwan that week	11/15/2017 5:49 PM
197	No TV, internet but had cell service and fortunately a generator to power my phone. Lost food from refrigerator.	11/15/2017 5:09 PM
198	Food spoiled with full refrigerator and freezer	11/15/2017 5:04 PM
199	My refrigerator did not work	11/15/2017 4:47 PM
200	Used matches to light the gas stove, needed to purchase marine battery and inverter to power CPAP and lights, food in freezer and refrigerator spoiled. Unable to filter air causing breathing and eye irritation.	11/15/2017 4:18 PM
201	Smoke alarms seriously affected and garage door battery died	11/15/2017 4:09 PM
202	I was out of time when the fire started and returned three days later. I did not loose power.	11/15/2017 3:11 PM
203	I lost all the food in my freezer and refrigerator freezer	11/15/2017 3:09 PM
204	I was smart enough to have a generator.	11/15/2017 3:05 PM
205	I still have no power or phone/internet/cell at home.	11/15/2017 2:38 PM
206	Power was on when we evacuated. Fire was on the ridge across the street. Do not know exact time House was destroyed.	11/15/2017 2:28 PM
207	It was only out for 5 minutes. It was the reason we looked to see if there was a fire.	11/15/2017 1:47 PM
208	everything in my fridge spoiled	11/15/2017 1:45 PM
209	Also lost cell use due to cell tower damage (I was told), it was this way for almost a month.	11/15/2017 1:45 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

210	When our power goes out we have no running water or sewage. We have solar power so we set up a phone charging station for our neighbors	11/15/2017 1:19 PM
211	Out of town during power outage	11/15/2017 1:05 PM
212	Freezer full of breast milk for my 4 month old almost spoiled. Had to run out and get a generator.	11/15/2017 12:51 PM
213	Lost access to cameras, lost contents of refrigerators and freezers	11/15/2017 12:47 PM
214	I have a 22KW Generac Generator that comes on automatically	11/15/2017 12:46 PM
215	Had trouble receiving medical supplies/assistance.	11/15/2017 12:46 PM
216	It's ridiculous how helpless we are without power and our internet!! no water no lights no heat ..can't communicate.. can't recharge your phone Verizon cell tower was down so even when the power came on still couldn't use the phone.. thank God for the phone booth at the Angwin market and for having change saved up it was terrible we must do better.. most people don't have landlines anymore.. we should but it's too expensive to have that and cell phone payment every month.. land lines should be \$10 or less a month not 40 or 60.. I repeat thank God for the good old fashioned phone booth	11/15/2017 12:46 PM
217	We lost electricity for 3 days and natural gas for 6 days.	11/15/2017 12:44 PM
218	Refrigerator and freezer were out - food loss. No heat or air conditioning. No street lights. No ability to call 911, police, fire, other emergency services.	11/15/2017 12:41 PM
219	Emergency medical button did not work.	11/15/2017 12:31 PM
220	We were most affected because elective medical procedures had to be delayed. This was a minor inconvenience compared to what some people experienced. But hearing about the power outage made me realize how vulnerable I am because so much of my medical equipment is electricity dependent with minimal or no battery backup.	11/15/2017 12:30 PM
221	NEED TO GET WIRELESS EMERGENCY ALARM SYSTEM IN NAPA COUNTY, ONCE IT IS UPGRADED TO BETTER FOCUS, AND THEN ESTABLISH PROTOCOLS WHERE IT IS USED.	11/15/2017 12:26 PM
222	Lost WFI. And cell charging. However we got a suitcase generator going with refills of gasoline to run a lamp and cell chargers. The cell phone communication was critical for us, up a remote road on Diamond Mountain.	11/15/2017 12:24 PM
223	Lost all food in fridge and freezer	11/15/2017 12:20 PM
224	My wife and I left the house so fast that none of the above had any impact. The house was totally destroyed. We hade no warning or alert from any official/government entity.	11/15/2017 12:19 PM
225	The phone lines were down. It wasn't just the electricity being out. I have an old phone that does not require power to work, just the phone line. As I understand it most of the phone line system was destroyed.	11/15/2017 12:19 PM
226	Cannot flush our toilets during a power outage because our septic system requires a pump	11/15/2017 12:16 PM
227	All the food inside the fridge went bad	11/15/2017 12:10 PM
228	left the house, which then burned, before power was lost	11/15/2017 12:09 PM
229	no cell service either	11/15/2017 12:04 PM
230	My surge protector did not protect my devices. Electronics for computers, phone, and DVD player were "fried". Also garage door no longer works since power outage.	11/15/2017 12:02 PM
231	We had no hot water. Also we had to throw out all the food in our refrigerator.	11/15/2017 11:57 AM

Q12 Power at my residence was restored:(La energía en mi residencia fue restablecida:)

Answered: 1,309 Skipped: 704



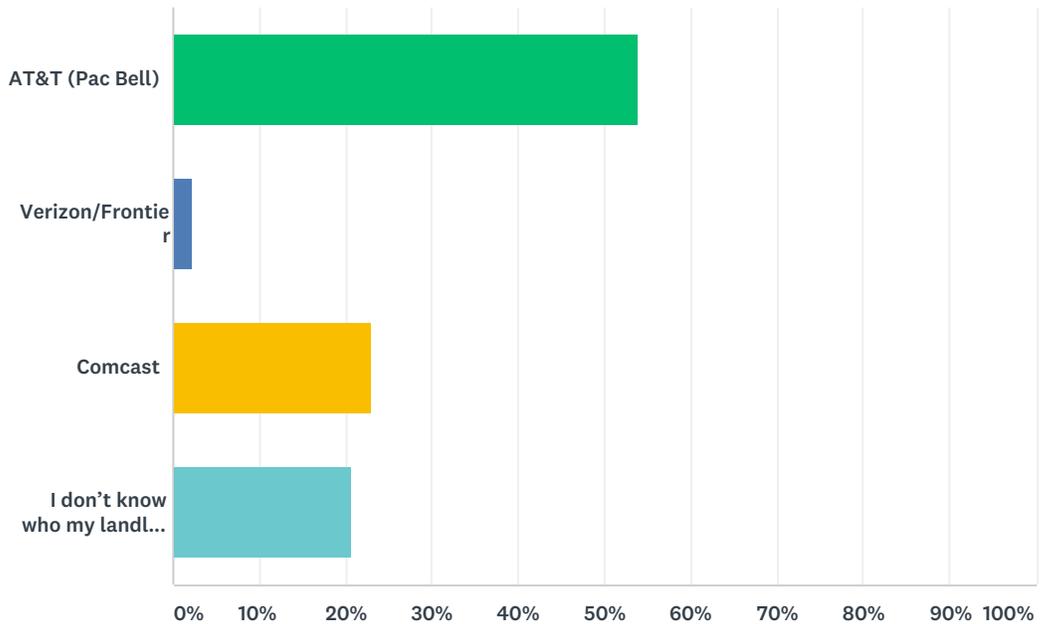
ANSWER CHOICES	RESPONSES	
Very quickly (it was out only momentarily or for a few minutes)(Muy rápido (salió solo momentáneamente o durante unos minutos))	1.45%	19
Within 1-2 hours(Dentro de 1-2 horas)	2.90%	38
Within 12 hours(Dentro de las 12 horas)	4.89%	64
Within 24 hours (1 day)(Dentro de las 24 horas [1 Día])	5.19%	68
Within 48 hours (2 days)(Dentro de las 48 horas [2 Días])	34.68%	454
Within 3 days(Dentro de los 3 días)	24.98%	327
Within 4 days(Dentro de los 4 días)	8.56%	112
Longer than 4 days(Más de 4 días)	12.22%	160
It has not yet been restored(Todavía no sido restablecida)	0.84%	11
I don't know(No lo se)	4.28%	56

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

TOTAL	1,309
-------	-------

Q13 The landline provider for my neighborhood is: (whether you have a landline or not)(El proveedor de línea fija para mi vecindario es: (ya sea que tenga un teléfono fijo o no))

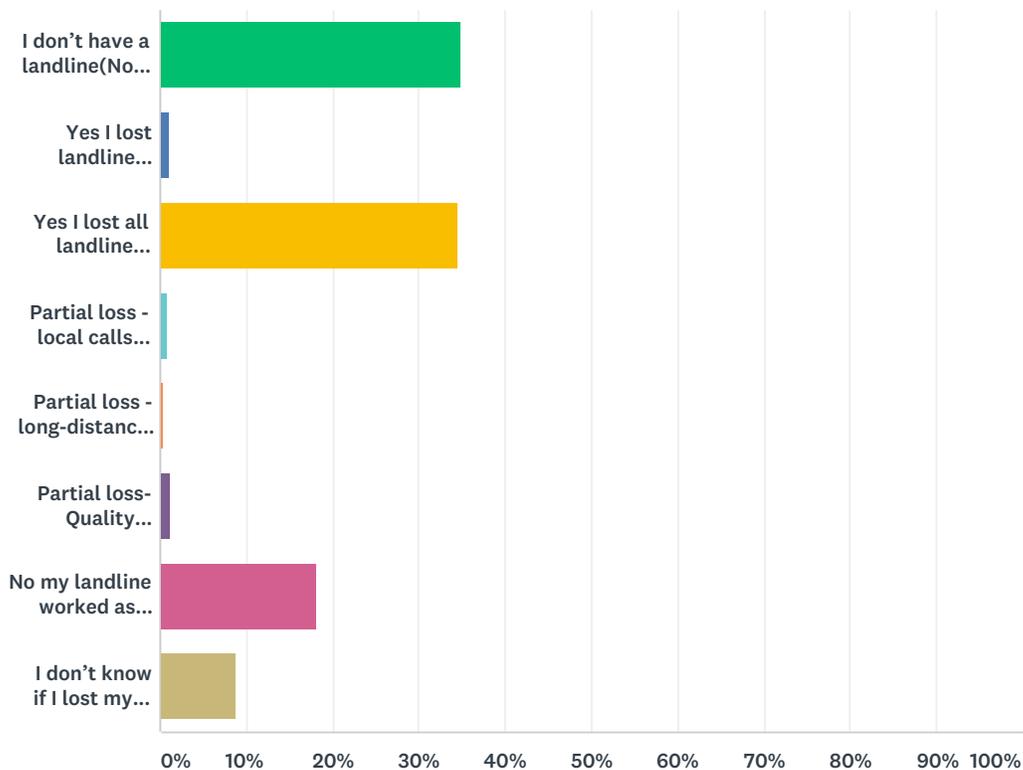
Answered: 1,867 Skipped: 146



ANSWER CHOICES	RESPONSES	
AT&T (Pac Bell)	53.94%	1,007
Verizon/Frontier	2.25%	42
Comcast	23.09%	431
I don't know who my landline provider is/would be(No sé quién es / sería mi proveedor de línea fija)	20.73%	387
TOTAL		1,867

Q14 Did your place of residence lose landline phone service?(¿Perdió tu lugar de residencia el servicio de telefonía de línea/telefonía fija?)

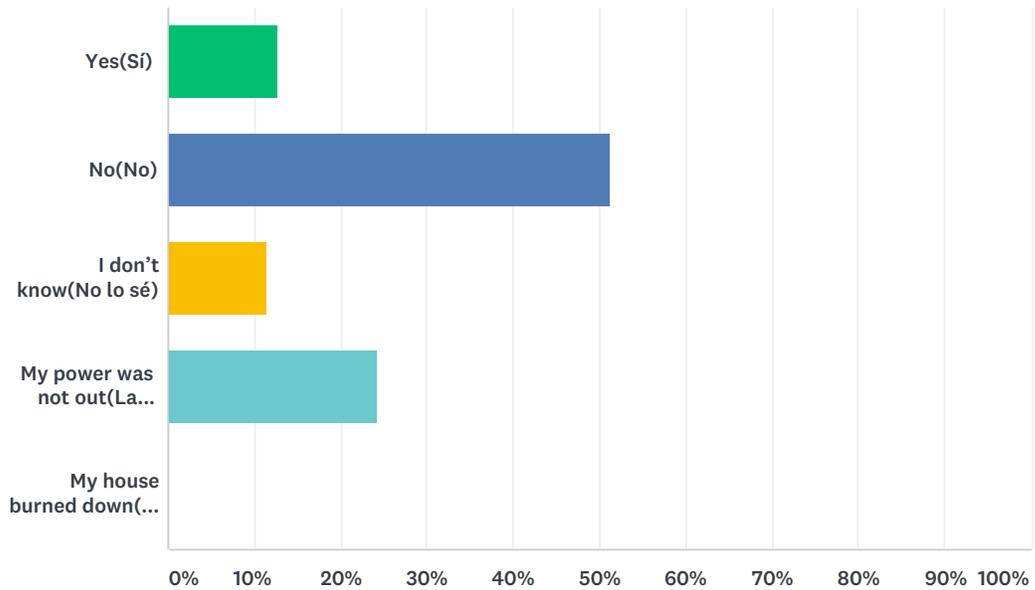
Answered: 1,881 Skipped: 132



ANSWER CHOICES	RESPONSES
I don't have a landline(No tengo teléfono de línea/telefono fijo)	34.98% 658
Yes I lost landline because my house burned down(Sí, perdí el servicio de telefonía de línea/telefonía fija porque mi casa se incendió)	1.12% 21
Yes I lost all landline service and my house did not burn down(Sí, perdí todos los servicios de telefonía de línea/telefonía fija y mi casa no se incendió)	34.56% 650
Partial loss - local calls only went through(Pérdidas parciales - solo funcionaban las llamadas locales)	0.80% 15
Partial loss - long-distance calls only went through(Pérdidas parciales - solo funcionaban las llamadas de larga distancia)	0.32% 6
Partial loss- Quality degraded significantly(Pérdidas parciales - La calidad bajo significativamente)	1.33% 25
No my landline worked as normal(No, mi telefonía de línea/telefonía fija funcionó normalmente)	18.13% 341
I don't know if I lost my landline service or not(No lo sé si perdí o no el servicio de telefonía de línea/telefonía fija)	8.77% 165
TOTAL	1,881

Q15 If your power was out, did your landline phone service continue to function even though your power was out?(Si se interrumpió la energía, ¿siguió funcionando el servicio de telefonía de línea/telefonía fija a pesar de no contar con energía?)

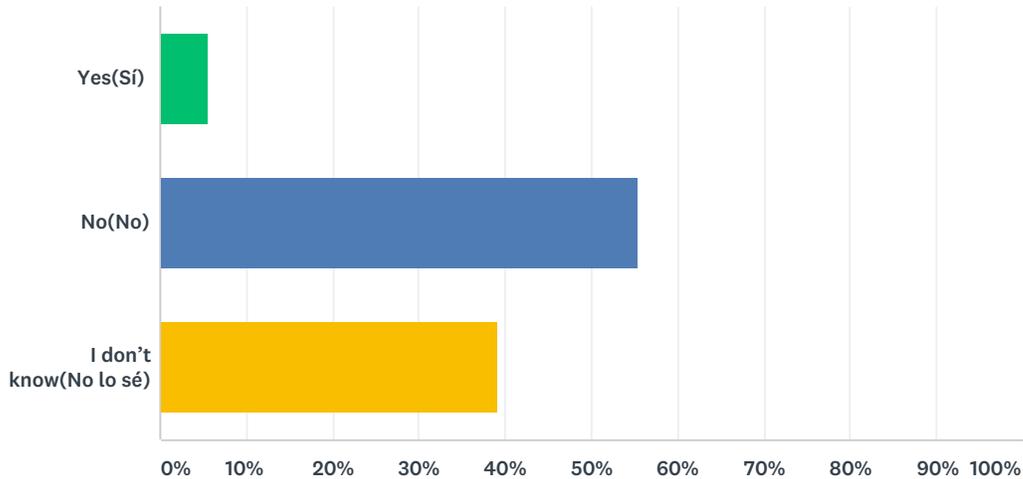
Answered: 1,199 Skipped: 814



ANSWER CHOICES	RESPONSES	
Yes(Si)	12.68%	152
No(No)	51.29%	615
I don't know(No lo sé)	11.43%	137
My power was not out(La energía no fue interrumpida)	24.35%	292
My house burned down(Mi casa se incendió)	0.25%	3
TOTAL		1,199

Q16 If you have (or ever had) a landline, have you ever been notified by your telephone landline provider that your service has changed from copper to fiber/wireless technology?(Si tienes (o alguna vez has tenido)) telefonía de línea/telefonía fija, ¿has sido notificado alguna vez por tu proveedor de telefonía de línea/telefonía fija que el servicio ha cambiado de tecnología [de cobre a fibra óptica]?)

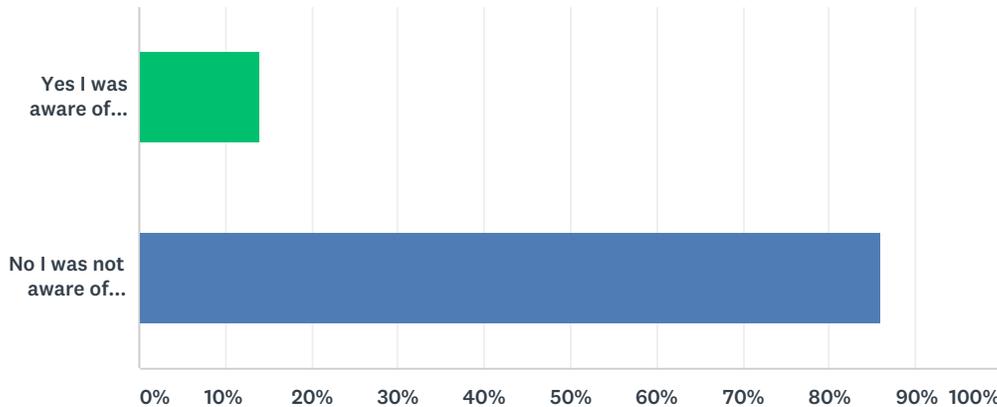
Answered: 1,828 Skipped: 185



ANSWER CHOICES	RESPONSES
Yes(Si)	5.58% 102
No(No)	55.36% 1,012
I don't know(No lo sé)	39.06% 714
TOTAL	1,828

Q17 Were you aware that if your landline service changed from copper to fiber/wireless technology that your landline telephone service would not work in the event of a power failure? (¿Sabía que si su servicio de línea fija cambiara de tecnología de cobre a fibra / inalámbrica, su servicio telefónico fijo no funcionaría en caso de una falla de energía?)

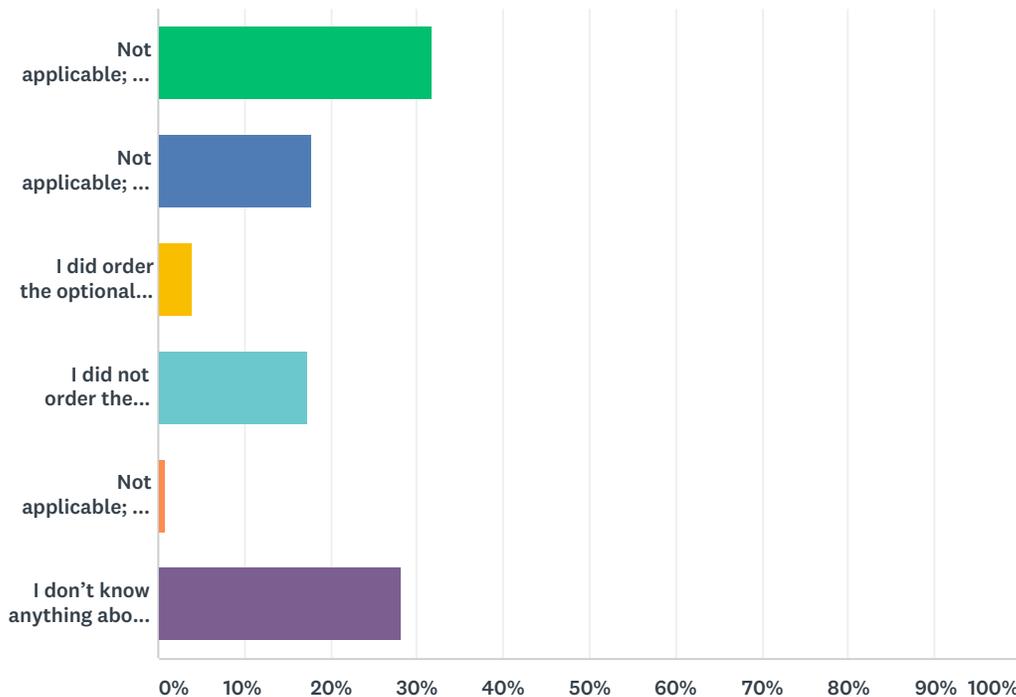
Answered: 1,819 Skipped: 194



ANSWER CHOICES	RESPONSES	
Yes I was aware of this(Sí, estaba al tanto de esto)	13.96%	254
No I was not aware of this(No, yo no estaba al tanto de esto)	86.04%	1,565
TOTAL		1,819

Q18 If your landline phone changed from copper-based to fiber/wireless based, did you order the optional battery to power your modem/router in the event of a power outage? (If your house burned, please still choose the best answer)(Si su teléfono fijo cambió de basado en cobre a fibra / inalámbrico, ¿solicitó la batería opcional para alimentar su módem / enrutador en caso de un corte de energía? (Si su casa se quemó, elija la mejor respuesta)

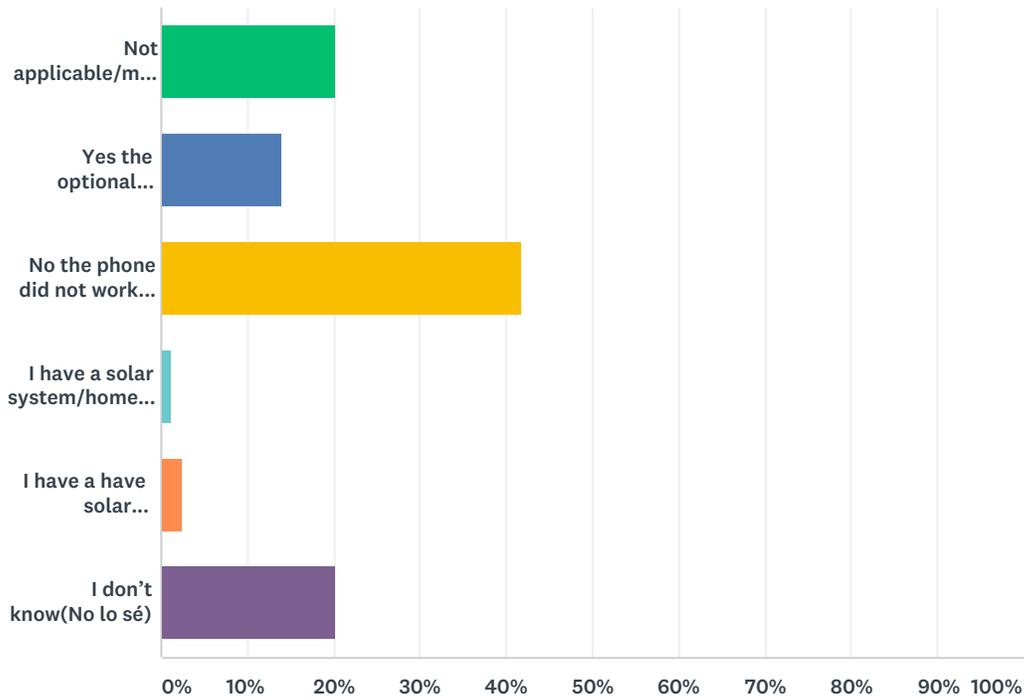
Answered: 1,819 Skipped: 194



ANSWER CHOICES	RESPONSES
Not applicable; I don't have a landline(No aplica; No tengo un teléfono fijo)	31.72% 577
Not applicable; as far as I know, my landline is/was still all copper(No aplica; por lo que yo sé, mi teléfono fijo es / todavía era de cobre)	17.76% 323
I did order the optional battery(Pedí la batería opcional)	4.01% 73
I did not order the optional battery(No pedí la batería opcional)	17.26% 314
Not applicable; I have a home solar system or generator(No aplica; Tengo un sistema solar o un generador)	0.93% 17
I don't know anything about my phone - I just hope it works when I need it(No sé nada sobre mi teléfono y solo espero que funcione cuando lo necesite)	28.31% 515
TOTAL	1,819

Q19 If your power was out and you had purchased the optional battery, did the battery and phone function as expected? Si se cortó la energía y compró la batería opcional, ¿funcionaron la batería y el teléfono como se esperaba?

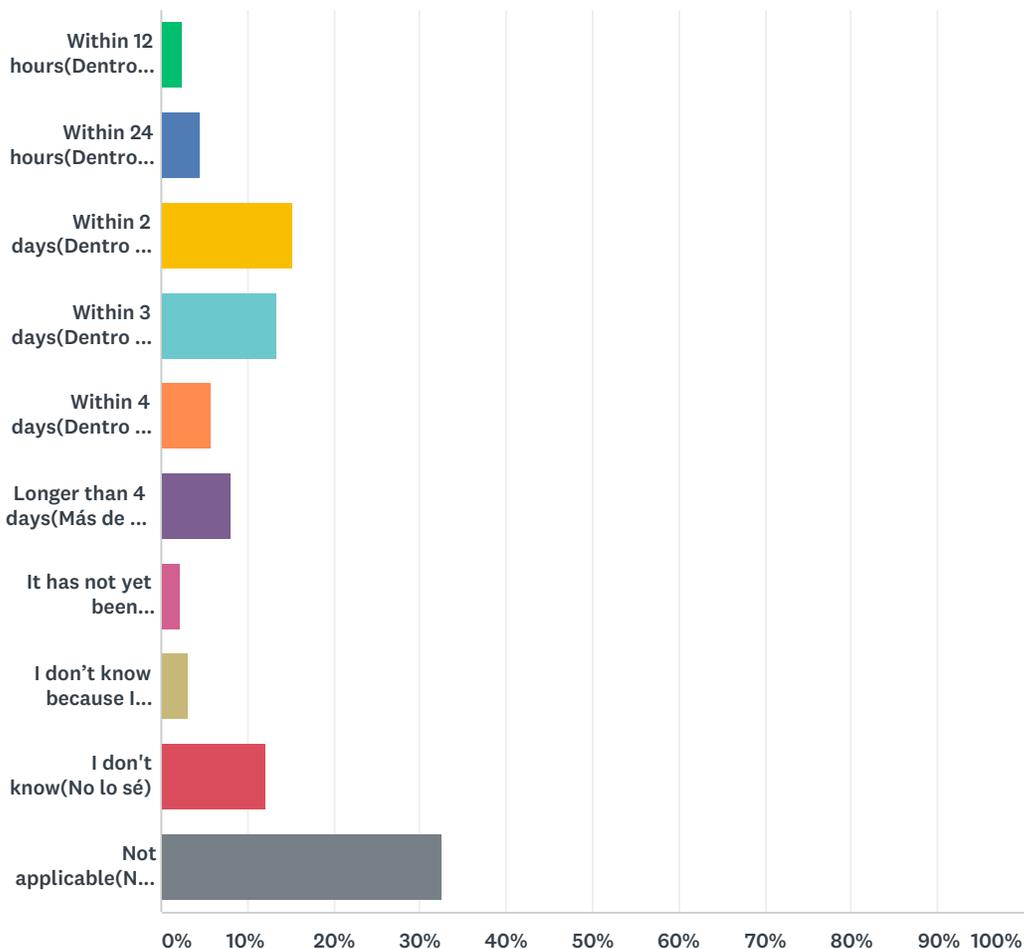
Answered: 79 Skipped: 1,934



ANSWER CHOICES	RESPONSES	
Not applicable/my power was not out(No aplicable / mi poder no estaba fuera)	20.25%	16
Yes the optional battery and phone functioned as expected and I had phone service(Sí, la batería y el teléfono opcionales funcionaban como se esperaba y tenía servicio telefónico)	13.92%	11
No the phone did not work even though I had the optional battery(No, el teléfono no funcionó aunque tenía la batería opcional)	41.77%	33
I have a solar system/home generator and so my phone continued to function(Tengo un sistema solar / generador de casa y mi teléfono sigue funcionando)	1.27%	1
I have a have solar system/home generator but my phone did not funcion(Tengo un sistema solar / generador doméstico pero mi teléfono no funcionaba)	2.53%	2
I don't know(No lo sé)	20.25%	16
TOTAL		79

Q20 My landline service/quality was restored:(Mi servicio fijo / calidad fue restaurado:)

Answered: 1,248 Skipped: 765



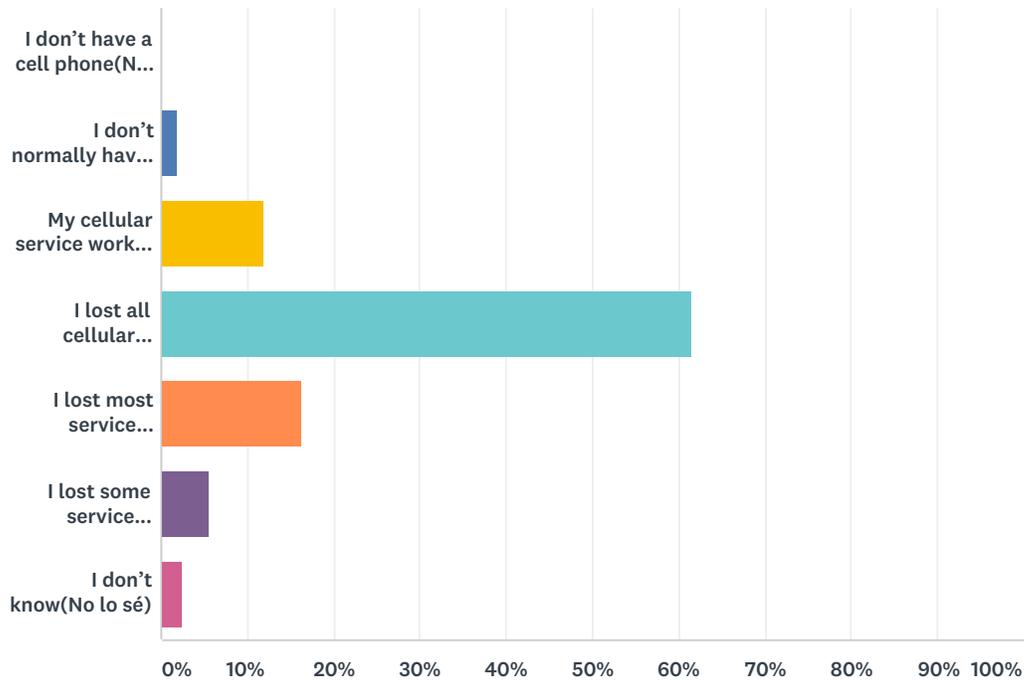
ANSWER CHOICES	RESPONSES	
Within 12 hours(Dentro de las 12 horas)	2.56%	32
Within 24 hours(Dentro de las 24 horas)	4.57%	57
Within 2 days(Dentro de 2 días)	15.22%	190
Within 3 days(Dentro de 3 días)	13.30%	166
Within 4 days(Dentro de 4 días)	5.93%	74
Longer than 4 days(Más de 4 días)	8.09%	101
It has not yet been restored(Aún no ha sido restaurado)	2.40%	30
I don't know because I didn't have power(No lo sé porque no tenía poder)	3.21%	40
I don't know(No lo sé)	12.10%	151
Not applicable(No aplica)	32.61%	407

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

TOTAL	1,248
-------	-------

Q21 Did you lose normal cellular service at your residence?(¿Perdió el servicio celular normal en su residencia?)

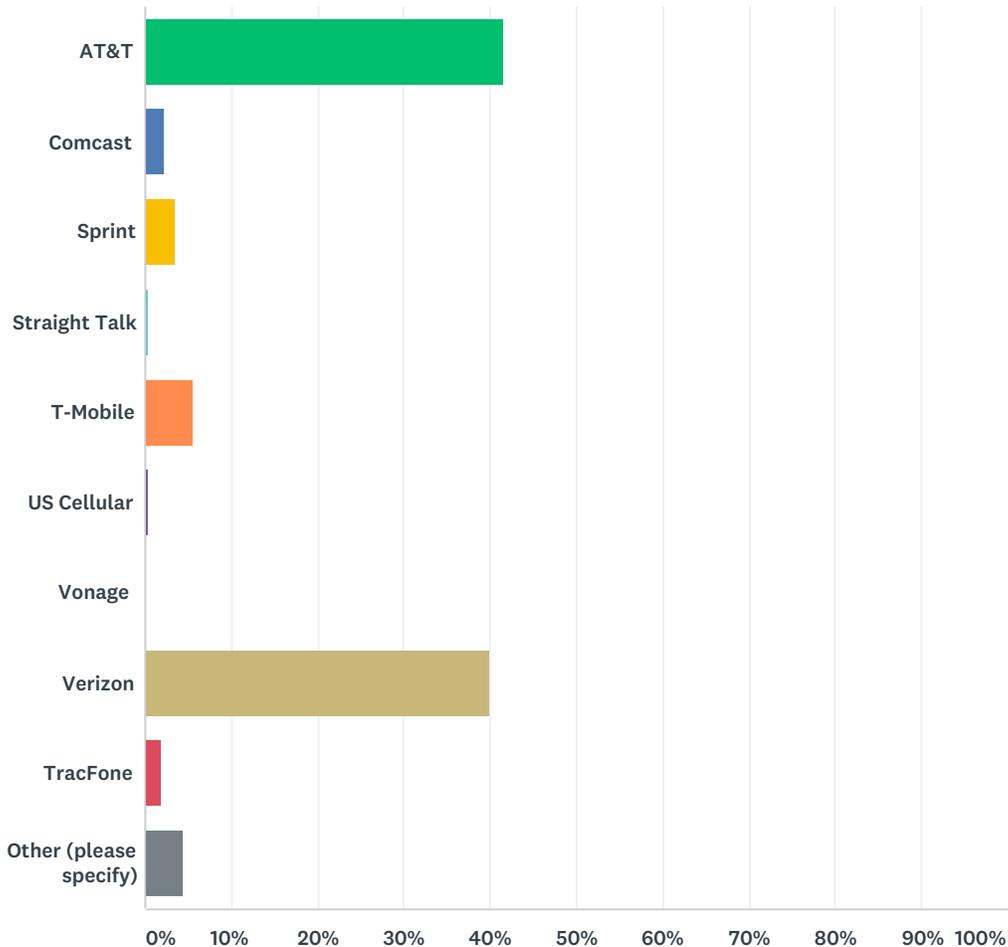
Answered: 1,814 Skipped: 199



ANSWER CHOICES	RESPONSES
I don't have a cell phone(No tengo un teléfono celular)	0.22% 4
I don't normally have cellular service at my residence(Normalmente no tengo servicio celular en mi residencia)	1.93% 35
My cellular service worked as normal(Mi servicio celular funcionó de manera normal)	11.96% 217
I lost all cellular service(Perdí todo el servicio celular)	61.47% 1,115
I lost most service (greatly degraded, reduced to text messages, no calls, slow speeds)(Perdí la mayoría del servicio (muy degradado, reducido a mensajes de texto, sin llamadas, a baja velocidad))	16.26% 295
I lost some service (slightly degraded, could make calls still)(Perdí algún servicio (ligeramente degradado, aún podía hacer llamadas))	5.68% 103
I don't know(No lo sé)	2.48% 45
TOTAL	1,814

Q22 My cellular service provider is:(Mi proveedor de servicio celular es:)

Answered: 1,815 Skipped: 198



ANSWER CHOICES	RESPONSES
AT&T	41.71% 757
Comcast	2.20% 40
Sprint	3.64% 66
Straight Talk	0.33% 6
T-Mobile	5.62% 102
US Cellular	0.33% 6
Vonage	0.06% 1
Verizon	39.89% 724
TracFone	1.82% 33
Other (please specify)	4.41% 80
TOTAL	1,815

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

#	OTHER (PLEASE SPECIFY)	DATE
1	Assurance	11/30/2017 2:41 PM
2	consumer cellular	11/30/2017 11:29 AM
3	Google	11/30/2017 8:06 AM
4	Project File (Google)	11/30/2017 7:52 AM
5	Consumer cellular	11/29/2017 5:23 PM
6	Cricket	11/28/2017 12:23 AM
7	Consumer Cellular	11/27/2017 11:28 PM
8	Consumer Cellular	11/26/2017 4:04 PM
9	Consumer Cellular	11/25/2017 11:35 AM
10	Consumer Cellular	11/25/2017 9:52 AM
11	AT&T for 2 phones Verizon for one phone	11/25/2017 7:12 AM
12	Consumer cellular	11/24/2017 8:21 PM
13	Valley Internet	11/24/2017 5:32 PM
14	consumer cellular	11/24/2017 12:33 PM
15	Virgin Mobile	11/22/2017 11:24 PM
16	consumer cellular	11/22/2017 9:22 AM
17	Cricket wireless	11/21/2017 10:28 AM
18	Metro	11/20/2017 1:59 PM
19	MetroPCS	11/20/2017 1:47 PM
20	Virgin mobile	11/20/2017 1:42 PM
21	GoogleFi	11/20/2017 11:44 AM
22	In order to get optimal service from AT&T, we have a micro cell processor.	11/20/2017 11:44 AM
23	No cellular service	11/19/2017 7:36 PM
24	don'y know	11/19/2017 11:50 AM
25	metro pcs	11/19/2017 7:23 AM
26	Jitterbug	11/18/2017 4:19 PM
27	It was AT&T, and service was so bad, I bought a new phone and went with Verizon after we were evacuated	11/18/2017 1:53 PM
28	Consumer Cellular	11/18/2017 1:44 PM
29	no cell phone	11/18/2017 11:37 AM
30	Great Call	11/18/2017 10:13 AM
31	Great Call (Jitterbug)	11/17/2017 10:10 PM
32	Metro PCS	11/17/2017 8:19 PM
33	Consumer Cellular	11/17/2017 4:43 PM
34	Metro	11/17/2017 12:11 PM
35	Metro PCS	11/17/2017 10:21 AM
36	Metro PCS	11/17/2017 8:27 AM
37	MetroPCS	11/17/2017 7:22 AM
38	Boost	11/17/2017 5:46 AM
39	None	11/16/2017 11:30 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

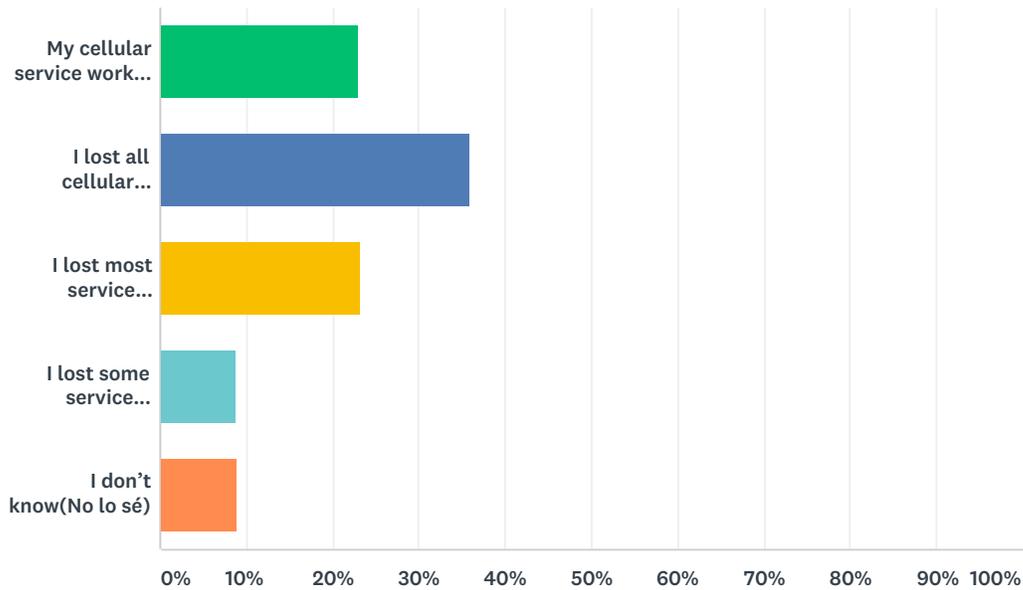
40	Consumer Cellular	11/16/2017 8:33 PM
41	Both AT&T and Verizon	11/16/2017 1:42 PM
42	Project Fi	11/16/2017 1:05 PM
43	Virgin Mobile, on Sprint network	11/16/2017 12:59 PM
44	Consumer Cellular	11/16/2017 11:21 AM
45	N/A	11/16/2017 11:12 AM
46	Valley Internet hooks up to my portable Verizon cell tower. Lost all.	11/16/2017 10:24 AM
47	Cricket	11/16/2017 10:22 AM
48	Consumer cellular	11/16/2017 10:16 AM
49	Credo	11/16/2017 9:32 AM
50	We can not get cell reception at home but if you drive 6 miles south you can so we only use it when in town.	11/16/2017 8:55 AM
51	Don t know	11/16/2017 8:15 AM
52	Consumer cellular	11/16/2017 8:00 AM
53	Republic wireless	11/16/2017 7:38 AM
54	Credo mobile	11/16/2017 6:09 AM
55	our comcast went out around 6:30 on the night of the fire, before the power went down. Comcast messaged that it was restored the next day but we had no power so no modem or connectivity for our cameras, or anything	11/16/2017 5:55 AM
56	Don't have cell	11/15/2017 10:10 PM
57	Republic Wireless	11/15/2017 9:27 PM
58	sonic.net	11/15/2017 6:25 PM
59	Google Fi	11/15/2017 6:15 PM
60	Boost	11/15/2017 5:52 PM
61	Metro PCS	11/15/2017 5:08 PM
62	metro pcs	11/15/2017 4:19 PM
63	AARP Consumer Cellular	11/15/2017 4:16 PM
64	metropcs	11/15/2017 3:47 PM
65	Google	11/15/2017 3:41 PM
66	Google Project Fi	11/15/2017 3:24 PM
67	Credo	11/15/2017 3:18 PM
68	Assurance	11/15/2017 3:13 PM
69	MetroPCS	11/15/2017 3:13 PM
70	We use verizon and sprint; both were down	11/15/2017 2:51 PM
71	Credo Mobile (Sprint)	11/15/2017 2:43 PM
72	Net10	11/15/2017 1:52 PM
73	connect cellular	11/15/2017 1:28 PM
74	Ting	11/15/2017 1:25 PM
75	Valley Internet - the best	11/15/2017 12:55 PM
76	Virgin Mobile	11/15/2017 12:39 PM
77	project fi	11/15/2017 12:39 PM
78	Consumer Cellular	11/15/2017 12:24 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

79	virgin mobile	11/15/2017 12:15 PM
80	metro PCS on T-Mobile Network	11/15/2017 12:10 PM

Q23 Did you lose cellular service at places other than your residence (for instance, if you evacuated or when in town)?(¿Perdió el servicio celular en lugares que no sean su residencia (por ejemplo, si fue evacuado o cuando estaba en la ciudad)?)

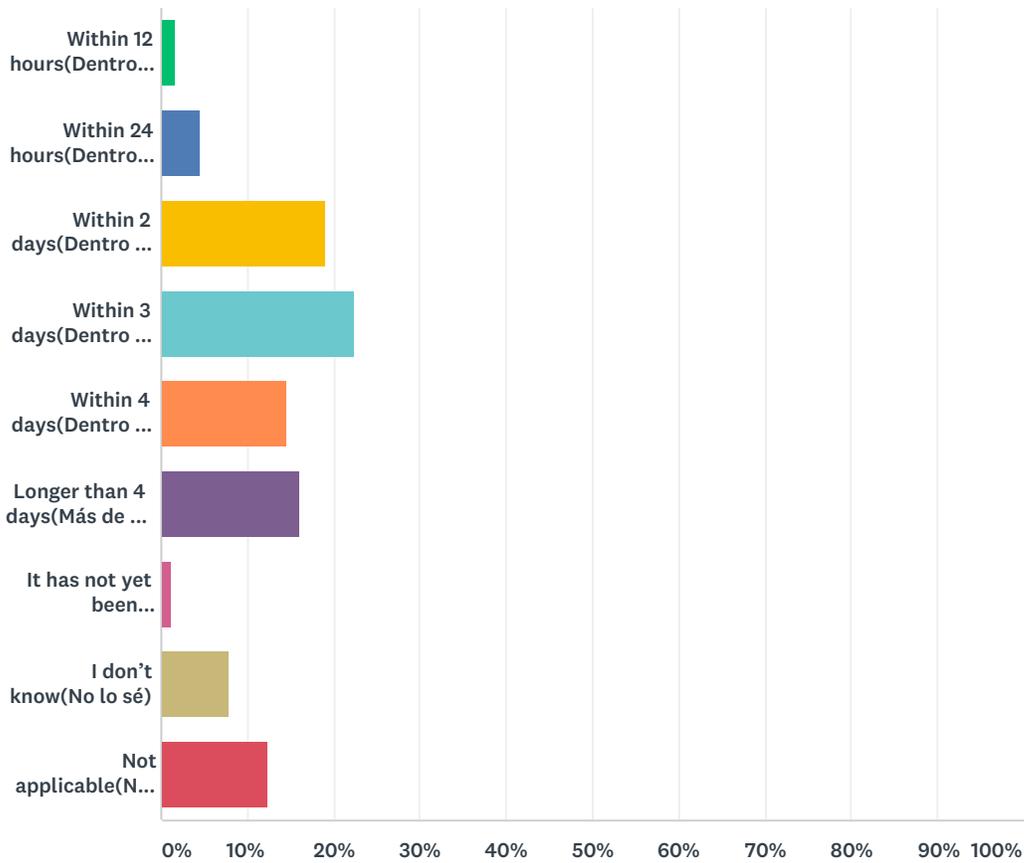
Answered: 1,812 Skipped: 201



ANSWER CHOICES	RESPONSES
My cellular service worked as normal at other places(Mi servicio celular funcionó normalmente en otros lugares)	23.01% 417
I lost all cellular service outside my residence(Perdí todo el servicio celular fuera de mi residencia)	35.93% 651
I lost most service (greatly degraded, reduced to text messages, no calls, slow speeds)(Perdí la mayoría del servicio (muy degradado, reducido a mensajes de texto, sin llamadas, a baja velocidad))	23.29% 422
I lost some service (slightly degraded, could make calls still)(Perdí algún servicio (ligeramente degradado, aún podía hacer llamadas))	8.83% 160
I don't know(No lo sé)	8.94% 162
TOTAL	1,812

Q24 My cellular service/quality was restored:(Mi servicio celular / calidad fue restaurado:)

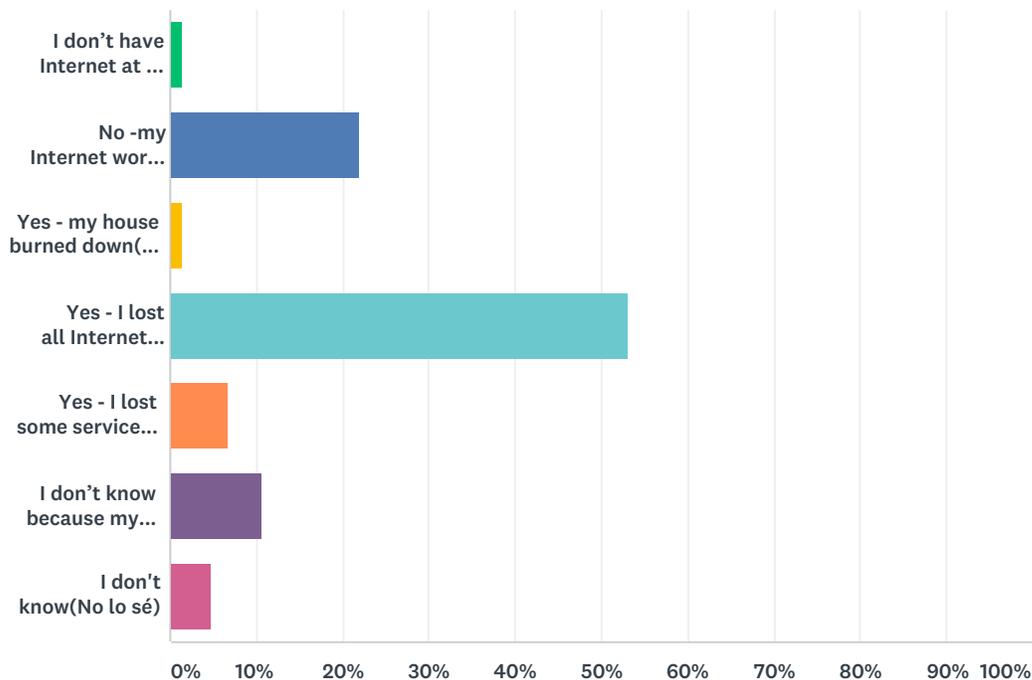
Answered: 1,810 Skipped: 203



ANSWER CHOICES	RESPONSES
Within 12 hours(Dentro de 12 horas)	1.66% 30
Within 24 hours(Dentro de 24 horas)	4.70% 85
Within 2 days(Dentro de 2 días)	19.01% 344
Within 3 days(Dentro de 3 días)	22.43% 406
Within 4 days(Dentro de 4 días)	14.64% 265
Longer than 4 days(Más de 4 días)	16.19% 293
It has not yet been restored(Aún no ha sido restaurado)	1.16% 21
I don't know(No lo sé)	7.96% 144
Not applicable(No aplica)	12.27% 222
TOTAL	1,810

Q25 Did you lose your Internet service at your residence?(¿Perdió su servicio de Internet en su residencia?)

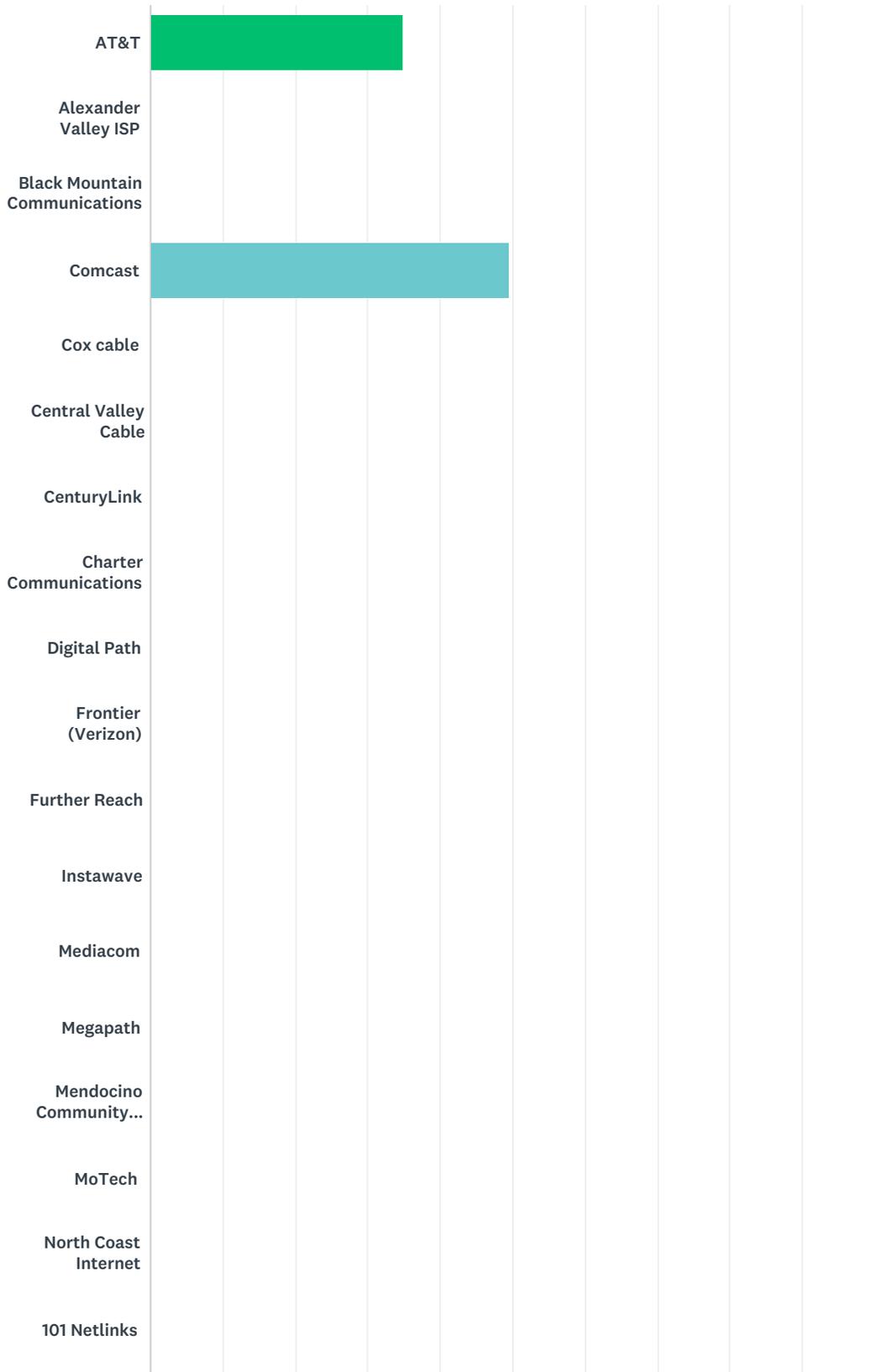
Answered: 1,811 Skipped: 202



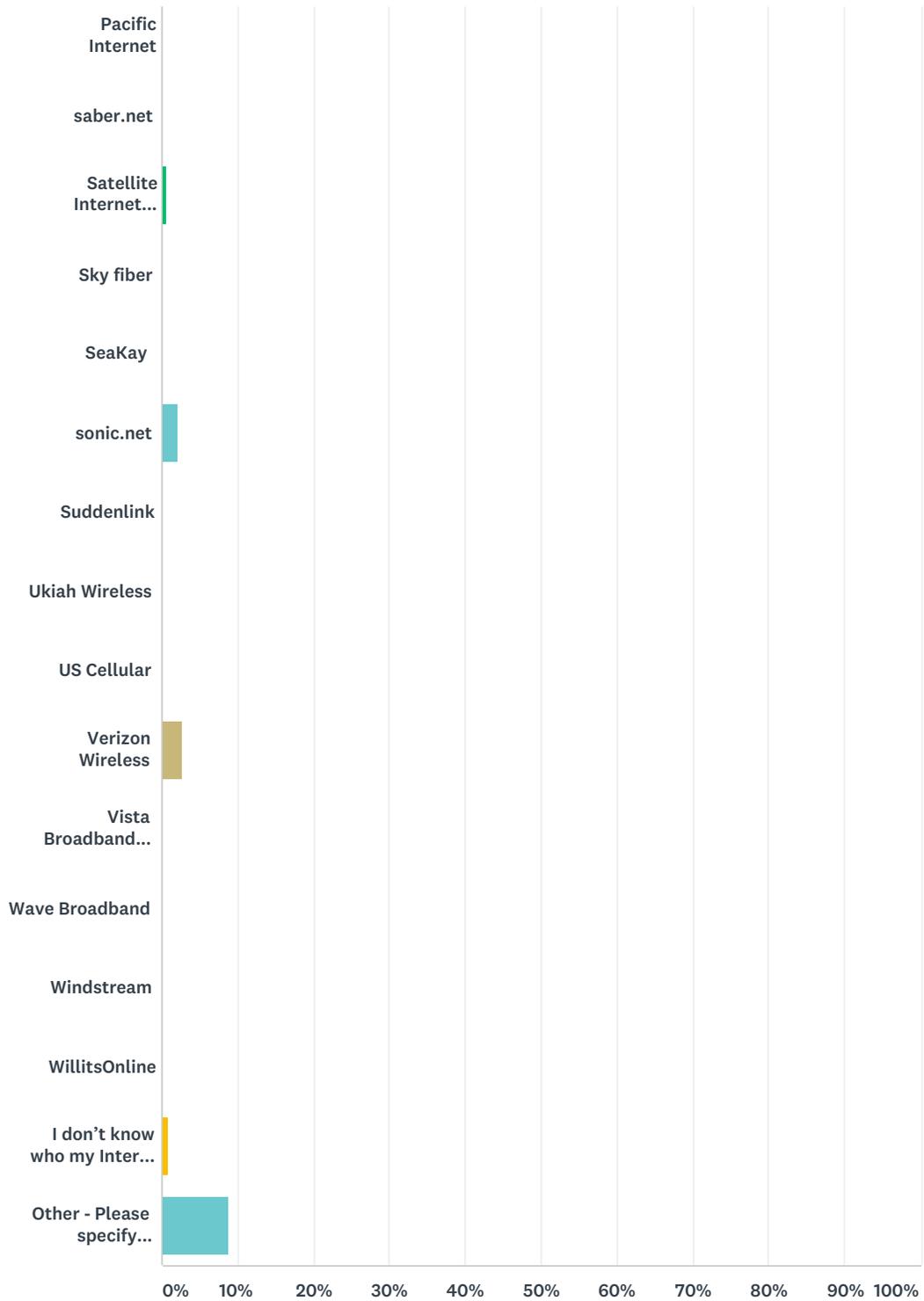
ANSWER CHOICES	RESPONSES	
I don't have Internet at my home(No tengo Internet en mi casa)	1.38%	25
No -my Internet worked as normal(No, mi Internet funcionaba como siempre)	21.98%	398
Yes - my house burned down(Sí, mi casa se quemó)	1.38%	25
Yes - I lost all Internet service and my house did not burn down(Sí, perdí todo el servicio de Internet y mi casa no se quemó)	53.12%	962
Yes - I lost some service (Internet was slowed down)(Sí, perdí algún servicio (Internet se ralentizó))	6.68%	121
I don't know because my power was out(No lo sé porque el poder estaba fuera)	10.60%	192
I don't know(No lo sé)	4.86%	88
TOTAL		1,811

Q26 My internet service provider is/was:(Mi proveedor de servicios de Internet es / era:)

Answered: 1,779 Skipped: 234



Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium



ANSWER CHOICES	RESPONSES	
AT&T	34.85%	620
Alexander Valley ISP	0.00%	0
Black Mountain Communications	0.00%	0
Comcast	49.63%	883
Cox cable	0.11%	2

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

Central Valley Cable	0.06%	1
CenturyLink	0.00%	0
Charter Communications	0.00%	0
Digital Path	0.17%	3
Frontier (Verizon)	0.11%	2
Further Reach	0.00%	0
Instawave	0.00%	0
Mediacom	0.00%	0
Megapath	0.00%	0
Mendocino Community Networks	0.00%	0
MoTech	0.00%	0
North Coast Internet	0.00%	0
101 Netlinks	0.00%	0
Pacific Internet	0.00%	0
saber.net	0.00%	0
Satellite Internet (Excede, Hughes)	0.73%	13
Sky fiber	0.00%	0
SeaKay	0.00%	0
sonic.net	2.02%	36
Suddenlink	0.00%	0
Ukiah Wireless	0.00%	0
US Cellular	0.00%	0
Verizon Wireless	2.75%	49
Vista Broadband Networks	0.00%	0
Wave Broadband	0.00%	0
Windstream	0.00%	0
WillitsOnline	0.00%	0
I don't know who my Internet provider is(No sé quién es mi proveedor de Internet)	0.84%	15
Other - Please specify below(Otro - Por favor, especifique a continuación)	8.71%	155
TOTAL		1,779

#	OTHER - PLEASE SPECIFY BELOW(OTRO - POR FAVOR, ESPECIFIQUE A CONTINUACIÓN)	DATE
1	Kelton Consulting	12/2/2017 12:35 PM
2	Valley Internet	12/2/2017 6:52 AM
3	Napanet	11/30/2017 10:24 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

4	Kelton Consulting	11/30/2017 9:55 PM
5	NapaNet. Actually, I am not sure that it went out at that time. It went out soon after that, however.	11/30/2017 11:10 AM
6	Valley Internet	11/29/2017 3:28 PM
7	ValleyInternet	11/28/2017 2:23 PM
8	exede	11/28/2017 7:44 AM
9	Hugh's net	11/27/2017 10:39 PM
10	Gaudino satellite communications and Verizon mifi	11/27/2017 7:11 PM
11	Napanet	11/27/2017 10:41 AM
12	Valley internet	11/27/2017 10:23 AM
13	Napa Net	11/27/2017 9:05 AM
14	Dish and sonic	11/27/2017 8:48 AM
15	Napa net	11/27/2017 6:30 AM
16	Valleyintenet	11/26/2017 12:51 PM
17	Kelton	11/26/2017 12:41 PM
18	Valley Internet	11/26/2017 7:11 AM
19	Hughes.net - satellite. Requires power to operate. Don't know when it came back on.	11/25/2017 3:30 PM
20	Valley Internet	11/25/2017 3:29 PM
21	Hughs net	11/25/2017 8:49 AM
22	I lost internet because of no power	11/25/2017 8:35 AM
23	Napa net	11/24/2017 8:02 PM
24	Valley internet	11/24/2017 5:34 PM
25	Valley Internet	11/24/2017 3:35 PM
26	valley internet	11/24/2017 12:34 PM
27	Valley Internet- tower burned down when Atlas fire reached Green Valley area	11/24/2017 11:09 AM
28	Valley Internet	11/24/2017 11:06 AM
29	valley internet	11/24/2017 8:59 AM
30	Valley Internet - Fairfield	11/23/2017 7:56 PM
31	T-Mobile - I use a mobile "hot spot"	11/23/2017 1:49 PM
32	DSL Extreme	11/23/2017 8:40 AM
33	AOL	11/22/2017 11:27 PM
34	Dish	11/22/2017 11:06 PM
35	Valley Internet	11/22/2017 8:53 PM
36	Valley Internet	11/22/2017 5:08 PM
37	Valley internet	11/22/2017 9:47 AM
38	Valley Internet	11/22/2017 9:09 AM
39	Juno (I believe it contracts with AT&T)	11/22/2017 7:51 AM
40	Valley Internet	11/22/2017 7:15 AM
41	Aol	11/22/2017 12:38 AM
42	Hughesnet	11/21/2017 6:41 PM
43	Kelton	11/21/2017 5:33 PM
44	Kelton	11/21/2017 12:34 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

45	Valley Internet	11/21/2017 10:47 AM
46	GSC Gaudino Sattellite Communications	11/21/2017 7:22 AM
47	browns valley	11/21/2017 12:35 AM
48	Napanet	11/20/2017 9:38 PM
49	Kelton	11/20/2017 12:31 PM
50	Napanet	11/20/2017 10:09 AM
51	Valley Internet	11/20/2017 9:14 AM
52	Napa Valley Internet	11/20/2017 9:12 AM
53	Wildblue	11/20/2017 5:49 AM
54	Excede	11/19/2017 7:38 PM
55	Valley Internet	11/19/2017 6:52 PM
56	Napanet	11/19/2017 1:51 PM
57	Kelton consulting does our internet via a tower	11/19/2017 10:12 AM
58	Valley Internet	11/19/2017 9:38 AM
59	Napa link	11/19/2017 5:19 AM
60	Earthlink	11/18/2017 11:50 PM
61	Hugh's net	11/18/2017 7:09 PM
62	ValleyNet/PNC	11/18/2017 4:33 PM
63	Cruzio (out of Santa Cruz CA)	11/18/2017 4:21 PM
64	Kelton microwave	11/18/2017 3:44 PM
65	Valley Internet	11/18/2017 1:55 PM
66	Valley Internet	11/17/2017 10:21 PM
67	Kelton	11/17/2017 9:53 PM
68	Valley internet	11/17/2017 8:57 PM
69	Valley internet	11/17/2017 8:17 PM
70	Valley Internet	11/17/2017 7:58 PM
71	Kelton	11/17/2017 7:19 PM
72	Kelton Consulting	11/17/2017 7:08 PM
73	Kelton consulting	11/17/2017 7:05 PM
74	Kelton	11/17/2017 6:24 PM
75	Kelton Consulting microwave dish to various internet providers	11/17/2017 6:18 PM
76	Sonic	11/17/2017 6:03 PM
77	Kelton Consulting	11/17/2017 5:52 PM
78	napanet	11/17/2017 4:03 PM
79	Valley Internet	11/17/2017 3:17 PM
80	Valley Internet	11/17/2017 1:04 PM
81	Napa Net	11/17/2017 11:48 AM
82	Our internet and landline provider is sonic.net and both worked	11/17/2017 11:24 AM
83	Valley internet	11/17/2017 10:17 AM
84	Valley Internet	11/17/2017 10:07 AM
85	valley internet	11/17/2017 9:31 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

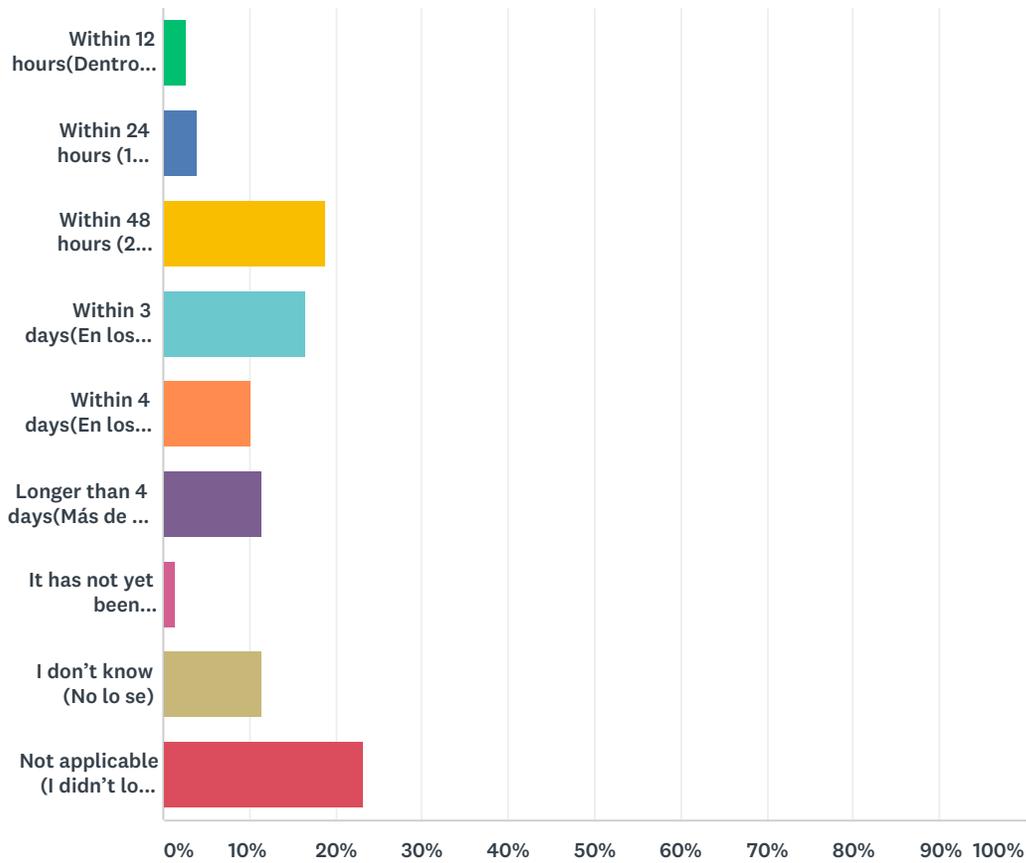
86	Valley Internet	11/17/2017 7:41 AM
87	Valley	11/17/2017 6:48 AM
88	Napanet	11/16/2017 10:14 PM
89	Hughes Net and T Mobile	11/16/2017 7:49 PM
90	GSAT serviced by Comcast	11/16/2017 7:24 PM
91	Wild Blue satellite	11/16/2017 4:12 PM
92	Valley internet	11/16/2017 4:02 PM
93	Comcast Xfinity	11/16/2017 2:54 PM
94	Earthlink.net	11/16/2017 2:06 PM
95	Hughes Net	11/16/2017 1:45 PM
96	Satellite relay via Kelton Consulting	11/16/2017 1:23 PM
97	Earthlink	11/16/2017 1:22 PM
98	Valley Internet	11/16/2017 12:28 PM
99	Valley internet	11/16/2017 12:26 PM
100	GSC	11/16/2017 12:02 PM
101	Sonic lines through AT&T	11/16/2017 11:59 AM
102	Valley internet	11/16/2017 11:42 AM
103	Valley Internet	11/16/2017 11:42 AM
104	Works off our neighbor.	11/16/2017 11:29 AM
105	valley internet	11/16/2017 11:23 AM
106	Kelton Consulting	11/16/2017 11:22 AM
107	I live at Jefferson St. Sr. Housing; we have Wi-Fi in the building which was not working.	11/16/2017 11:19 AM
108	Valley Internet	11/16/2017 11:12 AM
109	Valley Internet	11/16/2017 11:07 AM
110	Napa net	11/16/2017 10:53 AM
111	Joe Gaudino	11/16/2017 10:51 AM
112	VALLEY INTERNET	11/16/2017 10:11 AM
113	Kelton	11/16/2017 9:48 AM
114	napanet	11/16/2017 9:37 AM
115	Valley Internet	11/16/2017 9:36 AM
116	Valley Internet	11/16/2017 9:28 AM
117	Napanet - I find it interesting that you did not list our local provicer as an option	11/16/2017 9:24 AM
118	HughesNet	11/16/2017 9:13 AM
119	Valley Internet	11/16/2017 9:05 AM
120	Valley Internet- it worked as long as we had power. (Dry Creek area)	11/16/2017 8:56 AM
121	Valley Internet	11/16/2017 8:21 AM
122	Valley Internet	11/16/2017 8:17 AM
123	Valley Internet	11/16/2017 8:16 AM
124	Lost internet while not home due to power outage	11/16/2017 8:04 AM
125	Kelton Consulting, Yountville, CA. Microwave dish for reception, various ISPs.	11/16/2017 7:58 AM
126	Kelton enterprise	11/16/2017 7:15 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

127	Hughes (satellite)	11/16/2017 7:14 AM
128	Valley Internet but it was a power issue not their service!!	11/16/2017 7:06 AM
129	Napa Net	11/16/2017 7:05 AM
130	KELTON CONSULTING , Yountville, is manager of our service, but who the provider is.....????	11/16/2017 6:28 AM
131	Kelton	11/16/2017 6:23 AM
132	Valley Internet	11/16/2017 6:06 AM
133	Valley Internet	11/16/2017 5:42 AM
134	Valley	11/16/2017 5:25 AM
135	Guidino	11/15/2017 10:48 PM
136	Valley Internet	11/15/2017 7:03 PM
137	Gaudino Satellite Communications	11/15/2017 6:44 PM
138	Valley Internet	11/15/2017 6:06 PM
139	sonic	11/15/2017 4:28 PM
140	Valley Net	11/15/2017 4:00 PM
141	Valley	11/15/2017 3:30 PM
142	Napanet	11/15/2017 3:25 PM
143	Valley Internet	11/15/2017 3:20 PM
144	Sonic	11/15/2017 2:34 PM
145	Napanet	11/15/2017 1:24 PM
146	Credo	11/15/2017 1:20 PM
147	Valley Internet	11/15/2017 12:59 PM
148	Valley Internet - the best. Why isn't it on this list?	11/15/2017 12:57 PM
149	Valley Internet	11/15/2017 12:50 PM
150	Valley Internet	11/15/2017 12:25 PM
151	Valley Internet	11/15/2017 12:22 PM
152	Napa net	11/15/2017 12:19 PM
153	Kelton	11/15/2017 12:16 PM
154	napanet	11/15/2017 12:14 PM
155	Valley Internet	11/15/2017 11:44 AM

Q27 My Internet service/quality was restored:(Mi servicio / calidad de Internet fue restaurado:)

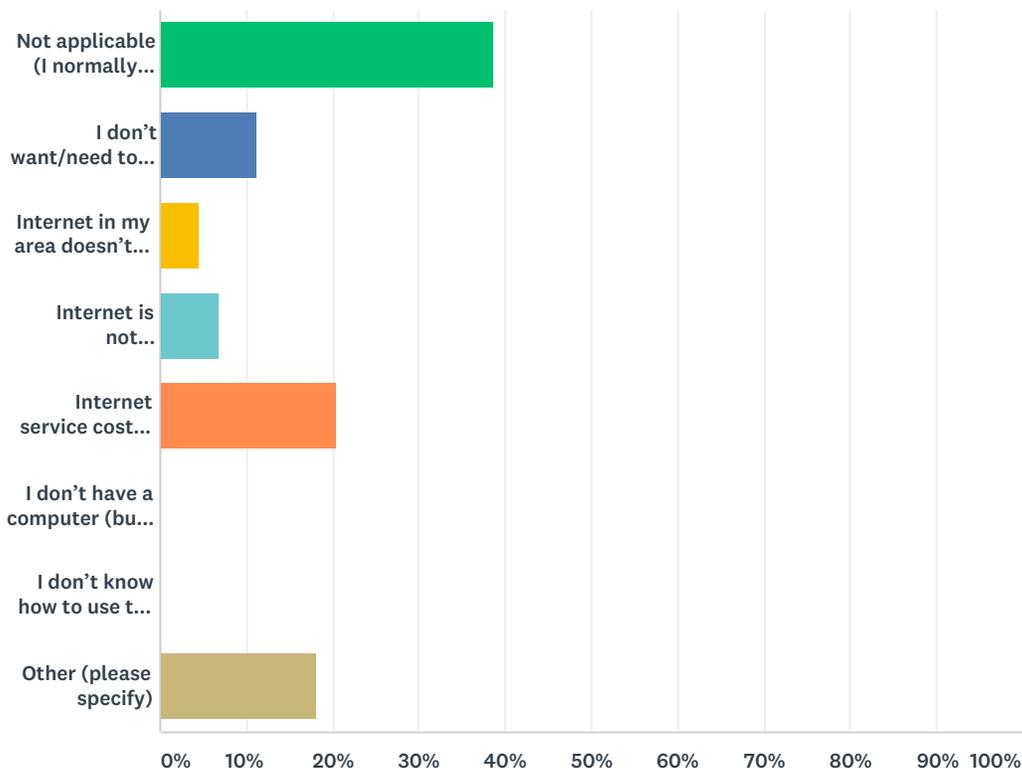
Answered: 1,758 Skipped: 255



ANSWER CHOICES	RESPONSES	
Within 12 hours(Dentro de 12 horas)	2.67%	47
Within 24 hours (1 day)(Dentro de 24 horas)	3.92%	69
Within 48 hours (2 days)(Dentro de 48 horas)	18.83%	331
Within 3 days(En los próximos 3 días)	16.50%	290
Within 4 days(En los próximos 4 días)	10.30%	181
Longer than 4 days(Más de 4 días)	11.49%	202
It has not yet been restored(Aún no ha sido restaurado)	1.48%	26
I don't know (No lo se)	11.55%	203
Not applicable (I didn't lose service)(No aplicable (no perdí el servicio))	23.27%	409
TOTAL		1,758

Q28 I don't have internet at my home primarily because:(No tengo internet en mi casa principalmente porque:)

Answered: 44 Skipped: 1,969



ANSWER CHOICES	RESPONSES
Not applicable (I normally have internet at my home)(No aplicable (normalmente tengo internet en mi casa))	38.64% 17
I don't want/need to have internet at my home(No quiero / necesito tener internet en mi casa)	11.36% 5
Internet in my area doesn't work very well(Internet en mi área no funciona muy bien)	4.55% 2
Internet is not available(Internet no está disponible)	6.82% 3
Internet service costs too much(El servicio de Internet cuesta demasiado)	20.45% 9
I don't have a computer (but would like one)(No tengo una computadora (pero me gustaría tener una))	0.00% 0
I don't know how to use the Internet(No sé cómo usar Internet)	0.00% 0
Other (please specify)	18.18% 8
TOTAL	44

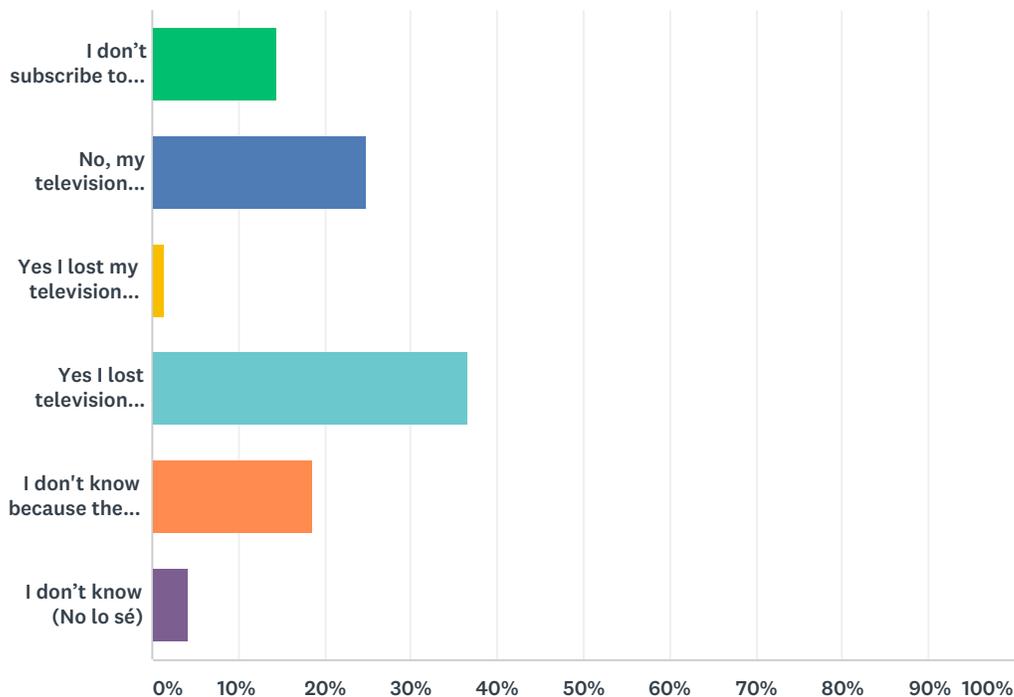
#	OTHER (PLEASE SPECIFY)	DATE
1	Computers were expensive and short lived, Cost for decent on-line service continued to rise (with a contract, companies such as ATT would continue to charge one even if the computer had stopped working), and Drs said it is unhealthy for the spine to set at a computer for long periods of time.	11/30/2017 2:44 PM
2	Companies overcharged for a poor quality service. No internet at home.	11/21/2017 12:30 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

3	Internet is not available through normal providers. We have Hughes satellite internet which is very poor and expensive.	11/20/2017 10:40 AM
4	rates unaffordable	11/20/2017 9:11 AM
5	my property is very rural and I would need to use a satellite internet but its too expensive	11/17/2017 9:36 AM
6	I'm tired of this survey. I don't have cell service. Why wasn't reverse 911 provided?	11/16/2017 11:31 PM
7	a plan attractive to me ~ encouraging me to bring internet service into the home has not yet been established. Not interested in the 'bundling' requirements existing today.	11/16/2017 9:36 AM
8	Comcast says the internet does not work in my apartment, but other apartments around me have internet service	11/15/2017 5:47 PM

Q29 Did you lose your TV service at your residence?(¿Perdió su servicio de TV en su residencia?)

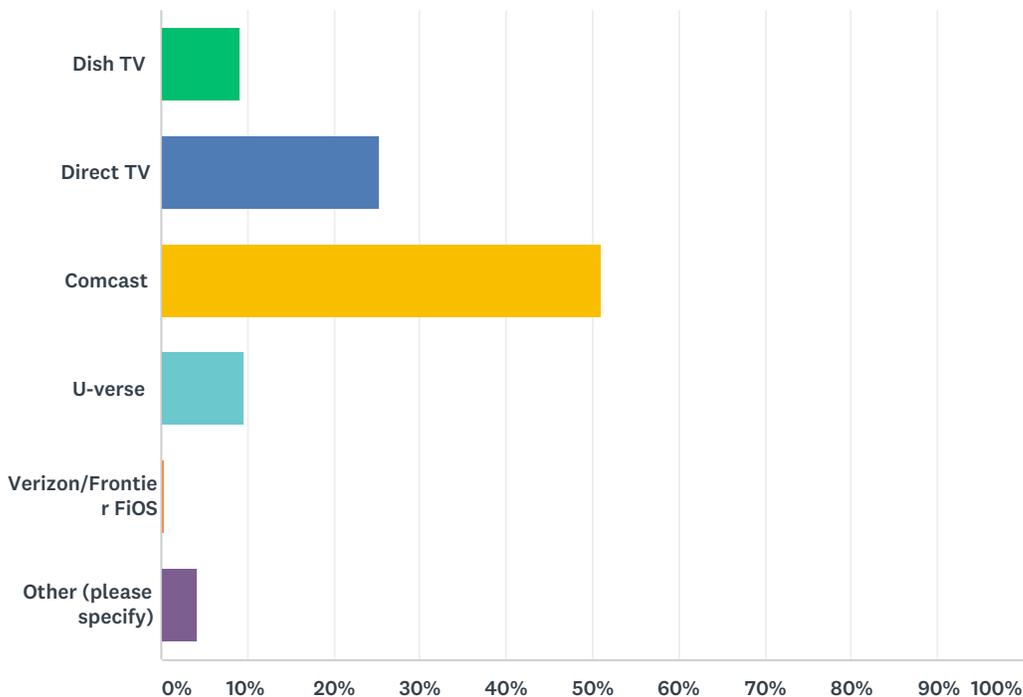
Answered: 1,793 Skipped: 220



ANSWER CHOICES	RESPONSES
I don't subscribe to television at my home(No me suscribo a la televisión en mi casa)	14.33% 257
No, my television worked as normal(No, mi televisión funcionaba como siempre)	24.87% 446
Yes I lost my television service because my house burned down(Sí, perdí mi servicio de televisión porque mi casa se quemó)	1.45% 26
Yes I lost television service and my house did not burn down(Sí, perdí el servicio de televisión y mi casa no se quemó)	36.53% 655
I don't know because the power was out(No sé si perdí la televisión porque el poder estaba fuera)	18.63% 334
I don't know (No lo sé)	4.18% 75
TOTAL	1,793

Q30 My Television/cable TV service is provided by:(Mi servicio de televisión / televisión por cable es provisto por:)

Answered: 1,527 Skipped: 486



ANSWER CHOICES	RESPONSES
Dish TV	9.30% 142
Direct TV	25.34% 387
Comcast	51.15% 781
U-verse	9.63% 147
Verizon/Frontier FiOS	0.33% 5
Other (please specify)	4.26% 65
TOTAL	1,527

#	OTHER (PLEASE SPECIFY)	DATE
1	ATT	11/30/2017 9:59 PM
2	antenna	11/28/2017 1:55 AM
3	Broadcast	11/25/2017 5:56 AM
4	Napa net	11/24/2017 8:02 PM
5	AT&T U-Verse	11/24/2017 11:40 AM
6	Digital antennae	11/24/2017 11:07 AM
7	None	11/24/2017 9:13 AM
8	none	11/24/2017 8:59 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

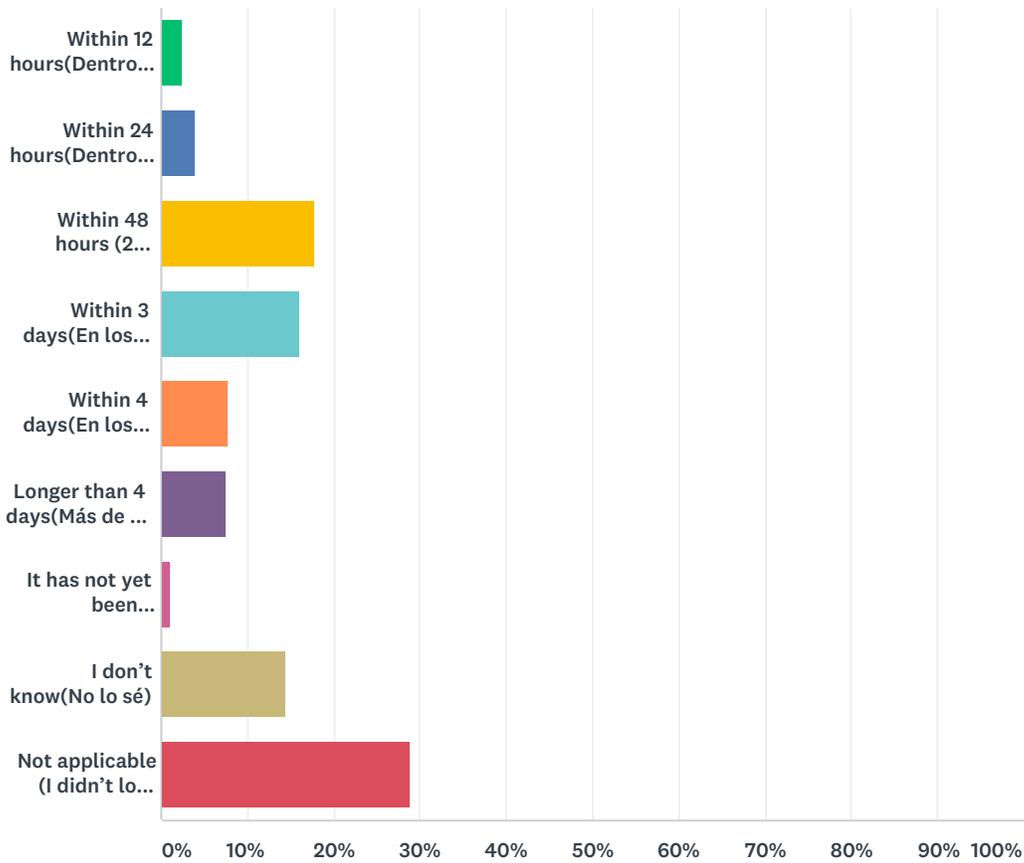
9	Sling TV (streaming)	11/24/2017 8:22 AM
10	None	11/23/2017 7:37 PM
11	Old fashioned antenna	11/23/2017 7:27 PM
12	Att	11/23/2017 1:01 PM
13	TV antenna	11/22/2017 11:29 PM
14	Xfinity	11/21/2017 4:18 PM
15	over air - no service provider. Worked once we got power	11/21/2017 7:23 AM
16	sonic/streaming	11/20/2017 9:17 AM
17	Antenna	11/20/2017 9:13 AM
18	none	11/20/2017 8:55 AM
19	None	11/20/2017 8:23 AM
20	No TV service	11/18/2017 7:48 PM
21	Only use TV provided by Vets Home in common area.	11/18/2017 4:23 PM
22	Hulu,	11/17/2017 11:47 PM
23	Streaming	11/17/2017 9:50 PM
24	dont have	11/17/2017 11:30 AM
25	na	11/17/2017 11:25 AM
26	Amazon prime stick	11/17/2017 11:25 AM
27	Direct TV Now	11/17/2017 9:35 AM
28	roku	11/17/2017 9:31 AM
29	Roku	11/17/2017 8:49 AM
30	none	11/17/2017 8:41 AM
31	We stream YouTube TV through internet.	11/17/2017 8:26 AM
32	xfinity - - I don't recall what company that is	11/16/2017 9:18 PM
33	Sling/ internet	11/16/2017 7:01 PM
34	ATT	11/16/2017 4:46 PM
35	AT&T	11/16/2017 4:10 PM
36	I live in a direct line with Sutro Tower in SF where the signals are broadcast. I use only old fashioned rabbit ears and get all the channels I need.	11/16/2017 4:08 PM
37	DO NOT HAVE CABLE	11/16/2017 1:51 PM
38	Use rokuwith at&t	11/16/2017 12:21 PM
39	No cable, antenna	11/16/2017 10:43 AM
40	I do not subscribe to a service	11/16/2017 9:37 AM
41	Antenna	11/16/2017 8:30 AM
42	AT&T	11/16/2017 8:29 AM
43	Att	11/16/2017 1:54 AM
44	Digital antenna	11/15/2017 11:15 PM
45	None	11/15/2017 9:28 PM
46	Over air TV only via antenna	11/15/2017 6:57 PM
47	no cable, have antenna	11/15/2017 6:08 PM
48	roku	11/15/2017 4:49 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

49	Direct TV NOW (not same as Direct TV)	11/15/2017 4:20 PM
50	no tv service	11/15/2017 4:18 PM
51	PS Vue	11/15/2017 4:07 PM
52	Roku	11/15/2017 2:07 PM
53	No cable tv	11/15/2017 1:52 PM
54	Roku streaming/affected by loss of internet, power	11/15/2017 1:32 PM
55	Air channels only	11/15/2017 1:25 PM
56	none	11/15/2017 1:11 PM
57	Antenna	11/15/2017 12:54 PM
58	Xfinity	11/15/2017 12:36 PM
59	I do not have TV service. I only use a manual antennae	11/15/2017 12:27 PM
60	Basic tv	11/15/2017 12:26 PM
61	No cable	11/15/2017 12:23 PM
62	Antenna	11/15/2017 12:05 PM
63	Sling via the internet	11/15/2017 12:03 PM
64	Antenna	11/15/2017 11:45 AM
65	Playstation Vue	11/1/2017 12:06 PM

Q31 My television/cable TV was restored:(Mi televisión / televisión por cable se restauró:)

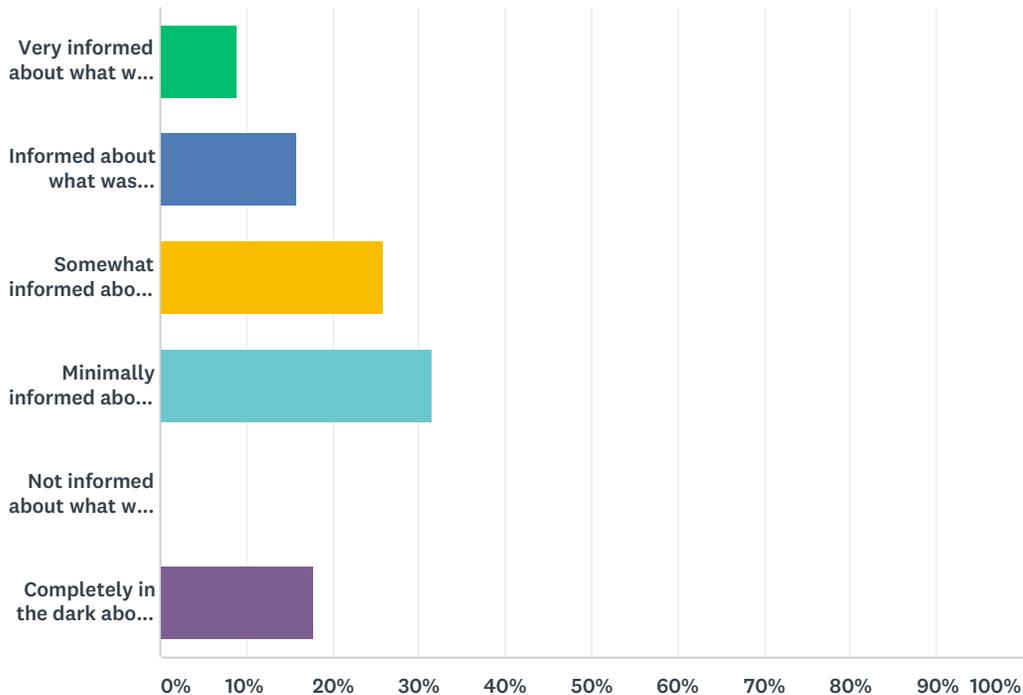
Answered: 1,524 Skipped: 489



ANSWER CHOICES	RESPONSES	
Within 12 hours(Dentro de 12 horas)	2.56%	39
Within 24 hours(Dentro de 24 horas)	4.00%	61
Within 48 hours (2 days)(Dentro de 48 horas)	17.78%	271
Within 3 days(En los próximos 3 días)	16.08%	245
Within 4 days(En los próximos 4 días)	7.68%	117
Longer than 4 days(Más de 4 días)	7.61%	116
It has not yet been restored(Aún no ha sido restaurado)	0.98%	15
I don't know(No lo sé)	14.37%	219
Not applicable (I didn't lose service)(No aplicable (no perdí el servicio))	28.94%	441
TOTAL		1,524

Q32 For the first 48 hours of the fire (Monday, Tuesday), overall I felt:
 (Durante las primeras 48 horas del incendio (lunes, martes), en general sentí:)

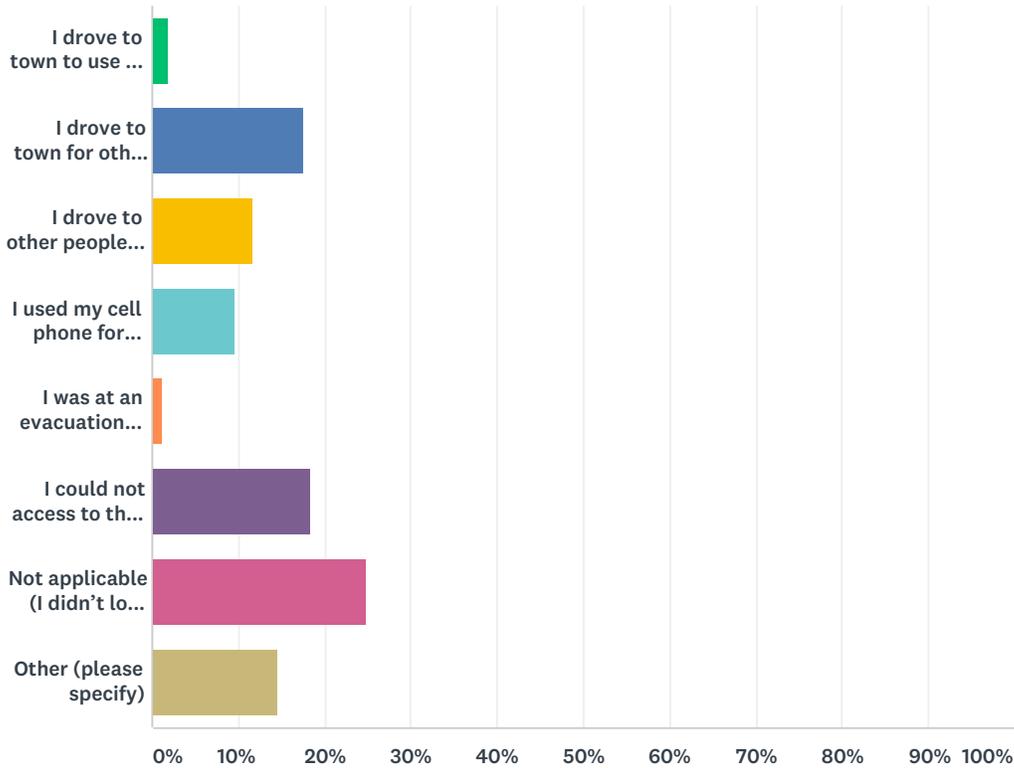
Answered: 1,665 Skipped: 348



ANSWER CHOICES	RESPONSES	
Very informed about what was happening(Muy informado sobre lo que estaba sucediendo)	9.01%	150
Informed about what was happening(Informado sobre lo que estaba sucediendo)	15.80%	263
Somewhat informed about what was happening(Algo informado sobre lo que estaba sucediendo)	25.89%	431
Minimally informed about what was happening(Mínimamente informado sobre lo que estaba sucediendo)	31.59%	526
Not informed about what was happening(No informado sobre lo que estaba sucediendo)	0.00%	0
Completely in the dark about what was happening(Completamente en la oscuridad sobre lo que estaba sucediendo)	17.72%	295
TOTAL		1,665

Q33 If you lost your normal Internet service during the first few days of the fires, how did you primarily access the internet?(Si perdió su servicio de Internet normal durante los primeros días de los incendios, ¿cómo tuvo acceso principalmente a Internet?)

Answered: 1,665 Skipped: 348



ANSWER CHOICES	RESPONSES
I drove to town to use the library Wi-fi(Conduje a la ciudad para usar la biblioteca Wi-fi)	1.92% 32
I drove to town for other wi-fi spots (ie, Starbucks, etc)(Fui a la ciudad en busca de otros puntos de conexión wi-fi (es decir, Starbucks, etc.))	17.54% 292
I drove to other people's houses for internet access(Conduje a las casas de otras personas para el acceso a internet)	11.71% 195
I used my cell phone for internet/as a hotspot(Utilicé mi teléfono celular para internet / como un punto de acceso)	9.55% 159
I was at an evacuation center that had wi-fi(Estaba en un centro de evacuación que tenía wi-fi)	1.20% 20
I could not access to the internet even though I wanted to(No podía acceder a internet aunque quería)	18.44% 307
Not applicable (I didn't lose home service, don't subscribe)(No aplicable (no perdí el servicio a domicilio, no me suscribí))	24.98% 416
Other (please specify)	14.65% 244
TOTAL	1,665

#	OTHER (PLEASE SPECIFY)	DATE
1	Internet was OK but off and on	12/2/2017 12:55 PM
2	Drove to Son's house. He had internet and cell service at his work at the Napa County.	11/30/2017 6:30 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

3	I went to Solano County where I had cell service.	11/30/2017 4:19 PM
4	I evacuated and left the valley the first day	11/30/2017 7:54 AM
5	I drove out of town past Buhman or I would hike Westwood Hills in the thick smoke just to get service period.	11/30/2017 4:39 AM
6	Went to a hotel	11/29/2017 9:48 PM
7	Drove up the road to an area with a cell tower.	11/29/2017 3:31 PM
8	Drove to tops of nearby hills to get texts and emails; no other internet accessibility	11/29/2017 1:09 PM
9	It always worked but slowly	11/28/2017 1:18 PM
10	I left the area due to heavy smoke and in order to have cell service and internet access	11/28/2017 11:38 AM
11	drove to another town for service	11/28/2017 11:08 AM
12	I used my generator to power my TV and router. I was able to access them once I had power!	11/28/2017 9:09 AM
13	Went to work	11/28/2017 2:06 AM
14	I did not access the internet because I did not go away from my home.	11/28/2017 1:42 AM
15	Could not drive to town because re-entry was prohibited by law enforcement to my area near Silverado CC	11/27/2017 7:18 PM
16	Did not try to access internet.	11/27/2017 3:22 PM
17	Drove until I got a signal in VERY bad air quality	11/26/2017 10:54 PM
18	I found my elder mom in St. Helena. She had no power. Needed oxegyn. We went to Benicia. For 4 days.	11/26/2017 10:34 PM
19	town community center and the Vets Home in Yountville	11/26/2017 7:55 PM
20	we used our hotspot/jetpack we pay for to enhance our service when we lose power at our house.	11/26/2017 4:52 PM
21	I evacuated to Vacaville	11/25/2017 6:31 PM
22	I only have a desktop computer, so if the power is out the internet is out. I have a dumb cell phone.	11/25/2017 4:02 PM
23	PUC had service and invited the community to come to a designated meeting room on campus to access, cell, power and internet	11/25/2017 3:32 PM
24	Went ti the gym.	11/25/2017 2:46 PM
25	I was able to access the internet at my office: I work for Pacific Union College, and their internet service didn't seem to be affected, and the college has a backup generator for power.	11/25/2017 12:33 PM
26	Had to drive to South Napa Henry Rd. & left down Vallejo & Fairfield to stay with family. Please NOTE: My ATT cell phone service Does Not Work intermittently each day for approx. one year Prior to the fire. My wife & I iPhone 6s have been checked out and work fine. Another tower or relay station, whatever need to be installed at a Alston Park to fix this problem! Stevenwconlon@att.net or (707) 501-8088. Calls to ATT over the past year/ yrs. say more tower are going to be installed with NO improvement in premium paid service, including Direct TV / on demand service... now owned by ATT. Please past this on to PUC !!!	11/25/2017 11:19 AM
27	Used a generator	11/25/2017 9:44 AM
28	Evacuated to San Francisco where I work	11/25/2017 9:43 AM
29	I drove up the hill for cell service	11/25/2017 9:04 AM
30	Didn't bother to use internet	11/25/2017 8:48 AM
31	Went to neighboring town(Fairfield)	11/25/2017 7:20 AM
32	Drove to American Canyon	11/24/2017 9:01 PM
33	We drove to Vallejo for my cell phone to access internet service	11/24/2017 6:30 PM
34	I didn't go anywhere..... went without internet for the two days	11/24/2017 5:00 PM
35	I did not access the internet for about 2 days.	11/24/2017 1:02 PM
36	internet service at Embassy Suites, Napa	11/24/2017 11:33 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

37	Internet came back when I hooked up generator. Also cell service through internet on Oct 9th.	11/24/2017 10:59 AM
38	Did not use internet service until it was restored.	11/24/2017 10:14 AM
39	not applicable as I left the area Monday morning	11/24/2017 9:24 AM
40	neighbor had a generator where we could watch local news coverage	11/24/2017 9:21 AM
41	I stayed with 2 different families. One never lost power so I could use wi-fi calling. The other was without power for 2 days but had a generator they would turn on from time to time so we could check our phones.	11/24/2017 9:06 AM
42	At hotel out of town	11/24/2017 8:51 AM
43	Radio	11/24/2017 8:14 AM
44	I drove to American Canyon and Cordelia.	11/24/2017 7:57 AM
45	battery powered radio and the radio in my vehicle, which was also used to charge the cellphones.	11/24/2017 6:35 AM
46	I did without	11/23/2017 10:26 PM
47	went to my place of work where there still was power	11/23/2017 9:33 PM
48	We had to evacuate we were in Napa.	11/23/2017 9:29 PM
49	I am a student at PUC which fortunately had generators, internet, water, etc.	11/23/2017 8:52 PM
50	We watched tv because we have a generator. No phone or cell service until Tuesday, October 10.	11/23/2017 8:49 PM
51	i drove to PUC where the college set up wi-fi service.	11/23/2017 8:09 PM
52	I drove down to St Helena and found a few places on the way down "the hill" but found that City Hall in St. Helena had places to charge our phones and access to Wifi.	11/23/2017 7:23 PM
53	Yountville Community Center and Library	11/23/2017 3:27 PM
54	I left town so I had service once I left the county	11/23/2017 2:10 PM
55	I used WiFi at my office	11/23/2017 1:42 PM
56	I was at a hotel that had service.	11/23/2017 1:25 PM
57	I don't remember	11/23/2017 11:41 AM
58	I can only get emails on my computer but I did not have electricity to turn the computer on.	11/23/2017 1:05 AM
59	I went to the Veteran's Home in Yountville.	11/22/2017 11:24 PM
60	I drove to my office	11/22/2017 8:25 PM
61	I live at the Veterans Home in Yountville. None of our rooms had any sort of communication. However, the Veterans Home has generators to power some of the buildings, and after a couple of days we could access the Internet, only in our dining room, via the State satellite link.	11/22/2017 2:21 PM
62	Used at work	11/22/2017 12:08 PM
63	I used wifi at work and was also out of the county for the first 36 +/- hours	11/22/2017 12:07 PM
64	and some off and on coverage at the hospital while visiting wife there	11/22/2017 11:07 AM
65	Stayed at a friend's home	11/22/2017 9:52 AM
66	I was staying at Meritage for 12 days under mandatory evacuation. Was on their WiFi.	11/22/2017 9:30 AM
67	As with #24, I was an emergency responder and worked in the County EOC, which had limited service	11/22/2017 9:02 AM
68	Left town	11/22/2017 7:30 AM
69	Wind up radio kvon	11/22/2017 12:42 AM
70	I had instant messenger	11/21/2017 10:36 PM
71	I just did not.	11/21/2017 1:15 PM
72	I had internet service at the house I was staying at	11/21/2017 11:04 AM
73	I used a neighbors Verizon phone to access the internet.	11/21/2017 10:58 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

74	I accessed internet at work in Vallejo	11/21/2017 7:26 AM
75	We left Calistoga town all together. Cell phone had no service until we got to Napa.	11/20/2017 11:37 PM
76	My son has Verizon his cell phone worked and WiFi through his phone	11/20/2017 9:17 PM
77	Used other cellular access as hot spot	11/20/2017 5:37 PM
78	I stayed with a relative in Napa. He had full services.	11/20/2017 4:22 PM
79	We were under mandatory evac orders, but stayed. We could not access the internet.	11/20/2017 3:01 PM
80	I went to my office downtown that had power, landlines and internet service.	11/20/2017 2:04 PM
81	I had spotty service at my residence but it was better there than anyplace else	11/20/2017 1:25 PM
82	cell phone & some internet service	11/20/2017 12:04 PM
83	I used my County work internet during non-work time to get information	11/20/2017 11:20 AM
84	Relied on news from friends whose cellular was working	11/20/2017 10:56 AM
85	I drove to another town	11/20/2017 10:20 AM
86	At work	11/20/2017 9:46 AM
87	the first day(s) of the fire, it was person to person info that provided any information	11/20/2017 9:31 AM
88	Went to not door neighbors with landline	11/20/2017 9:29 AM
89	1440 on my red cross crank radio	11/20/2017 9:29 AM
90	we have a generator at home but it did not help my cell phone or landline for a few days.	11/20/2017 9:19 AM
91	I was able to access internet services at work.	11/20/2017 9:04 AM
92	Work---Napa County	11/20/2017 8:32 AM
93	Work	11/20/2017 8:32 AM
94	I went to work.	11/20/2017 8:25 AM
95	I was working at the emergency operations center, although family was home, I was able through land lines and cell phone service to keep in touch.	11/20/2017 7:38 AM
96	Work	11/20/2017 7:01 AM
97	started a generator to power my internet router	11/19/2017 8:26 PM
98	We listened to the radio and relied on friends who had phones that worked	11/19/2017 4:30 PM
99	We had a transistor radio (battery operated)for emergencies	11/19/2017 4:07 PM
100	We all had to go to American Canyon.	11/19/2017 4:00 PM
101	I used my landline for myself and others who had no communication	11/19/2017 3:48 PM
102	Portable radio	11/19/2017 12:54 PM
103	from family out of town	11/19/2017 11:21 AM
104	We used wi-fi at a local business that had a generator, once each day for 5-min.	11/19/2017 10:39 AM
105	I left town and was in sf. So had tv and cell	11/19/2017 10:17 AM
106	Drove to PUC and used their internet	11/18/2017 7:04 PM
107	We hooked up our gas powered generator so we could turn power back periodically to get on the internet.	11/18/2017 5:10 PM
108	Winery	11/18/2017 3:49 PM
109	Only information we had was through battery radio as power was out	11/18/2017 3:19 PM
110	My office	11/18/2017 1:19 PM
111	I went to my office in town	11/18/2017 1:19 PM
112	Drove to Napa to find hot spots	11/18/2017 11:57 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

113	old battery operated am portable radio	11/18/2017 11:29 AM
114	I went to evacuation center and also went to my daughter's in Vallejo	11/18/2017 10:32 AM
115	A friend came over and helped me.	11/18/2017 10:30 AM
116	By evacuating to a service area	11/18/2017 8:38 AM
117	WE called relatives in So. Cal. for updates	11/18/2017 8:31 AM
118	We drove to the Fireside Room at PUC to use their Wi Fi and charge our phones	11/18/2017 7:29 AM
119	I drove to St. Helena Hospital.	11/18/2017 4:22 AM
120	Data was limited but worked occasionally and was slow	11/17/2017 10:56 PM
121	I used my android where I could get wi-fi.	11/17/2017 10:19 PM
122	Used service in SF where we stayed	11/17/2017 10:11 PM
123	Drove south of Napa	11/17/2017 9:50 PM
124	I went to Meadowood who had a working generator and therefore wifi	11/17/2017 9:05 PM
125	Accessed internet at work	11/17/2017 8:11 PM
126	I left my home in St. Helena to care for my mother at Queen of the Valley hospital. Stayed with her 2 wks. Everything worked in Napa at my parent's condo off of Big Ranch Rd.	11/17/2017 7:36 PM
127	talking to people in town	11/17/2017 7:09 PM
128	But we had to drive from St. Helena to American Canyon to get cell service.	11/17/2017 6:37 PM
129	I voluntarily evacuated to a town that had service	11/17/2017 6:34 PM
130	I left town so it worked South of Napa	11/17/2017 6:33 PM
131	I relied on information from my husband who could access at work, or we waited until we had internet connection at home	11/17/2017 4:49 PM
132	We had to have our computer serviced in St. Helena two times in the next few weeks.	11/17/2017 4:44 PM
133	I had internet service at work.	11/17/2017 3:38 PM
134	I stayed in a hotel to assure I had power for my CPAP because I needed to be at work during that time.	11/17/2017 1:39 PM
135	Was evacuated to a friend's house	11/17/2017 1:09 PM
136	I was deployed at the Emergency Operations Center	11/17/2017 1:07 PM
137	I stayed at a hotel in Fairfield, CA for the first two days, and then moved to a hotel in downtown Napa until I was able to go back home. I used the wi-fi at the two hotels, and while I was away from the hotels, my service worked as usual.	11/17/2017 1:07 PM
138	I drove around the country until I got service. Avoided town due to evacuations and closed roads.	11/17/2017 1:06 PM
139	Came in to work for internet service	11/17/2017 1:03 PM
140	I only had internet access at my place of work	11/17/2017 12:36 PM
141	Left town	11/17/2017 11:20 AM
142	Access to the internet at work	11/17/2017 11:16 AM
143	I had evacuated to a a relatives and I had wi-fi there but it was slow with interruptions in connectivity.	11/17/2017 10:43 AM
144	staying with family in american canyon	11/17/2017 10:42 AM
145	at work	11/17/2017 10:33 AM
146	Only at my place of employment could I get some wifi, service was spotty.	11/17/2017 10:00 AM
147	I drove out to Henry Road off Buhman; for some reason, they had service out there	11/17/2017 9:54 AM
148	i used internet at work	11/17/2017 9:45 AM
149	My place of employment had internet	11/17/2017 9:38 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

150	I was able to use internet at my work place, which did not suffer loss of internet	11/17/2017 9:35 AM
151	We used the radio in our car to get information & at work we had power and spotty cell service.	11/17/2017 9:34 AM
152	Used workplace internet	11/17/2017 9:23 AM
153	I used my connection at work	11/17/2017 9:12 AM
154	used at work (County of Napa)	11/17/2017 8:52 AM
155	my work is located in downtown and I had internet/power service there	11/17/2017 8:49 AM
156	I drove to work to get wifi connection.	11/17/2017 8:48 AM
157	I work for the county	11/17/2017 8:43 AM
158	i had internet service at work.	11/17/2017 8:40 AM
159	I drove to Stanley Lane Pumpkin Patch (closest spot to get cellular service)	11/17/2017 8:35 AM
160	at work	11/17/2017 8:33 AM
161	I went to work where internet service was available.	11/17/2017 8:28 AM
162	Didn't use internet until it was restored at my home. Had other more important things to attend to.	11/17/2017 8:16 AM
163	I had left St Helena for Eads Bay.	11/16/2017 10:57 PM
164	I was at Skyline Wilderness Park during 18 hours of each day and not at home.	11/16/2017 10:51 PM
165	Away	11/16/2017 9:37 PM
166	I drove to Berkeley to get rid of the smoke and horrific no power outage for my electric wheelchair and to get out of severe depression and panic attack from my husband dying!!@!!!	11/16/2017 8:52 PM
167	I returned home where cable modem WiFi was working. Problem at shelter was with LTE service	11/16/2017 8:32 PM
168	I was out of town	11/16/2017 8:09 PM
169	I am not dependent on the internet. I simply did not try to access it after I knew it was down.	11/16/2017 5:53 PM
170	Turned on mobile data, but no email/wifi	11/16/2017 5:17 PM
171	Radio	11/16/2017 4:26 PM
172	I tried sending emails, but they were usually held by the provider until the wee hours to be sent.	11/16/2017 4:12 PM
173	We stayed at hotel in San Francisco and used NIXLE ALERTS	11/16/2017 3:44 PM
174	In Napa	11/16/2017 3:08 PM
175	I used a generator to regain some power and restore internet access.	11/16/2017 3:06 PM
176	I drove to the Tesla Supercharger station which was the only place I had 2 bars of AT&T cell service to access the internet	11/16/2017 3:00 PM
177	We evacuated to San Francisco and had normal service	11/16/2017 2:03 PM
178	Pacific Union College Church was on generator power and made a hotspot and landline available to all community members in the multipurpose room.	11/16/2017 2:03 PM
179	I still had wifi at home, and then at American Canyon evacuation center after evacuation	11/16/2017 1:18 PM
180	at work I had internet service on my phone.	11/16/2017 1:10 PM
181	Battery radio	11/16/2017 12:58 PM
182	I evacuated to my son's house in Petaluma which had cell and internet service.	11/16/2017 12:49 PM
183	Internet at work	11/16/2017 11:59 AM
184	My evacuation center /Solano College is where I also work...so I simply used my office computer. I was lucky that way.	11/16/2017 11:58 AM
185	My office had some Internet service	11/16/2017 11:43 AM
186	I was in Vacaville at a friend's	11/16/2017 11:43 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

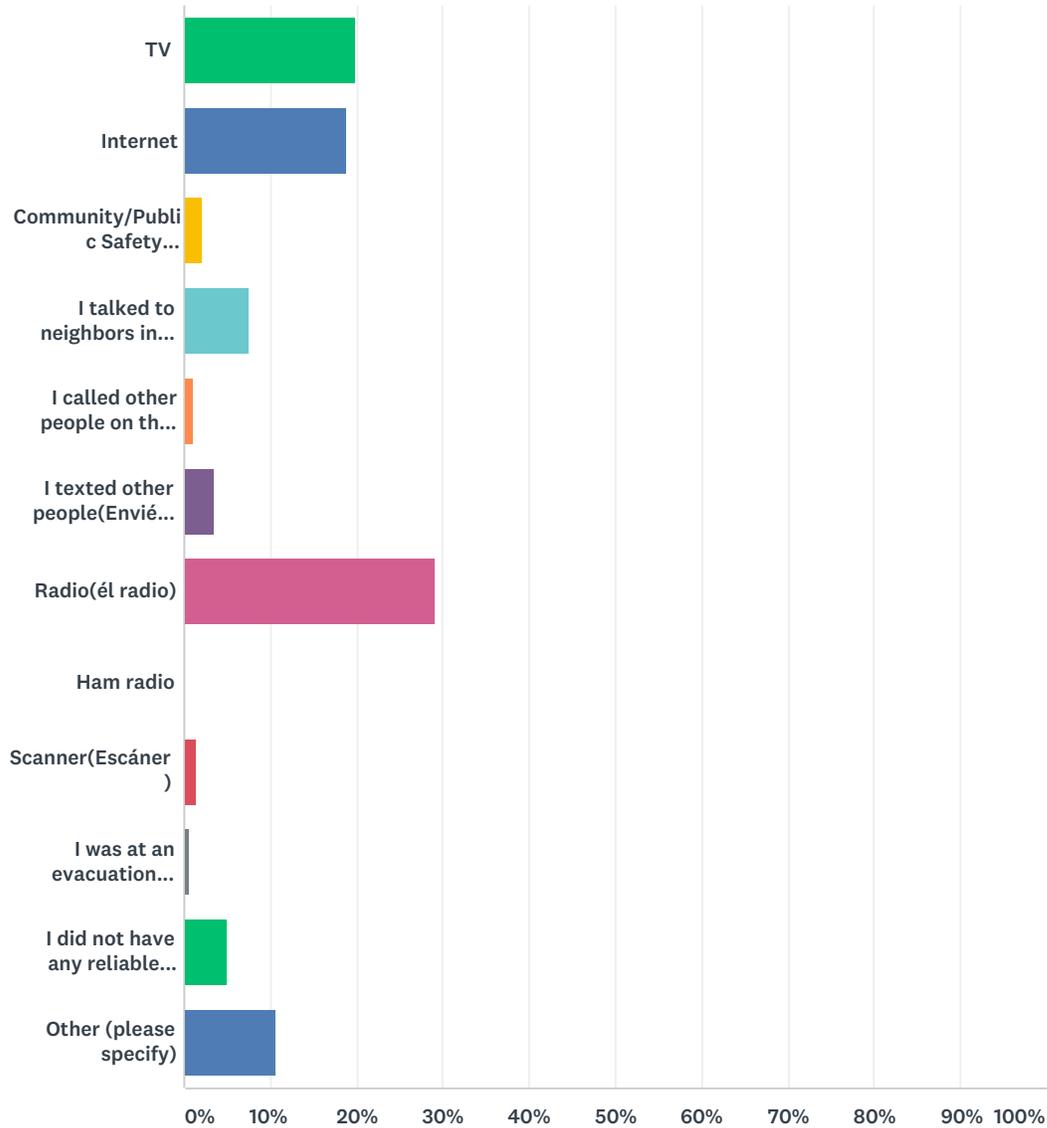
187	upper napa valley was completely out so we drove to Napa, it was spotty at Home Depot. Had to drive to Fairfield for full connectivity	11/16/2017 11:04 AM
188	We self evacuated to a relative's home near Sacramento.	11/16/2017 10:27 AM
189	Drove to outside Napa to the airport were there was service to my phone	11/16/2017 10:19 AM
190	PUC was kind enough to let us use their internet service and phones	11/16/2017 10:06 AM
191	My iPad is on Verizon, which continued to work.	11/16/2017 10:01 AM
192	I did not, I was in the evacuated area and could not leave.	11/16/2017 10:01 AM
193	Please appreciate the positive role of Pacific Union College's generators. The community was given support and access at a 24-hour church fellowship hall, and could use library when open. Else we would have had NO way to stay abreast of fire news. I hope you understand the import of what I just said.	11/16/2017 9:43 AM
194	KVON radio station via battery radio	11/16/2017 9:36 AM
195	Once I left town, it worked	11/16/2017 9:26 AM
196	We could get some service from the ridge top at Alston Park so we walked up there twice daily	11/16/2017 9:25 AM
197	I used the impaired service still available at my home	11/16/2017 9:23 AM
198	stayed in Napa at friends	11/16/2017 9:09 AM
199	I didn't access the internet during this time.	11/16/2017 8:55 AM
200	desde el domingom al miercoles en la madrugada estube fuera	11/16/2017 8:48 AM
201	We volunteer St. Helena hospital Mon. Got info there.	11/16/2017 8:28 AM
202	evacuated stated in daughter' s home Internet there was intermittent not reliable	11/16/2017 8:26 AM
203	I us internet at my Vallejo office	11/16/2017 8:21 AM
204	Friends	11/16/2017 8:20 AM
205	Used WiFi at hotel in Yountville	11/16/2017 8:19 AM
206	My neighbor's cell was operable. Verizon is her provider.	11/16/2017 8:16 AM
207	Was Mostar home, had cell service whole time	11/16/2017 8:10 AM
208	scanner	11/16/2017 8:05 AM
209	Went to work where we had power via generator	11/16/2017 8:03 AM
210	I drove south of town until I got reception.	11/16/2017 7:40 AM
211	Used cell connection on iPad	11/16/2017 7:34 AM
212	we lost internet service - comcast. Note - comcast has had a wire half down for a few months and I have called as others noting a tree pulling on the lines. It was still working but obviously likely to fail due to the wires down. FYI - ATT has been very slow in repairing lines from the last storm.	11/16/2017 7:03 AM
213	I didn't have cell service at home or go into town	11/16/2017 6:51 AM
214	Drove to Meadowood to access their internet	11/16/2017 6:40 AM
215	We left the area the night of fires and had internet at the home we stayed in	11/16/2017 6:14 AM
216	I did not try to use the internet at another location.	11/16/2017 6:11 AM
217	WiFi hotspot in car	11/16/2017 5:58 AM
218	I was not home. I was in Iceland	11/16/2017 4:49 AM
219	My work had Wi-Fi.	11/15/2017 10:51 PM
220	Internet was only down if power was down and I had only small amounts of power outage	11/15/2017 10:28 PM
221	My family left Sunday night for San Francisco and stayed there for 10 days.	11/15/2017 10:05 PM
222	Had cell service at work	11/15/2017 10:02 PM
223	I was at work almost nonstop Monday and Tuesday and able to be on the hospital wifi	11/15/2017 8:53 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

224	Drove near Napa Airport to get cell service. Used my trucks WiFi to check email	11/15/2017 6:41 PM
225	I drove to work in St. Helena	11/15/2017 6:08 PM
226	We went to Bodega Bay, and internet started back in 24 hours.	11/15/2017 5:26 PM
227	Had to drive to a place that still had cell service. Own a ham radio	11/15/2017 3:14 PM
228	I did not try to access the Internet until power was restored.	11/15/2017 2:45 PM
229	I drove to my work in downtown Napa.	11/15/2017 2:37 PM
230	Work	11/15/2017 2:33 PM
231	Wife and I both work in corporate park by airport and once they reopened could get on Internet there.	11/15/2017 2:04 PM
232	KVON radio accessed with a battery enabled radio	11/15/2017 1:29 PM
233	I was out of town during the fires	11/15/2017 1:11 PM
234	Out of town	11/15/2017 1:09 PM
235	I evacuated on Monday and had to stay in a hotel outside of Napa County to get internet/cell phone service	11/15/2017 1:04 PM
236	Do not remember	11/15/2017 1:03 PM
237	Six days in a motel in Davis using their wifi	11/15/2017 1:02 PM
238	We used a radio	11/15/2017 12:53 PM
239	Was out of town until Tuesday afternoon	11/15/2017 12:48 PM
240	I drove to Holiday Inn in Vallejo and Starbucks in American Canyon	11/15/2017 12:46 PM
241	First I went to St Helena, where I could access wi-fi over computers. Then I evacuated to Courtland, CA, where I had internet access over my cellphone.	11/15/2017 12:44 PM
242	Drove to signal. CHP were stationed outside house for info. Son in law fire fighter called me.	11/15/2017 12:33 PM
243	It was not important enough to drive somewhere to access the Internet. It could wait.	11/15/2017 12:14 PM
244	work	11/15/2017 12:13 PM

Q34 During the first few days of the fire, what was the main source for your news?(Durante los primeros días del incendio, ¿cuál fue la fuente principal de sus noticias?)

Answered: 1,669 Skipped: 344



ANSWER CHOICES	RESPONSES	
TV	19.89%	332
Internet	18.81%	314
Community/Public Safety meetings(Reuniones comunitarias / de seguridad pública)	2.10%	35
I talked to neighbors in person(Hablé con los vecinos en persona)	7.61%	127
I called other people on the phone(Llamé a otras personas por teléfono)	1.02%	17
I texted other people(Envié mensajes de texto a otras personas)	3.54%	59

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

Radio(él radio)	29.18%	487
Ham radio	0.30%	5
Scanner(Escáner)	1.44%	24
I was at an evacuation center(Estaba en un centro de evacuación)	0.54%	9
I did not have any reliable source of news(No tenía ninguna fuente confiable de noticias)	4.97%	83
Other (please specify)	10.61%	177
TOTAL		1,669

#	OTHER (PLEASE SPECIFY)	DATE
1	Nixel	12/2/2017 10:50 PM
2	My Son had internet and cell service at work. I had to drive to my son's house to get info.	11/30/2017 6:30 PM
3	Nexl Alrets	11/29/2017 10:20 PM
4	The internet mainly. The only reason I found a number to call was through Twitter someone tweeted the number.	11/28/2017 4:50 PM
5	Nixl alerts	11/28/2017 11:38 AM
6	Nixle	11/28/2017 2:06 AM
7	I came to work and received updates here.	11/27/2017 11:14 AM
8	Nixle and I texted other people	11/27/2017 9:03 AM
9	Went to Benicia. Watched news.	11/26/2017 10:34 PM
10	Nextdoor Neighbor website gave me more reliable info than anything else	11/25/2017 6:31 PM
11	I called and texted my husband who stayed with our house during the evacuation, so I received first hand information.	11/24/2017 10:51 PM
12	A couple of local individuals (David Hamilton and Corey Edwards) were monitoring scanners and posting advisories on facebook. They were the most reliable source of information for days and should be commended for providing this invaluable service.	11/24/2017 10:36 PM
13	My children in Texas kept us informed, they got the Nixles and watch the news	11/24/2017 9:46 PM
14	My husband's phone worked a little bit so we would call people to find out what was going on. We also stopped into a hotel in Yountville on Monday that had a generator and a TV working so we were able to watch the news for a little bit.	11/24/2017 2:59 PM
15	not applicable as I left the area	11/24/2017 9:24 AM
16	My car radio.	11/24/2017 7:57 AM
17	newspaper	11/24/2017 6:41 AM
18	Nextdoor app	11/24/2017 3:38 AM
19	Local Napa Radio Station and they were very helpful, especially with people calling in with information and services, and the status of the fires, etc.,	11/23/2017 11:51 PM
20	We were at a friends house in Napa.	11/23/2017 9:29 PM
21	am volunteer firefighter, nixle, windy.com, and IC post at Angwin airport	11/23/2017 8:52 PM
22	Police/fire scanner radio	11/23/2017 7:31 PM
23	Info from Town of Yountville	11/23/2017 3:27 PM
24	My neighbors who had a different cellular service was giving me updates, Nixle, Facebook info	11/23/2017 2:26 PM
25	I spoke to other people at the evacuation center to sort through truth and rumor--and went online through cellular when I had a signal	11/23/2017 11:06 AM
26	Radio with batteries	11/23/2017 1:05 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

27	One of us stayed home and used cellphone + nixel / Two of us left town and used radio, nixel, internet and news	11/22/2017 11:12 PM
28	Nixle and FB community pages	11/22/2017 9:59 PM
29	I could get KVON in my car.	11/22/2017 8:25 PM
30	Updates on our status were given multiple times during the day in the Veterans Home dining room. Since an internet connection was available there, I used Facebook and Facebook Messenger to communicate and to get outside information. I then tried to pass that along to as many residents as possible.	11/22/2017 2:21 PM
31	At work	11/22/2017 12:08 PM
32	I was working in EOC for 14 hours each day	11/22/2017 9:02 AM
33	Tv Facebook nextdoor and patch	11/22/2017 4:26 AM
34	Wind up radio kvon	11/22/2017 12:42 AM
35	Law enforcement personnel at road blocks	11/21/2017 7:11 PM
36	Internet- County and City of Napa Facebook page	11/21/2017 2:30 PM
37	Cell phone-Verizon	11/21/2017 1:02 PM
38	Neighbors w scanners, tv news(often inaccurate), calfires website when we had internet access outside of Napa	11/21/2017 7:26 AM
39	Facebook	11/20/2017 10:13 PM
40	Friends called me. NO calls from Napa County ES	11/20/2017 9:59 PM
41	Nixle	11/20/2017 6:05 PM
42	Facebook	11/20/2017 5:22 PM
43	nixel	11/20/2017 3:47 PM
44	Work	11/20/2017 3:15 PM
45	tv & cell phone	11/20/2017 12:04 PM
46	I work for the County so I continued to get updates at work.	11/20/2017 9:46 AM
47	I was working as a first responder and briefed daily.	11/20/2017 9:41 AM
48	spoke directly to police/fire	11/20/2017 9:31 AM
49	Working in the Emergency Operations Center	11/20/2017 9:08 AM
50	Briefings at work	11/20/2017 9:04 AM
51	I called the Calfire informational line and checked thier websit.	11/20/2017 7:53 AM
52	I was at the Emergency operations center	11/20/2017 7:38 AM
53	car radio	11/19/2017 4:43 PM
54	TV but in a hotel	11/19/2017 3:48 PM
55	Once we evacuated to family outside the area, we were able to stay informed through the television.	11/19/2017 3:10 PM
56	facebook	11/19/2017 11:18 AM
57	KVON and KVINE - Thank you.	11/19/2017 10:36 AM
58	Had county updates provided	11/19/2017 10:17 AM
59	Nixle	11/19/2017 7:20 AM
60	Battery powered radio and talking to others who still had cell service.	11/19/2017 6:48 AM
61	We veterans were briefed regularly in our main dining room.	11/18/2017 4:31 PM
62	battery radio	11/18/2017 3:43 PM
63	Talked to coworkers who had power	11/18/2017 11:57 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

64	Nixle	11/18/2017 11:20 AM
65	Press Democrat and the Napa Valley Register.	11/18/2017 10:30 AM
66	We left and went to SF and had service there	11/18/2017 8:59 AM
67	Spoke to relatives in So. Cal.	11/18/2017 8:31 AM
68	We left the valley	11/18/2017 7:29 AM
69	Nixle	11/18/2017 6:17 AM
70	Alerts from my kids' smart phones.	11/17/2017 11:09 PM
71	It was a combo of portable scanner, limited data for Facebook fire updates, local news and texting family/friends	11/17/2017 10:56 PM
72	Nixle and friends via text	11/17/2017 10:56 PM
73	Nixle, and by phone to my daughter whose husband is a firefighter	11/17/2017 8:59 PM
74	in another town watching the news on tv	11/17/2017 8:22 PM
75	One of my neighbors had a battery powered radio. We had no way to communicate. One neighbor walked down to SH City Hall, and they were closed. No public officials were available to give out any information. The fire dpt. did say (to our neighbor) "don't worry" The communication was terrible. Everything was word of mouth. We finally evacuated due to heavy smoke and the complete uncertainty as to whether escape routes were blocked or how the fires were spreading.	11/17/2017 8:22 PM
76	Nixle was one of the most informative plus Napa & Sonoma County news briefs with updates.	11/17/2017 7:36 PM
77	Nexel	11/17/2017 6:52 PM
78	Battery radio	11/17/2017 6:40 PM
79	car radio	11/17/2017 6:37 PM
80	Text and e-mail until both stopped working	11/17/2017 6:33 PM
81	car radio	11/17/2017 6:32 PM
82	I went out of the valley. Watch TV and monitored alerts from my cell phone.	11/17/2017 6:19 PM
83	Friends with Verizon as a cel service	11/17/2017 5:49 PM
84	Work - I work at napa county HHSA. Also I went directly to Skyline Park and spoke with the park manager who informed me of the plan to keep that area safe.	11/17/2017 5:38 PM
85	We could only use our TV because of our generator.	11/17/2017 4:44 PM
86	No service, so evacuated	11/17/2017 3:02 PM
87	Text messages stopped. Nixle text messages stopped.	11/17/2017 2:59 PM
88	Multiple sorces....TV, Internet, public meetings, social media, texting, Calls. I can only pick one of your responcees.	11/17/2017 1:49 PM
89	hand crank radio	11/17/2017 1:20 PM
90	EOC	11/17/2017 1:07 PM
91	nixle reports on my phone when at work on the south side of town	11/17/2017 12:57 PM
92	car radio, coworkers, community meetings	11/17/2017 12:36 PM
93	Community emergency service alert on cell phone and social network/facebook	11/17/2017 10:43 AM
94	I was able to go to a family's residence to get a few minutes of news every other day when they were home. My only other connection to information was to physically get in my car and drive to see where the fires were. I was under mandatory evacuation for the Atlas Fire and I was watching the Partrick Fire to evacuate my elderly grandparents and my mother who also had no information available to them.	11/17/2017 10:23 AM
95	We watched TV constantly but it was mostly Santa Rosa. The most up to date was Facebook groups, some members posting what was on the scanner in real time	11/17/2017 10:09 AM
96	Workplace (County of Napa Admin. Building)	11/17/2017 9:23 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

97	Nixle text messages	11/17/2017 9:07 AM
98	Nixel	11/17/2017 9:06 AM
99	NIXEL updates	11/17/2017 8:44 AM
100	access news at work + Nixle	11/17/2017 8:40 AM
101	work for the roads department	11/17/2017 8:39 AM
102	We were out of town until Wednesday night, but were in communication with the neighbor.	11/17/2017 8:37 AM
103	Nixle	11/17/2017 8:37 AM
104	i was working at the EOC	11/17/2017 8:33 AM
105	Internet-Facebook Napa Crime pages	11/17/2017 8:31 AM
106	Nixle	11/17/2017 8:16 AM
107	Nextdoor.com and Nixle alerts by text	11/17/2017 7:55 AM
108	I was at Skyline Wilderness Park and spoke with various Firefighters	11/16/2017 10:51 PM
109	Nixle	11/16/2017 4:50 PM
110	I work for the County and was involved in the dissemination of information while at work - while at home, I used CALFIRE website/updates	11/16/2017 4:09 PM
111	AM	11/16/2017 3:08 PM
112	Other family and friends text me when I was able to receive cellular service	11/16/2017 2:08 PM
113	family and others kept me informed I was also able to see the fire until the smoke became too dense	11/16/2017 2:02 PM
114	WORK PLACE	11/16/2017 1:56 PM
115	Nixle and social media	11/16/2017 1:49 PM
116	went to friends' houses closer to town who had electricity (still no cell service there) when I could	11/16/2017 1:45 PM
117	From neighbors on NextDoor website.	11/16/2017 12:25 PM
118	I have a small battery-operated AM/FM radio, I went to the library, I went to the Public Safety meeting at City Hall.	11/16/2017 12:13 PM
119	FaceBook	11/16/2017 12:02 PM
120	The most reliable sources of info came from Evan Kilkus who remained back at Lake Berryessa and the Highlands...He was giving regular updates via Nextdoor Lake Berryessa as well as YouTube and Berryessa News site. His eyes and ears in the ground was the only way I and many other Berryessa residents knew what was going on.. No one in Solano County was able to communicate to us what was going on in Napa County. Even though there were dozens of evacuees from Napa at the center. The Sheriff giving briefings daily was frustrated that he could not get the Napa residents any solid information...His phone calls to OES in Napa were never returned. At least that is what he told us.	11/16/2017 11:58 AM
121	nixle	11/16/2017 11:55 AM
122	w/friends/neighbors~via internet,phone,nixel alerts,tv ~ all available where I stayed while evacuated.	11/16/2017 11:38 AM
123	Used a combination of ; TV at work, internet and word of mouth ie stopping a firestation.	11/16/2017 11:35 AM
124	Nixle	11/16/2017 11:33 AM
125	nixel	11/16/2017 11:31 AM
126	Battery operated radio, so thankful that it still worked!	11/16/2017 10:49 AM
127	nxle	11/16/2017 10:44 AM
128	Worked the EOC	11/16/2017 10:16 AM
129	Internet by way of my phone. I never lost cell service.	11/16/2017 9:33 AM
130	Nixle alerts	11/16/2017 9:26 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

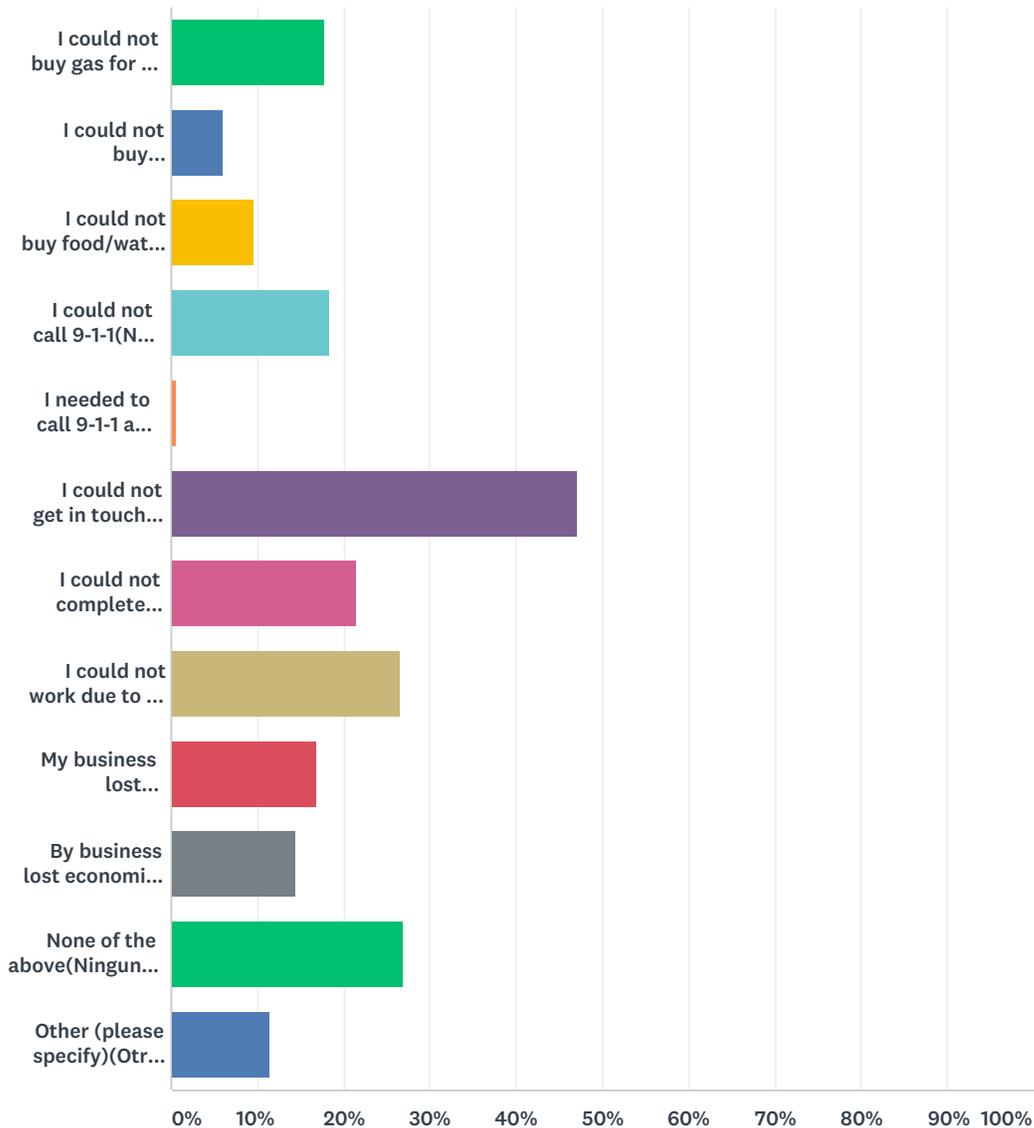
131	combination of above sources	11/16/2017 8:26 AM
132	Nextdoor	11/16/2017 8:26 AM
133	Battery operated radio	11/16/2017 8:19 AM
134	Evacuated 2nd day- went to hotel in Napa and had TV and Cell	11/16/2017 8:05 AM
135	Nixel	11/16/2017 7:50 AM
136	NIXLE	11/16/2017 7:45 AM
137	My husband is the local volunteer fire chief, who was my source	11/16/2017 7:34 AM
138	Nixle	11/16/2017 7:32 AM
139	County Facebook Page	11/16/2017 7:10 AM
140	L	11/16/2017 7:07 AM
141	Facebook	11/16/2017 6:12 AM
142	We have a emergency crank radio, which worked well.	11/16/2017 5:54 AM
143	Received emails telling me of the fires while I was in Iceland	11/16/2017 4:49 AM
144	emergency radio	11/16/2017 1:46 AM
145	Tv at my moms house in Alta heights. She had tv & power	11/16/2017 12:12 AM
146	Facebook	11/15/2017 11:22 PM
147	Social media /Facebook	11/15/2017 9:40 PM
148	I worked in a command center so was updated as part of my job	11/15/2017 8:53 PM
149	Nixle alerts were the most up to date for info, followed by TV, then Internet community info sites	11/15/2017 8:32 PM
150	Social media / Facebook	11/15/2017 6:53 PM
151	Nexil on my cell because I left Napa.	11/15/2017 6:45 PM
152	Family would come tell us information along with battery operated radio	11/15/2017 6:41 PM
153	The Napa Register and Santa Rosa Press Democrat were both outstanding in exceptionally difficult conditions and need to be recognized for their service to their communities.	11/15/2017 4:42 PM
154	Nextdoor app, and then 888777 text updates, KTVU on comcast, friends messaging on Whatsapp	11/15/2017 4:14 PM
155	KVON Radio and SF TV stations	11/15/2017 3:55 PM
156	Located a battery powered radio	11/15/2017 3:54 PM
157	(1) A wind-up radio. (2) Some nixle alerts, but did not keep phone ON as had no way to charge it.	11/15/2017 2:49 PM
158	live conversation between family & friends who could communicate via technology	11/15/2017 2:15 PM
159	Broadcastify app	11/15/2017 1:56 PM
160	Television, radio, nixle alerts, checking the county website via internet. all but Nixle required electricity....	11/15/2017 1:51 PM
161	My daughters Facebook feed	11/15/2017 1:49 PM
162	NIXLE text alerts	11/15/2017 1:42 PM
163	Battery operated radio & local station KVON. Thank god for them	11/15/2017 1:38 PM
164	Family came to find me and let me know what was happening	11/15/2017 1:30 PM
165	I was able to relocate to a home that had all power & internet capability; otherwise I would have ONLY had texts messages from NIXLE that were almost completely lacking in important information.	11/15/2017 1:08 PM
166	My son, Evan Kilkus, broadcasting from the Berryessa Highlands using Facebook Live on and AT&T cellphone.	11/15/2017 1:02 PM
167	Nextdoor	11/15/2017 1:00 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

168	Nixle	11/15/2017 12:44 PM
169	Facebook, when I could access it; Neighbors; going downtown; KVON in my car	11/15/2017 12:32 PM
170	I talked to neighbors in person and handcranked a transistor radio periodically	11/15/2017 12:28 PM
171	It took me a few days to be able to access KVON online and find the county briefings on facebook	11/15/2017 12:24 PM
172	nixle	11/15/2017 12:18 PM
173	Went to family houses that had all services	11/15/2017 12:16 PM
174	nixle text updates	11/15/2017 12:10 PM
175	Local TV stations watched over the internet	11/15/2017 12:10 PM
176	Napa Valley Register	11/15/2017 12:04 PM
177	Nixels	11/15/2017 11:49 AM

Q35 During the week, I had the following experiences (check all that apply):(Durante la semana, tuve las siguientes experiencias (marque todo lo que corresponda):

Answered: 1,656 Skipped: 357



ANSWER CHOICES	RESPONSES
I could not buy gas for my car due to gas pumps not working/not taking credit cards(No pude comprar gasolina para mi automóvil debido a que las bombas de gasolina no funcionan / no aceptan tarjetas de crédito)	17.69% 293
I could not buy prescription medicine because of the Internet outage(No pude comprar medicamentos con receta debido a la interrupción de Internet)	6.10% 101
I could not buy food/water because of the outage(No pude comprar comida / agua debido a la interrupción)	9.66% 160
I could not call 9-1-1(No pude llamar al 9-1-1)	18.36% 304
I needed to call 9-1-1 and could not(Necesitaba llamar al 9-1-1 y no podía)	0.72% 12

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

I could not get in touch with immediate family(No pude ponerme en contacto con la familia inmediata)	46.98%	778
I could not complete financial transactions due to the outage(No pude completar transacciones financieras debido a la interrupción)	21.50%	356
I could not work due to the communications outage(No pude trabajar debido a la interrupción de las comunicaciones)	26.57%	440
My business lost telecommunications(Mi negocio perdió telecomunicaciones)	16.85%	279
By business lost economic activity due to the telecommunication outage(Por actividad comercial perdida debido a la interrupción de las telecomunicaciones)	14.49%	240
None of the above(Ninguna de las anteriores)	27.05%	448
Other (please specify)(Otros (especificar))	11.53%	191
Total Respondents: 1,656		

#	OTHER (PLEASE SPECIFY)(OTROS (ESPECIFICAR))	DATE
1	Work was put aside as I was focused on preparing the house to leave and packing things up (and driving back and forth to friends' houses in Berkeley)	12/2/2017 12:55 PM
2	Nixle was not working properly so I wasn't receiving updates about the fires even when others were, once cellular service was restored.	11/30/2017 8:16 AM
3	E	11/29/2017 4:49 PM
4	not able to charged my electric car	11/29/2017 4:14 PM
5	Unable to drive to work (unknown road conditions)	11/29/2017 4:02 PM
6	I left the area in order to have reliable electricity and internet and cellular service. Also left area due to heavy smoke.	11/28/2017 11:38 AM
7	I could not leave in order to use wifi or to shop or visit pharmacy because of road closures that would have prevented my re-entry to my home	11/27/2017 7:18 PM
8	No me pude comunicar con mi familia en México. Ellos estaban muy preocupados por no saber nada de nosotros.	11/27/2017 9:19 AM
9	My 79 yrs old mother. In St. Helena had no oxegyn. It took me 2 days to find her. Went to Benicia on 3rd day. Ordered oxegyn from there.	11/26/2017 10:34 PM
10	We lost our outbuidings and our house was uninhabitable. We evacuated to the house of a family member in town. There was no T.V./comcast to get any news. When that part of town was evacuated early Wednesday morning, I recieved a nixle alert and we started helping the elderly neighbors evacuate. I could not work, I asked for time off and they were closed due to the town being evacuated.	11/26/2017 4:52 PM
11	incomunicado	11/26/2017 4:11 PM
12	I Evacuated out of the area to Vacaville.	11/25/2017 6:31 PM
13	We are retired, had full gas tank, stayed with friends who had internet (and let us use it), and they had TV.	11/25/2017 3:42 PM
14	My Gym, Health Quest gave us access to its Wifi, I was there the first three days, then went to Vallejo.	11/25/2017 2:46 PM
15	My employer, Pacific Union College cancelled classes for a week. So we left to visit family in a different area	11/25/2017 12:57 PM
16	My refrigerated and frozen food started to spoil because of the power outage; however, I did continue to have water service (from the Howell Mountain Water Co.), and PG&E gas service continued to function, so I was able to use my gas kitchen stove and to take hot showers (gas water heater). I was unable to access the internet or to use my cell phone or landline at home, so there was no way to track the progress of the fires or to receive a landline or cell phone warning about evacuation.	11/25/2017 12:33 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

17	Refrigerated items lost in power outage. Unsat. On a emergency level. I hope Napa County Supervisors , PG&E, ATT & PUC learn that they are not prepared for major disasters. Even for 72 hrs. Is a joke. See Katrina, Houston , etc. the Federal gov't FEMA struggling.	11/25/2017 11:19 AM
18	Most of Saint Helena had no cell, internet or power for the minimum of 12 hours.	11/25/2017 10:37 AM
19	I left town. No local outages affected me.	11/25/2017 9:43 AM
20	Stayed with my family in Angwin. They have a generator.	11/25/2017 9:04 AM
21	I could not work because of power outage.	11/25/2017 8:51 AM
22	Clients were unable to communicate with us	11/25/2017 7:20 AM
23	My husband could not get his dialysis treatment, as the dialysis center was closed because they were without power. We could not call their emergency line, as we had no phone service! We finally found someone who had a phone that worked, and got in touch with them on Tuesday (10th).	11/24/2017 10:47 PM
24	Lost all the food in my freezer and refrigerator. Though I had no power I did have hot water which proved to be a real treat!	11/24/2017 7:37 PM
25	Could not access internet based announcements.	11/24/2017 4:19 PM
26	My communications were not interrupted in any way unless I went to parts of town (like North Napa) where internet service was down or spotty.	11/24/2017 1:19 PM
27	I left the area	11/24/2017 9:24 AM
28	Had to drive out of town to get cell service in order to contact my employer and update them on my status. Very difficult	11/24/2017 7:08 AM
29	My place touro did not care employees.	11/24/2017 1:37 AM
30	NVUSD was closed as well as Napa Valley Adult Education where I work. I also could not communicate with my veterinarian because they were in an evacuation zone. I found it difficult to get a "live" map report on the advancing fires. The air quality website recommended by the County Health Commissioner and NVUSD was not in real time but reported in what seemed a 2 hr delay. That delay in data felt like the building had burned down then the fire alarm went off! I never listen to local radio but because I felt the need for real time information, I turned on KVON and they did a great job of keeping our community informed. I learned about nexile and signed up for alerts.	11/23/2017 11:53 PM
31	Couldn't get to medical appointments, businesses didn't have power and even if they did I didn't have a functioning phone to call, and it was too smoky to drive around town just in case the providers were open.	11/23/2017 11:51 PM
32	I could not respond to local fire department incidences due to pager not toning out, cell phone (text) spotty, relying only on wifi alerts. Fortunately our campus was on generator so internet was not an issue	11/23/2017 8:52 PM
33	Could not access work due to evacuations	11/23/2017 8:10 PM
34	Air quality shut down local schools...no work for 10 days.	11/23/2017 7:14 PM
35	We traveled to the south side of Napa to purchase gas, get cell service, shop. The north side of town was without power.	11/23/2017 2:26 PM
36	Child care was not available, requiring parents to stay home from work.	11/23/2017 2:03 PM
37	Couldn't get to work, but could mostly work from home, had to explain more than once that I couldn't communicate by phone, no cell service	11/23/2017 11:50 AM
38	I could not reach my doctors or mental health support professionals because of the outage on my end and theirs (office)	11/23/2017 11:41 AM
39	Gas stations running out of gas... And limited or no ability to contact some family/friends/coworkers with no land line.	11/23/2017 10:13 AM
40	We tried to go out to eat because our refrigerator was not working (no electricity), but restaurants were closed. We had no information about the fires, evacuation, or anything else.	11/22/2017 8:10 PM
41	Could not work due to it being within mandatory evacuated area and I was kept out.	11/22/2017 5:13 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

42	We did not go out much so as not to be in the way! We finally heard about the 9AM updates from the county so we tuned into that on my neighbor's radio when power was restored. We had no cell or internet so no news that way. When power on we got updates from the town on NextDoor Yountville. We were essentially in the dark for about 3 or 4 days. It was stressful not knowing what was going on.	11/22/2017 5:02 PM
43	With no power, internet, or cell phone service I could not work. I own/run a marketing consulting business from home.	11/22/2017 4:39 PM
44	If it weren't for the Internet link in the dining room of the Veterans Home, I would have been totally without any type of communication. My cell service was out for 18 days.	11/22/2017 2:21 PM
45	I had a full tank of gas...did not need food AND I have an old-fashion plug-in phone that I use/used during power outages...I have a landline and my old plug-in phone worked perfectly for me and my neighbors...but my fully charged cell phone did not...I used a Red Cross battery/wind up radio for information during the power outage.	11/22/2017 1:08 PM
46	Because we were fortunate enough to be able to leave the valley for the City, we were not directly impacted beyond Sunday night's power loss and Monday night's departure for the City. Still, without power, cell service, water, etc. the vulnerability was palpable.	11/22/2017 11:03 AM
47	Kaiser medical offices shut down and could not get prescription. News said Kaiser Hospital was closed (apparently meaning Santa Rosa) but did not say Vallejo Kaiser Hospital was open.	11/22/2017 10:08 AM
48	We were the fortunate guests of Meritage where they fed and sheltered us the entire time. And they had WiFi.	11/22/2017 9:30 AM
49	Business was down due to power outage and then mandatory city evacuation order	11/22/2017 7:37 AM
50	Loss of income, poor and misleading communication through out the country.	11/22/2017 7:32 AM
51	We left Napa so did not have trouble buying gas or prescriptions. Otherwise, it would have been a problem.	11/22/2017 7:30 AM
52	could not work 1 day due to power outage.	11/22/2017 7:21 AM
53	Some grocery stores (and other businesses) were closed due to power outage. All were back in a couple of days.	11/21/2017 9:41 PM
54	We left the area on Tuesday and that's why I don't know when the phone and internet came back on- but power was restored that day. If this is the last ?, you need to know that you didn't offer the 94558 Napa zip code!	11/21/2017 7:18 PM
55	We evacuated to San Francisco to stay with family. We took care of business by phone in a limited way	11/21/2017 12:55 PM
56	Did not receive calls from manager inquiring about my family's status, nor did I receive emails and calls from employer asking my availability to work in other facilities to cover fire zone staffing shortages, until several days after they were placed/sent (work for Kaiser Vallejo).	11/21/2017 7:26 AM
57	We could not get fuel for generator or supplies as we were in an evacuation zone. We stayed to fight fire to save our house, which we did. then we could not leave for fuel and supplies as we would not be allowed back in. This was wrong!	11/20/2017 9:59 PM
58	I work at a house on Hillcrest Drive, Napa on Mondays (Silverado Country Club). Had I not left my TV on overnight & heard the broadcasts on the news in the morning on Oct. 9th, I would have driven to that street not knowing it was under evacuation and most of the neighborhood was destroyed. I lost 4 hours of work that day due to the mandatory evacuation because of the Atlas Fire. My family was trying to contact me via cell phone but cell phone coverage was down for days so I contacted members of my family via Facebook.	11/20/2017 6:44 PM
59	One of my family members stayed behind next door to take care of the house and animals. We could only contact when he walked over to our house and used our landline. His "landline" is somehow connected to the internet and so it didn't wouldn't work. I had time to pack well and made sure we had enough of everything to last for about a week at a shelter. And then we were taken in by a relative, so we had no worries about being able to access anything we needed. As to question below--the lack of cell service to home didn't endanger anyone, but it made it a lot more stressful knowing we couldn't connect unless he walked next door to our landline.	11/20/2017 4:22 PM
60	I wasn't able to work in my office but was able to check messages remotely from home -- wasn't the best connectivity but still able to access it.	11/20/2017 1:25 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

61	With the power outage the Angwin Chevron did not have gas for sale. Knowing St. Helena did not have power either, it was not worth the trip to town without knowing what services one would have access to, including replenishing fuel that would be needed in the event of an evacuation.	11/20/2017 12:35 PM
62	I was not allowed to leave my property as directed by Sheriff's Department. If I left I could not come back. We have a variety of animals and I needed to stay to care for them. I could not understand why I couldn't leave, I have a drivers license showing my home address. Sheriff Deputies kept saying it was because of looters, but I had proof of where I live. I tried to leave to contact my employer and I was told that if I did I could not come back home. Therefore, I did not leave.	11/20/2017 11:47 AM
63	I went to work to work at the hospital where we were on generator support but had internet access.	11/20/2017 9:59 AM
64	Napa Valley College my employer was shut down for 2 weeks.	11/20/2017 9:35 AM
65	since cell service was down totally with AT&T I walked to my neighbors and would get glimpses of news from their TV, or would talk with people in town including police dept. but the communication (except for nexel which was good but a bit to vague for those of us who needed 'specifics') was minimal ~~~ very disappointed ~~~ and everyone I knew felt the same. The communication network was very inadequate. I ended up in Sacramento and for the first few days, hearing 'no containment' left me feeling helpless (but gratefully most of Calistoga was spared, and sadly there were those who lost houses/lives, and there are no words to convey the impact. I regularly called the police department (reluctantly because I knew their hands were full) and that's where I got my best info.	11/20/2017 9:31 AM
66	Uncertainty due to movement of the fires; could not get good, reliable news except for Fox News Channel 2 (I never watch Fox, but they were awesome covering the fire). I was working and my wife was at home---we couldn't communicate with each other---unsettling.	11/20/2017 8:32 AM
67	I evacuated my family and pets to Chico (where I moved from in Sept due to new job at Napa County HHSA). I stayed at a coworkers house in order to continue working and returned to Chico on the weekends until I was able to return to my rental home in Oakville.	11/20/2017 7:53 AM
68	We were displaced with zero community news about our neighborhood. With rude Napa police force placed at NobHill zero compassion with what we were going through. Treating folks as criminals vs victims. Shame on you Napa leaders, and Napa police, Sheriff and CHP. You All need education on how to treat your community	11/19/2017 7:57 PM
69	We left town	11/19/2017 11:55 AM
70	My son was at the house intermittently and I was out of the county so don't know this answer	11/19/2017 9:01 AM
71	I never attempted any of the above. I just stayed home.	11/19/2017 5:27 AM
72	Was taken care of at the Veterans Home.	11/18/2017 4:31 PM
73	for the first two days I didn't do much of anything. The radio, local station was very helpful.	11/18/2017 12:45 PM
74	Could not work for about 2 weeks due to air quality in Napa.	11/18/2017 11:20 AM
75	We left and went to SF.	11/18/2017 8:59 AM
76	We left the valley because my husbad is in a wheelchair and mostly immobile. We couldn't risk a crisis.	11/18/2017 7:29 AM
77	We left st helena on Monday and did not return until the following Monday. We went to the East Bay and then Carmel.	11/18/2017 6:17 AM
78	I had an old Princess phone so that I could communicate with family that also had a similar type phone.	11/17/2017 9:52 PM
79	I was able to listen to KVON radio (Napa) on my Amazon Alexa. Being in the hills on the west side of St. Helena I have never been able to get am radio reception prior to checking on Alexa. KVON did a excellent job of broadcasting news and updates.	11/17/2017 9:34 PM
80	Would have had lots of these but we voluntarily evacuated	11/17/2017 9:21 PM
81	Could not work due to five fires burning in every direction. Roads were closed wineries that I work at were closed. We ever have the big earth quake we're all in big trouble.	11/17/2017 9:12 PM
82	My job was closed for 5 days I could not call 911 IF I needed to.	11/17/2017 8:29 PM
83	We left because of poor air quality and did not try to access any services.	11/17/2017 8:06 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

84	Communications from city of St Helena lacking in useful information. Mayor was not a source of any information.	11/17/2017 6:55 PM
85	We got the last room available at the hotel in Davis where we went to escape the smoke due to my sensitivities to smoke and ash. Incurred several hundred dollars in expenses for food, lodging and specialty masks.	11/17/2017 6:52 PM
86	I could text family and friends for a few days. Intermittent cell phone service	11/17/2017 6:46 PM
87	Unable to call my oxygen supplier when my "emergency" tank emptied; my cpap machine and my oxygenator did not function	11/17/2017 6:13 PM
88	I had to take my daughter to Kaiser in Vallejo rather than the Napa clinic due to the power outage	11/17/2017 5:38 PM
89	I could not make calls on my mobile phone (only telephone service I have), could not text, unless I was able to iMessage when we had internet service at home	11/17/2017 4:49 PM
90	I felt anxious because my mother lived in an area where she lost power and didnt' have a landline. She found an old radio in her storage that needed 6 double D batteries, fortunately she had some saved and her neighbor helped her with a couple. She was to listen to some of the news but it was all in english and her first language is spanish. It was really hard for her to understand what exactly was going on. She wished it was also in spanish but was able to capture some details in english. She relies on her TV and the spanish news but since she had no power she couldn't.	11/17/2017 3:11 PM
91	AT&T stopped taking voice messages.	11/17/2017 2:59 PM
92	My father just had surgery and we could not communicate with his health providers in San Francisco.	11/17/2017 2:20 PM
93	I work for the county - limited staffing due to LAC, Evacuations, inability to get to work, smoke etc...	11/17/2017 1:09 PM
94	My business closed for two weeks because it was used as an evacuation shelter and later because of air quality in the buildings.	11/17/2017 1:07 PM
95	Left town	11/17/2017 11:20 AM
96	stayed with family but had limited communication with family living in Napa and evacuated.	11/17/2017 10:42 AM
97	In addition, there was tremendous stress not being able to access any form of information for several days. Under evacuation, with no cell phone I was at a families residence who also did not have cell or landline coverage because their cordless phones would not work with the landline even though they had power.	11/17/2017 10:23 AM
98	I was fine and worked as usual throughout the week. My husband did not work for the full week as his UpValley employer had no power. He drove to work the first day since they were not able to reach him via phone or text messages to let him know they were closed. Thankfully he had vacation days. We made sure we had cash on hand since we had been warned about gas/card issues.	11/17/2017 10:09 AM
99	I was scared because I could only hear the radio in my car since my power was out. I was unsure what the next steps would be and I did not feel safe for myself and my family.	11/17/2017 10:00 AM
100	Schools were closed, had to take time off work to care for my child. Stores ran out of supplies-didn't have some essentials	11/17/2017 9:40 AM
101	I could not get money out of the ATM or out of the bank due to electricity being out and inside of bank being closed. I had to ask for a line of credit from a local small store merchant to buy a couple things and to connect to the Wi-Fi at the store.	11/17/2017 9:34 AM
102	remained working in a very smoky old building, even thought we were given masks to wear, this building's vents are so bad, that the smoke from outside was seeping in.	11/17/2017 8:58 AM
103	Because of the loss of cell service in Napa, staff whom I supervise who do not have landlines that work were unable to reach me or I them to check in about their safety. I live in American Canyon and commute to a Napa office, as soon as I pass the "grape crusher" going into town ATT cell service dies.	11/17/2017 8:56 AM
104	Most of the North Napa stores were closed because of no power, even 7 eleven closed the doors. We were able to walk into Lucky's and get water and cans.	11/17/2017 8:53 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

105	I had trouble communicating with immediate family - resorted to unusual methods of communication such as my work email, which I never use for personal purposes, and going to starbucks for wifi to attempt to text. My office was in a complete cellular blackout zone (Carithers building, which has poor cellular service to start).	11/17/2017 8:36 AM
106	My employer didn't recirculate the air, though I work for HHS, and the contamination level in the building didn't allow me to breath. so I couldn't go work for over 2 weeks. though the air at Kaiser, my house, my car and at stores was breathable. I found that amazing. considering I work for someone who had wonderful advice but couldn't provide a healthy work environment for their employees	11/17/2017 8:36 AM
107	I evacuated on Wednesday to San Ramon to avoid the smoke.	11/17/2017 7:34 AM
108	I evacuated to an area with power/service	11/16/2017 10:24 PM
109	Received texts intermittently. My downtown business lost economic activity due to clients not being able to contact me.	11/16/2017 9:21 PM
110	I was not impacted because I was able to stay with family in a safe location.	11/16/2017 9:01 PM
111	I could not open the refrigerator as all the food would spoil. I lapsed into suicidal depression and ran away to over an hour of driving to get help with my animals and got out of Sick Non-communicative creepy city of Napa.	11/16/2017 8:52 PM
112	Calistoga was completely (for the most part) evacuated and businesses were closed. Kept in touch via email over the internet, and use of cell phones. My family and I stayed with another family member in a neighboring county.	11/16/2017 7:02 PM
113	Just stayed home and was ready to evacuate and fight to save my home.	11/16/2017 6:58 PM
114	The electronic phone didn't work on my land line. Need old fashioned phones again.	11/16/2017 4:00 PM
115	I wa charged from my bank for automatic withdrawal from my account that did not go thru but could not get my check in the bank because my bank was closed then the bank posted a sign on their door of other branches to try and I drove all over for 1 hour and they were all closed ...no way to back out the bank charge for insufficient funds because in reality your not suppose to withdraw on money that is not really there so my fault for not looking in my crystal ball and planning too far ahead with my money in the future.	11/16/2017 3:08 PM
116	Angwin gas station kept running out of gas so it was rationed.	11/16/2017 2:03 PM
117	I had a battery back up and did not lose internet. I had a battery radio and KVON was on and better than normal at night.	11/16/2017 1:40 PM
118	I also could not work because we had to be on notice, in case we had to leave at any given moment. I spent all my time trying to find out what was happening, who was affected, and where my family and friends were and whether they were safe. The class I teach was cancelled, and otherwise I work (make art) at my home studio or my barn studio (the barn studio was burned on Sunday night).	11/16/2017 1:18 PM
119	Lost work. Lost wages. Smoke inhalation. Smoke damage.	11/16/2017 1:16 PM
120	Apparently we were the only ones on our street with U-verse, and we had WiFi calling throughout. So many of our neighbors were using our network to check in with family on their phones. Also, our immediate neighborhood did not lose power. However, we had a lot of ash & smoke problems.	11/16/2017 1:12 PM
121	My place of work shut down due to the heavy smoke up in Angwin.	11/16/2017 12:24 PM
122	Thank goodness I had enough cash to buy two meals (our apartment house is all electric so we even ran out of hot water. Thank goodness I was not low on gas but I could have driven to American Canyon; I did keep my gas tank topped off after attending the Safety meeting and I got \$100 in cash as soon as I could go to my bank.	11/16/2017 12:13 PM
123	My college canceled classes for the remaining of that week..Classes resumed on Monday Oct 16th I was still evacuated at the college because Berryessa had still not been cleared to return residents.	11/16/2017 11:58 AM
124	I work from home. As I was not allowed back for 8 days and my phone was out for 2 weeks + I have no idea how much business was lost.	11/16/2017 11:43 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

125	Our house is at the end of Redwood Rd in Napa County. Power was out for several days after we returned. Internet service via satellite dish was restored several days after that. land line phone service has not been restored and I doubt it will before the first of the year. Cell service is sporadic , never more than one bar.	11/16/2017 11:38 AM
126	I evacuated to a Sacramento County totally out of the fire zone. My cell service was such that all outside phone calls were going to 'message' and at some point, unable to retrieve, the mailbox was full and concerned family/friends had no idea where or how I was! Thank you AT&T!!!	11/16/2017 11:38 AM
127	My employer evacuated.	11/16/2017 11:35 AM
128	Prior to evacuation there were no issues, We evacuated early and had no issues. Upon return there were no issues. Thank you first responders	11/16/2017 11:31 AM
129	I was out of the country and communication was unreliable on my cell phone both from where I was(Mexico) and into Napa. calls and texts didn't go through or would drop if connected.	11/16/2017 10:48 AM
130	Went to a family member in town and had all services.	11/16/2017 10:31 AM
131	Did not need to do those things	11/16/2017 10:12 AM
132	We lost power Oct 8 around midnight and evacuated around 3:00 am. We returned to our home around 1:00pm on Oct 9. Subsequently, our area was locked down so I was unable to communicate with anyone or get supplies until my cell service was restored Wednesday night. Power was restored around 12:30 am Sat, Oct 15 when we were able to get news on the television. Gas was restored Sunday night, Oct. 16. Our landline and Internet service were non-functional until Nov. 2.	11/16/2017 10:12 AM
133	Could get in touch with people only if I went up to PUC and used their internet.	11/16/2017 10:06 AM
134	I could not leave the evacuated area or I would not be allowed back in, so I could not get any needed supplies and had to rely on my own resources. The times we needed to get a hold of 911 we were able to drive to the nearest roadblock and ask the LEOs there to contact help (Calfire) for us.	11/16/2017 10:01 AM
135	Don't remember	11/16/2017 9:59 AM
136	I had to turn off all irrigation in order to save stored water for possible fire fighting (no power to pump more). The Tuesday evacuation was premature. The slow moving Nuns fire did not reach my immediate vicinity until Friday, Saturday, and Sunday.	11/16/2017 9:53 AM
137	my office is in my home, so I was not able to work due to power outage	11/16/2017 9:47 AM
138	I evacuated to an area not impacted by the fire	11/16/2017 9:46 AM
139	Because we did not evacuate we could not leave We were told -the Police - would not allowed us to return, so we were unable to get supplies or communicate to concerned family and friends.	11/16/2017 9:36 AM
140	My son has severe food allergies which require an epi pen and I did not have 911 service due to outage which was very frightening.	11/16/2017 9:26 AM
141	I'm alone and couldn't communicate with friends.	11/16/2017 9:22 AM
142	I could not harvest grapes due to road closures.	11/16/2017 9:14 AM
143	Once that we evacuated, I have no idea off how long electric was out. We were gone 5 days	11/16/2017 9:10 AM
144	In Napa, able to work from our Napa location, Calistoga location was closed due to power outage downtown on Monday and evacuated on Wednesday, early morning	11/16/2017 9:09 AM
145	My area was in a mandatory evacuation area therefore I could not leave or return to my house.	11/16/2017 8:40 AM
146	Only first two days was there a lack of communication. Cell phones were out or working poorly for several weeks.	11/16/2017 8:33 AM
147	general feeling of isolation and bank for cash not opened ATM machines down	11/16/2017 8:26 AM
148	I evacuated, so I was able to do what was needed via cellphone. If the evacuation wasn't mandatory and I had stayed, I would have checked several, but that was due to the fire , not communication.	11/16/2017 8:26 AM
149	I could not purchase ice to save food in refrigerator.	11/16/2017 7:45 AM
150	I was staying in Alameda County, and had radio and internet.	11/16/2017 7:35 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

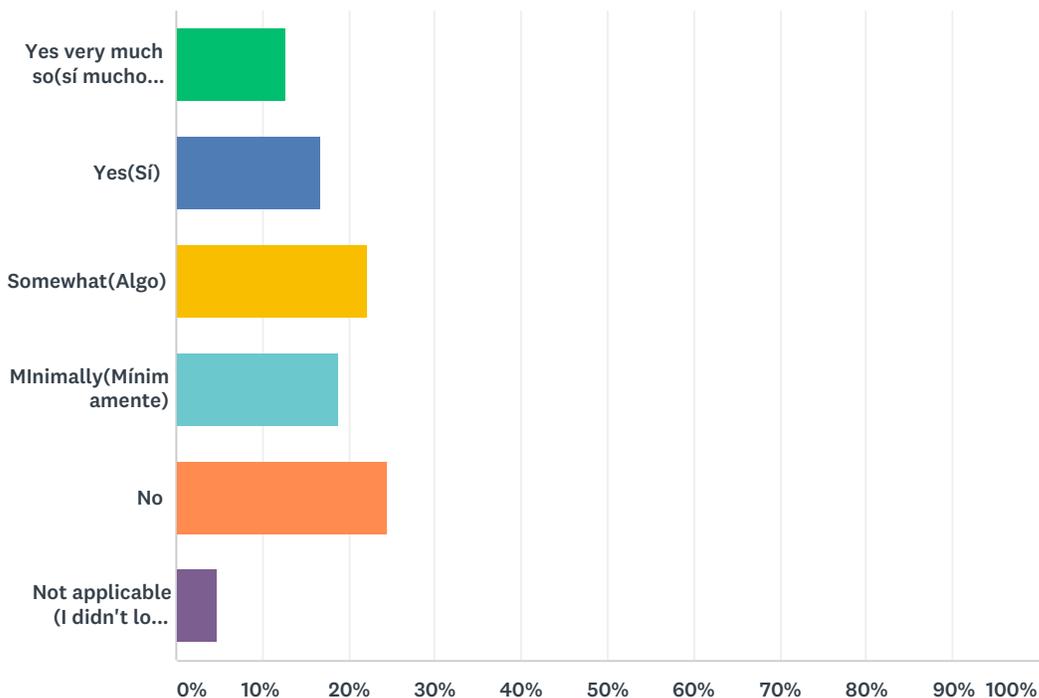
151	Could not leave home to pick up medication and return to my home which was untouched by the fires and on a safe road untouched by fire.	11/16/2017 7:33 AM
152	I evacuated on Day 4 to Berkeley to the home of a friend. I returned home to St Helena on Saturday, October 14.	11/16/2017 7:19 AM
153	We had to leave Monday morning of the fire and drove out around 6:30am to head back to SF for impt work appts. we left our cats and assume we would come back that evening, the fire got worse and we were not able to return as Calistoga town limit goes to dunaweal lane and they locked us out of our access to Diamond Mountain Road which is a little beyond Dunaweal on Rt. 29. we came up twice from SF to get our cats and were told we could not access. One policeman was quite abrupt telling me if I didn't turn around he would be using explitives the next time he told me. All I wanted was an escort to get our cats, and I asked if I called the Mayor or head of the fire dept. in Calistoga and had them radio him, he still said absolutely not. We were able to get our cats out after Calistoga relaxed the barricade multiple days later. fortunately our cats survived all the smoke and lack of food and water. we were pissed. We called animal control and were told they couldn't help us as they were rescuing horses. I ever asked if I signed a waiver (mine you our mountain was not burning and was saved from the fire) to go up for 15 minutes and right back - they said no. This was all because the city line goes to Dunaweal. we are not a part of Calistoga, only a few homes at the bottom of our mountain. This needs to be corrected for the future.	11/16/2017 7:03 AM
154	Stayed home in case of need to evacuate. My son came out to check on me. The neighbors (6 on the lane) checked on each other. The ones with generators helped with coffee	11/16/2017 6:51 AM
155	I was unable to physically get to work because of road closures	11/16/2017 6:12 AM
156	I was not at home	11/16/2017 4:49 AM
157	Partial evacuation of workplace.	11/15/2017 10:51 PM
158	Had to drive around to find grocery store that had power and was therefore open.	11/15/2017 10:28 PM
159	No school(teacher)	11/15/2017 10:03 PM
160	I could not work due to school closures	11/15/2017 9:30 PM
161	I had to use cash to buy food bc the card terminal would not work at Browns Valley Market. Luckily the ATM of the bank next door worked.	11/15/2017 9:01 PM
162	We evacuated to the bay area for 7 days before coming back because we needed power to have our well working and electricity in our home.	11/15/2017 9:00 PM
163	I could not leave my property for 12 days due to the mandatory evacuation order (or I would not be allowed to return). My connection to the world was my phone: texting and calling family and friends, and using the cell signal for internet/hot spot. I always had cell service (house is located at 850 feet elevation overlooking Napa Valley), but it was poor service for the first few days.	11/15/2017 7:41 PM
164	I could not get a N95 mask anywhere in Napa or Solano County. I order from Amazon at friends home in Vacaville.	11/15/2017 6:45 PM
165	My place of work was closed due to the fire for 2+ weeks.	11/15/2017 6:19 PM
166	Offices were closed due to air quality	11/15/2017 6:13 PM
167	I work at an elementary school - all schools closed down due to power outages, evacuations, air quality.	11/15/2017 6:11 PM
168	as a sole provider for my family and with the loss of income help has been terrible.	11/15/2017 5:40 PM
169	Unable to contact any family or Napa friends after we evacuated to Bodega Bay for 24 plus hours.	11/15/2017 5:26 PM
170	I work as a care provider for an Alzheimer's patient; couldn't work because we were evacuated. I also teach a class at the Yountville Veterans Home; classes were cancelled due to the fires and the smoke.	11/15/2017 5:17 PM
171	Gh	11/15/2017 5:08 PM
172	We didn't go anywhere and my work closed during the two weeks of the fires and smoke. We evacuated due to the smoke and not being able to go outside.	11/15/2017 4:14 PM
173	I had to borrow a land line receiver that has no electrical component. This was hard to come by. But found in 48 hours. To get any info at all had to drive to a hotspot for internet. Had to buy water and precooked food. It all worked out.	11/15/2017 3:49 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

174	I left Town since I couldn't get to my street.was and still am displaced.	11/15/2017 3:18 PM
175	I could not leave my house because of health concerns (asthma); had to work from home.	11/15/2017 2:58 PM
176	The lack of all communication was the most severe effect on my life, and I was stunned that Napa , Sonoma, Mendocino Counties are as poorly prepared as it turned out to be. This survey is very important, and significant improvements ,(eg. equipment, organization, responsibility, authority) need to be implemented. URGENTLY !	11/15/2017 2:27 PM
177	Earlier, I said my internet was provided by Verizon Wireless. That was an error. My internet is provided by Comcast. Also, about text messages, I could not text or call anybody, not family, not friends, not faraway relatives. I did however receive about 25 to 50 NIXLE alerts per day	11/15/2017 2:26 PM
178	When cell service was out due to lost transmission relays, we were communicating with family by internet.	11/15/2017 1:51 PM
179	During the first 2 days of the fire I didn't feel safe leaving home because I didn't think I would be able to come home to get my pets/belongings and I wasn't getting any information how close the fire was to us. I evacuated about a half hour before they notified us that there was a mandatory evacuation. We even had a sheriffs vehicle come through that said he didn't think we would have to evacuate. I'm glad I didn't believe him.	11/15/2017 1:21 PM
180	Left the area	11/15/2017 1:19 PM
181	I was out of town for almost all of October	11/15/2017 1:11 PM
182	I couldn't sign up for Nixle text alerts due to SMS not functioning. I was able to receive Nixle email alerts, but couldn't set up an email noise to wake me should I be asleep and need to evacuate again. My work was canceled for a week or two because of the fires and evacuations, not because of telecommunication outage.	11/15/2017 1:08 PM
183	I had to stay outside of the area to get services that I needed	11/15/2017 1:04 PM
184	We were minimally affected. There were occasional outages of the TV... the signal would freeze but then come back after usually less than 15 to 30 minutes. Our bank is in Napa and we couldn't complete a transaction that we needed to at that branch which is near where my husband works. We were able to get cash at the ATM in Vallejo. My husband noted that some gas stations were closed, he thinks due to power outage. He works in Napa and we live in American Canyon.	11/15/2017 12:56 PM
185	My workplace lost the ability to email employees and post information on its website. My workplace closed for two weeks. I received a text from my supervisor. I was unable to receive Nixle alerts for the first two days due to no cell phone service.	11/15/2017 12:36 PM
186	could not get information other than the local radio station	11/15/2017 12:33 PM
187	Had to find gas station with power. Tho living now in yv, family home in Sr burnt.	11/15/2017 12:33 PM
188	I left town on Thursday because of poor air quality.	11/15/2017 12:28 PM
189	Q	11/15/2017 12:23 PM
190	out- of-town, out-of-country relatives /friends could not communicate with us to see if we were okay	11/15/2017 12:21 PM
191	I could not work due to school being out	11/15/2017 12:10 PM

Q36 Did you feel like the lack of telecommunications services at any point in the fire endangered your life or that of your family?(¿Sintió que la falta de servicios de telecomunicaciones en cualquier punto del incendio ponía en peligro su vida o la de su familia?)

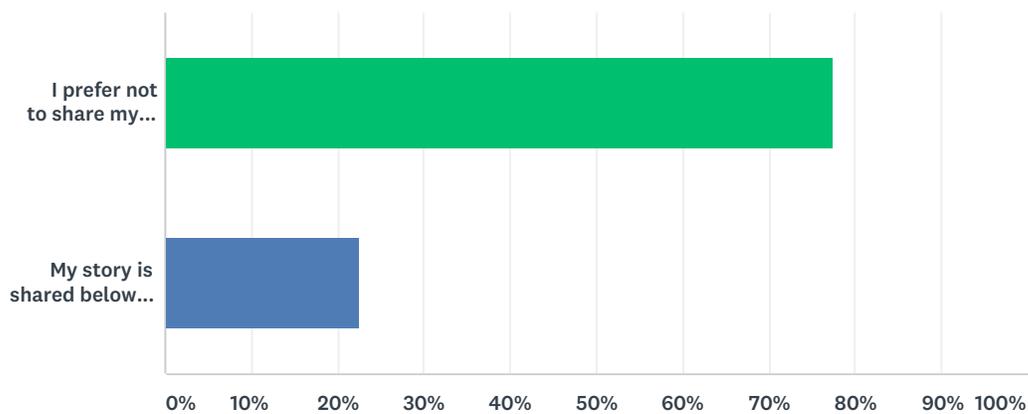
Answered: 1,663 Skipped: 350



ANSWER CHOICES	RESPONSES	
Yes very much so(sí mucho así)	12.81%	213
Yes(Sí)	16.78%	279
Somewhat(Algo)	22.19%	369
Minimally(Mínimamente)	18.88%	314
No	24.47%	407
Not applicable (I didn't lose any services)(No aplicable (no perdí ningún servicio de telecomunicaciones))	4.87%	81
TOTAL		1,663

Q37 Optional - If you want, please share your story of your experience with this fire. (Opcional: si lo desea, comparta su historia de su experiencia con este incendio.) Important: Your story may be made public but only anonymously (please keep personal details out). (Importante: su historia puede hacerse pública, pero solo de forma anónima (mantenga sudetalles)) However, if you want to have your name associated with your story (which again, may be made public) you may do so by typing your name at the end of your story, and your name will not be removed/redacted.(Sin embargo, si desea asociar su nombre a su historia (que, una vez más, puede hacerse pública), puede hacerlo escribiendo su nombre al final de su historia, y su nombre no será eliminado / censurado.)

Answered: 1,396 Skipped: 617



ANSWER CHOICES	RESPONSES
I prefer not to share my story(Prefiero no compartir mi historia)	77.51% 1,082
My story is shared below (please decide whether to include your name or remain anonymous)(Mi historia se comparte a continuación (por favor decida si incluir su nombre o permanecer anónimo))	22.49% 314
TOTAL	1,396

#	OTHER (PLEASE SPECIFY)	DATE
1	Sorry I do not care at this time to recall the stress and anxiety I experienced. But, I will share this much. My husband and I are seniors. And,he has physical limitations and could not assist me in loading up our van. I had to do it all by myself. Packing and Loading up the van with our belongings including our dog. And I have serious back issues.	12/4/2017 8:22 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

2	<p>The fire started very close to our house on Palisades Rd just northeast of Calistoga (we have 100 acres and vineyards). Our neighbor called us to let us know about the fire. He is a wildlands fire communication person who was watching throughout that first night for any change in direction though I could tell by the wind direction that we were not immediately in danger. However, because our house is tucked back into the canyon, I drove down to the end of the driveway and parked so that I could see the fires (to the west and north) throughout the night until about 5:30 am when I went back to the house and to bed. We were back and forth to Berkeley over the next day and a half due to the thick smoke. We got the nixle alert about the evacuation of the eastern half of Calistoga at around 3:15 Wednesday morning at which point we started packing. We spent the day cleaning up debris and a fallen tree in our garden and removing stacks of wood for our deck repair away from the house. We hosed down (we have several fire hydrants on the property) all of the buildings and the land around them several times that day so that they got a good soaking. We heard that we should be out by 5pm and worked towards that goal. At 5pm, two sheriffs drove up our driveway to let us know that we should head out. My husband and I each had packed up our cars throughout the day and so a few minutes later, we headed down to Berkeley. Because there was no cell service throughout most of the Valley, we met up off 29 at a gas station to decide where to eat dinner that night. We headed back to the farm on Monday morning (so as not to be stuck in the traffic of folks returning on Sunday.)</p>	12/2/2017 12:55 PM
3	<p>It was terrifying looking out of the window to see the hills around my home burning and having no ability to find out what was going on. I had to sit there and hope that the Napa first responders were on time of it. How do I receive phone alerts for flash floods and Amber alerts and a fire I can see from my bedroom window doesn't warrant a quick text alert? Even a "Hey there, it's the city of Napa here. We see the fire, we're working on it", would have been tremendously relieve. That would have prevented SOOOO many cases of PTSD. I'm still cringing when I see smoke or a fire truck.</p>	12/1/2017 9:25 AM
4	<p>We never lost power, but had no cell phone service. We listened to the radio and watched TV, as well as text via WiFi. We live in Coombsville (near Tulocay) and we're not within a mandatory evacuation zone. We're used to natural disasters and felt informed to make the decisions that were best for us and our pets.</p>	11/30/2017 9:40 PM
5	<p>Once I knew the radio was giving regular updates they were my saving grace and hearing accurate information regularly and being able to hear friendly and caring voices got our family through this nightmare. Especially because when we had tv they sensationalized everything and it created more stress than alleviating it. Thank you KVON/KVYN.</p>	11/30/2017 9:36 PM
6	<p>I slept through the fire Sunday night until Monday morning 5 am when I received a call from a coworker asking if I was ok and informed me of the fire. As soon as it was light, a neighbor and I drove around south Napa trying to determine how close the fire was to our homes. We knew it was near the Silverado Country Club and Vichy. We were able to determine where the active fires were from Local Road Conditions website. The fire in Green valley was coming over the hill towards Skyline Park, we could see fire and explosions from propane tanks. We packed our cars in case we had to evacuate quickly. From 12-3:30pm we tried to find news on the Internet and her TV, but the news seemed to only talk about Santa Rosa and not the evolving situation here in Napa. At 3:30pm the fire near Skyline Park was worsening and the entire ridge from the Silverado Country Club to the quarry was on fire, huge plumes were filling the eastern sky and we realized that this was not getting better. By 5pm, we could clearly see the flames on the eastern ridge and by nightfall the sky was red with flames. We decided to evacuate to Davis because the news was saying that Responders were ONLY evacuating people and NOT fighting the fire! I'm from Murphys CA, the heart of fire country in CA. This was insane to me and I knew that if the winds even were 10-15 mph in the right direction the firestorm could overcome entire neighborhoods like it had in Santa Rosa. We left for Davis, and as soon as we reached the Industrial Park we had full phone service again. The next few days we stayed in Davis at a motel because there was no information about whether the firefighters were fighting the fires near Skyline Park. The news in general was horrible and left us extremely frustrated. We found that the best source of news concerning the fires was from the Weather Channel of all places! We watched the news briefings by CAL Fire and Napa Co. On the Internet. They did a great job, but it would have helped if the meetings had a recap at the end because many times the boardcasts were difficult to access and we would miss the first 5-10 mins and CAL Fire always spoke first, ugh! We returned home Sunday after it was clear that CAL Fire was handling the Skyline Park fire. Overall, with limited Internet and cell service it was difficult and frustrating trying to rely on a constant website for real-time maps of the fire and news other than the AM briefing. We had the same problems with the Rim Fire several years ago in Sonora, CA.</p>	11/30/2017 9:09 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

7	We were very close to the Henry Rd. fire, Partrick Rd. fire and the Mt. Veeder fire. We could hear the emergency vehicles, (Police, Fire and Tractors). Police were telling people to evacuate, over their loud speakers. They did not come to Our neighborhood. We had No electricity, internet, landline phone service or cell service! We just were waiting for a knock on the door from Police or Fire!	11/30/2017 6:30 PM
8	When I awoke on Monday, October 16th with no cell service or power, I was initially unconcerned. I figured that within an hour or so the service would be back or that at least the power would be back on and I would be able to access the internet to connect with loved ones in and out of the area. However, I was wrong. Within 2 hours of no service and no ability to contact anyone, I decided to leave Napa in order to get service so that I could connect with some people. I had uninhibited cell service in Solano County and I was able to talk to a family friend who did have service in Napa. The next day, when I went into work, I was uncomfortable with the lack of service. I had previously set up WiFi calling, but the internet was very shoddy. That night after work, I once again left Napa to be able to get information and communicate with my loved ones. Once the power came back on at my residence, I was able to use our home internet, but I still did not have cell service for almost the whole week. I was really shocked at the lack of cell service and power. I remember that during the 2014 earthquake, even though our power was out, our house still had internet service because our router had a back-up battery. I did not realize that when we got a new router that it did not come with a back-up battery. The feeling of being in the dark (information-wise) was very disconcerting and made me feel scared about missing an important update from authorities or my loved ones. I was fortunate enough to be able to leave Napa to get service and come back each day, but I feel bad for those who didn't have that opportunity.	11/30/2017 4:19 PM
9	The greatest fear in regards to the fire was in the not knowing (who, what, when, or where was affected). People lived in fear whether, it was for someone evacuated and didn't know if they had lost their home (some didn't know for very long periods of time), it was someone outside the area worrying about family within, or if it was worrying about others within the community that couldn't be reached. AND what could one do with their positive energy?!	11/30/2017 2:53 PM
10	Just see my comments at the end. Those need to be publicized to people know how best to get communications and stay informed.	11/30/2017 7:54 AM
11	My wife and I were driving home near Silverado Country Club Sunday evening at 10:10 pm and saw the fire cresting the hill in Atlas Peak to the North. We knew with the high speed winds that we would be evacuated shortly. We proceeded to notify all our neighbors, pack quickly and leave to my in-laws home. We were terrified! For the next 4 days we had no idea if our home survived. The first responders would not let us past or escort us. The news, evacuation centers, and police info centers were not informative. They weren't receiving information rather. We signed up for the text line to stay somewhat informed. We had to stay with my in-laws for 10 nights. My wife's work was closed for a week, and mine was closed for 2 days. We came home as the evacuation was lifted 11 days later to a spoiled refrigerator and most of our fish were dead, and the house smelled like a wet, burnt railroad tie. Worst experience of my life! Happy to be alive and still have our home, dog and cat! Cheers!	11/30/2017 12:32 AM
12	My neighbor t cited me at night to warn me. I woke my husband and he went outside and saw the hills behind the houses across the street were all on fire. The wind was hot, the fire was that close. We grabbed our four year old, two year old and three week old and evacuated to my parent's house near downtown. After two days there we left Napa on the advice of doctors, for the baby especially. After five days we still weren't allowed home. The fire came very close to our street but we were lucky and it didn't burn. The air still wasn't safe and we were told it would be weeks before we had power or safe water. We could not afford to keep staying in hotels so we drove to the only place we have family that could take us, in the Midwest. Four days in a car. We came back home (four more days) three weeks to the day that we evacuated. There was no warning, and it could all have ended very differently if the wind had shifted and my friend didn't warn me. Despite not experiencing it with my first two babies, the fires triggered post partum depression and anxiety for me.	11/29/2017 6:07 PM
13	We became regular viewers of both the community briefings and the state ones. We listened to KVVN at night for first time ever and we're calmed by their professionalism. Since we don't pay for broadcast TV anymore, we were grateful many live newscasts were available to us. Panic by large groups was avoided due to regular updates. Sensationalism may have been part of national broadcasts but much more useful, pragmatic info came to us from local officials and media. We are grateful.	11/29/2017 5:36 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

14	We were never informed of the fire. Living on Upper Westgate Drive, it wasn't until I smelled the smoke and ran down the street to find a fire fighter who told us to get out now. He then pointed to the flames behind our house. This was at 11:30 Pm. We left our house 5 minutes later with our dog and the clothes we were wearing . Fortunately, our house was spared . Notifications system is required . A siren or something .	11/29/2017 5:22 PM
15	We were fortunate and blessed.... we only suffered from the smoke. Information was given about Napa Valley but could have improved for Am Cyn..... even updates to just say Am Cyn is safe.... especially when you can see the fire on Jamieson... other than that... Job well done!!	11/29/2017 4:49 PM
16	I made the decision to not have a landline awhile ago and to just rely on my cell phone. During the fire I regretted that decision. Monday and Tuesday I had to drive around to find someone with a landline so I could contact my employer. My cell phone service was erratic. Sometimes texts came in but couldn't go out and then later vice-versa. It was difficult to coordinate activities with my friends so we would know what kind of help was needed. My house became a temporary shelter for the first few days with people just dropping in since they couldn't reach us. I only got the first Nixle alert and after that nothing. The TV news kept us pretty well informed about road closures, evacuations, and even public meetings. If that had gone out, the stress level would have been intolerable. As it was, I felt pretty out of touch with friends and family far away.	11/29/2017 9:16 AM
17	I live over in South East Napa By Skyline Park. We could not find out information why the park kept relighting with fire. Little did we know that they were doing back fires. It just made our neighborhood more smokier and hard to breath. The other problem we had in our area was thousands of lookie lou's going up and down East Imola and Shetler Avenues like it was a race track. No police officers were ever in the area to keep these people out If emergency vehicles such as an ambulance had to get up there. they would have not made it through. Last and not least. AT&T needs to step up the game in our neighborhood and this whole area. Since the fire, we only have one bar on our cell phones in those neighborhoods and sometimes no cell service at all. They need to put in a tower out by the PG&E Soscol Hill grid by Hillside Christian Church on Hwy 221. Funny we can drive down to McDonalds on Imola West and get 5 bars.	11/28/2017 5:55 PM
18	By pounding on doors, sheriffs alerted neighborhood at 0415 to get out. From my knowledge of the fire's most southerly location (1.5 miles to the northeast), and the wind direction (from the northwest), I determined that evac was unnecessary, but kept a watchful eye from the roof. Being on a dead end road with only exit to the west further gave confidence that we would be able to get out very quickly if need be. Long after this neighborhood was far from danger, news reports continued to include neighborhood in mandatory evac. This prompted many calls from friends and family inquiring re our safety. Anonymous	11/28/2017 1:18 PM
19	There was no reliable information coming via the news or nixl alerts for St Helena during the first two days of the fire so we left the area. We were also without power, phone and cellular service consistently.	11/28/2017 11:38 AM
20	I live in Napa and my office serves consumers throughout Sonoma. I was first alerted to the fires by a staff person evacuating two of our consumers in Santa Rosa. It wasn't until I tried to respond at 4am that I realized my own home was under immediate threat. I lost cell service shortly after, and was only able to communicate with my staff if I remained at home, using wifi signal to send and receive communications. Although my residence never fell under mandatory evacuation orders, at one point, nearly all access points in and out were blocked off. News updates regarding the spread of the fires was overwhelmed by a focus on already existing losses, and I found it impossible to receive accurate information outside of my own investigations with neighbors.	11/28/2017 12:32 AM
21	We lived on Loma Vista Dr. my husband had been uneasy because of the winds. Lucky for us he looked out the window at 10:20 pm and saw the glow of the fire. We tried to call 911 from our landline but could not get through. We immediately left and tried to call 911 on our cells and could not get through. Fire was quite large and we evacuated to our sons house after waking our elderly neighbors. No nixel or alert or anything went to our phones. We had to get all our information from the news and Facebook. Our sons house had power and was not being evacuated.	11/27/2017 10:52 PM
22	Because I had no power and no phone service, I was unable to call a B&B to cancel my reservation for the following weekend until AFTER the minimum cancellation period had past, I lost over \$500 in deposits because of the outage.	11/27/2017 1:36 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

23	<p>I found that after the firestorm really got going, the best help I got was from Nexel, with regard to knowing whether to evacuate, where the dangers were for evacuees as far as road closures, etc. I have kept the service on because they send useful information. What cheered me greatly was the voice of Ira C. Smith, who was the voice of KVON when I first moved to Napa, keeping us informed during floods or earthquakes. The radio at first provided little help, but then it became a major source for me; they were responsive to questions and made things more comprehensible. My land line is operated via Sonic.net, who bought the copper lines from AT&T, so while I did have service, it was via sonic, not ATT; I still have copper wires. Sonic is probably the best phone service in the state!</p>	11/27/2017 10:22 AM
24	<p>I worked all week when the fire started. We had mandatory evacuation orders starting early on 10/9 at 4am, although we received no official notification at that time. The TV said that there were fires in Napa in the east and west hills. We left and went to work.</p>	11/27/2017 9:57 AM
25	<p>I have lived in other parts of the country especially with winter storms and hurricanes. We always received advanced recorded messages from the police department describing what was anticipated and what needed to be done (evacuate, stay inside, avoid flooded areas, etc). I also automatically go to the local library during long power outages as they have internet, warmth or AC when necessary and extended hours to help people and give information. I have lived where you always could bypass internet, TV, cell and tune into a local radio station with a small battery operated transistor radio (cell or wind up). At least you had some communication. During the fire, when I would stop to ask where I could get information the firemen or police said to access an APP on my cell, acting as if I should know that as a local. I Since ALL cell towers were out for days, it was useless. It was complete chaos as far as getting any credible information for too long (days) before there was any kind of organized help or information. Apparently much later in the fire there was a helicopter with some kind of speaker (too much noise from the rotor to hear) over my area telling people to evacuate when the fire was very advanced. I learned that later from my neighbors. I was home and inside, but heard NOTHING. Napa had a requirement originally that new swimming pools were to have a draft pump hook up on the street for access to water in case of fire. My neighbor's house is completely in ashes, with the singed draft pump on the street still untouched. No fire truck, no hose, no water. There should be an optional way for owners who have those to have access to the use of pumps not dependent on electricity. Power failure lost all ability to use water even in hoses. When I lived in SF everyone knew the earthquake drills (even children), had emergency kits etc., water. There needs to be better information ahead of time in case of wildfires. Some established plan of where to evacuate and where to get information. No media except what you could see nationally on TV gave much information. Need a central command center and where people can go to get information. Even something posted a local parking lots where people can check in to find out. Cell phones didn't work during 911, the SF earthquakes or this fire. They are not the answer during the first critical hours when people need help and information. All land lines melted or went down as well.</p>	11/27/2017 9:38 AM
26	<p>My biggest concerns during the fire were access to information and the ability to communicate. Access to information was good for those of us that subscribe to Nixle alerts. They were excellent and helped me know when to evacuate and where the fire was. I evacuated at 5AM based on this alert service and was out of my home all week (until Friday I believe). Once evacuated, I was able to go to work (in a safe area) and to homes of friends to watch the news and sleep. The first night (Monday) we did not have power at the home I was in...so we spend very little time there. We had no services there at all (no internet, no TV, no cell coverage). Cell coverage was horrible all week. When needed most, it was mostly not available. This eliminated needed services well beyond phone calls. Text updates and communications were not accessible. GPS was also down (to find needed services and addresses). When on the road, I turned to local radio for information and updates. The VINE 99.3 was a HUGE resource -as were the local officials who were on the air sharing information. This radio station became my go-to source for reliable information (the TV news was emphasizing the worst of the fires and the most devastated areas). The radio did make me aware of when TV news conferences were to be aired (and carried them on the air too). These were great! Local officials did a great job of sharing FACTS that we needed in order to plan our hours and days (for services and for fire locations and status). Nixle, local radio and local news conferences were excellent. Cell coverage (and all that goes with it) were horrible most of the fire week.</p>	11/27/2017 7:29 AM
27	<p>I did not have away to get a hold of my 79 yr old mother. Who lives in St Helena. 2 days. I finally reached her on her land line. She had no electricity. No required oxegyn. They would not deliver. She made it to my house in Napa. We packed the my car and went to my daughter's in Benicia. We stayed there 3 days.</p>	11/26/2017 10:34 PM
28	<p>evacuated sunday night after loss of cell/internet/power. stayed in hotels until tuesday afternoon.</p>	11/26/2017 10:21 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

29	Calistoga evacuation was well planned and executed. That said, I tried to call my family from Asia Sunday night and it took a visit from a neighbor to awaken them. A loud emergency siren would have been a good low-technology way to notify people of the impending evacuation. Anonymous please.	11/26/2017 8:48 PM
30	I have a scanner in my home. I was alone and sound asleep since I had to go to work very early Monday morning. My son also has a scanner and he heard the Fire call for a veg fire at 128 and Tubbs, so sent me a text message that woke me up. As I was reading the text, I could see huge orange glowing out of the windows. I quickly ran out and took some photos to text back showing what was going on, then back into the house to see fire below the house, going up the drainage ditch along the highway and it had already crossed the highway. I phoned the owner of the livestock on the property, left a voice message. Then phoned the neighbor across the road to tell them there was a fire heading up their driveway. Then I got dressed, took my purse (with meds), keys and my glasses and some important papers to my vehicle. Went back for some more documents we would need, went out and let the horse go, then fire arrived. During all this my son and daughter both sent text messages and I answered them. When I left the house, the power was still on. I drove toward town and stopped at the fire IC. where my son was waiting for me. After we talked for a few minutes, my neighbor phoned to let me know they were safe at a friend's house, and to see if I had escaped. I then phoned neighbors that have houses behind mine to alert them. My phone was very busy with phone calls and text messages from and to friends and neighbors to see if I was ok and to alert other neighbors. IC then had to move closer to town since the fire had changed direction. On Monday we went to a family member's house (north of Grant). There was NO television service, just a blue screen. The neighbors there were very concerned about what was going on since the service was not working and apparently had not been since sometime before the fire. I did have Nixle alerts on my phone and could only share what I was getting. Since the power was still on at this house I did make sure my iPad was fully charged. I can charge my phone and jetpack from my vehicle. And my husband charged his laptop. My cell did have difficulty making calls and getting some text messages. At first I thought I had taken too many photos. I restarted it and it seemed to help. When my husband had a similar problem, his was more severe than mine, so I suggested he try restarting also. It seemed to help. Early Wednesday morning we were awoken to a Nixle alert and quickly started alerting the neighbors and helping them to evacuate. We then went to a friend's house and they had no power, on Monday we had given them our extra scanner. When the power was finally restored, we made sure to watch the power level of all our devices. Another neighbor did share batteries for the scanners and we kept them informed of fire changes. Please do not publish my name or story, it is just to help prepare for better emergency alerts.	11/26/2017 4:52 PM
31	If the lack of communications could have affected me I would not have known till too late. Lucky-smoke and ash and lots of stress as we learned what was happening.	11/26/2017 4:11 PM
32	There were no notices to evacuate from First Responders, Nixle or other methods. Neighbors saved neighbors when they could. If the county has an emergency plan it is worthless or staff were not trained to implement it.	11/26/2017 12:50 PM
33	I self-evacuated my vacation home on Bella Oaks Lane on Sunday night, Oct. 8th when I first saw the fire on Atlas Peak. My neighbors chose not to evacuate and even though the Nuns fire came within 1/4 mile of our area we were never mandatorily evacuated at any time during the duration of the wildfires. (The S.F. Chronicle made a map that showed this area had burned, but it turned out to be erroneous.) It was only after I was in my truck heading to San Francisco on Sunday night Oct. 8th that I heard on KCBS radio that there were several other fires occurring. Though sirens often sound around Rutherford and Oakville for the volunteer fire department or other reasons, there were no sirens at all on the first night. Louis Dolbear P. O. Box 527 Rutherford, CA 94573	11/26/2017 12:06 PM
34	Living alone, and caring for a small dog, I felt totally shut off from everything and everyone when all the power went out. I received notices from Nixle (Sheriff's office) on my cell phone, but had to go out to my car in the garage to charge my phone in order to keep receiving the texts. When I finally realized how to work the crank radio that was in my earthquake emergency bag, I listened for 24 hours to KVON for any notice that my area would be in danger. The night was the most scary, and I lay in bed, fully dressed, listening in case my area was deemed necessary for evacuation. In the morning, the smoke was very thick, and I did not go out of the house until the second day. I manually opened my garage door and went to the library and to Starbucks in order to get wi-fi and internet service. Being able to do this greatly decreased my anxiety. A neighbor gave me a mask to offset the smoke. I left the house on the third day, after power was finally restored, and knowing my dog would be safe with other family members. Loss of communication was the worst trauma, and the fact that it lasted for almost three days made me feel so much more empathy for those victims in Puerto Rico who are still without power.	11/26/2017 10:00 AM

35 I felt very well-informed during the fire because I had internet access and used it intensively. I received a lot of useful information from my local Nextdoor online group, not just the Nextdoor neighborhood I live in (Mount Veeder), but also an adjacent neighborhood just over the Sonoma County line (Cavedale). I received frequent Nixle alerts (by both text message and email) from Napa County agencies but when it became clear (via Nextdoor posts from the Cavedale neighborhood) that the most serious threat to me was coming from Sonoma County (Nuns Fire), I added the Sonoma County Sheriff's Office to my Nixle alerts. This gave me valuable information. I realize the Napa County agencies had their hands full, but they should have been paying more attention to the threat to the Mount Veeder neighborhood that was approaching from just over the county line. Our cell phones may have continued to work on our own property because we are on a hilltop with line-of-sight to multiple cell towers. Our internet access was uninterrupted because Valley Internet kept our local relay powered with a generator. Valley Internet provided outstanding service to our very rural mountainous community. Those of us in this neighborhood with backup generators were able to remain in contact because Valley Internet kept their service operating. Carole Meredith Mount Veeder neighborhood, Napa County

11/26/2017 7:47 AM

36

11/25/2017 6:31 PM

Our home is in the Nuns Fire area. We left (NO EVACUATION ORDER WAS EVER ISSUED FOR THE END OF REDWOOD RD AREA!) on Monday, Oct. 9. The NIXEL alert system never issued an alert for the Redwood Rd area to evacuate. And in my opinion, was way too slow in letting the community know where the fire was and in which direction it was heading. On the night of October 8, when the Atlas fire began, we could see the glow from our house but had no way of finding out where it was or if it was coming our way. Our power went off after 10 PM, but we still had cell phone service to get Nixle alerts. Not sure exactly when our landline cut out that night, but on Monday morning, Oct 9, I reported a tree had fallen on the power/phone lines in the 4600 block of Redwood Rd. I was able to get through but there was no way a fire truck could. We live on the Napa-Sonoma county line in the western hills. When we saw the Atlas fire, due to hills in the way, we couldn't judge where it was, how much time we had, or whether we even should evacuate. We took our Jeep up to the ridgetop, and only then could see it was on the eastern side of the Napa Valley. At that point even the Partrick Rd fire wasn't showing. We could hardly stand without support because of what felt like hurricane force winds. The Nuns fire came through our place on the afternoon of Tuesday, October 10. Our neighbors were given no warning and had no idea the fire was heading their way until it was upon them. They did their best to prepare for the fire and get out safely as soon as possible. I believe there was no warning mostly due to the fact that the Nuns fire was administered by Sonoma County fire officials and we were on the Napa County side of the fire. Our evacuating neighbors told us as they were leaving a Dry Creek/Lokoya volunteer fire crew had come to our area. (We only lost our barn and its contents, but our water system, road, trees, power, internet, gate, and landlines were damaged.) We were not allowed back in for well over two weeks. After we left the best information as to whether our home was standing or not, was through the Nextdoor Neighbor website. Neighbors provided links to websites with satellite photos of our area that gave us hope that our home would still be standing when we returned. Some also posted remote camera photos as long as they were working to provide real time information. They also provided links to news and tv stories that gave us the best information for our area. Since the fire it has also been my go-to-for-help site for tree, LAC info, insurance help, and CALRECYCLE info. Power was out for 16 days, BUT when we returned we saw an army of PG&E crews working tirelessly to restore it as humanly possible. AT&T has yet to restore our landline as of today, November 25. Since returning we have seen one 2-man team come in a car to survey the situation. They said they worked for Envision (Sp?) and were contracted by AT&T. They could give me no information about when things would be worked on, restored, or even if a major tree, that had been burned in the fire and was about to fall on the phone line, would be taken out. In other words, they couldn't give me any relevant information let alone if they had any real purpose in being there. I should have asked, "So exactly what are you surveying and its purpose?" We run our cell phones on Verizon. They seem to be able to provide the best coverage for our location. We had had too many problems with AT&T in the past to want to run our cell phones through them even if they could provide better cell phone coverage, which they can't. We rarely get more than one or two bars with Verizon and have to be facing Napa (without any buildings in the way) in order to get at least two bars to hope to get all services it affords us without it cutting out on us. Since we were gone during the fire we do not know how the service was during the October 9 through October 26, time. However, when we returned coverage was as before the fire. Valley Internet had our microwave Internet system working within 2 weeks after returning. The line between our dish and our home had been burned. AT&T only provides internet up the road to about 2 miles from us. So those of us at the end have to do satellite internet (we've tried 2 very unsuccessfully), cell phone internet (also not successful) or microwave, which is VERY GOOD and reasonably priced. Until cell phones can cover 100% of the area with at least 2 bars ... landlines are necessary. Please put a fire under AT&T to get their act together and get their repair services the personnel and equipment they need to restore the system. Nixle could also use some help. In an emergency, like the fire and the 2014 earthquake, getting info out to the community in a more timely manner would really be important. Even perhaps a local Nextdoor Neighbor volunteer who could have access to information and get updates and put it out to keep us informed. One of the Dry Creek/Lokoya fire department official volunteers was manning the radio and had access to information that kept us better informed AND CALM than any other source!

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

37	I smelled wood smoke the night of the terrible wind. I knew that wasn't good. I looked out my front bedroom window and saw flames shooting up Atlas Peak. Fortunately I was able to e-mail some of my relatives that I was in a safe location, before the power went out around 2 AM. All I could do that night was pray for the people who were in the path of the fire. I spent a sleepless night, looking out the window every five minutes. I found that my AT&T land line was still working, so I called relatives and friends to let them know that I was OK, and I checked up on cousins who were in Sonoma County evacuation zones. While the power was out, I had only my little transistor radio for outside information. I lined up at Vallergas for coffee those Monday and Tuesday mornings, not wanting to barbecue coffee outside and contribute more smoke smell to the atmosphere. There were a couple of days when I was questioning my judgement about staying home, when the smoke was very thick, and ash was falling. I was very glad after that week was over and the smell of smoke had finally dissipated.	11/25/2017 4:02 PM
38	We became aware of smoke Sunday night. Watched TV, found out about the Atlas Peak fire, then the Partrick road fire. Not too worried at first. Power went off early Monday morning (3 AM? Earlier?), and we had no TV. Landline phone worked for a while, then it too went out early Monday morning. We listened to local radio, which helped. We were NOT aware that fire was approaching us (we live on Dry Creek Road). Friends came by and told us we had to leave, that the area was being evacuated. We left with them, and we found out later that sheriff's deputies and police had come by a short while later to evacuate residents. Cell phones do not work at our house. We depend on landline phone service, which failed. Without power, TV and satellite internet do not work. We thought we would be okay, just a temporary power outage (which we have monthly). We should have been packing, but my wife was ill and we had other priorities. Our area (Dry Creek Road) needs dependable, uninterruptible cell phone service, OR dependable, uninterruptible landline service. We have neither. Dan McMahon	11/25/2017 3:42 PM
39	Left home on Monday, due to smoke, got headaches, lost voice. Went to the gym, then to a friend's house in Vallejo. Came back the next two days to take valuables, albums, and clothing. Made a video for the insurance, android good bye to the house, after thanking my LORD for His blessings. Stayed in Vallejo for eight days. Thanks God my house did nt burn, but my heart went out to those who lost everything; I kept them in my daily prayers.	11/25/2017 2:46 PM
40	My story stated above about poor ATT cell service (right now 1 out of 5 dots on my phone) is my only complaint that I would like to have corrected, since I am paying for premium ATT/Direct TV. Although important to me , but pales in comparison to all of the people who have lost loved ones, homes & possessions. Sincerely ,Steven Conlon	11/25/2017 11:19 AM
41	First thing Monday morning I was at work in a restaurant that had a working hot spot and we were very busy with both locals and tourists trying to access the internet.	11/25/2017 11:10 AM
42	On the night of the 8th, my sister from Escondito sent me a text asking if our other sister who lives in Calistoga had been evacuated. That's the first I learned there was even a fire near Calistoga. I made contact with my sister in Calistoga to make sure they were ok and by that time her friends had already lost their home and everything in and around it. She was getting ready to evacuate. I live in Saint Helena in an apartment complex for seniors and disabled folks. We didn't have to evacuate but because of all the smoke, thought we should go somewhere else. A few of us decided to stay home and keep an eye on the the rest of our complex. What impressed me was the way the fire crews held the ridge to the west of us. For 5 days it held then pretty much stopped. I didn't know for sure but it seemed like they were lighting back fires to keep the fire from heading down the hills and into our town! The first responders did a wonderful job! I'm from Orange County and grew up with fires but never saw a fire do so much city damage. We were out of power and cell service and internet for up to 4 days. N. Barling	11/25/2017 10:37 AM
43	Power was out 3 to 4 days. Used a generator to restore some services and run refrigerator. Cell service was out for 3-4 days. Radio was good source of info also scanner. With no power none of that would have been available.	11/25/2017 9:44 AM
44	Because of the power failure, I did not know about the fires until 24 hours after they started. I was able to drive up the mountain to use my cell phone, and found out about the fires that way. I voluntarily evacuated to my daughter's home in Angwin, where they have a generator. I did not want to be out in Berryessa Estates with no communication, and only one way out. With three fires, it was difficult to figure out which way to evacuate if necessary.	11/25/2017 9:04 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

45	<p>My kids and I were extremely fortunate that we evacuated to Vacaville via Winters and had friends there to stay with for 8 days during the Atlas Fire. My husband stayed with our house to protect it and our neighborhood, but he had no power and our landline went dead. Luckily, our cell service worked between Circle Oaks and Vacaville without a problem. I was able to relay info to him via text or cell calls as soon as I learned of it from friends in Napa/American Canyon. I also learned at the time that there was no power, cell, or internet service in Napa for the first few days after the fire had started. However, I knew in real time what was happening in my neighborhood because I was always able to contact my husband at any time---we had no problem connecting. If I had evacuated to Napa, the situation would've been entirely different. I would've been unable to connect with my husband and been extremely worried and stressed not knowing if he was safe or if our house/neighborhood was burning. Because I had factual information, I was able to read/see the number of rumors and inaccurate info that was circulating among neighborhood chat rooms. The stress of the unknown causes people to post/repeat fictitious info because they can't verify that info. Also, I learned from many people that some of the maps posted by the county showed Circle Oaks was burning, so people were panicking. Not being able to communicate the inaccuracies of reports just compounds the feeling of helplessness in such a disaster. I felt incredibly thankful that I was able to focus my attention on helping/informing my husband until he was able to connect with the emergency responders, and that was only because we had cell service east to Vacaville. Even after he connected with them, we still stayed in constant contact so I was able to remain hopeful and reassured. Communicating with their dad also reduced our kids' stress levels. ----Lisa</p>	11/24/2017 10:51 PM
46	<p>It's not much of a story (comparatively). When we lost power, we lost phone, TV, and internet. Comcast is our provider, and it wasn't restored until Friday. I find that unacceptable. I believe AT&T had most of their service back much faster. We had to drive to the home of our daughter (in Napa) to make sure they were okay. We tuned to KVON both in the car and on our battery operated radio. They kept us up to date about everything. They provided a wonderful service to the community during the week!! We live in a senior mobile home park in North Napa, just a couple of blocks east of Linda Vista Ave. Because they were on Advisory watch, we packed and put everything we needed in our car so we could go fast if we had to. We have a freezer full of food, so we went in search of a generator. KVON kept us up to date on who had some to sell and who didn't. We ended up going to Lowe's in Vallejo, because one of the callers told us they had some. We got it up and running about an hour before the power came back on!</p>	11/24/2017 10:47 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

47	<p>On the evening when the fire began, I went to bed around 11:00pm. I was not aware of any problem at that time. On the west side of Napa (across the road from Austin Park) the only problem seemed to be very strong winds. When I woke up Monday morning, I looked at my phone and was in shock that I had numerous messages from Nixle with info of all the fires surrounding our area. About this time our daughter called wanting more information about the fire and How close was it to our house, but I was unable to tell because the cell phone went dead. It was at this time I checked the land line and found it did not work. It was very alarming to realize that I had no way of communicating with anyone. Thinking the worse, I decided I should get some thing together in case we had to leave. Once that was done, I checked my phone -no change. It was time to get dressed and find some place where I could connect. First, driving toLincoln Ave. I realized the power was out north of Lincoln and power was on south of Lincoln, So I continued to Buttercream Bakery's parking lot, I still could not connect so I went to Starbucks on the corner of Main and First, still no luck. By this time I had been gone from my house for forty minutes and I felt I needed to get home, because my dog was there all alone. By the time I got home my husband was home, having spent the night in San Francisco, as he had just completed a week there with the Jeremiah O'Brian and Volunteering for Fleet Week. Luckily, he remembered his small transistor radio. We started listening to KVON for info-that was such a relief to hear anything about the fire. We concluded that we were relatively safe for the time being. Later in the day we drove over to Verizon to let our children know that so far everything looked ok and would let them know if things changed. From there we drove to Fairfield to get some dinner. Returning to Napa, we could see the Fire on the east side of town. Now, we knew that the fire was heading for Skyline Park which is close to Imola Ave. We have a condo that our son lives in just north of that area which was very unsettling to us. At that point, he was under advisory notice to evacuate. He felt that he had everything under control and was monitoring the situation very closely. Tuesday morning, we knew the fire was closer, but not to the point that we felt we should leave. The air was thick with smoke, which was a constant reminder to listen to the radio and make sure all was ok. Later, in the afternoon we went back to Verizon to call our daughter, who lived out of town, to let her know how things were. Next, it was time to get some gas for the generator that was keeping our frig and freezer cold. After getting something to eat we headed home. To our surprise, the power had come back on. We decided we sit down for a while and watch the news. About twenty minutes into the news, our neighbor knocked on the door to tell us that Drycreek Road was closed at Orchard Ave. We were not told to evacuate, but the bright orange sky and the rising smoke convinced us it was time to leave. It is one thing to think your house could burn and another when you actually see it so close. We packed the truck and took what we thought was most important. Next, we needed to move our old truck that had not sold yet to someplace safe. We chose the parking lot at Safeway. From there we went back to the house to move our car, but it was getting late, so we just left it parked on the driveway. We headed to our daughter's house in Redding and our son, because of his job, he went to his grandmother's house, because the winds had shifted and we all felt he would be safer if the worse happened. We remained at our daughter's until Sunday. While there we listen carefully to all the news about the fire. On Thursday night, we heard the winds were going to shift and could possibly be as strong as 30-49 miles per hour. That was not good news. We went to bed thinking our house of forty years could possibly burn. I layed there that night thinking about all the history of our house and really faced the possibility that we might just loose it. Somehow, that night the winds did shift, but not in our direction. We were very blessed. Our house did not burn, but I did learn a great deal from this experience. Everyone should have a plan, in the event that something so destructive as a fire or anything that might threaten your life. That plan should contain a list of what you should take and what has to stay, because when faced with making decisions under certain conditions it becomes very difficult to think Clearly.</p>	11/24/2017 10:39 PM
48	<p>As stated above, 2 private individuals (David Hamilton and Corey Edwards) were our primary source of information during the first days of the fires. Initially there seemed to be virtually no official communication coming out, and these 2 gentlemen spent very long hours listening to scanners and posting information on facebook. They were absolutely a lifeline for us and should be recognized by the city/county for providing such an invaluable service to residents during what was a very frightening and uncertain time. Without all of their hard work, that horrible week would have been an immeasurably more stressful event for us.</p>	11/24/2017 10:36 PM
49	<p>Local radio 1440 AM was the only information. IRA C SMITH deserves a medal! Paul Woodward Dry Creek Rd Napa</p>	11/24/2017 8:12 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

50	<p>It was about 10:00 Sunday night. The wind was blowing so hard the trees were bending to the point of breaking and then the power went out. I was laying on my couch just finished earlier the World Series game when someone beat on my front door. My next door neighbor told me there is a fire on both sides of our hill. I scrambled to get my wife up and told her lets go. We jumped into my truck and down the driveway we went around the corner the mountain was on fire. We continued trying to investigate what was actually going on. We started to descend down Soda Canyon rd but, the fire was so intense I told my wife that I was not driving into that. The fire was on both sides of the road the blowing small firey branches everywhere. I told her we will be better off back up the hill as we could run to the vineyards or the reservoir. We went back up the hill to our home which was not yet burning and prepared to fight the fire. We do have a fire pump, generator, water storage tank fire hoses etc. (I was here in the 81 fire and just after building my house in 80 I stood and watched helpless and that fire raged up the canyon. I was determined not to let it happen again) So every year I cut my weeds on my 2.5 acres and trim up all my tress to try to keep the fire out of the canopy. So up all night running back in forth to monitor the fire on both sides of us as it crept closer and closer. about 2 in the afternoon Monday we could see the flames aproaching from above fortunately the wind had stopped and we were now more in a normal fire so to speak. It still just kept creeping closer. until it was on our property. I had my fire fighting equipment really designed to fight it on the lower side but, it was coming from the top. as we fought the fire which was a bit bigger than me my wife and my friend could handle I told my wife to jump in the truck and go see if she could find help. she said not without me. So I jumped in the truck and down my long driveway and to the left about a 1/4 mile I found atwo King County fire trucks Fresno and asked for help. They came to our aid and these four young guys metahodically attacked the fire. We beat the fire and by sunrise it was under control. Typing this story has brought tears to my eyes. I was so grateful to these guys words can't explain. There is a lot more story but, i am out of space. Chris Frasset</p>	11/24/2017 6:06 PM
51	<p>We live very near where the Tubbs fire started. We knew within 20 minutes that there was a fire because of a friend calling. Our street and our home were not damaged by the fire. Our neighbor help direct firefighters to where the Handley fire was stopped which helped to direct the fire away from Calistoga. We are very grateful for that. Mainly, we kept in touch with this neighbor via cellular service to know whether or not our neighborhood was directly affected. We were fortunate to evacuate to friends' homes, first in Calistoga, then in St. Helena so that we were never far from home. We were able to return home a number of times to clean up and remove food before the mandatory evacuation began.</p>	11/24/2017 4:38 PM
52	<p>Losing internet is devastating for up to the minute updates.</p>	11/24/2017 4:19 PM
53	<p>I'm very, very disappointed that the Amber Alert system was not used to notify the thousands in the way of harm. I receive Amber Alerts on my phone for children in SoCal abducted by their father (where one life is questionably at risk), but this, where thousands were at risk and dozens died, did not justify an alert. By the time I found out about the danger Monday morning, the power was out and my notice was all the smoke and ash. I'm very, very disappointed in emergency services and their failure to use notification services available.</p>	11/24/2017 3:09 PM
54	<p>My husband and I live in Calistoga, near downtown. On Sunday night we went out to dinner and we noticed that it was very warm and windy outside. When we got home, our cable was not working. Our phones were still working and I think we still had internet at that point. We called Comcast and got a recording that there was an outage in our area and our cable would not be restored for another 3 or 4 hours. We went to bed around 11 pm and I woke up around 2:30 am. I don't remember what woke me up. The air was very smoky and I could smell fire. I looked outside and I could see that it was very windy and I could see fire a few blocks away (it looked like a palm tree was on fire but I have not been able to verify this since). The power, internet and cable were down. I woke my husband up and we checked our phones- he has verizon, I have AT&T. Both of our phones were working but we didn't have internet so we couldn't check the news. I texted my Mom and my sister-in-law to let them know we were ok because I knew they would see the news in the morning and be worried. We talked about leaving but ultimately decided to stay and we went back to bed. I closed all the windows and put a damp rag over my face to help with the smoke. When we woke up in the morning it was very smokey and ashy and we still didn't have power or internet. My phone was not working at this point, I couldn't text or make any calls. My husband's phone worked (spottily) so we made some calls and found out that the situation was really bad in Sonoma county. We were off that day (Monday) and had already made plans to spend the day in the east bay. We drove out of Calistoga and headed south on HWY 29 and were surprised to see that Calistoga, St Helena and Yountville did not have power. We stopped in Yountville because Bouchon bakery was giving out free coffee and water and pastries and we hadn't had breakfast yet. We heard from ppl there what was going on. We walked downtown and went into the Villagio to use their bathroom. They had a generator hooked up and their TV was on so we watched the news for a little bit. That was the first time I saw the pictures of Santa Rosa. We headed south and</p>	11/24/2017 2:59 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

saw fire burning on Atlas Peak. A few miles south of Imola, my phone lit up and a bunch of texts and emails and missed calls showed up on my phone. My husband signed up for Nixle so we could hopefully start getting some updates on what was going on. Around 4:00 pm we got an alert from PG&E saying our power was restored. We went home and our power, cable, and internet were back up. We watched the news and things seemed stable in Calistoga so we decided we would stay put. We checked in with our work and found out that both businesses had been impacted and would be closed until further notice. My phone was not working so that made communication very difficult. Tuesday, we just hung around the house and did chores and watched TV. Luckily we already had masks but we still couldn't go outside for very long because of the smoke. I still wasn't getting any phone service. Wednesday morning, we watched the press conference on TV and got the nixle alert that part of Calistoga was on a mandatory evacuation. Our section of town was just on a advisory evac alert. I got word from my work that power and internet had been restored but that we were still closed to the public. I thought about going to work just to get out of the house and check my emails but I was afraid that if I left town I would have trouble re-entering, even though we weren't under a mandatory evac order. My husband's work was still closed completely. So we just hung around the house, it was really boring. Around 1:00 we went outside to see if anything was open or if anyone was around but it was like a ghost town. The downtown was blocked off but we talked with the guy who was manning the barrier. He said that if we walked past the barrier, then he wouldn't be able to let us walk back, even though we hadn't been evacuated. So we walked back home and went inside. We had to keep all the doors and windows closed tightly so the smoke wouldn't come in. Even still, it was starting to hurt and burn a little bit when I took a deep breath. In retrospect, at this point we should have started packing and getting stuff ready to go. But the fire didn't seem that close and I really didn't think we going to be evacuated, which obviously was incorrect/wishful thinking. Around 3:00 we got the nixle alert that the town was under a full mandatory evac order. We packed up the cars and caravanned down to St Helena. We found a secure place to leave my car so we could just take one car from that point on. We had a place to stay in Napa and in the South bay but the air quality was really bad and we needed to get out of the smoke. We booked a hotel room in Sacramento and started to make our way east on the 80. We stopped in Davis for dinner and I was able to check my messages and text some people. We had registered on the safe and well website the day before so I updated it saying we had been evacuated. I checked the site for the names of friends in Santa Rosa but I didn't have much luck. I used the DM function on Instagram to contact people and that actually worked pretty well. When we got to the hotel in Sacramento, they said they were overbooked and didn't have a room for us. We called around to a bunch of places but it seemed like everyone was booked. Finally we found a room at a really rundown motel off the 5. At that point we just wanted to get some sleep. We left in the morning and made our way out to Placerville. The weather was nice and we found a better place to stay. On Friday, we got word that my husband's brother's mother-in-law had a VRBO in Truckee that she wasn't using and she said we could stay there for free. We ended up staying there Friday, Saturday and Sunday night. It was difficult being there because the local and national news that we had access to weren't giving very specific information about the fire, only general info. They weren't showing the press conferences in the morning. I would check the Napa register online each day but it didn't seem like there was a lot of concrete information available. We got the nixle alert on Sunday afternoon that we could go home but it was a long drive so we decided to leave first thing Monday morning. We weren't sure what to expect when we got home (we heard rumors that the power had been out and the gas had been turned off) but everything was fine. Super dusty and ashy, but fine. My cell reception was still pretty spotty, I didn't get full service again until a few days later. I was able to go back to work on Tuesday, my husband's work opened back up for business on a limited basis the following week. So that's pretty much it. It was a crazy week but I know it could have been so much worse and I'm just glad we came out of it ok and that the fire didn't hit our town.

55	Thanks to KVON (I have a battery operated phone), I heard that I could get cell coverage near the Butler bridge.	11/24/2017 2:27 PM
56	Was glad to have the landline still working and appreciated that AT&T would not penalize us for extra usage while the cell service was down. Very disconcerting not to have the cell service for calls or web use but because power didn't go out, had Internet and radio, but would have preferred to have the cell as the smart phone is a primary mode of information for us. Neighbors around us did not have cell either, so were grateful they could use our landline in emergency if necessary.	11/24/2017 2:04 PM
57	I don't really have a story. My communications were never down. I had a friend who was traveling and I checked her house at her daughter's request. My friend's home had no power so her daughter and I communicated about that. We were about to unload her refrigerator and freezer when power was restored. We communicated with her Mom via Facebook. Her daughter called and emailed me. She lives in Washington. I was extremely fortunate. I live in the SW part of Napa, which was among the least affected areas. All we suffered from was anxiety and poor air quality.	11/24/2017 1:19 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

58	All communications set up to inform the public about issues (fires, traffic, etc) were useless. If there is no power, internet or cell service, your only means of receiving any information is through a battery powered radio. Spent three days listening to KVON for our only access to any information. Unfortunately, KVON suggested boiling water in some areas...not possible if you don't have power for your stove. They also often told listeners to find information on issues through a website...not possible if you have no power, internet or cell service. Had to eventually have Comcast reboot all our internet, land line services, and TV...never came on line when power was restored. Those of us in Browns Valley spent close to 3 days completely in the dark about the fire and whether we would actually have to evacuate. Have no idea of the answer to the communication problem, but Nexil is not the answer when there's no power or cell service.	11/24/2017 1:06 PM
59	We found out our home was in a mandatory evacuation area by reading the newspaper, 2 days later! We had a working landline, and no one called us, nor came to the door, nor was there a nixle alert sent. We were very unhappy at the lack of communication from authorities when the fire was close to us. Our main source of information was from FACEBOOK, reading the posts of our friends. This is not right!	11/24/2017 12:44 PM
60	We were awakened around 5AM by a friend who had been evacuated from West Napa and had driven to our home. Our home is located near Alston Park. It was then that we discovered we had no electricity, cell service or internet. We could see the fires glowing in the hills to the North, East and West of us. It wasn't until more than 24 hours later that we learned we could access the internet by driving to South Napa, which we did. At this time we were able to communicate with some of our family members from out of town. Several of our text messages were "undelivered", while others were delivered without a problem, once we were in South Napa. It was frustrating to attempt again and again to send a message, only to have it returned "undelivered". Those family and friends we were able to contact were asked to contact others to assure them we were not in danger. The local radio station (on our battery operated radio) was our only source of information during this 48 hr period - and they did a wonderful job. The most stressful part of the situation for us was the inability to communicate with any of our adult children who do not live in Napa, knowing they would be aware of the fires and concerned about our well-being.	11/24/2017 12:11 PM
61	We returned from Europe on Monday night. Before our flight, we received Nixle reports of the fire and texts from neighbors so we knew what we were coming home to. Our neighborhood (southeast Vintage) was never really in danger of fire but electricity was off before we returned. Cell phone did not work either but found Xfinity trucks near Comcast office and were able to communicate for a short time. Cell service was restored by Wednesday. We were lucky and have helped house others who were not.	11/24/2017 11:15 AM
62	Mandatorily evacuated Shadybrook Lane Sunday night, returned 9:00 am Monday just as fire was approaching house. City of Napa Engine 6 crew extinguished fire & we were safe. Started my generator, and then modem came on giving internet and cell service through Comcast internet. Comcast service went out for short time Tuesday but was quickly restored. Even though police blocked our area we sneaked home every day to fuel generator and keep house safe. Stayed overnight Wednesday night and beyond. Power was restored Friday night.	11/24/2017 10:59 AM
63	Although we had no cell or internet service, we were one of the few people on the court with power so the neighbors used our home to watch TV news. It seems that most neighbors had battery radios, or used their car radios for updates. I recall wondering why we weren't alerted to the event with the same air raid sirens that were available decades ago - as you can tell, I am a senior. However, a siren would have been effective, if only to wake residents sooner.	11/24/2017 10:14 AM
64	Some questions in survey didn't work for our experience because we were evacuated and didn't really track phone/Internet/electrical at our house after that point and for six days thereafter. We found that even with nixle, TV and radio, communications were very poor about what was happening. It was often reported that there were no evacuations in the city of Napa and we live on Montecito Boulevard, which was evacuated, so it was very confusing. I had to contact people I knew at the DAs office to find out that the evacuation order was in fact lifted for Montecito. We stayed outside Napa in San Mateo for six days in order to be away from the smoke. We watched TV and monitored Facebook for developments and returned the following Sunday.	11/24/2017 10:02 AM
65	I was evacuated at 11:00 PM Sunday night and our house did not burn down. We were very fortunate. Remain anonymous.	11/24/2017 9:06 AM
66	We were lucky because we did not loose cable service so had TV and Internet/WiFi. Our home became a gathering place for others to come use the internet so they could contact family and get updates on the fire.	11/24/2017 8:51 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

67	130 people here for wedding. One attendee said we had to leave, very dangerous situation. All left around 10pm-police did show up asking all to leave. We (the home owners) stayed til 10:45 before leaving. Met deputy sheriff on driveway checking to see that everyone had left.	11/24/2017 8:51 AM
68	One frustration was when, in my car listening to the radio (only source of information due to power and cell outages), our local radio hosts were excitedly telling about a carrier who was setting up hot spots for all of the folks who had no internet access otherwise. One host asked where these hotspots would be and the other host said that all the locations would be on their website.....(did she really just say that???) For the very people who this was supposed to help, I am sure this was a sad joke. We HAD NO INTERNET SERVICE which is WHY we needed the hotspots. To be fair and quite generous, they probably meant well and possibly were tired. My recommendation: think... and do not assume your experience is the reality for everyone..... seriously, think.	11/24/2017 7:57 AM
69	We had local family members come use internet because they had no power or cell phone.	11/24/2017 7:52 AM
70	I live on west side of town. From roof of our house I could see flames on west hills. Without cell or power could not tell if it was approaching or under control. Figured if the winds changed to coming from the west (normal) we might be in real trouble. Finally got an old AM radio operational and started to get info from KVON and got some info on wind status. Kind of lived with Ira Smith for Monday and Tuesday as our only real source of communication. Very much appreciated. Though power came back on late Tuesday night we really weren't able to start communicating until Wednesday afternoon. Seemed like all the services were struggling to restore. Because we were able to get information on Wednesday we did determine to do the voluntary evacuation that was recommended because of the wind increase predictions for Wednesday night. This allowed us to pull together our most important items, pets and prep the house. Thankfully the winds didn't kick up as much as they thought. Though nothing happened in our neighborhood I keep thinking that Wednesday versus the situation on Monday/Tuesday was such a difference being able to make an informed decision on what action to take. We have many friends in Napa that were not as fortunate. It is really important that Napa County take some action to enhance the emergency notification system. Between earthquakes, fires and past flood events there is plenty of emergency events going on here to warrant a highly redundant communication system.	11/24/2017 7:08 AM
71	Our power went out ~ 1 AM on Monday morning, came back on about 1:30 AM but then was off around 3 AM. It wasn't restored until Tuesday afternoon around 2 PM. We live on the northwest side of the City of Napa which was closest to the Partrick/Nuns fires.	11/24/2017 6:35 AM
72	I live in Browns Valley, and due to jet lag, I went to sleep at 9:00 pm when the power went out due to the strong wind. Heard a few sirens during the night, but didn't think anything of it. Did not realize what was happening until I woke up in the morning and saw the red skies. Talking to the neighbors throughout the day, I had no idea how close the fire had come to my neighborhood. During the day, we kept watch at the hillside (where generous people were creating a firebreak with a bulldozer) Later in the afternoon fire was seen coming down the hillside and that is when I started to panic a bit more thinking I should really pack up some things and get ready to go if it got worse. We could see some crews working up there, but had no idea what would happen. That is when having more knowledge of what was happening would have been great. BUT, it was the first hours of the fire, so I realize that this was so extreme that there was no way that the city and county could be on top of everything. So just continued to watch the fire as darkness settled in (NO POWER so just made things scarier sitting in the dark) but at least we could see that the fire was out, so could feel that it was now safe to stay put at home. Only information we received the first hours was through an old transistor radio or listening to the car radio.	11/23/2017 9:33 PM
73	We have Comcast and a land line that we thought was supposed to work in emergency. We have an old plug in phone but the line didn't work at all for at least a week. We did have power the whole time, but no tv, land line or internet. Very unhappy, they don't even give credit for it!	11/23/2017 8:25 PM
74	It's still pretty hard to share even though we were not evacuated. I was responsible for my two sons, one of which has special needs, and I was watching four kids as they were out of town - two were young adults - but no one had their driver's license. Between the two families I was responsible for six kids, ranging in age from 11 - 20 yrs. plus nine pets. Initially I was able to stay connected to the internet and listened to the scanner via my phone. Even after the power went out, I was able to follow the fires most of the night and was ready to load my boys and pets and dash to our friends place and collect their kids and pets. My plan was to head north and flea Angwin to the Central Valley via Lake County and eventually go to the Monterey area where we would camp until it was safe to return. However, when I lost cell service it was awful. I am a former firefighter, so when they set up a Heliport at the airport in Angwin, I knew we were expected to survive, but even now, when the wind kicks up and is really strong, I can't sleep. And the worst was not knowing where, for sure, the fires were.	11/23/2017 7:23 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

75	<p>The fire we could see flames from my house very close and no word from city. I have worked in police communications and was informed by friends that there were backfires being set at skyline and that is why it was close. I would have not left my home if I had known they were backfires and not the fire jumping lines! Rumor in the neighborhood was the city said nothing had changed so nothing to share, this was not the case from my perspective. It would have been important to know that there were copious amounts of fire engines at skyline during that time.</p>	11/23/2017 7:19 PM
76	<p>I have already spoken with Cal Fire investigators. I live about 200 yards south of the source of the Tubbs Fire. We heard a transformer blow, minutes later, fire engines pulled up. When we looked out the window, we saw the whole hillside on Bennett Lane was engulfed in flames and it was crossing 128. I grabbed my kids, was able to get my grandparents awake and out, call my husband at work in Santa Rosa and have my dad come home from work in Tracy. We went to the fairgrounds and slept in our cars. My husband was able to get in to the house before we were told to leave by a fireman that night who was afraid the wind could shift. We got no updates all night. The next day, we were allowed to see if our home was still standing. It was, with heat wind, and smoke damage. We had to evacuate bc my youngest daughter has severe asthma and there was no power for our pump. Then the town later went under mandatory evacuation. In all, we were out of our home for 7 days.</p>	11/23/2017 7:14 PM
77	<p>Our neighborhood was safe. BUT, the Partrick fire could have come to our neighborhood. We never received any type of alerts that would tell us what was happening. Nixle is fine, as long as there is cell service and internet. Also, our children attend Stone Bridge School in Carneros. It is a public, charter school under the NVUSD. We DID NOT, ever, receive a robo call/text from NVUSD about school being cancelled. Our neighbors, who attend other public schools, do receive those calls and passed the info on to us. WHY aren't we on the same parent notification system as the other public schools? What would happen if there was some other major emergency at Stone Bridge (shooting, gas line explosion, earthquake, etc)? How would parents ever know?? The office staff posted information about SBS school closure on Facebook, which I don't subscribe to.</p>	11/23/2017 2:26 PM
78	<p>I live at Golden Gate Circle. Effective Monday morning, I had no cellular or internet service. The communications backbones we have become reliant upon were unreliable. I had a clock radio and (amazingly) tv service from direct tv. I evacuated early Monday afternoon (to the South Bay) when the wind shifted and we were misted by fine particulate ash. I did not return for over a week. During that time I tried calling my home's landline and continually got a fast busy indicating service problems larger than my domicile. Each day from the South Bay I would access the daily county briefing via the internet. That, the Napa County website and the Napa Valley Register (performing at a surprisingly stellar level) were my primary sources of reliable information. I realize how fortunate I am. I am so overwhelmingly grateful to our responders.</p>	11/23/2017 2:10 PM
79	<p>We spotted the fire (Partrick) burning early in the morning the day it started in the hills behind our house, thanks to friends who called and then dropped in. Our family then stayed in touch by visiting one another, some family members provided child care so parents whose jobs were not affected by the fires could work. Without power, Internet, cell or regular phone service the only information we could get was by getting out of our area and into places and homes that were not affected. Some neighbors still think we were in a zone that needed to be evacuated even though we were advisory only. That was because their information sources relayed that information to them. All immediate information was from other folks -hearsay, rumor or speculation and occasionally the truth, no one actually knew what was going on. Community meetings were over crowded and not well announced in this area. We never saw hide nor hair of an official person or announcement.</p>	11/23/2017 2:03 PM
80	<p>As a kid our family got caught up in a fire at the end of atlas peak rd, I remember getting in the station wagon and my dad driving down the road with raging fire on both sides of it. Its like a blow torch blowing up in the canyon. Its about time we need a loud air siren to warn the people on atlas peak, soda canyon, redwood roads to give the people a fighting chance to get out safely, something like they have in the Midwest to warn people of a coming tornado. Obviously there will be government money coming in the valley to rebuild hopefully something gets done. Its been over fifty years since that day I still remember it like it was yesterday</p>	11/23/2017 1:24 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

81	<p>I live at 1113 Broadmoor Dr in Brown's Valley. I am a live-in caregiver for a disabled 68-year-old female. Although there were multiple times that I could see flames heading in our direction, the heroic efforts of both private citizens and Cal Fire kept them in check. Our power went out very early on (Monday around 2AM and remained out until Thursday afternoon. We found ourselves in an information blackout as a result. With the entire Comcast system AND the T-Mobile cel system dependent on PG&E power with NO backup, our only information source was good old-fashioned radio. The outstanding efforts of KVYN notwithstanding, that source was woefully inadequate. It is clear to us that although our evolving technology has enabled great advances in information access, the lack of contingency planning / requirements has enabled our service providers to literally leave us in the dark in a catastrophe. ALL of our tech was instantly disabled early on, throwing us 30 years into the past depending on battery-powered radios for information. I saw Comcast finally gradually deploying backup generators around their system on Wednesday. They never did get to our neighborhood before PG&E finally restored our power. I was especially disappointed by T-Mobile and whatever cel system they employ in napa. I fully expected that if my internet went down, that I would at least be able to resort to my iPhone to stay informed. That was not to be. If not for the fact that we maintain a PacBell hardline, we would have been completely without communication for 4 days. In a bygone era, our service providers would have been required to maintain backup power sources to keep our vital communication backbone functioning. Sadly, when we de-regulate our utilities, this is what we get and it takes a horrific disaster before the issue even gets discussed. The fires started due in large part to lax regulation of PG&E, we were left freezing in the dark by them as well, our lifelines were useless thanks to Comcast and T-Mobile and our only working service (POTS) was there only because PacBell, despite their best efforts to eliminate it, has so far, been required to maintain it. We were the lucky ones. Our house did NOT burn down and I was able to fetch what I needed to provide for my client because the streets and roads in town were not affected. The fact that our responders had to spend the first 48 hours knocking on doors and informing residents about the fires instead of being able to immediately begin fighting them should give all of us and our elected officials pause. We can blame Mother Nature for the disaster, but all she did was provide the wind. Everything else is entirely our fault.</p>	11/23/2017 1:23 PM
82	<p>Not really a story — just a couple of observations. I live in north Napa and found out about the fires on Sunday night when I went out to walk my dog in the windstorm and saw the hills on Atlas Peak were on fire. NO sirens, NO news, NO text alerts, nothing, until finally one of the SF news stations reported it at least an hour after I first saw flames, and then only because one of their reporters called in from his home in Napa. Once the power went out and we lost TV reception, there was NO news at all, until I went out to my car, sat in the driveway, and searched for radio news. Finally found a local Napa station, and they did their best to share info throughout the crisis. That radio station was THE most important source, and at first the ONLY source, of emergency information as the fires swept the valley. They stayed on air without a break for days, and they deserve a medal. For many elderly residents without cell phones and without power, they were absolute lifelines.</p>	11/23/2017 12:17 PM
83	<p>I just want to thank KVON for its continued local coverage. Without them I wouldn't have known what was happening outside of what I could see out my window. They were a continuous source of information and comfort.</p>	11/23/2017 11:37 AM
84	<p>Local radio station didn't give enough information. Just kept telling us to go online or text nixle. Couldn't do either because we had no power or cell service. Very frustrating not knowing what was going on.</p>	11/23/2017 8:46 AM

85 I was in bed watching television and had the bathroom and bedroom window open an inch and smelled smoke. First thing I thought of was the neighbor behind me smoking a cigarette, then I thought, "That is not cigarette smoke, maybe he is smoking marijuana. I fell asleep with the television on and woke up and turned it off and turned the corded radio on. When the news announced that they were evacuating Silverado Country Club due to fire it woke me up and first thing I thought of is a friend is staying at her friends house who lives in Silverado and her son and daughter-in-law have a home on Westgate. I put my shoes on and went outside and saw the sky red in the direction Silverado would be in. I came back in the house and turned the television on and channel 7 was covering the fire and all I could think of was my friend and her family because I knew her sons house was 1/2 - 1 mile from Atlas Peak closer to the hills that were on fire that I saw on the television. About a half hour after turning the television on the power went out and then came back on and a few minutes later it went out for good. I picked up a flash light that I had next to the headboard of my bed (since the earthquake 2014) and turned it on then went to the closet where I kept my mom's old transistor radio and then to the refrigerator to get the batteries for it and hoping I had the right size for it since I had never used batteries in it and only plugged it in when I used it. Turned the radio on and listened to the station it was on about the fire then changed it to KVON. It was so helpful to be able to listen to someone since I live alone and am 65+ and then when people started calling in and telling what they were seeing and experiencing was very informative. I could not go to sleep with all the fires I was hearing going on but laid on my bed trying to sleep but could not and at one point heard someone call in from the Salvador area asking if they needed to evacuate. When I heard that I thought maybe I should evacuate, I live in Bel Aire near Whole Foods, so I got dressed and wandered around the house by candle light since my flashlight went dead. Around 8 am I called my friends cell phone with no answer and then called her land line and left a message from my mom's old corded land line. I then called my sister in Santa Clara and let her know about the fire and she said if the smoke got too bad I was welcome to come to her house. With having the Napa radio station on all night and all Monday and Tuesday I felt safe to stay in my house and eat meals and not go outside in the smoke or in the car and drive around like Cal Fire was asking us to do and stay off the roads. I did go out Monday about 6 or 6:30 pm to the south Napa Target to get ice to put in the refrigerator and saw the hills behind Skyline Park on fire. I tried to use my cell phone in the parking lot to call my sister but there was no service but I knew I could call her from the house to tell her I was going to leave Tuesday afternoon to come to her house. I packed 3 ice chests full of all my food from the freezer and refrigerator and took to my sisters with my indoor cat. I put my outdoor cat in the bathroom with a liter box, bed, food and water to get her out of the smoke and worried the whole week I was gone by leaving her behind in case my house did catch fire. I would have lost a lot of money in food because I had no electricity and heard from neighbors that it was not restored until Thursday and I would have had to throw it all away and my loss of food would be a lot to me but not in any comparison to all the people who lost everything like my friends son and daughter-in-law. I asked my friend Tuesday morning about her boyfriends house and her sons house and she said everything was okay. Her and her boyfriend were evacuated at 3:30 am Monday morning when a neighbor banged on the door. I did not know about my friends son loosing his house in the fire until she called 3 weeks after the fire to see if I wanted to meet her at her boyfriends house and walk around the neighborhood and she said she has been so busy trying to find her son a house to rent. Her son and daughter-in-law were in Italy when the fire started so they had no idea about it until they landed at San Francisco airport. When I was at my sisters house I kept informed about the fire by watching the 9 am update from the Napa supervisor, Cal Fire, etc. and watching the news.

11/23/2017 1:05 AM

86 Sun Eve 10/8 after a show at the Uptown, 10 pm I drove to Yountville. The wind was ferocious, branches and leaves blowing in front of my car on hwy 29. I glanced to my right and saw a long strip of fire on the mountain tops in the East going from Napa to Yountville. I tried to call Napa Fire and Napa Police. Constantly busy and No Nixle alerts for Hours!!! Nothing was on the news and my only information about the fire I found on Nextdoor NAPA, about which areas were being evacuated. It was scary the first day, I heard no sirens, just red glows and smoke. Finally on day 3 saw helicopters but no planes? Yountville was soon without power for 2+ days. A ghost town. Got new from local Napa on Monday. Ingrid

11/22/2017 11:56 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

87	<p>I live in Browns Valley, just off Partrick on Morningside Drive. For us, the initial few hours of the Partrick Fire were very scary and it was very hard to get a clear answer from Fire Trucks on what to do. First off, there was a complete lack of fire units for the Partrick Fire... still remember dispatch telling the Napa FD chief on the scanner that it was him and two trucks to combat the fire as all other units were committed. When fire trucks finally started coming up our street, a good 1-2 hours after the fire started, we were told many different messages. Napa City Engine 3 told us we were safe and the fire was moving along the ridge and not threatening us immediately. Then Napa County Engine 12 from Yountville came up our street a while later and we were told, "Don't wait for us to tell you you need to go, if you feel endangered, go then..." Finally, a CHP helicopter flying into the Napa area from the Southwest flew over Browns Valley, turned on their siren and someone on the helicopter started saying something about "Evacuate Evacuate Evacuate or Prepare to Evacuate"... to be clear, it was hard to understand them between the helicopter noise and the howling wind. The point here is that there was no clear message from the people we look to for guidance... City... you're fine...County... don't wait for us to evacuate... state police, get out now! Also, I would like to point out I never saw a single Napa City PD unit.... Not one, nor did we see a sheriff.. Again, to be honest, they were probably swamped with the Atlas Fire, but as things were sketchy on the West, having someone tell us what to do would have been helpful. I'd also suggest using Nixle in the future regardless if the problem is only in one part of Napa County. When the Partrick Fire burned together with the Nuns Fire on Mt. Veeder, I drove like a maniac home from the Napa Airport because I thought the Partrick Fire had started again only to find out it was nowhere near me. Had a nixle alert been sent, it would have mitigated my fears and anxiety.</p>	11/22/2017 11:29 PM
88	<p>Our home is in Napa, 2 miles west of silverado trail. As I went into the bathroom to brush my teeth at 11:15pm that night, our bathroom window was open 1 inch and the bathroom smelled strongly of smoke. I quickly went and looked out the front window, saw some flames in the lower eastern hills and an apocalyptic-like glowing orange orb of light (seemed a hundred feet into the air) north of the the flames. It was very difficult to tell whether the fire was in the hills AND in the nearby vineyards over the houses across the street. I went online on my computer and saw that it was on Atlas peak and had not jumped Silverado Trail. Through Neighbor Nextdoor e-mails, and knowing to go to Nixel and CalFire sites, we checked Nixel and watched the TV news until our power went out at 2:00am. We used a cellphone to check fire status the rest of the night. With the severity of the winds, though the wind was blowing east, away from our neighborhood, it was clear that everything could change instantly. We stayed informed all night long and our child and I left town Monday morning to be with relatives where there was less smoke. My husband stayed in town incase the wind were to change and so he could work. Due to the terrible smoke conditions, my son and I didn't return to town for 10 days. My husband was able to go to work and also live inside our house due to the fact that we, thankfully, already had two portable air purifiers in our home prior to the fires, which made being indoors bearable. He had to drive to south Napa to get strong enough cell service to call us once a day with updates. There was no power at our home for 48 hours.</p>	11/22/2017 11:12 PM
89	<p>On Monday I had the symptoms of a heart attack. We could not dial 911. My wife drove 3 blocks to the nearest firehouse looking for a paramedic and there was no one at the fire station. She had to drive to the Queen of the Valley Med Ctr to get an ambulance. It was a long time till the paramedics arrived. I was hospitalized for a week.</p>	11/22/2017 10:43 PM
90	<p>We live on Mt. Veeder near the Lokoya area. We were OK after the big wind Sunday night. Monday and Tuesday were quite calm, with the only known fire about 4 miles west of us on the other side of Mt. Veeder down on Trinity Road. We did not feel threatened. In a very short time late Tuesday afternoon a big fire with strong winds suddenly appeared apparently coming over the Mt. Veeder Ridge line from the South. In a few minutes it was obvious that we had to leave. We had NO NOTICE or knowledge of this fire, I believe it was then called the Nordom fire coming from the Sonoma area. NOTE that when we evacuated, we had seen no firefighters in the Mt. Veeder area during Monday and Tuesday. There were no air tankers, fire engines, or helicopters. We were totally unprotected. On the 8 mile drive into Napa around 6PM Tuesday we saw no firefighters of any kind. The State of California failed to adequately protect its citizens. More money is needed to triple the air tanker fleet. We don't need a high speed train Jerry Brown!!!!!!</p>	11/22/2017 9:31 PM
91	<p>It felt unfair to not have cell service or internet/cable even after running my generator and connecting my router/tv/etc.</p>	11/22/2017 9:08 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

92	<p>I am wondering why there was not widespread notification by the city of an emergency? How about a warning siren, etc. I slept through the whole of Sunday night when those fires were raging. I found out about it from a text on my cell phone from my sister-in-law in Colorado on Monday morning. I did a voluntary evacuation in order to get fresh air. I also wonder why the evacuation centers were not located out of the very harsh air . Not initially, but at least on Wednesday or Thursday. They could have loaded up buses and taken people to some place where the air quality was healthy. I live in the city of Napa, so my home was spared, thankfully. The local tv coverage was outstanding, and I could keep up with the news that way - channel 4 and 5 in San Francisco were very good.</p>	11/22/2017 8:51 PM
93	<p>Anonymous please: our house did not burn BUT we were lucky, it could have. We had no electricity, no internet, not landline, no cell phone. We did NOT know what was happening, we did not know if we were in danger, we did not know if. We needed to evacuate. Families in other states were worried and could not contact us. When we drove far enough away to get cell service, out of state relatives gave us critical information. We realized we need another plan to depend on during emergencies- we just have not figured out what to do yet. Communication is critical and we didn't know it would be the weak point in our emergency plan.</p>	11/22/2017 8:42 PM
94	<p>I wish that the local government officials in Yountville would have reassured the town that there was no danger even though they were evacuating veterans from the Home. After the fact it was clear that there was lots of manpower in and around Yountville and that knowledge would have been comforting when the fire was threatening from the west and the north!</p>	11/22/2017 5:02 PM
95	<p>I live at the Veterans Home of California in Yountville. About midnight the first night, we were alerted that there was a fire and we should close our windows in case the smoke came our way. That bothered me so I went outside to see where the fire was located. I was shocked to see how the mountain ridge just 2 miles from us was nearly completely on fire. An hour later we lost all power and all communications - no electric, no land line phones, no internet, no cell service. It was a very difficult 24 hours until the dining room was set up as a 24-hour information and communications center, and our electric was restored. At the dining room we were updated regularly about our status. We were suddenly evacuated one night but returned when the wind changed and the fire crews were able to slow the advance of the fire onto the Veterans Home property. They only way they could tell us to evacuate was to have staff and first responders knock on our doors. There are about 900 people living here, and there was no time for us to prepare. I evacuated again a few days later when it was highly recommended that we voluntarily evacuate if we had means to do so. All my communications were dependent on the Veterans Home. If at any time an alert via cell phone, internet, or land line had been sent out, I could not have received it. My cell service was out for 18 days.</p>	11/22/2017 2:21 PM
96	<p>My wife and I were extremely lucky that most of our power was on most of the time (other than overnight the first night). So, we were "glued" to our TV, Internet, and Nixle messages. We also subscribed to the Accuweather app, which allowed us to view the fire map clearly. The first several days were the most critical for us as we grew more and more concerned about the fire growing out of control. We were particularly worried about the Atlas fire, since that was the closest. It got so bad at one point that we packed our bags and important information and placed them by the garage door. We were very, very lucky (sadly many others weren't) that we had time to plan a possible evacuation. Of course, the smoke was awful and we had to wear N95 mask when we went outside to get anything. We limited this activity though. Needless to say, we could not find any stores that had N95 masks to purchase. We'll learn from this experience and buy some now.</p>	11/22/2017 1:57 PM
97	<p>As said, we were fortunate. We could escape the valley and avoid the brunt of the distress and inconvenience. Beyond that, we were exceedingly fortunate and blessed to avoid the brunt of the devastation, which is perhaps the best part of our story. Still, as we sat in the City and watched with utter disbelief and despair all of the events of the ever-spreading fire that first week, we anxiously awaited some good news about containment as we watched the daily news conferences for both Sonoma and Napa counties. As we also watched the weather and the rapid spreading of the fires, we also planned a return trip to Angwin on the first Friday to remove those things we deemed irreplaceable, which turned out to be primarily baby pictures and picture albums of our children in their infancy and younger years. When asked to contemplate what's most important to you, the answer was really quite simple - your family....</p>	11/22/2017 11:03 AM
98	<p>We were very fortunate not to live in the fire's path but we were without electricity for 13 days.</p>	11/22/2017 10:23 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

99	<p>With the sky darkened, flames visible, the air unbreathable, my community vanishing was terrified. I was close to panic, tearful and trembling. I had no cell service for days. I was on alert to evacuate and/or defend my home from embers with the garden hose. I spent half of the first day at the Napa county animal shelter. The shelter was flooded with all types of pets. Owners men and women with blank expressions holding their pets close, broke into tears as they mumbled, "My home is gone". Larger pets and livestock had been taken to the fairgrounds. Shelters workers and I had no mask. I could not work more than 3 hours due to the air quality. Masks and air purifiers were sold out. On day 2 I was alerted via TV a Bay Area news station purchased N-96 masks and distributed them at Napa Community College. I was so grateful. I received one of the few remaining. The masks went quick. I purchased an air purifier on line. I am elderly and healthy yet the smoke with its multiple pollutants continue to plague my lungs. I was horrified when I saw vineyard workers without masks. I lived through Mt. St. Helena's volcanic eruptions and the Napa quake. The fires were the most terrifying. The fires tested all. The fires reminded us of the importance of disaster readiness; utilities, transportation, services, hospitals, care centers need coordination/leadership of city county and state resources. The fires exemplified the vulnerability and compassion of humanity.</p>	11/22/2017 9:31 AM
100	<p>The biggest concern was the complete lack of warning. There should be a Tsunami type of siren in remote areas. We live at the top of Soda Canyon Road, facing Atlas Peak. We found out about the fire from a friend down the road who was evacuating. The wind was so crazy, that I knew the power would go out so I plugged in my old princess phone which doesn't need power. Without power I don't have internet or cell service. The only access to the outside world is the landline. Once we got my friend's call, we all started down the hill in three cars at the height of the fire Sunday night... but my dad was starting down and turned back because of all of the flames everywhere. I was waiting by the Soda Canyon store for him to come down the hill, but he never showed. I was totally panicking! I had NO WAY of communicating with him and I had no idea what happened to him. There were flames everywhere... both sides of the road when we came down. Then he found his cell phone which I got for him in case of emergency. He had only used it only a couple of times & really didn't know how to use it... but managed to figure out a place where there was service and he called me. The only number in the phone. My cell wasn't working at Soda Canyon Store. I could answer his call, but couldn't hear him. My housemate's was working, so we called him back on her phone. Thank God he was ok. Two identical iPhones with Verizon and only one was functioning. For the next 24 hours... we stayed in touch when he could find a place with service up here. Very sketchy. But it worked.</p>	11/22/2017 9:30 AM
101	<p>Maybe I missed it on one of the updates, but it would have been nice to have been told about back burn at skyline park, it was 1 mile from my home and was very scary to see fires that close but only in a voluntary evacuation zone, overall I felt communications were great via Facebook, kvyn radio etc.</p>	11/22/2017 4:26 AM
102	<p>I find it alarming that I had to find out about the fire from a friend that lived in the East Bay who saw it on the Channel 2 news! By the time she called me the fire was already above and below our house! We had to drive through fire on both sides of the road to make it to safety. In speaking to my neighbor who also lost her home she found out about the fire the same way, her daughter who also lives on the East Bay saw it on the news. Nixel didn't work nor did our community fire watch association, as they didn't know about it either. If the news had the time to broadcast it then our community leaders sure as hell should have had the time to alert the community. I believe I got the first Nixel alert an hour later.</p>	11/22/2017 12:20 AM
103	<p>This was a trying time for myself, family, friends and neighbors. The lack of communication created a terrible, indescribable sense of isolation. Out of area loved ones were anxious to hear from us and our household had many sleepless nights due to fear of not receiving pertinent evacuation information due to lack of power and cell service.</p>	11/21/2017 11:35 PM
104	<p>Oxygen dependency was a huge concern. No way to call 9-1-1 and no way to get any help. With thick layers of smoke, it was a desperate situation.</p>	11/21/2017 10:26 PM
105	<p>I have been in contact with AT&T for landline service and Mobility. They sent out people for the landline twice and they haven't fixed it yet. It's been 45 Days. Mobile service is dismal. Even though the coverage maps show AT&T has great coverage on Atlas Peak, NOT. Our winery and guesthouse burned down completely as well as other outbuildings. Can't use the house that is partly damaged because there is NO power, therefore NO water as we need power for the well pump. PG&E also sent a technician twice. Both times I was told they can't climb the when they are alone. These utility providers are so unorganized and all that happens is you get transferred to another representative that doesn't have any answers either.</p>	11/21/2017 7:02 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

106	<p>I woke up at 1 AM on October 9th to the strong smell of smoke. I dressed and checked that our yard and the nearby houses looked okay. The power was already out at that point. I checked my cell phone and saw that there were already 3-4 Nixle text alerts about fires in Calistoga and Napa. I kept my cell phone handy after that and checked for more alerts periodically. In addition to cordless phones, we also have two corded phones that plug into the wall. The reason we have these is for safety, so that we can get and make calls even in the event of a power outage. Family members tried to reach us on our land line during the first 48 hours of the fires, but although it rang on their end, our phones did not ring. We checked that the ringers were on and turned up, but our phones did not fully work right until the power came back on. Although our neighborhood was never evacuated, that type of failure could really have been a problem. If we had been ordered to evacuate, we would not have even known that someone was trying to call us. It wasn't a problem for us, but that type of failure could have cost others their life in these fires. At some point on Monday we learned that our Napa valley radio station, KVYN/KVON was broadcasting news about the fires. That was a tremendous help. Prior to that, our only source of information was the Nixle text alerts. In the past, it has been rare to get even minimal coverage of local fires, flooding, etc. on our local radio station. We very much appreciated that they really stepped up and were a very valuable source of information during the fires.</p>	11/21/2017 3:22 PM
107	<p>A generator was provided by a generous neighbor so the nearby residents could recharge cell phones. That kept us updated during the fires, particularly while the electricity was out.</p>	11/21/2017 1:02 PM
108	<p>I only found out about the fire because I had a family member in the fire service who had responded and his wife contacted me. After that I used an app on my phone to monitor the sheriff's channel, the county fire channel wasn't working on the app. At about the time that the sheriff was en route to evacuate my neighborhood I received another call from my family with the strong recommendation to leave Circle Oaks. It wasn't until I had gotten into Winters that I received the text from Nixle calling for the mandatory evacuation of the Circle Oaks neighborhood. When I left power, phone, and internet were all working. According to the information I got from the PG&E website my house lost power at 1:45am about an hour and fifteen minutes after we had left. After we left there was no information that was given concerning my neighborhood of 200 homes by local officials. I tracked both the Facebook feeds from the county and the local radio station. Fire maps and other general communications weren't specific enough to determine if we had suffered loss or if our home was safe. Thankfully there were third party reports and other unofficial sources that allowed us to feel that our property was safe. It wasn't until a community meeting on Sunday that I heard that Circle Oaks suffered no loss. That was 7 days after evacuating and almost 24 prior to having the evacuation lifted. To be honest there was more communication given to the Silverado and Avenues then to the fire activity on the backside of the ridge where the fire was burning. It turns out that the fire was in our neighborhood on Tuesday morning and the fight was through Wednesday, well past the initial fire storm of Sunday and Monday.</p>	11/21/2017 11:04 AM
109	<p>We live in a rural part of the county (off HWY 29 on Galleron Rd.) We no fire damage, but in our area, we seem to always be last on the list to get power restored or cell service restored. Our area already has weak and spotty cell service. We do not have access to any cable network provider. We are on a well. I have lived many years in Europe. Of the 8 years I lived in Switzerland, there was never one power outage. Not one. Here in Napa valley, there are regular power outages. In Europe cell service is everywhere, even in tunnels through the Alps. I am struck by the third world nature of the communications and power infrastructure of Napa Valley and the US as a whole. We have an antiquated power grid, with 19th century technology above ground power lines. Remote areas have no access to the internet. Cell service in remote areas is spotty. I just do not see how our country can lead the world when our basic power and telecommunications infrastructure is 20 years or more behind truly developed countries.</p>	11/21/2017 7:35 AM
110	<p>We live in the Southeast Napa neighborhood near Skyline Park. Several neighbors work for NVUSD, FD/PD or other Napa County offices and were our main sources of information in the first 4 days of the fires. Though our area was spared fire damage, we all watched the flames day and night from our rooftops, as we hosed them down. Not knowing whether flames were from actual fire or control burns was very frustrating. Nixle alert system was very unreliable, as we didn't have ability to make or receive calls or texts, nor did we have internet access from Mon until about Wed or Thu, unless we left the area. On The, since fire seemed to have gone over the hills toward Solano County, our family left to spend the day at Stinson Beach, for relief from the smoke (and anxiety, tbh). But we had to return shortly after arriving, as we received texts from neighbors warning us flames were again visible and closer to neighborhood. Some neighbors did have spotty cell service or left the fire zone to warn us. At the end, we were most frustrated by unreliability of Nixle alert and other county warning systems. But we were thankful for the service from all responders and most grateful to have been spared any fire damage to our home or neighborhood.</p>	11/21/2017 7:26 AM
111	<p>We need to get cellular service up here in the Lake Berryessa area</p>	11/21/2017 12:42 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

112	My daughter witnessed the flash of white light and then orange glow thru the trees. She told me, I called 911. Anne from the weekly Calistogan did a story about us in the paper.	11/20/2017 11:37 PM
113	It was a fast and furious fire. There was no communication via a phone lines for us to evacuate or even acknowledge that there was a fire in our area. Only because friends across the valley call did we know that there is a fire. After we had already evacuated animals, and returned home, emergency personnel came and told us to evacuate, we chose not to. We stayed and fought the fire, which ultimately saved our home and probably our rural neighborhood. we had help from total strangers who just stopped by to help and fire fighters after i called 911 asking one engine to help us out. Thank you All! The fire and lack of communication was bad enough. But Because we lived in an evacuation zone, if we left to get fuel, supplies or check on family we were not allowed to return back to our residence. The residence that we had been fighting fire for 2 to 3 days to save. This part was wrong! I understand the job of the officials, but there needs to be some common sense.	11/20/2017 9:59 PM
114	My elderly parents live in the other side of town. They never lost any services, however, since they couldn't reach me in the event of an emergency (evacuation/illness) I needed to stay at their house until all communication was restored.	11/20/2017 7:04 PM
115	The TV was our main source of information. I signed up for Nixel alerts but they lacked complete information and said to go to the internet. We didn't have internet. It would have been nice to have additional information from Nixel without having internet.	11/20/2017 3:01 PM
116	I was safe even though we were were within 4 to 5 miles of Atlas peak. I called 911 at around 11:45 to report a medical emergency that was unrelated to the fire. The first call was unanswered. During the second call the 911 operator could not hear me. I had to yell. It was so frightening to think I may not be heard on the call. the operator did tell me it was very noisy there and we got police and AMR transport to the QVH ED in a fairly timely fashion considering Allas peak was rapidly taking off. I thought the first responders did an excellent job overall. Thankfully the worse part of that terrible ordeal was only having no phone during the first two days.	11/20/2017 2:28 PM
117	One of the hardest parts of the recent fires was the lack of information in the first few days. We listened to KVON continuously as it was our only source of news other than talking to other people. There were many people out and about and all conversations were about containment numbers (there was none at first) where the fire was spreading, current evacuation zones and what areas were affected. We felt very disconnected and isolated.	11/20/2017 2:04 PM
118	I live on the valley floor but for the first 48 hours, cell connectivity - calls and texts were spotty at best. It was difficult for me to stay connected and learn the latest updates. Thank god for the radio. There was no service at the evacuation centers where connectivity was a lifeline. This was appalling!	11/20/2017 1:25 PM
119	WE evacuated at 3:30 Monday morning. We had about an hour to prepare as we were called by a friend who saw the fire advancing on Mt. George at 2:30 am. I turned on KVON and heard Jeff Finklestein alerting us of the fire situation as best he could. Ira joined him at 7 in the morning not fully aware yet of the devastation going on in our valley. As we were leaving at 3:30, sheriff's vehicles were rolling with lights on into the Coombsville area. We had police tape on our mail box and had left the lights on so they could see we left. We went to our son's home in Napa off of Soscal. When we arrived at our son's house, we learned that our other son's family with the grandkids had evacuated earlier due to the Tubbs fire coming down Mark West Springs Road. They ended up being out of their home for 8 days, just north of the Wikiup area. We learned later from neighbors that stayed that our street, 2nd Avenue was blocked at North. However, we returned to the house Monday morning and there was no street blocks in the Avenues on Coombsville. We slept their Monday night and left for San Jose on Tuesday. We returned on Wednesday as we heard the fire advancing and wanted to be close to Family. We returned to our home and obtained additional items for safe keeping. Our cat was taken again by our son while we were in San Jose. We stayed at his home on Wednesday night and went to the community meeting on Thursday at Napa High Auditorium. There we learned that we could return to our home under an advisory evacuation warning. It was fully lifted on Sunday. We were fortunate that our home was not effected by the fire outside of ash and some embers. We never lost power. We are thankful for the first responders and some neighbors on Barrow Lane who fought to keep the fire on the ridge we could see from our home. We evacuated from the 1986 flood and were impacted by the earthquake in 2014. This was the most tense as all of our family were pushed out for awhile by the fires or had workplaces that lost power. The community came together again and our leaders at Cal Fire, the Sheriff's Office and the Board of Supervisors did a fabulous job as did all of the first responders form around the state and locally. It made us proud to be a member of the Napa Valley community. Ed Shenk	11/20/2017 12:22 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

120	<p>Hey (brother), We're OK. Around 9:50, Sunday night, I saw the fire on the hill across the valley and tried to call 911. I couldn't get through so I figured someone else was calling about it. We went to bed because it didn't seem to put us in danger. The wind was terrifying though, so we slept fitfully. I told (husband) I was really worried about something bad happening because of the wind. I'm not sure what time (neighbor) called to tell us to evacuate. I was surprised we hadn't gotten a Nixle notice, a phone call or police or something. So, we went out the front door to see for ourselves and saw the glow of flames over the hill west of the house. We immediately started to pack up the cars. While packing, we lost all power, around 1:30, and had to finish packing using flashlights. We actually didn't leave the house until 2 am. We drove a little ways away, to the market, with the two dogs in (husband)'s car with him and the cat with me. We waited anxiously for a while, and (cat) was driving me crazy because I couldn't let her out of the car. Finally, we decided to get a little closer to see if we could see what was happening because we couldn't hear any news. We stopped across from the school and watched the flames on the hill behind the house, from about a quarter of a mile away. I thought for sure we were going to lose it all. The flames looked like solar flares; they must have been enormous. Lots of fire trucks and cars were going by; lots of people stopping to take pictures. After no sleep, we decided to venture home again, around 7:00 am; the fire didn't seem so bad, or close, in the daylight and the authorities weren't telling us to evacuate. They didn't block off our street. We got a few hours of sleep in the living room, in our clothes, before I went downtown to work. (Husband) stayed home with the pets in case we had to evacuate them. We slept in the house last night, without power, hot water, etc. and no connectivity to know what was going on around us, no cell phone or internet. This morning I went back to the office, spent most of the day trying to focus on work, but my mind was preoccupied on the fire. (Husband) stayed home again to make sure the pets were OK. I was able to see that the fire was moving away from us online today, from work internet and the fire maps. We got power back at 5:30 tonight (Tuesday), with the hot water and internet, and in the last hour or so we got cell phone service back again. We feel incredibly lucky because if the wind had persisted, or gone a different way, we would be homeless. I heard that a couple of guys bulldozed a four-mile firebreak behind us at Timberhill Park and across the ridge over to Partrick Rd. Without their work, our whole area of homes would have been lost like those in Santa Rosa. The ash has been bad, it almost looked like it was snowing out. The sky, and ground, was full of ash, so today we wore masks. Even so, my throat and eyes hurt and I felt nauseous. Of course, we have been watching the news for any information on which way the fire is moving. We don't feel out of danger yet. We just got an alert that they are evacuating Redwood Road and the Dry Creek Area so we're worried now about how (cousin) and (friend) are doing. It's a little hard to sleep even though we're exhausted, still on alert, and the house is filled with smoke in spite of keeping everything closed up. Luckily, our jobs/bosses have been very understanding about time off to deal with things, so no pressures there. I send more news when I have it...</p>	11/20/2017 11:20 AM
121	<p>I had horses I needed to evacuate but could not get information about shelters or safety because of lack of cellular service</p>	11/20/2017 10:56 AM
122	<p>I won't go in to all of the details other than to say the first 48 hours were stressful because I had no power, no cell and no internet. I worried about keeping tabs on the fire knowing it was burning in the hills just above our property (we are at the base of Mt. Veeder). I did evacuate my horses and animals Tuesday, October 9th and got my toddler son out of town too. For the remaining week and half I felt it was difficult to get current, up to date information on precisely where the fire was burning.</p>	11/20/2017 10:16 AM
123	<p>The main challenge was not having reliable cell service. This meant that at night, it was hard to sleep because we knew that Nixle messages *would not* be received as usual because of the lack of cell service. I switched to receiving both email & text messages, but found that occasionally email would be delayed so it was a challenge. It also meant that even when service was restored, we were still anxious because we knew that the towers could be in the "line of sight" for any fires that would have caused a formal evacuation, instead of just the advisory.</p>	11/20/2017 9:38 AM
124	<p>I live in Circle Oaks. We were evacuated by sheriff's deputies going door to door around 1 am on Monday morning, with plenty of time to get out. We evacuated to a friend's house in Yountville -- which did not feel all that safe. I reported to work at Napa Valley College, where we opened an evacuee shelter. It was a tremendous experience of mounting an emergency operation with no prior experience by anyone! The energy and generosity of the community in pulling this together was inspiring. Nancy Tamarisk</p>	11/20/2017 9:35 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

125	Woke up Sunday night (Monday morning) around 1am because of the smoke. Opened our second story bedroom west facing bedroom window to see the hills glowing. Watched the fire race towards Silverado and then get much brighter along with the thunderous booms of exploding propane tanks. Around 3 am I believe the power went out for good. With this, we lost all cell service and ability to communicate with anyone. Not a good feeling when you are watching a fire get closer and closer to your house. Power stayed off for days. Voluntarily evacuated as we have a young child and the smoke was unbearable. The lack of information was very unsettling.	11/20/2017 9:33 AM
126	I was activated by the EOC, and the absence of cell service during the 1st 2 days was a considerable challenge. Unlike the previous 2 disasters, text messaging was also unreliable during this episode.	11/20/2017 9:31 AM
127	i did fill out this form and made extensive comment but it was under the banner of "sonoma county" because I did not make the connection w/"library" so I am answering these basic question under the Napa Library site because I realize that is the most valid experience for our own county. I do want to say here that the orderly way were made to evacuate was nothing short of impressive. I am so grateful to all involved in the response to this fire... fire department, police department, sheriff, National Guard, individual volunteers, ALL OF THEM from the first to the last (many who are probably still in place) for their efforts against a fire that could not be stopped in any way, shape or form. It was a disaster of magnitude proportions, started by an unprecedented wind speed. As bad as it was, it could have been so very much worse.	11/20/2017 9:31 AM
128	Thankfully my house was not in immediate danger from the fires. Sunday night My husband and I had gone to see the Mavericks at the Uptown and when we arrived at home we could see the Atlas fire across the valley. We live on Linda Vista Avenue near Trower in Napa. We lost our power, land line phones and cell service. We had no way of communicating with our loved ones. My daughter and her husband live in Sacramento and she was due with her first baby on October 8th. She had no way of letting us know when it was time to go to the hospital. We had to drive out to the Southern Crossing bridge to have cell service. I couldn't stand not knowing when she was going to go into labor and miss being there for her. I ended up going to Sacramento for four nights and staying with my daughter. I came home on Sunday the 15th because we had power and cell service at our home. She ended up having her baby on Tuesday the 17th! The nixle notifications were very helpful. Anonymous	11/20/2017 9:23 AM
129	We lost power at home but have a generator. Our cell service was spotty.	11/20/2017 9:19 AM
130	The lack of calm and helpful communication at my work was dismal. Upper level managers were gone and the remaining supervisors were useless. Rampant false and incorrect stories ran wild. It caused coworkers to make rash and poor decisions. I understand that we were all in the dark and scared but there has to be some form of leadership to direct and keep people calm.	11/20/2017 8:32 AM
131	We live in the Browns Valley / Banbury Ct. area and feel very grateful we had TV, Internet, landline and of course power and were able to take in family that had been evacuated on Monday.	11/20/2017 8:12 AM
132	I was called in during the middle of the night, 3AM the first night of the fire as I am part of the EOC shift A. We have a landline that is not reliant on power, so it still worked and we did not lose power. My spouse was able to go online and watch tv so was fairly well informed. We do keep an emergency evacuation kit available and had a plan in place for our animals. We felt extremely fortunate to have a plan in place and could make an informed and fast evacuation if necessary. So many others did not have this "luxury" and I am glad I did not have to rely solely on a cell phone for contact information!	11/20/2017 7:38 AM
133	Communication from Napa County was very slow and error prone. Much better information coming from Sonoma County. Napa County officials did not seem to know which areas were/should be evacuated, could not get street names right or even directions (confusing east with west and north with south). Called out evacuation areas between two orthogonal streets (which therefore includes 1/4 of the county). I strict reading of their instructions for the Coombsville/Avenue area meant that all of downtown should be evacuated. Sonoma on the other hand had a very clear map posted on an event website, within 24 hours. The other remarkable thing was the nearly complete lack of fire fighting personnel or any information about them. This was in contrast to the fires in '62 and since (I've been here for all of them). The entire ridge from Mt. George to Skyline part burned for a full day before I saw the first fire fighters.	11/19/2017 9:41 PM
134	After my return, after driving five hours of detours, after my 81st BD, Napa"s water department requested that I drive a check to Napa (over two hours drive) or my water would be turned off and then the high fees to reconnect. Turns out while evacuating the bill went into my pocket instead of the mail box. Finally after expressing the trauma of several years of evacuating I was allowed one extra day for the snail mail. If only I had known before I retired here.	11/19/2017 8:16 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

135	We live in Silverado Resort, we received no warning of the fire. A friend from 6 miles away called and woke us up. Saying the Atlas peak is on fire, the hill by your house is on fire you have to get out. This was the only warning we received as the fire was already raging near our home.	11/19/2017 7:57 PM
136	There was physical evidence that Cal Fire crews worked very hard to save our home on Mount Veeder Road Tuesday night and early Wednesday morning. Richard Niemann	11/19/2017 7:18 PM
137	I spent the majority of the Advisory Evacuation for the Avenues at home on the Internet blogging. There were many panicked questions on social media and I felt obligated to answer them with accurate information. I was VERY disappointed in the disinformation that was distributed by our county supervisors and even the Napa County Sheriff. My neighborhood was never in mandatory evacuation after the first night, but the county officials continued to mis-interpret the CalFire reports for the Atlas Peak/Southern LMU Complex. CalFire demonstrated great expertise during this crisis; our Napa county officials did not. Sonoma County also did a great job keeping their public informed. They created a fire website on the spot, and it grew every day with more information and resources. I learned things there that I could not find trying to access Napa County resources. Meanwhile, Napa county kept the same stale information on their county page, and in fact, the page that you could reach with your cell phone never did put the fire information on the home page. It was a complete failure to communicate. Four days after the fire started, Napa County supervisors held a (lack of communication) meeting and they didn't even have their facts straight them. It was really disappointing. The evacuation map they finally put out looked like a 3rd grader had drawn it. It also included areas that should not have been on it- Everything east of Silverado trail, seriously? Really a disgrace.	11/19/2017 5:57 PM
138	I feel very blessed that my Ex husband called when fires initially started Sunday night into Monday morning. I live in Browns Valley area and he lives North Napa. His phone call woke me up. I had no access to internet or Tv to know what was happening. I looked out window and could seem flames, smoke and plumes on ridge. I immediately woke up my Mom and daughter, asked them to pack 1 bag so we could leave. As they were packing, I went outside to check wind and the wind was headed our direction. I went back in and said "we have to leave now". I got my Golden Reteiever, packed my family's bags and went into house one more time. Prayed for highest good and release of what no longer served us. Also prayed for protection for houses and neighbors whom lived in same neighborhood. Prayed for protection for fire fighters and first responders. Prayed for strength and clarity to move forward regardless of the outcome and prayed to beautiful Mother Earth for her resilience and beauty to remain and regenerate as Great Spirit intended. I had a sense of peace and drove out of our neighborhood KNOWING God had the Earth Angels on it!!!! As I learned more about the multiple fires all around Napa, I continued to pray that safety be the priority and that the resources needed would show up. It was difficult not knowing whom was out and who was not, cell service was intermittent at best. A sense of shock came over me to learn of the Santa Rosa fires and that Sonoma was experiencing as well. Life was to change drastically for so many, that's all I could think. I felt very blessed that so many I knew intimately were safe but started hearing stories of others and homes ravaged. Every story I saw hurt my heart and flooded me with tears. Even with all the devistation that ensued I heard stories of how people came together to help each other and the heroic efforts by so many. The compassion, caring, kindness and generosity of the human spirit out weighs the loss during natural disasters. It is my hope that we continue to nurture, care for and help those in need as their lives continue to be affected by the fires from October 2017 for years to come.	11/19/2017 4:45 PM
139	Monday morning, October 9th, our household woke to having no electricity so we had no television or phone service or internet service (Comcast), we also discovered we had no AT&T service so our cell phones did not work. A friend who had Verizon came to our house and informed us family members who lived in the Bay Area were trying to contact us as they had heard via Mike Thompson's website, our local congressman, that there were dangerous fires in Napa County. The only way we were able to get information about the fire status was by listening to the radio in our car, KQED. We did not have cell phone service for 4 days so we could not contact our friends or engage in our businesses using the land line phone, cell phone, or internet. We had to drive to southern Napa near Napa airport from St. Helena to contact our family and to contact our business associates and clients.	11/19/2017 4:43 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

140	<p>Thank you, Safeway, Steve's Hardware, Sunshine and Market Restaurant (for a weird lunch trying to feel normal) for being open! I wish I had known Diane Dillon was doing regular information sharing on fb (once I had internet or was out of town). I had a hard time finding the press releases, especially on the radio. I thought the posting in front of the post office was also great! I felt that we probably should have been issued a voluntary evac (but I am not a city official or fire fighter, just a scared citizen) so I evacuated my things, children and pets on Wednesday. When I came back on Friday to work (pay our employees), it was like the Upside Down World. I hosed down our beloved home and left Friday evening, weeping. Fearing we would never see it again. When we returned on Sunday, we were concerned about the fire on the top of the ridge behind Harvest Inn. None of us in the neighborhood unpacked until Tuesday or Wednesday. We watched the flames for two nights. The get together in the park was great.</p>	11/19/2017 4:30 PM
141	<p>Having no communications, and no ability to be notified about the need for evacuation, or the extent of the fires' spread was very worrying. We spent three days trying to evaluate the extent of the danger to the community, and had to rely upon rumors and word of mouth. This situation was extremely stressful, and should not be repeated. First responders who live in our neighborhood, mentioned that they had communication problems as well. There should be a separate system for first responders that is more robust than the one which is used by other rate payers. This lack of communication showed us how poorly the county was prepared for a major emergency. For four days, we delivered water to elderly neighbors who were on electric powered wells. These community members had no news of the fire and could not easily evacuate. If we hadn't responded to their need, they may have been in peril due to their limited mobility and poor health.</p>	11/19/2017 10:39 AM
142	<p>I was awakened around midnight by an alarm via cell phone informing me there was a loss of power. From that point on I received Nixle messages very frequently with alerts as to fire proximity and progress. I was able to pack a few things and gather important papers. Over the next 24 hours the smoke increased. Unbeknownst to me I had an air duct sleeve that came loose during high winds and smoke was very great. I opted to leave, but returned for work. I brought a Hepa filter and new air vents for my home. Air still not great, but duct in outside closet so went unnoticed. I went to work and slept at hospital employee room. I was awakened by alert to evacuate. Thanks to Nixle I was packed and ready to go. Back home with restored power in a few days. One tip: Costco has battery powered emergency lanterns that have a built in charger. This was tremendous in a power outage!</p>	11/18/2017 8:07 PM
143	<p>Most of our issues with communications were due to the power outage. Our landline worked for about 12+ hours after the power outage but then the backup battery died. Because we did not have cell service we were not getting Nixle reports. The only outside communication we had was an Eton Emergency radio which we had on all the time. We went to the local evacuation center at Pacific Union College for cell and phone service. Once our power went back on our security alarm set off the silent alarms and we received a visit from the police. Just lucky the fires did not spread to Angwin.</p>	11/18/2017 4:51 PM
144	<p>We received a phone call from a friend not a government agency. That contact suggested we leave our location at Silverado CC. We called Marriott Hotel for a room and none were available and they said nothing is available locally for 30 miles. We called a friend who had a guest home and spent the night there. Next morning (Monday) the guest home in St. Helena had no electricity. We decamped to the Best Western at Soscol and Imola, where a friend was staying and the hotel provided a room for us for the next four nights. They provided the room at a reduced rate and exceeded our expectations for care, information, cleanliness and overall genuine concern about our well being. We did return home on Thursday and had electricity, water but no gas service. The gas was later turned on that Sunday. Due to our friends initial call we had one+ hours to pick up our valuables, computers, important papers and make a safe exit. Jim and Lee Meehan</p>	11/18/2017 3:45 PM
145	<p>We first learned of the fire when a family member was evacuated from Silverado Country Club. They had been working at the Safeway Open. They called late Sunday night to tell us there was a fire and they needed to come to our home on the west side of town. We went to sleep not realizing that another fire was burning to the west. We woke Monday morning to smoke with no cell service, internet or television. Our neighbors across the street were without power. My husband put an antenna on our house so we could get a local station to hear the news. He works for the City and went in to work to help with emergency operations while I waited and listened for what to do. On Tuesday we were given a prepare to evacuate nixle so we gathered our important papers, a suitcase of clothing, pictures, and family treasures. I took them down to a family member's home in the bay area and came home to keep an eye on our neighborhood. I work for the school district so I was waiting to hear when we would be asked to return to work. Our cell, internet, and television service were restored late Tuesday. I went in to downtown to contact family and friends to let them know we were safe.</p>	11/18/2017 3:42 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

146	<p>Thankfully we had a battery operated radio which was our only source of information with power and cell service out. We did find neighbors who had Verizon and not AT&T, so once we found those, we could make calls to our family. No one in our court has a landline. It was laughable when listening to the radio for updates they would say for more info check out website, We had no access to that. Several of the questions above did not account for the fact that we had no power so could not tell if our TV or internet connections worked.</p>	11/18/2017 3:19 PM
147	<p>I went to Steve's hardware to buy an analog phone. Was disappointed to find out that I could not use the phone because it is hooked up through our home wi-fi. Was wondering why would I pay for a landline that won't work in a potential emergency? Had no idea about some kind of battery we could have purchased to operate our wi-fi router in an emergency, will look into purchasing one. Was glad that Steve's hardware was open even though they did not have power. We were able to buy batteries and candles. Luckily we always had water and even hot water, and that we were able to cook food with our gas stove. We walked to a friend's house and used their landline to call one family member- and it had to be a local number (our son's cell), and he was able to text other family members to let them know that we were OK. I could get local news the first 2 days because I had purchased an emergency kit (rotary fundraiser). The kit had a hand crank/ battery radio. It was annoying not to have phone, internet, or power, but not dangerous to our family, we were very lucky compared to so many others!</p>	11/18/2017 1:16 PM
148	<p>We tried to get information during the early hours of Monday when our power went out. No info on our emergency radio or on the car radio until daylight on Monday morning. It was very confusing to get evacuation information from Nixel, but they did not say WHY there were evacuation orders. The word 'fire' or 'fires' was not used, so we were wondering what was going on. About 4am our neighbor (who drives for Uber) was returning from a fare to Redwood City and told us about road closures.</p>	11/18/2017 12:00 PM
149	<p>With lack of TV, phone, electricity and Wi-Fi anxiety was the biggest factor that led me to evacuate home over night for a center in American Canyon on Oct. 11. Not knowing if I would get notified to evacuate in the middle of the night I opted to leave in daylight. With only one road open leading out of town I left for 24 hrs for peace of mind. After Cal Fire said it was fine to go back to Saint Helena, if the town were threatened we would have plenty of time to evacuate and we would be notified, I returned feeling more at ease.</p>	11/18/2017 11:48 AM
150	<p>A disabled person lives with us requiring constant caregiving. We evacuated without an order to do so because moving her is complicated and could not have been done on short notice if the order came. Our daughter in Sacramento found a fire crew to move our disabled sister and we all drove to Concord, a relative's home. (It was a crew from Santa Cruz.) This was achieved AFTER the electricity was restored so we could communicate with our daughter. Her husband also drove from Sacramento to help us move. After a week we returned to St. Helena. Only then did TMobile begin to restore service to this area. We are very upset with TMobile. I was unaware that a battery pack could be added to the Comcast system to make it work during the power outage so that we might have had phone service. I thought loss of power in the area would disable Comcast generally. I would like this clarified. Roger Hagan</p>	11/18/2017 11:29 AM
151	<p>Although power was out at my house, I continued to go to work and work extra hours to help my company cope with the problems of closed roads, loss of communication, and evacuated workforce.</p>	11/18/2017 10:32 AM
152	<p>I am a polio survivor and have been on a non-invasive life support ventilator since January of 1991. An extended power outage is always a concern to me. Portable generators have not successfully worked in the past. Our electricity went out at 1:55 a.m. on October 9th. My current ventilator has an internal battery that will automatically kick in and keep the machine running for an additional six hours. Since we had electricity for the first six hours of the night, there was no problem. The next day I called my ventilator provider and explained what was going on. They sent a respiratory therapist with another machine and three extra oxygen cylinders. He explained that this was the best that he could do. The company had a meeting that morning and they said that they had to service the patients who were on the ventilator on a 24 hour per day basis first and then hopefully get to the others. That night I only had a six hour use of the ventilator since the electricity was still out. The following day, the pastor of my church came, took the ventilator, recharged it and brought it back. Before he came, the electricity came back on. We, in St. Helena, were very fortunate and did not have to evacuate. Evacuation would have been very difficult for me with the ventilator, additional oxygen cylinders, and cascade humidifier that uses distilled water. In short, it would have taken two men to help get me out of the house in a fire emergency. Jeanie Battistuzzi</p>	11/18/2017 10:30 AM
153	<p>ed brown</p>	11/18/2017 9:15 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

154	<p>We were very lucky. The fire came to the border of our property in the hills of St. Helena but the bulldozers and fire retardant from the helicopters pushed the fire west of our property. We had evacuated our business and then we evacuated our home when we realized there was nothing we could do but go to San Francisco and live with relatives while the fire was being tackled. We have two landlines one this is fiber-optic which ceased to function, but our copper landline was still functioning. We have a analog phone which needs batteries to function. Fortunately, we had enough batteries to continue to use the phone and reach family in So. Cal. to better understand what was happening. St. Helena was fortunate, the fires were surrounding the town but we were able to escape damage.</p>	11/18/2017 8:31 AM
155	<p>We relied on Nixle, the Napa County Fire Incident pdfs, the FM station, SF tv news, and friends. On Monday morning, after learning about the fires, we packed our valuables and a bag of essentials. Then we waited and texted friends to see what they were going to do and what information they had. Some had ATT so we could not connect with them. Fortunately, we had Verizon so we could use google maps to see traffic and road closures. Eventually, by 1pm we decided to leave once the only access out of ST helena was over Hwy 128 or 29. We decided to go over 128 but had gotten to Frogs Corner right as it was closed. We relied on google maps to get us through Angwin to back to STH. once back in STH, we saw that 29 was relatively traffic free and we left for the east bay. If we had lost our cell service (we have Verizon) we would have been at a total loss of information. We learned we are not prepared for an emergency. We are too reliant on our cell phones and do not have any backup way to get information. We are now getting prepared and do not want to be at a loss of information again. For the most part, we were disciplined about making decisions throughout the week using information from Nixle and the fire incident maps. We tried to NOT use social media, the FM station's "anybody can call-in with information" reporting and second hand stories. We realized everyone's perception about what was happening was very different. We did experience feelings of not having information and not knowing what to do. In the future, I want STH to issue statements every 4 hours or sooner. STH was sporadic and did not issue statements at regular intervals. Also, the statements should contain more specific information about the location of the fires. The County Fire incident map was at first only issued in pdf format every six hours or so. Eventually, they issued The live map which was helpful. To summarize, I want STH and the county to issue information every 4 hours or sooner via Nixle and recorded calls that issue statements. If we didn't have cell service or Nixle we would have been in a total loss of information. That is very scary and we are getting better prepared.</p>	11/18/2017 6:17 AM
156	<p>I am in north western Napa in a 55 plus mobile home park. It is gated. I watched the beginning of the Atlas Peak Fire and got worried as it got bigger. I saw and heard explosions. It seemed as if it was getting closer sometimes. I told my 98 year old father that we might have to leave. By 2 AM I decided I could go to bed. Next morning we had no electricity, no internet, no cell service. My neighbors had no clue. My next door neighbors daughter is a CHP officer. She had no clue what was happening. I suggested to my father we should take a vacation to Tahoe. He said no. Kind of wish we had. The smoke was bad. Chest tight, cough, nasal problems. Since we had no idea what was happening it was hard to make informed choices. No news, no internet, no cell phone. Even the newspaper blew away, so that was retrieved after the facts. Information is what we needed. Not hysterical news, just the facts. Admittedly no one knew what was actually happening or who was the next victim of the fires. Confusion is what was happening because the fires were jumping and I don't think anyone was watching the whole situation and could make predictions about the future. It was out of the ordinary. This situation was way out of the norm. But please let us know what is going on and keep the internet and cell phone coverage on. We need to be informed. We could make better decisions.</p>	11/18/2017 12:15 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

157	<p>I work for a local winery and when i saw the fire on the silverado trail. i knew we could potentially lose power for a while so i needed to secure generators for our facilit during a crucial time of fermenting tanks.. That became dificult as i could not receive or make phone calls to talk to drivers and dispatch trying to get equipment to me. As i had At and t. This also made it very dificult to check in on other family members and friends and coworkers difficult. It was extremely difficult not knowing where everyone was. On Monday morning i used a pots line at work to communicate with Dispatch . Lucky for me I always believed in keeping an old phone...I non digital phone to use on land line. This allowed me and was a great help to get equipment get delivered to our facility as in generators and fuel., communicating with family outside of st. Helena where phones where working and also discovered Verizon was still up.so i decided to go buy a Verizon go phone as that tower was not affected. Lucky for me that worked !!! So i went and purchased a few phones and then was able to co.municate with my family my job and all others. Feeling safe again for being able to make calls and contact safety officers if needed. We are all to dependent on cell phones....and now have discovered glitch (a weak link that crippled us all) That was the worst feeling of all!!!! Lucky for me Verizon service was still up. The upsetting part is I told At and t I wanted to keep my land line and they originally told me that option was not available any more and all phones where now digital!!!! In the past I always felt secure as my land line worked when power was out.....not the case this time....whatva horrible feeling that was. Another bad thing is scanners now days .are all digital and sounds like it's getting harder to get police and fire on scanners as all is blocked or scrambled. Scanners are a huge help and I am now looking to become a ham operator.</p>	11/18/2017 12:01 AM
158	<p>My age and my health issues, including asthma, demanded that I self evacuate from St. Helena on the Tuesday after the fire started. My grown daughters encouraged me to return to St. Helena with an N95 mask, to retrieve cherished pictures and my cat, since the fire threatened St. Helena via Spring Mountain Rd., from the Tubbs fire, at that time. Later the Nuns fire was visible from Sunshine Market in St. Helena. The most difficult part of my self-evacuation was the trauma it caused my cat. I returned 8 days later, on a Wednesday, and the air was still smoky enough to cause my asthma to flare. I had to return, however, because of my cat. My lungs were irritated and possibly damaged due to the smoke.</p>	11/17/2017 11:09 PM
159	<p>We left town Monday afternoon and didn't return for weeks. We were having to reach out to friends in San Francisco and beyond who could give us information from the news they were watching. We didn't have power so TV wasn't available to us and Nixle wasn't telling us where the fires were. Being North in the valley, we didn't feel comfortable going to bed that evening not knowing how close the fires were and why roads might close overnight as a result of them. I don't fault Nixle, I think it's a great service. I just think our first responders were so incredibly maxed out saving lives that they couldn't provide updates as to the location and direction of the fires. All said, I think the cities did the very best they could to protect the citizens given the overwhelming circumstances.</p>	11/17/2017 10:56 PM
160	<p>I live on the ridge west of St. Helena. Because I could only see the smoke from the fires east of Napa from my property and all communications were out at my house, I didn't know there was a fire burning through Santa Rosa. I decided to stay out of Napa, And leave the area by going through Santa Rosa. Because the road is heavily wooded, I didn't know I was driving directly into the Tubbs fire until I almost reached the intersection of St. Helena and Calistoga roads. When I saw the fire coming down the hillside toward me on the other side of Calistoga Road, I turned around and left by going through St. Helena. I was fortunate that there was no wind at the time.</p>	11/17/2017 10:11 PM
161	<p>We were awakened during the night by a knock on our door by our nephew who lives in Calistoga. We had no elecricity, cell or internet service. In the morning, We used our battery operated radio from our emergency pack to see what was happening. The news was sketchy and the smoke got worse. Verizon cell service worked but not AT&T which we had. We decided to leave in the early afternoon because we did not have a clear idea what was happening and we were afraid Highway 29, which was the only way out, might get blocked. The lack of information was more disconcerting than the actual fires on Monday.</p>	11/17/2017 9:21 PM
162	<p>We watered down the leaves due to very high winds, we watered the house and keep water in the gutters, keep watch during the night for sparks or fire, taking turns to sleep. We were called at 10:30 at night to evacuate as the fire had jumped the line. We had fifteen sheriffs here to assist as necessary. CDF regained control of fire, we were packed and ready to go. We had retired members of our voluntary fire department from out of state come to help just in case. There were days so many fires were burning we had no way out. We were told to shelter in place.... we were lucky our home did not burn.</p>	11/17/2017 9:12 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

163	We were very pleased with the people who worked with this dangerous situation. People were calm and informative after the initial rage occurred. Verizon gave us free data during several days which was amazing, since we used our cell phones incessantly. The community lost a lot, even though we were not burned out --- we live in a town with small shops, and they really suffered from the loss of patrons visiting, and inability to stay open due to the power outage. Still, everyone came together with support. It was an awful time and still is with the recovery.... but the community is so supportive of each other.	11/17/2017 8:59 PM
164	We were evacuated for only one day and our home was not burned. I want to commend the city and county officials for keeping the community informed. I don't think our supervisors and city leaders slept for days. Thank you for your excellent commitment to the citizens.	11/17/2017 8:42 PM
165	I live in Deer Park and saw what looked like a fire towards Calistoga at around 10:45 PM Oct. 8 Sunday. I called St. Helena Police non-emergency number 963-3636 and asked if there was a fire in Calistoga. She said yes there are several fires. I said there looked like one was close to my area looking West. She repeated " there are no fires in your area" and hung up. I lost power around that time. My cell phone did work, but my portable land line did not. I watched the fire in the West mountains grow rapidly. I contacted my neighbor and she also saw the fire. The wind was like a hurricane up at Deer Park. I did not know where the other several fires were until the next day when I drove to St. Helena and talked to people. A few days later I learned from my neighbor who had talked to the St. Helena Hospital personal that there was a fire at end of Hillcrest near the hospital water tanks on Oct. 8 also. A resident on Deer Park Road saw flames and called the Hospital on Sunday Oct. 8 around 10:00 PM to report what she saw.The hospital called 911 and were told that all first responders were not available, they were in Napa or Calistoga. So 4 hospital employees ran to the fire and put it out. The facilities Manager showed up at 12:00 and helped finish the job. My question - Why was there no one at the Deer Park fire station to help? As an example - St. Helena left one engine and one fireman plus police in town to cover any emergencies there. Susann Ortega 707-322-8454	11/17/2017 8:35 PM
166	I decided to leave St Helena when I heard on the radio that the veterans Home was evacuating I got scared because of the 'one' road in and out and nervous that if evacuation became mandatory the roads would be bedlam.	11/17/2017 8:29 PM
167	In Saint Helena, we were very lucky and were spared the devastation that so many others experienced. However, the situation here was chaotic. With no power, no cell phone or land line service, no internet, no TV or radio, we were completely cut off from communication for two and a half days or so. Neighbors who attempted to contact City Hall by driving or walking there, were unable to establish contact with anyone. If the City made any attempts to email or call, they didn't succeed because there was no power. We decided to evacuate on Tuesday or Wednesday (I honestly can't remember because everything was such a blur). The smoke was horrible, and being older we knew that it wasn't healthy. And, we had a place to go with friends in Penryn, CA. Also, we were concerned about escape routes. We couldn't go north, because the roads were blocked in that direction. We couldn't go West across the mountains because by that point Glen Ellen was on fire. The Silverado Trail was closed going South, and, while Highway 29 was open, who knew whether or not it would become blocked. All of the information we obtained, we got from word of mouth when neighbors shared their experiences or from the battery powered radio once we had access to that. I feel the City of St. Helena could have done more to inform our citizens of what was going on. Sending emails or phone/cell phone messages was of absolutely no value because these systems weren't functioning. And, the city officials all abandoned City Hall and weren't available when many of us tried to go there for answers. I assume they were all protecting themselves and to heck with the rest of us. The bottom line is that St. Helena was safe. Nothing here burned. But, there were many elderly residents, including those in assisted care situations, who needed to evacuate for health reasons, and the city did nothing to step up to the plate and help these folks. There is an assisted living facility down the street from us, and they were left completely in the dark to figure out their situation for themselves without any consideration from the City of St. Helena. In the final analysis, the City of St. Helena and our citizens avoided disaster and escaped these horrible fires with no damage. We were extremely fortunate, for had the winds shifted or any number of other things happened, our city could have been in the direct line for a disaster. Had that been the case, the lack of power and the lack of ability to communicate would have led to disaster. I hope that this information is helpful in the analysis of the situation that unfolded during the recent fires. Hopefully, it will lead to a solution of what to do when the power goes out and we are unable to rely on our phones, internet services, TV and radio. How do we go back to the days before these things existed to communicate in emergency situations? Sincerely, Marcia Sturm 1950 Olive Ave. Saint Helena, CA 94574 707-963-3085 707-363-7688 journey2spirit@sbcglobal.net	11/17/2017 8:22 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

168	We learned of the poor air quality from those outside of our area. We were unable to receive any local info due to no communication. Our radio was not strong enough to receive a signal (something we have corrected) and even when the power came on we had no sound from our television. I am not sure our St Helena communication ever or at least early on, gave air quality info.	11/17/2017 8:06 PM
169	Would have liked to have known that the City Hall in SH was open, and I could have taken my medical devices and cell phone there to charge them. Got most of my news from the Santa Rosa radio station...the Napa station was worthless. I would have like to have been told how long the power would be out (rough guesstimate), so I could have tried to preserve my frozen foods. Had very little information from the City. Most people do not have cell phones and computers on 24/7, therefore don't get notifications even if the power if on. I just have a 'flip phone', so get no text messages or internet coverage....most older people I know have pre-paid phones or flip phones and do not text. Need an additional means of notification.	11/17/2017 8:05 PM
170	My name is Gail Morgan Lane. My family settled in Napa Valley in the 1,800's. I've spent most of my 65 yrs in St. Helena. This fire storm was epic. I've never experienced anything like it. My children and grandchildren evacuated immediately to a home I own on the coast, mostly due to very poor air quality. I took a few things from my home in St. Helena since I knew I would be staying in Napa while my mother was in the hospital and for another week once she was released. It was odd because most of my friends, clients and family members in St. Helena and Calistoga were unable to make calls, send text messages or use the Internet. My daughter has Verizon and she was letting many people into our home in St. Helena because her phone worked. Everyone I know who uses ATT was unable to communicate from St. Helena. I never lost the ability to call, text or use the Internet while I was Napa. That's all I have to contribute except this: I was incredibly impressed with the fire fighters, first responders, Mike Thompson, Diane Dillon, the mayors of each city, other politicians, the media and most residents of this fabulous valley we are so blessed to live in. This fire storm was totally unexpected, out of control from the start, hard to track and follow and probably something most have never experienced. Even so, the fire fighters acted quickly, worked tirelessly and were able to 'keep their heads on straight' in the middle of so much devastation and heartache. Bravo to everyone! I feel incredibly blessed to live in a community full of people who reach out and help others during a disaster like this. The wind spared the center of Napa Valley. It could have been so much worse.	11/17/2017 7:36 PM
171	Compared to others, I was minimally impacted. It was psychologically traumatic and I was afraid for what might come. I did not lose my home or have my town horribly devastated, but know others who did.	11/17/2017 7:31 PM
172	While the scope and strength of the wildfires felt completely surreal and frightening to me I was consistently moved as I witnessed, time and time again, how people helped one another and appreciated the efforts of Cal Fire and all the firefighters. I so appreciate our local radio station keeping everyone informed as best as possible on current conditions. They provided an important touchstone through a very dark time. Our community leaders also worked tirelessly to learn what was going on and to keep the community informed. I appreciate how well they came together to work on behalf of all the community. I was fortunate as my home was not damaged - but know so many who lost alot or most everything without much warning - friends with homes and businesses on Soda Canyon and Atlas Peak. Our community shared many nights of tremendous uncertainty about what we would learn about what that the winds and fires had harmed and destroyed through the night. I feel I always felt appreciation for our first responders - my appreciation continues and is so much better informed now that I have witnessed their relentless battle with the fires. I will always be grateful for their efforts, skill, and courage on our behalf.	11/17/2017 7:16 PM
173	The population needs to be educated that you can in fact light gas stoves when the power's out and electronic ignition doesn't work. Campers like us were well prepared with lanterns , flashlights, etc. Most people are totally unprepared to live outside a plugged-in world. That was our experience.	11/17/2017 6:55 PM
174	FYI AT&T cell phones did not work in Calistoga. I'm the only one in our household that has Verizon which worked through out the whole event. AT&T has been having issues in the Calistoga area and we're very fortunate that Verizon worked!	11/17/2017 6:37 PM
175	We left our home voluntarily on Wednesday, mostly due to the smoke, with the knowledge that the wind could shift and blow the fire down the ridge from Calistoga to our house. When we got to the East Bay, we watched the news conferences which were very informative. We were very impressed with all the county officials, particularly Belio Ramos, who was steadfast and articulate under pressure.	11/17/2017 6:37 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

176	Decided to evacuate on Monday, because of smoke and no communication, alerts, food and electricity	11/17/2017 6:32 PM
177	At the risk of stating the obvious, no community can really say its prepared for a disaster when it can't keep cell service going. I was fortunate to live in an area unaffected by the fires, but the lack of cellphone service made things more dangerous for me, my friends, and my family who had to evacuate.	11/17/2017 6:23 PM
178	Unable to call my oxygen supplier when my "emergency" tank emptied; my cpap machine and my oxygenator did not function. my name may be included.	11/17/2017 6:13 PM
179	I have no land line, just a Verizon cell phone which fortunately worked. I tried to call local neighbors, but their cell phones didn't work (because they used AT&T) , and it was scary to wonder what had happened to them. Another neighbor finally got in touch with me from a land-line in town and brought me a transistor radio with extra batteries, so that I could hear the news. Between that and Nixle, I felt comfortable knowing what was happening. Because my office is in my home, I had no way of continuing business from my home, but I went into town daily to re-charge my cell phone and use my lap top to do business at the Library. Living in the country in Deer Park, when the power goes out, we loose all water and power, as our well and pumps do not work, causing the freezers to defrost and needing to live out of an ice-chest constantly re-filled with ice and food from the store. Within the first week, power was restored to our neighborhood, but PG & E missed several places where a dozen of us live and didn't restore power until 13 days later!	11/17/2017 6:07 PM
180	The biggest problem was the loss of electricity and cel service from AT&T. Luckily I have friends with Verizon and was able to access internet where other friends invited me to stay outside the valley. While driving out of the valley on Monday night I finally got cel service once down by the airport in Napa. No AT&T service north of that! Felt completely in the dark about anything that was happening and it's not a good feeling.	11/17/2017 5:49 PM
181	http://napabroadcasting.com/john-tuteurs-story-the-family-that-fights-fires-together/	11/17/2017 4:06 PM
182	I feel the power to our home could have been restored more quickly than it was. We live on Norfolk Street in northwest Napa. At about midnight on Sunday (the night the fires started), a tree branch fell on wires outside a neighbor's house. A PG&E worker who pulled up outside our house turned the power off to the entire street. He told me it was a precautionary move and that the power should be restored before long. Three days later, still without power, another PG&E crew arrived on our street. A worker told us they were there to assess the situation and not make repairs. He said the reason for the outage had not been documented. He said it could be several more days before power was restored. However, after viewing the situation, the crew turned the power back on to the street by essentially performing the same steps the crewman on Sunday night performed, only in reverse. Had the reason for the outage been conveyed at the time the power was shut off we could have had power restored sooner.	11/17/2017 3:51 PM
183	My sister lives across the street from me. She was the one that woke me up and told me that there was smoke outside. We live 2 miles from Silverado Country Club. It was midnight when she called my cell and I realized that my throat was burning as we had left the window open and inhaled smoke for about 2 hours. Once I closed the windows i realized there was ash all over my white tiled bathroom and kitchen sink. Upon looking outside, I saw heavy smoke and very dark. I couldn't see the stars nor the lights of all the homes up on the hill, the smoke was very thick. I started to read all of the Nixle alerts. My mother lives across town and she was awake, she had been watching the news and know something was wrong, it was her who insited my sister call me. I wen to bed at 10pm. I called my mother adn she was letting me know what the news was reporting, she was watchign univision at the time. I was able to talk to her but by 6am (I think) we lost contact. I immediately had to let my staff to not come into work and to stay tunned. I was nto able to communicate with everyone, but those who received my email or message was able to relay it to the next person. I then immediately went to see my mother. She was okay but with no power. Thankfully she had a gas stove so she could warm up food and keep the refrigerator closed as much as possible. She has verizon and she lost reception, her landline needed power so that wasnt' working either. I let her know I would keep track and come and see her oftern. I at least stopped by to give an upate three times a day. My mohter relies on the spanish news channel to get her news and all she had was her radio but it was all in english. Since her cell phone was not working, I couldn't sign her up for nixle just yet. It was hard for me knowing she didn't have a way to obtain urgent messages. She lives by Dry Creek Road.	11/17/2017 3:11 PM
184	It was smokey, and I coughed a few times. The End.	11/17/2017 3:04 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

185	The lack of communication with our evacuated family that lives in the Silverado area, caused great stress. We self evacuated to a family members home in Pleasanton so we could have communication. Having lived through the Oakland Hills firestorm we did not take a chance. We evacuated on Monday afternoon after packing up our essential papers & necessary items.	11/17/2017 3:02 PM
186	Everyone was very confused on how to communicate, how to get evacuation notices and how to stay in touch. It was totally unpredictable to know who lost text messages, who lost phone service, who lost internet, who lost power and radio. It was impossible to advise friends and family on how to stay tuned into evacuation notices and spread of the fire. Lives were probably lost due to no notification.	11/17/2017 2:59 PM
187	Came to work each day as requested by supervisor; smoke was horrible, finally got masks 3-4 days later; very scary even though I live downtown and was not in immediate danger. The news harps on the worst scenarios that promote fear. Anonymous	11/17/2017 2:06 PM
188	I was notified of the fire when my mom arrived at our house and evacuated from hers (it burned down). Friends arrived with their animals soon after. Then we were notified to also evacuate. My family evacuated with 4 dogs, horse, 4 chickens, and 6 cats. Friends had evacuated to our house with their horse, goats, chickens, dogs, cats and kittens. All together there were about 30 animals and 5 humans. We were lucky to have friends to take us in and brought the horses and goats to the evac center. We were lucky because our home survived. I felt the coverage with the TV, NIKLE, radio was very good and felt well informed. I thought the county officials did a great job.	11/17/2017 1:09 PM
189	My family and I noticed the fire the night it started and saw it reported on the news. We packed just a few things that night just in case, but we didn't think we would need to leave our home. We got a call at 3:15am from a relative that the Sheriff's department had just come to let them know the area was being evacuated, and he was letting us know we needed to leave, too. Shortly after, a neighbor called to say the same thing. We had about 15 minutes to get our things, our pets, and get out. When we were taking everything out to our cars, there were several deputies doing from door-to-door. We drove in a caravan to a local hotel, which was full. The employee at the hotel (Hampton Inn) told us to try the Meritage. When we got there, there were people sleeping in the lobby, and they, too, were out of rooms. The gentlemen at the desk tried calling around to hotels in the area to no avail. I finally got a hold of a relative who lives in Napa and was not being evacuated, so we took our pets and ourselves to their house for the next few hours until the sun came up. While there, we got a hold of a relative who had also been evacuated and got a room in Fairfield. That hotel happened to have another room available, and allowed pets (except for cats), so we booked the room for two nights. Since the did not take cats, we took our cat to the Napa County Animal Shelter (so thankful for them!), and headed to Fairfield. On Wednesday, we made reservations at a Napa hotel to be closer to home, and we were there until the mandatory evacuation was lifted for our neighborhood. After arriving home, we were both relieved and saddened to see the amount of area that was burned. We know we suffered from PTSD, especially for those first few days of the fire, but even as we started to feel back to normal, the feeling did linger for quite some time. Even now, we don't quite feel like we did before the fires. Now we are trying to get our home and yard more fire safe and prepare documents, photos, etc. in case something like this happens again.	11/17/2017 1:07 PM
190	I live in Angwin, Napa County. We lost power early around 1 am the night the fires broke out. We could see glowing skies and smell smoke to the north (Calistoga), and the wind was fierce. From this moment, we had no landline, no cell phone, no data, no texting, no internet. We spent the next three days frightened because we had no information about what was happening with the fires. We didn't know if they were close, or if we were in danger. We didn't know what roads were open. Our only communication was to drive to family and friends nearby to get word-of-mouth news. Our only information about the fires was to go to the nearest lookout and see what was happening around the valley. I witnessed locals panicking at the local market and gas station. Food and gas were not available for at least a day, maybe two. We were stranded with no information to help us make safe choices. And, once the smoke hit us, we had even less chance to see what was happening or go anywhere safely with out a mask. We felt more trapped. Thankfully, we had an old radio that ran on batteries, and I just happened to remember the local AM radio station. Our true heroes (aside from those out responding to the fires) were the operators and residents who broadcast on 1440am KVON. They provided critical information to help us navigate our choices, and not panic. They gave updates on road closures, school closures, fire spots, gas stations that were working, places to get masks, places to evacuate. While we did not burn in Angwin, we were trapped in a ring of fire, including the fire near clealake.	11/17/2017 1:06 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

191	Very disorienting to lose land line, cell, internet and TV in our part of town. Thank God for KVON, but I now have an emergency radio to help me stay fully aware of the situation instead of just being able to listen in the car. When services were restored, I kept the TV on most of the time to get latest news. Paul Sitter	11/17/2017 1:05 PM
192	didnt know there was a fire until saw the flames on the hills in the morning had a crank radio so was able to get local station no power no cel no router husband is handicapped and uses a power chair and lift to our door and his lungs are compromised so we evacuated to our daughters in Santa Cruz when the smoke was obviously a problem and stayed away until it totally cleared. We felt our home was safe from burning. The anxiety of not knowing was the worst and still today I can be triggered into uncertainty at any time. Would like to see system in place for immediate updates to local radio station. Which did happen but the first day was awful e.g. I was walking the dog early one morning and there was a beautiful sunrise. When I first saw it I thought "fire" and was triggered until I realized it was the sunrise.	11/17/2017 11:45 AM
193	My mother in law lives in Yountville and only has a cell phone. We could text but not talk. We took turns driving up there to check on her. She did not want to leave.	11/17/2017 11:37 AM
194	I had just returned from a trip overseas 48 hours prior to the firestorm. I had silenced my cell phone at 9pm Sunday night in order to rest for my return to work on Monday after two weeks away. I'm a local public agency employee. At approximately 12:45am, I woke up due to smoke and strong winds. I closed my bedroom windows and looked at my phone to check the time and saw multiple missed calls and texts, several from my executive director letting me know I was in an evacuation zone. She had been in touch with EOC. At the time, I had no idea the fire was so huge and so near. I am in the Coombsville area, approximately 4 miles south of Silverado Country Club. I thought the smoke was from an earlier fire in American Canyon announced Nixle. I assumed the strong winds blew the smoke north. When I walked outside at approximately 1:00am, I could see the fire on Atlas Peak. There was a lot of smoke. I was able to text my ED but could not make a call using my cell. I do not have a land line. I packed a bag and woke my daughter. Within 30 minutes, the fire raged to the hills just above our home. We gathered the pets and left to alert other neighbors. Many were already leaving. By the time we departed, the Sheriff was coming up the road evacuating people. We stopped to help neighbors and left. We went to stay with friends living downtown and watched the news. Much of the footage was repetitive, and it seemed new information, was sparse. I realize cell towers and other communications were down. It's often hard to remain patient when everything feels so uncertain. We stayed with friends until the evacuation notice was lifted Thursday evening. By the time we returned home at 9:30pm Thursday the 12th, the smoke smell and ash in the house was terrible. I had inadvertently left windows open when we departed, and the smell was intense, but we were overjoyed that it was still standing. We stayed with friends for two additional days and returned home to start cleaning on October 14th. We are forever thankful for the brave men and women who risked their lives to fight this horrendous fire and for all the county employees and elected officials who worked countless sleepless hours to help keep us informed and make us all feel safe. One neighbor at the upper half of my road received a note in her kitchen when she returned home, written on the back of an envelope. It was from the fire crew that saved her home. It was a note of thanks for some food they took from her refrigerator. The note said they had not eaten in 24 hours! She said she wished they had eaten everything!	11/17/2017 11:23 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

195	<p>My story, absolutely, will fail in comparison to so many others. My family/friends and I, were enjoying the evening, bar-b-queing and just having a fun evening. I went upstairs to grab a sweater, looked out of my bedroom window and noticed a large, orange glow, off in the distance. (For reference, I live on Carol Drive, directly next door to the Redwood Middle School. My bedroom window overlooks the Raider Training Football Field.) I called out to my boyfriend and my friends and asked them to come up and take a look; the "glow" was so close that it appeared as though the Marriott Hotel was either on fire or holding a Halloween event. We all immediately figured out that, in fact, we were looking at the fire burning out of control. I still had power to my house, as well as cell phone service, at that time, unfortunately, there was not a single Emergency Alert, nothing to alert our community that a fire had broken out, at all. So, my friend and I drove around to try and find the basic location of the fire, as I stated, it seemed much closer than it actually turned out to be, to my apartment. As we drove around, we came to the Vintage High School, where many other people had gathered, and that is where we actually saw the entire hill side, burning out-of-control. Still, there was not a single Emergency Alert and no phone alerts, whatsoever. Approximately 1 hour had passed, since I first noticed the orange glow in the distance, when suddenly we lost all power, internet and phone service. Prior to losing the power, etc., had we been notified of the extent to which this fire was burning, we could have prepared a little better. Instead, we had to feel around in the dark, trying to locate our flashlights, candles, etc. My daughter was traumatized, and we were all completely left, IN-THE-DARK, if you will. It was a nightmare, to say the least. We were frantically worried about friends and loved-ones who may be in the path of that beastly fire, yet, because nobody felt that our town should be informed of a fire break out, nobody felt the need to try to call each other until it was too late!! I feel that many lives could have been saved had an EMERGENCY ALERT gone out IMMEDIATELY!! The fact that the winds were as bad as they were, would have told ANYBODY that the outbreak of a fire would definitely be extremely bad and devastating. Somebody dropped the ball and should be held responsible!! The nightmares my daughter still suffers is directly related to this nightmare of a tragedy. I feel for each and every citizen, of all counties, who lost not only their homes/businesses, but loved ones, as well. WHAT IS THE EMERGENCY ALERT SYSTEM IN PLACE FOR, IF WE ARE NEVER GOING TO USE FOR ANY REASON OTHER THAN "THIS IS A TEST OF THE EMERGENCY ALERT SYSTEM. IF THIS WERE A REAL EMERGENCY, YOU WOULD BE INSTRUCTED WHERE TO GO..." WELL, THIS WAS A "REAL EMERGENCY"!!! WHAT THE HELL HAPPENED???????????????? (You have my permission to use my name and my story)</p>	11/17/2017 10:28 AM
196	<p>My neighbors and I were evacuated by law enforcement in the middle of the night. We had cell phones and chargers but could not use any form of communication. I live on the east side of Napa and were evacuated due to the Atlas Fire. My sister lives in close proximity to Vintage High which is where we evacuated. My elderly grandparents are Alzheimer's patients who are cared for by my mother. Their home was threatened by the Patrick and Mt. Veeder Fires. My sister's house had electricity and we were able to watch the news but we did not have any cell service (either AT&T or Verizon), and we could not access her landline phone because she had cordless telephones that would not work. My grandparents did not have electricity, landline service, cell services, access to television, or a working radio. My husband and I would leave our children with my sister every 2 hours around the clock the first couple of days to check on the fires in West Napa to see if we needed to evacuate our grandparents. Neighbors in West Napa were all concerned and all neighbors that I spoke to did not have any access to information. I would bring a report to immediate neighbors to tell them what I had seen on the news. Even though West Napa was not in a mandatory evacuation area there was a tremendous amount of stress and anxiety not having up to date information.</p>	11/17/2017 10:23 AM
197	<p>The hardest part was not knowing what was going to happen or being able to reach people when I needed to. I was fairly connected throughout the day, using FB Messenger to communicate with my husband since he had Wi-Fi & I had computer access at work. Even if I could get to a space where I had cell service, he did not. When I would leave at the end of the day to get dinner and try to find an air purifier, I was suddenly cut off and didn't know what was going on, with the fear that I wouldn't be able to get back to my house, or he would be evacuated and I wouldn't be able to reach him. We have animals and while I knew he could fend for himself, I was driving around with all of their supplies in my car, we had planned on leaving as a team. I remember coming over the Butler Bridge and seeing 360 degrees around me that everything was on fire. Some were backfires, some were active, but there was not one hillside that did not have a plume of smoke coming off it. Instantly I burst into tears. Yes, we had power, we had internet, we were not evacuated--but we were on pins and needles knowing that at any minute, that could change.</p>	11/17/2017 10:09 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

198	The fires spread close to the city, this was extremely terrifying. The air was awful, felt like we couldn't breathe. We felt very isolated and weak without access to any form of communication- internet and phone not working, because of this we felt we had to stay with our loved ones at all times. Food, water and lights were scarce in our home- some of these were available at Target, but not all. Felt very humble and helpless during this time. Was told PG&E shut off our area on purpose because of the fires.	11/17/2017 9:40 AM
199	Living in Angwin, the loss of power and communications was troublesome because it made it difficult (if not impossible) to make an informed decision on how to evacuate and what route(s) to take.	11/17/2017 9:36 AM
200	I was minimally affected by the fires in comparison to others. In the first 4 hours of learning about the fires (around 8am) I was able to communicate with family members as I was able to drive to work, and because my work place had not lost lines of communication such as internet and phone, both land lines and cell service.	11/17/2017 9:35 AM
201	The lack of viable communication was seriously disturbing. I was not able to reach friends in the area to check on their safety, and my family who lives out of the area, could not reach me to see if I was safe. The only news I could follow regarding the fires was the Bay Area news stations, there was no local broadcasting as far as I know! The Bay Area news was broad and did not focus on the area around my home. My husband had to go and drive around to see how close the fire was. The air quality was wretched and N95 masks were hard to come by for some people, I was able to have one and distribute them because I work for Napa County. I think it would be helpful to have had an evacuation area in an area farther away from the dangerous smoky air, perhaps in Vallejo closer to the water. Couldn't some agreement be made between neighboring counties? Having people evacuate was difficult but it seemed to be handled relatively well under the emergency conditions. I think the lack of communication for locals was the biggest issue and a anxiety provoking one at best.	11/17/2017 9:24 AM
202	2017 NAPA FIRE COMPLEX EVENT 10/8/2017 approximately 9:45 p.m. – Ken and I were chatting in the pool house, after a nice dinner, when the power went out. We carefully searched for a flashlight and walked cautiously toward the house. Upon entering the house, we searched in the dim light for candles to light and turned on battery-operated candles. After smelling smoke, Ken walked out onto the porch, looked toward the northeast and said, “The hills are on fire near Silverado Country Club!” I went outside in the dark and saw red flames on the hills that increased rapidly as we watched. This reminded me of the Silverado Atlas Peak Fire that occurred decades ago and feared this was a Deja vu of that event. I was hopeful to hear planes and helicopters arriving on the scene to fight the fire but did not hear anything but sirens. Friends that have a home on the hill in Silverado Country Club came driving over to our neighbors across the street with two of their vehicles shortly after 10:00 p.m. Ken and neighbors gathered to hear what news they brought from the fire. Around mid-night or later we went to bed praying the fire would be under control in the morning. I awoke at 3:30 a.m. to check my phone to see if I received a call into the Emergency Operations Center (EOC) and had no alerts. At approximately 4:40 a.m., I received a text from my Deputy asking if we had evacuated. She recounted they jumped in their car around 10 ish when she looked out and saw a wall of flames outside her condominium located in Silverado Country Club area. I offered her our home to come and stay. At 5:00 a.m., a sheriff knocked on our door and said we were to evacuate. He said he could not force us to leave. At the time, the winds (which were 50-70 MPH) were rapidly moving the fire. He went on to say he would tie a caution flag on our mailbox noting he had notified us to evacuate. We packed a small duffle bag with a few clothes and toiletries. In trying to figure out what to take my mind did not think of anything that really mattered except for Ken and I and the two dogs. I left for work and Ken lingered behind. On the drive into work, I was shocked to see the west hills also on fire. After a day of dealing with the immediate needs of the disaster, and not able to contact Ken due to poor cell service, I drove toward home to see if I would still find him at the house. On my way out of downtown I once again was heartbroken to see new flames and smoke on the southeast hills at Skyline Wilderness Park. As I neared Silverado Trail I found myself stopped in a long line of cars, all attempting to get back to the east side of Silverado Trail. While sitting in gridlock, I see Ken's Blazer drive by in the opposite lane. I made a safe U-turn and followed him, so glad that I actual found him, otherwise who knows how we would contact one another. I caught up with him, honked and we pulled into the Silverado Shopping Center. He said he had stayed at the house, started the generator for power and was planning to stay but ran out of gas for the generator. He left the house to go get gas for the generator and upon return officers denied admittance back to our street even when he said he wanted to rescue our dogs. The dogs were in the dog run, alone. The authorities told Ken to check with animal control at the fairgrounds to go rescue the dogs. Both of us headed that direction (along with many other neighbors) only to hear they could do nothing. The disaster event was happening so fast communications could not keep up with all of the workers. An officer suggested calling City police for assistance. Cell service was not working. Ken	11/17/2017 9:15 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

said the neighbors across the street were in their home when he left picking up last minute items. After checking into a hotel for the night, I tried calling the neighbors on the landline in hopes they would bring the dogs. However, I only received their answering machine. Next, I contacted 911. The dispatcher said she would report the incident and have animal control check on the dogs. At evening, the end of the first day of the disaster, it felt so good to bath, wash my hair and sleep that night. The next morning Ken reminded me the dogs had no food or water (since power was out, the well pump did not work). This really alarmed me, I worried how long can they go without water? We both drove to the animal shelter to see if the dogs had been picked up during the night. They were not at the shelter. After I left for work, Ken saw one of the animal control officers at the shelter doing his paperwork in his truck. He knocked on the window and asked him how he was doing. He said, "I am tired." Ken asked him if he could go through the road closure and pick up our dogs. He said, "Where do you live?" After giving our address he said, "I checked on the dogs last night and they are fine". Ken told him they have no food or water. Jeremy (the animal control officer) said, "Where is the dog food?" He said he would go out now to feed them and provide water but he could not pick them up. What a wonderful example of going the extra mile when he was already exhausted. I love him and I have never met him. I contacted our Public Works Director, who loves dogs, to see if he had any suggestions. Of course, he was very busy with other emergencies but later in the day, he emailed and said, "Can you go out there with me." We drove out in a county car and came upon the road closure. He showed his badge but the officer stated no one is admitted. The Director said he had approval from the Sheriff (which he did) and the officer reluctantly waved us through. We drove to our house passing a ghost town of vacated homes. Some homeowners had chosen to stay and not evacuate. Upon arrival, I saw our home was safe as were the dogs. I let them out of the dog run. They were so excited and kept rubbing against me requesting pets. The dogs happily jumped in the county car (where dogs are not allowed[^]) and we drove to our friends' home that had offered to keep the dogs and put us all up for as long as needed. Then, to my surprise, my "knight in shining armor" was off to do another rescue so quickly that I left my purse in his car. I have witnessed so many wonderful, caring people who live in Napa. The outpouring of supplies, volunteers, offers of shelter, food, physical and mental health assistance has been and continues to be amazing. After four nights, we received word we could go home. Such an emotional burden lifted when I heard we could go home. I did not know how much I would miss being home until the threat of being out of it for weeks or losing it were possibilities. Now that I am home, I have some survivor guilt especially after hearing of co-workers that have lost their homes. We are so blessed and I am so thankful yet sorrowful for the many who lost their lives and those who remain without their homes and possessions. 10/17/17-As I drive to work today, I see fire trucks and workers from all over the state of California and other states. Our Chair also mentioned Australia and Canada have sent assistance. The National Guard has setup a village at the airport; Cal Fire has headquarters setup at our Napa Town and Country Fairgrounds. So many other wonderful organizations and individuals have poured help into Napa and Sonoma Counties during this disaster We remain Napa strong. There are so many wonderful people in this world. Our Interim County Executive Office recently noted, a sign taped to a street lamp downtown that reads, "the love in the air is thicker than the smoke." Another quote from Napa County Supervisor Brad Wagenknecht, Trauma can happen in a moment. Recovery takes time.

203	My daughter was working that night and called me to let me know about the severity of the fires. I have a scanner app, so was listening to that starting at about midnight. When I heard of the Henry Rd fire, my elderly mother and I gathered our important papers and put them in the car, just in case. As we listened to the scanner, it became clear the human resources were needed in the Atlas Peak area rather than for the Henry Road area, because of the density of the population at Atlas Peak. The wind was very strong from the west, so we became concerned that the Henry Rd fire would move quickly toward our residence, just off Buhman on Alpine Court. We made the decision to leave our residence while we could get out Buhman/Congress Valley Road, just in case the Henry Rd. fire moved as quickly as the Tubbs fire was moving. As we were loading the car and grabbing a few important items, the power went out. We went to a friend's house for 2 nights, then returned home once the power was back on. Since we had no power, I'm not sure if our internet or landline phone service was disturbed, because they are power dependent. I do know that cell service was degraded for about a day or two after the power went back on. (3 days for power to come back on, 4-5 for cell service to return to "mostly normal".)	11/17/2017 9:08 AM
204	I shared some about deciding to voluntarily leave my home for one night earlier in this survey and I give my permission to share that.	11/17/2017 9:07 AM
205	I live in American Canyon but work in Napa. I did not have cellular service at work in Napa so was very nervous that I could not contact anyone with my cell phone if I had an emergency nor could anyone contact me to warn me of emergencies. My kids work in Napa too so I was afraid on their account that their phones were not receiving service to be warned of emergencies.	11/17/2017 8:59 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

206	my son and his wife live in the Browns Valley area and they lost all services, water , electricity, cable.. but they would come to my house to use the landline to check on the brother-in-law's family members that live in Santa Rosa. I kept saying I was going to cancel my landline, but I kept thinking in case of emergency I knew my landline usually worked, when there was an electrical outage. So have decided never to cancel my old school landline.	11/17/2017 8:58 AM
207	Power went out then came back for 10 minutes and then we went dark for 3 days ,Sunday when we found out about the fires via Facebook friends around 11:30PM, we decided to go out and see what was going on, we drove to Salvador St and saw flames on east and west. Radio station 99.3 The Vine was our only source of news since they were live until 11PM every day. Kudos for them	11/17/2017 8:53 AM
208	Even though none of my family was in danger, you still want to check in with them, and I was unable to do so. I had to wait until I could access my phone when I arrived at work. My son was very worried about not being able to contact us via phone or internet, since we did not have that function at home.	11/17/2017 8:40 AM
209	As a law enforcement manager, all of my sworn staff members were in the field. While I had wi-fi calling available on my cell phone from Home and Work, when I was in the field or when staff was in the field, cell phones were useless for the first couple of days. While we planned for lots of scenarios and we made use of radios, we did not plan for a long term widespread outage of cellular communication (2 days for AT&T & 5 days for Verizon). We had access to satellite phones, but that technology remains marginal and simply isn't 100% reliable.	11/17/2017 8:39 AM
210	As far as communication goes, yes all cell phone service was out. I did not realize until late on Monday (the first day of fires), that I could access the internet via my laptop because my Comcast was still working. My cell phone was useless as far as calls and internet as all services were down. Again, I figured out late the first day that I could change my cell phone to Wi-Fi calling and since it accessed my Comcast Wi-Fi I was then able to make calls and access the internet. The Wi-Fi calling was very important in communicating while cell towers were down. I wish more people would have known about Wi-Fi calling. Thank you.	11/17/2017 8:31 AM
211	We've lived on Atlas Peak Road for almost 30 years. For most of that time we had a "phone tree" for fire emergencies. Each residence had a laminated list of landline phones for their neighbors and we were each responsible for calling a few neighbors. With the advent of Nixle and other services, this fell by the wayside. At 9:20 pm on Oct 8, we were watching TV and had a short power outage (few seconds) and then the power went back on. The wind was howling from the north and I thought I smelled smoke at around 9:30 pm. We are aware that we live in an area at great risk for wildfires and I carefully scanned the hills and saw nothing. I had received a Nixle alert regarding a fire in Carneros that morning and thought the smoke smell may be from that fire. At about 10 pm, I stepped outside to secure some things I thought might blow away in the winds and was shocked to see flames on the hills to the north where the wind was blowing from. I looked to the west, which is our exit route down Atlas Peak Road and saw flames even closer to our home. We had a plan for evacuation involving taking photos and documents we had carefully placed in boxes, turning off the propane and turning on sprinklers on our decks. We have a generator and two water tanks with 6500 gallons of water and a 4 inch fire hose outlet. We didn't have time for anything but running for our lives. We grabbed our computers, our two vehicles, our Lab puppy and fled within about 5 minutes. We left the gate open so firefighters could use our stored water. The road was very smoky with flames approaching the north side of the road. When we reached the bottom of the hill, we saw the first fire vehicles coming up the hill. Brave people, indeed. Our cell phones worked fine. We were able to call relatives and the few neighbors we had in our cell phone contact list. The numbers of the other neighbors were on the laminated fire list. This, of course, was unavailable. It was neatly tucked in the drawer where our landline used to be in the kitchen of the home from which we had just fled. We discontinued the landline years ago because it was not reliable. We had only used the fire list to occasionally get a neighbor's phone number in a non-emergent situation. We didn't need landlines or laminated phone lists - we had cell phones and Nixle.	11/17/2017 8:27 AM
212	When I said above that we evacuated, I mean that we self-evacuated not because of immediate fire danger but because of the smoke. We're in the Terrace-Shurtleff neighborhood and were concerned about the Skyline Park fire, but ultimately were protected by the stand taken to protect the Napa State Hospital. We stayed with friends in Sacramento until the air cleared.	11/17/2017 7:55 AM
213	These survey questions are silly. I'd like to know about the reverse 911 system.	11/16/2017 11:35 PM
214	Thank you for gathering this information to help emergency services in the future.	11/16/2017 10:57 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

226	<p>I was at Twim Pine Casino and left there around 2 AM. I overheard workers at casino say there was a fire happening in Napa and Calistoga. I was behind a Cal Trans vehicle with a plow attached to front of his truck and was removing tree debris from roadway. Upon reaching area of roadway with panoramic view of Calistoga, I could see huge spot fires with HUGE FLAMES from Calistoga, and down to valley floor and all the way up mountain towards Santa Rosa. It felt like the end of the world as we know it. I had to force myself to stay focused on the road and not look at the fire surrounding me and roadway. When I exited Hwy 29 at Orchard there was a HUGE ski lift looking metal sculpture that was on fire with flames shooting up that was on mountain other side of freeway towards Soda Canyon area. Just horrible. I think the power was on at my house until 7 AM which is when I lost cell phone connection. Between my radio (station 1350) and hand held scanner is how I gathered info on what was happening. On Wednesday, Dry Creek Road was evacuated. I heard on scanner as they evacuated upper end but then I heard fire was starting to cross Dry Creek Rd, and knew the lower section would soon be evacuated so I started packing the car. When Sheriff arrived with 20 minute notice of mandatory evacuation, I was almost ready to go. Loaded cat into car and left. I rent and do not have insurance so had no where to go locally so I ended up driving to San Jose area to stay at folks house. Signed, Anonymous</p>	11/16/2017 5:36 PM
227	<p>As I left my boyfriends house, I stepped onto his porch and turned my head back and said " someone sure has a fire tonight." (I thought at 1st. it was a nice fire in a fire place) I walked to my car in the parking lot and knew that this was no fire in a fireplace. I started driving home' but couldn't drive and get the radio tuned at the same time. I knew if John Callahan's truck was not parked outside when I got home, we were in trouble. It was John's night off from the fire station. When I entered Riverbend Condos I looked right and his huge truck was gone. This was at 11:00 pm. Smoke was very thick by then. Called boyfriend back to warn him that this was one serious fire! I was unable to see flames, but there was so much smoke I just wanted to get the dog and me inside the house. I am lucky I still have my condo and dog safe. I did feel safe during the fire knowing there was a fireman's house four doors down. I always feel safe with firemen as I spent my first 18 years of my life with my dad the fireman who drove the truck for Richmond fire Department. Elizabeth Henderson</p>	11/16/2017 5:12 PM
228	<p>I had no losses but had to leave on 10-11 due to the smoke</p>	11/16/2017 5:02 PM
229	<p>My husband and I smelled the smoke around 10:30PM and were on our phones, computer and TV until we lost power, communicating with our clients and friends who were evacuated or who saw their home burning via surveillance cameras. We fell asleep around 4am. We have a pool service company so my husband attempted to do his Monday route but quickly realized it was futile. Our children felt very unsafe and as they pressed for an answer as to weather the fire could reach us or not (we live in Bel Aire) on Tuesday I realized that I it wasn't impossible, and conceded that they go ahead and pack their precious items. I paid \$20 for a week of Xfinity internet service on my phone and then used it as a hotspot for my computer. I felt it was important to communicate to all our clients and notify them of suspended service due to the fires. (In the end 70 of our 150 clients were directly affected by the Atlas, Tubbs, Partrick and Nuns fires: be it evacuation, severe damage or total loss.) Many of our clients reside in other cities or states and were not home at the time of evacuation. We left town to stay in Alamo for a few days and then Santa Clara for an event that had already been planned for months. We returned to our home Sunday and returned to work on Monday the 16th. A great source of information in the first 2 days was KVON. I was born and raised in this valley and it was very disturbing and scary to think that there was fire on three sides. Especially in the first days that no one was able to aggressively fight the fires. Grateful that help came but sad that homes not seen on GPS were lost. Laura Hunt Hajar</p>	11/16/2017 4:00 PM
230	<p>There is not much of interest to share. My cell phone didn't work for phone calls, but I am grateful that I had a land line that did (Comcast). I'm also grateful that I didn't lose power. I got most of my info from 888-777, Nextdoor (mostly accurate), the excellent US Forest Service continuously updated fire map, the Chronicle and the Register, and the community meetings streamed on the Internet. The first day, I felt more worried and confused because there wasn't much info coming out, fires were spreading and encircling the valley, our neighborhood was put on advisory, and close by areas were evacuated. Once the firefighters arrived in force, we felt more secure. Our family thanks the first responders from the depths of our hearts. Peggy Yost Alta Heights</p>	11/16/2017 3:29 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

231	<p>Please I would like to remain anonymous: When Rutherford was voluntarily evacuated we could see the fire on the ridge of Mt. St. John. The smoke was bad enough to make you want to evacuate and many of my neighbors did and wanted daily updates from outside the area with real photos and data so they could make their judgement calls for their situation (with smoke density and fire location vs closed roads) and HOW LONG TO STAY AWAY and local towns were not offering that kind of update.(and the TV did alittle) My main concern when not leaving were the roads North were closed and the other road South Silverado Trail was closed also Oakville grade fire was getting close to HWY 29 and if that were to close I didn't want to be boxed in with no way out by roadway. The fire was not projected on TV to come over the Northern hills past Zinfandel Lane however it eventually did and that made me panic. I sent my dispatch police neighbor a photo and said "I need to know what to do? Three neighbors contacted me and when this happens in my neighborhood that means they want an answer or communication of what to do? I need someone communicating with me so I can tell the neighbors that stayed to evacuate on Nextdoor (and I sent a message to our neighborhood Deputy sheriff with no reply and then to the Sergeant of POPP with no reply this was a day prior to the changed situation) So my neighbor told me to hold off for 15 minutes till someone gets back to me (she is contacting the City Fire Chief with my photo) and for me not to notify the neighbors! I said, OK I would wait, as we waited my car was loaded and ready to go. About twelve minutes later the Assistant Fire Chief called me on my cell (this was like day 4 into the fire situation so had cell service) to discuss my concerns...I told him, "I am panicking because I can see the flames on the hill" and he assured me it was two ridges back. He said don't panick we are still safe and not evacuating and he said he would let me know first if we were to evacuate in the near future but he does not see this happening. Then I said.. if we were to be evacuated "How much time are you giving me?" Because that is the only thing that matters is the amount of time I have...and he said he would give me 15 minutes and that was enough time to make me feel comfortable and we hung up and left it at that for notifying the neighbors. The next morning a City Fire truck was posted in our neighborhood all day as the fire came closer to our neighborhood and the fire moved passed Zinfandel Lane and further North coming over the hill. It was really great to have that support of the firefighters encase "ambers" could fly into our neighborhood and could be quickly extinguished and this made the neighbors feel more comfortable and not alone during this major event. I think first responders or other emergency personnel should be assigned to different community areas and make their presence known in an event like this so we feel someone is watching over us and keep us safe and out of dangers way. If our neighborhood Deputy sheriff would have made contact with me it would have made all the difference in the world as it did when St. Helena Assisatant Fire Chief reached out to me. This made poor decisions NOT happen.. leading to???</p>	11/16/2017 3:08 PM
232	<p>Already shared it in response to a previous question on how/why we evacuated.</p>	11/16/2017 2:13 PM
233	<p>We live in North Napa and were very fortunate to live in a built up area. We have friends however that lived in Silverado and on upper Dry Creek Road that lost their homes. We are in our late 70s and the smoke aggravated our breathing. So even though, there was no fire threat we escaped the noxious smoke and power outage for Monday and Tuesday by going to our timeshare flat in San Francisco. Once we returned and had power restored we gradually got back to normal. We have a top of the line filter on our HVAC and an air purifier in the bedroom that maintained the air quality in the house. Highly recommend these for anyone with breathing problems.</p>	11/16/2017 2:03 PM
234	<p>Angwin, CA Power went out around 21:30pm, so I went out on our porch to see who had lights (Parrott Air Field and Howell Mtn Water Co were lighted). All was dark otherwise except a couple lights on the ridge across the Valley in the Mayacamas. About 10:10pm the lights came back so I went out to look for comparison. Saw an ugly glow to the Southeast, then flames shooting over a ridge, but couldn't tell where it was or how far away. Power was on again, so I asked on FB forum Angwinville if anyone knew where the fire was. Immediate answer was that the fire was on Atlas Peak. Then about 6 miles as crow flies to west, the Tubbs fire smoke plume billowed up...then visible Brownvalley Rd, and fires in Sonoma. You could see blue flashes of light like lightning for both the Atlas and Tubbs fires (transformers blowing?). Power went out again, so I checked that the landline was still working. Cell and internet service were gone (I hoped that Nixle or someone would notify us if we should evacuate). It was terrifying to see fires all around with the wind blowing so strong, but not know what roads were open or if it would be safer to shelter in place. We were on advisory evacuation for the Valley Fire and remember the confusion about evacuation orders and lack of clear communication. Angwin does not have a lot of roads out. Appreciate Pacific Union College Church for opening the multipurpose room to create wi-fi hotspot, offering landline, and water. Power restored, I think, Wednesday around noon. Internet returned. Cell service somewhat later...and still poor. Calls drop all the time and often doesn't work 5wks post fire). Grateful to first responders, dispatchers, and also our local fire chief J.R. Rogers who did his best to keep all informed once we had power/internet again.</p>	11/16/2017 2:03 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

235	Several years ago, two other neighbors and I contacted all of the residents of Soda Canyon / Loma Vista Drive to put together a "call 'em all" tree so that we would automatically receive calls on our landline and/or cell phone when there was an emergency. This system totally failed. Thankfully, one of our Loma Vista Drive neighbors received a phone call from somebody on the west side of the valley alerting her that there was a fire. This good Samaritan looked out her window (from her ridge top home) and saw the fire. She called everybody on both branches of Loma Vista Drive to alert us that she could see a massive fire burning by the Old Soda Springs on Soda Canyon Road. Otherwise, we would never have known there was a fire since we could not see it at that time from the end of Loma Vista Drive. When we evacuated our home minutes later, we could see the fire from the intersection of Loma Vista and Soda Canyon Road. Had we not received that phone call, we would never have known about the fire until it was too late.	11/16/2017 1:58 PM
236	I did not lose any communication by TV, internet or land line. But it caused me to wonder how I would receive emergency notification of a fire, etc. if I did lose service and I have landline only.	11/16/2017 1:51 PM
237	Our house was without power for 2 days but thankfully our cell phones worked and we relied on them completely for Nixle alerts, internet and phone communication. We never lost service with Verizon-- and they gave us free data for over a week. When we "self evacuated," we were able to stay connected through our smart phones. It was very reassuring.	11/16/2017 1:33 PM
238	We used a battery radio and tuned into the local radio station for most of our information. Our neighbor had satellite TV out of their motorhome and were able to get information that way. We also went to neighbors houses in So. Napa to get emails, etc.	11/16/2017 1:32 PM
239	Too tired. lack of oxygen from smoke weakened me. Haven't quite recovered.	11/16/2017 1:12 PM
240	Once the power was back on, I could follow fire coverage, road closures and evacuation zones on Internet via CAI Fire and radio (KRON). Nixle reports were essential. can't say enough good about this service! even when the power was out, I drove to Angwin or the hospital where they had generators and was able to stay informed.	11/16/2017 1:06 PM
241	We received a phone call from a neighbor at 11 pm Sunday alerting us to the fire north of us. We monitored the progress of the fire visually, until 1 am Monday morning when the county emergency alert was posted on cell phones about closure of Vichy Avenue. The flames were then moving into the north side of a vineyard about 500 yards from my house, and we chose to exit the neighborhood (along with several other neighbors) before the fire reached around that vineyard. As we were exiting the house, we lost power. We went to a friend's house in north Napa where we remained until Tuesday morning, at which time we realized that the neighborhood was not reopening from mandatory evacuation. My wife and I moved in with my son in Petaluma for a week, returning to the house when power (both electricity and gas) was restored on the next Sunday. One whole week later, I found a smoldering warm ember in my yard - a piece that I associated with a walnut shell. This is provided in explanation as to why I could not answer some of the questions above, since we were not present during the week following the firestorm.	11/16/2017 12:49 PM
242	http://lithub.com/bookselling-after-the-fires-napa-needs-you/	11/16/2017 12:37 PM
243	I watched ABC7 TV reports about what was happening and what the politicians were saying. In the first 2 to 2 1/1 days, nobody was really fighting the fires. They were all doing "life safety", e.g. knocking on doors, forcing evacuations, and closing roads. Finally, after the first few days, firemen started fighting the fires and policemen were manning the roadblocks. Residents were not let through the roadblocks, even into areas that had not burned, for days. And days. Several residential areas were completely burned. Block after block houses completely burned to the ground. Granted, the wildfires in the woods and steep hillsides were unfightable. But in those residential areas, with several fire hydrants on every block and where every house was destroyed, the firemen simply didn't try to fight the fires. There are numerous stories of residents themselves staying and fighting the fires, and then not leaving after the fire was out for fear of not being let back into the area to return to the home they saved. When the next fires come don't bother to tell me to evacuate! I will stay and then there will be at least one person fighting to save my home. Everybody loves a fireman... if he will simply fight fires. But forcing evacuations and blocking roads and standing back and watching whole blocks burn is not fighting fires. Michael Harms	11/16/2017 12:36 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

244	<p>My family and I live on Atlas Peak Rd.. We had no warning of any kind except for a sibling living in town calling us to leave with the animals and important documents. The fires were already at the hills near our house ravishing the pet cemetery down the road. We we all able to leave, but there was a tree blocking the road next to the cemetery. The firefighters did not even know about this as their communications was down as well (something that we could all (my family and neighbors) not believe since we all assume they would have better communication that civilians). It was during the time uphill that everyone was scared and realizing that on Atlas Peak there is only really one exit and it was blocked; what were we to do to leave this road and get to safety if there were no exits. Thankfully the firefighters were able to get one of the many neighbors to check if the tree had been cut finally, and we were able to drive down into town all the while seeing both sides of the road on fire and hoping that nothing would block our path to safety. I feel for everyone that lost everything. We are also lucky in having family in town to stay with. We were also lucky in having our lone house stand while all of our neighbors had theirs burned down. Having experiences such a disaster, makes us appreciate the communication that we take for granted. It is necessary that we fix the way that individuals can communicate in emergency situations because it is vital and at times life saving that we know what is happening around us.</p>	11/16/2017 12:32 PM
245	<p>I was out of town and relied upon neighbors to keep me informed.</p>	11/16/2017 12:25 PM
246	<p>Anonymous: The first time I had to evacuate on Sunday evening from our home outside Calistoga city limits, we left because my son happened to be awake and saw the fire coming over the ridge from Santa Rosa; there was no official notification, although there were many firetrucks and personnel parked on my road - Franz Valley School Road - when we left. The second time I was staying with family in the Calistoga and got a nixle report.</p>	11/16/2017 12:24 PM
247	<p>KVON was a godsend! While we had no electricity, I used my car battery to get access; fortunately, my battery outlasted the power outage. Anonymous</p>	11/16/2017 12:22 PM
248	<p>The fire burned all day Monday with no one fighting it. Late in the afternoon some fire crews showed up and started protecting nearby houses. At night they set up a fire line on Silverado Trail and held the fire about 1/4 mile from our house. We were not evacuated. Never even knew if we were supposed to voluntarily evacuate. There were roadblocks set up, but we were allowed to come and go. Basically we spend two days with a swimming pool, a sump pump and a generator keeping the property wet down. No idea of who was doing what. Lack of information was extremely frustrating! All we had was an emergency radio tuned to KVON. They did the best they could, but the disinformation (from people calling in) was worse than not knowing. When there were press conferences regards the fire, KVON would not broadcast them live, they would only report later on what they thought was said. Nixel was not functioning without cell service. I was very disappointed with the county's response to the fire as far as keeping citizens informed. I would recommend the county utilize KVON in the future. Incorporate it into the emergency plans. Have a PIO stationed at their broadcast station to release information in a timely manner.</p>	11/16/2017 12:20 PM
249	<p>I get the Nixle alerts so knew Sunday night, 10/8 that "we" were in trouble here in the Valley; I immediately turned to Ch.2 and found out that we were on fire; I knew it was very windy and knew that we would be without power by morning if not before but still didn't realize the seriousness of all the fires. I woke up realizing that my CPAP was no longer working and no lights were on. I had flashlights stowed (ever since the earthquake) so had light but stayed in bed until daylight. The interesting thing is that my cell phone still worked at 5:15 am 10/9; my son in Rohnert Park texted me: Kohl's had burned plus about the evacuation of Kaiser and Sutter Hospitals and the mobile home parks burning (he was watching the news on TV) plus he called me on my phone; by that time he told me about K-Mart burning down. And then, by 7:30 am - nothing. When I finally went out, about 2 pm, I could text but no calls were going through. Our stop lights were blinking red, which was ok; everybody was taking their turn but once I crossed Trancas, going south on Jefferson, all the stop lights were working. I did go by the Library to see if it was open, which it was and I was able to text my relatives. I went back the next afternoon and spent 4 hours on my computer as well as phone; it was wonderful! By the time I got home Tues. afternoon, 10/10, the electricity was back on and no more blinking stop lights. It was such a relief to feel like I was among the living again. And I had gotten the NV Register that morning. I probably would have gone to my son's in Elk Grove just to get out of the smoke, but my 101 yr old mother lives at Choctaw House on Redwood Rd. and they had evacuation plans after Dry Creek Rd and Redwood Rd were closed off and evacuated; fortunately, they did not have to evacuate.</p>	11/16/2017 12:13 PM
250	<p>I first heard about evacuation of my community by a telephone call from a friend who was in France at the time (4:00 a.m. in California). She told me that evacuation was happening in the northern sector of my town. Before mandatory evacuation was announced for the entire town I voluntarily left and went to San Francisco where I stayed 5 days until evacuation was lifted and I returned home.</p>	11/16/2017 12:11 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

251	I live in the Linda Vista neighborhood, and was always able to text my friends who have smart phones, but not all of them do. On voice calls I could sometimes connect, but the other party could not hear me. These people had different carriers from my Verizon phone, one AT&T, and one T Mobile. On the first night I signed up for Nixtle, and began receiving text alerts through that channel, which were invaluable. I then began relaying these to friends via text or email. The internet continued to provide the most information, including public service announcements and news reports as the event developed. If that had gone down it would have been only texts working.	11/16/2017 12:10 PM
252	Written on October 17th, 2017 to inform colleagues and friends and family outside of California about the fires from my perspective as a St. Helena resident. I also included pictures and a Napa County fire map (these daily maps were very useful), not able to be attached here of course. The fires were started a week ago Sunday night when there were extreme wind events which sent trees into power lines sparking multiple blazes—although this cause isn't official. Ultimately there became 3 main fires—one in north Napa County which initially whipped from Calistoga through Mark West Springs Road and then burned neighborhoods in Santa Rosa, the Tubbs Fire. The Atlas Peak Fire on the east side of Napa, which burned through Silverado Country Club and then Coombsville and other areas east of the town of Napa, ultimately growing to threaten parts of Solano County. And then finally, what became the Nuns fire which has been marching northwards through the past week, burning parts of Sonoma Valley before cresting the hill and burning down into wooded areas to the south and west of town. It's been quite stressful, but also fascinating. Last Monday, there was no cell service or power, and the town was eerily quiet—it made me realize how this place is populated by tourists, workers, and second home owners, none of whom were here. But the air was good, and you could look down valley to see the fire burning on Atlas Peak. We could only get news and information from a radio which we fished out of the garage. By Tuesday afternoon and evening power and cell service had returned, but the air was very bad, and many families had left (including my own)—leaving the town a ghost town, although the hardware store and the supermarket had remained open throughout. On Wednesday, the Tubbs Fire had turned back threatening Calistoga, and the authorities chose to evacuate that town completely, ultimately setting up road blocks on Dunaweal Lane. I also packed up our other car that day putting in the computers, key papers and physical photographs from years ago, and a couple of bikes on back. It still sits, fully packed, in my driveway. Wednesday was probably the day that was the highest stress for those that remained in St. Helena. On Thursday, the Atlas Peak Fire was still threatening homes in Solano County and had pushed back around behind Pritchard Hill, the Tubbs Fire was burning on the slopes of Mt. St. Helena and at the top of Old Toll Road, and the Nuns Fire was burning areas along Highway 12 in Sonoma Valley and into the state park across the ridge from St. Helena. Although the air remained bad, we began to see some fire suppression activity in the air around us. A restaurant downtown opened up, and it was like a survivor's party—lots of people who'd waited out the fire, owners of shops, the mayor, an architect, etc. A stress reliever I suppose. On Friday the air attack to the west of town started with great intensity. 4 or 5 helicopters dropping huge buckets of water, a couple large planes, including a DC-10 dropping fire retardant, and the spotter planes all buzzed through the skies. However, the planes and helicopters do not fly at night, and on Saturday the ridge west of town appeared to be breached for the first time, although the fire had been stopped to a certain amount in the Dry Creek area to the west of Oakville. This was a day of great concern here, as the flames would breach the ridge, the air assault would resume, and the fire would be beaten back. Then a couple hours later the same thing would happen—this occurred 3 or 4 times during the day. A word on CalFire—they are the organization tasked with fighting fires throughout California, which occur regularly unfortunately, due to our dry climate at least ½ of the year. There appears to be more fire danger in general in Southern California, but we do get our fair share up here. And most, if not all, fires in Northern California along the coast are man-caused, as these were. Lightning is rare here. CalFire has a lot of locations scattered throughout all regions of California—there's one on the highway just up the road towards Calistoga, for example, all with fire-fighting trucks and equipment, and they have greater resources from centralized depots that they can mobilize to beef up local resources. They are organized, I presume, in a command-and-control set-up similar to the military. One critique of CalFire I heard was their slow initial response to the fire—I think the superfast moving fires a week ago Sunday/Monday were quite a shock, and many people in affected areas had to flee for their lives. (We know people who've lost their homes, and of course there were a sad number of casualties.) There were so many places where fires continued to actively burn the Monday after the initial conflagration, perhaps it was difficult to provision, deliver, and maneuver resources efficiently into the right areas. I know winery owners who were concerned about the lack of crews so brought in their own private fire fighting forces to make sure they were protected. I've also spent time on the roads in the hills west and south of town and met high-end fire insurance people who were equipped like fire fighters. For the folks I talked to, the senior guy was flown in from out-of-state and an 8 person crew in 3 trucks had come up from LA. They basically pre-assess the properties they've insured to make sure a 100' protected perimeter is in place around all structures	11/16/2017 12:00 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

and that all practical measures are then appropriately taken, in case the fire line heads that direction. The other critique was that CalFire didn't appropriately adapt their management plan to the landscape and vegetation mix—there was a sense that they were applying a Southern California strategy, a place with less vegetation so it may be easier to move men and machinery and has possibly a more consistent burn pattern, and that the commanders themselves weren't as familiar with all the drainage basins between Napa and Sonoma counties. That may be the case: the vegetation is quite heavy in areas and is variable on the hillsides with stands of California oak, to pine, to scrub to eucalyptus; it can be extremely difficult to maneuver through; and the drainages are a complex web on that side of the valley. Finally this Sunday and Monday, though, the ground war in our area was occurring. There were 10 large bulldozers up Whitehall Lane that built two 40' wide fire-breaks yesterday, and as of last night there were at least 100 CalFire fire fighters in the hills there. The mobilization was impressive. Now it's Tuesday mid-day, and the places I was roaming around 2-3 days ago are basically on lock-down (and actually one barn structure I was by in the hills has apparently burned). The fire is closer to lovely St. Helena, but there are enormous resources being brought to bear, as the other fires appear to be in a management situation. (There will continue to be hotspots, really, until the rains begin in earnest, but the perimeter lines are essentially secure in those other fires.) So, we'll see, but I don't have the grave concern I had at other moments this past week+. My family also returned yesterday, though I'm still wearing my mask—why not, the air isn't good! We also had a sprinkling of ash on the ground as well from Sunday night. Anyway, I hope this gives a sense of what's been going on here—the loss of life is a real tragedy and I really feel for those who've lost their properties. It's quite a trauma and will require enormous efforts to bring these people's lives back to normal. The valley itself will be economically challenged, as the tourist trade will certainly not return immediately. I hope this event also begins a real conversation on better ways to protect our communities, particularly given how people prefer to live out amidst our natural world. Suggestions I've heard include a long-term effort to bury power lines, which cause so many of the fire issues in the state, or better investments in a smart grid to be able to close off electric transmission avenues when breaches do occur. Here's the latest fire map as of this morning, plus a couple of pics so you can see what I've been seeing. It's now too smoky to see into the hills, but we're hearing a number of aircraft above us.

253	As I mentioned earlier in this survey. There were normal good communications between Napa and Solano County. As the fire grew on Monday Oct 9th...no messages or info came to me via emails or landline phone class while those services were still active in my area. As I evacuated on my own Oct 9th at 8pm before the mandatory order for Lake Berryessa area...I went to Solano College. Even during the one week period there...no emails about my area from my supervisor or text messages were received. Also the Evac. center at Solano College had no access to Napa info. I think even a simple email from the county would have helped greatly. If I can receive this survey why could I not get some sort of update about conditions in the county during the fire. Thanks for the opportunity to share these experiences.	11/16/2017 11:58 AM
254	I was very fortunate in having time to evacuate and also no loss. The Atlas Fire burned the east side of the range right to the edge of my gate but did not jump the road until further up towards 128. The most frustrating and stressful thing was just not knowing how reliable the fire map was which after a few days appeared to stop being updated. Bay Area TV news was repatative and sensational. The best and most reliable news for our area came via Evan Kilkus who stayed behind in the Highlands and put out regular video blogs for The Lake Berryessa News. But this still could not address the condition of isolated homes in the area outside of communities such as Circle Oaks & the Highlands. So I did not know for sure I had a home and studio intact until I returned on 10/17.	11/16/2017 11:43 AM
255	We got out with the fire cresting the hills from Sonoma county- 500 yards away to the west with spot fires here and there around the house and one large field (and trees, brush and power poles) between our house and the nearest neighbor burning.	11/16/2017 11:38 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

256	<p>Saw the fire (flames leaping into the sky) minutes after it started in the western (to me) sky. Tried to call fire/police/911 but all lines were busy. Ran up and down the street alerting neighbors because of the incredibly high winds and no idea how the fire (2 miles from me) would travel. Spent the next several hours getting ready to leave (lost electrical power) using a portable light. During this time, I watched as the fire quickly spread to the southern and northern hills thinking 'we are being surrounded' which added to the fear. There was another spot fire not one block from our immediate neighborhood in the area of Washington Street, between us and the old "Walnut Factory." I was able to reach the fire department at that time and was told they were "on it." The main fire, which I was watching, seemed, hours later, to change from active flames to a terrible line of red which, although I was not aware, was racing into Sonoma County. A sleepless night led to what we were all experiencing the next day which meant roads closed, friends and residents of the unincorporated area of Calistoga having lost homes, or mercifully spared. Nixel kept us informed but the real communication took place person to person and for me, meant "in" person since I no longer had cell phone connectivity. A situation that continued for weeks. I want to say here, that when we were finally evacuated, I could not have been more impressed. City, County, National Guard, Sheriff, Police, Fire responders... all of them, from the very first to the very last... how very lucky we were to be in the hands of those professional and volunteer angels responding to this tragedy. I also became painfully aware of how quickly we here, at the northern most end of the valley and really, all of the Napa Valley, could be cut off to evacuation. And that we were spared the fate of Santa Rosa ~~ nothing short of a miracle. There were sleepless nights as this fire circled around and sometimes doubled back or just sprung up in other places with news of "no containment" that seemed to go on forever. To return home after a week and learn of those who have lost everything, was and is heartbreaking. Again, the organization necessary to help all so terribly impacted was and remains impressive beyond words. And to realize how close everyone and everything that makes up Calistoga came to total destruction is more than sobering. The story of heroism in the face of all of this, from the evacuation of people and critters to the ability to save some homes or divert the fire... all I can say to sum this up is I am so grateful it was not worse and grateful to all those who played a part in insuring it would not be. In words totally inadequate to express the depth of my appreciation... THANK YOU, THANK YOU, THANK YOU. j. h.</p>	11/16/2017 11:38 AM
257	Anonymous	11/16/2017 11:32 AM
258	<p>As they were evacuating, a former neighbor called to say fire was approaching their house. Minutes earlier a current neighbor in Calistoga called to say they had a go-bag packed and were ready to go. We and our house guests decided to leave early mainly due to air quality, but also from experience gained during 4 major fires over the years. We felt we needed to get out of the way of first responders, and leave critical supplies for those who responded to the crises. We returned a day after the mandatory evacuation order was lifted to a remarkably untouched Calistoga Anonymous.</p>	11/16/2017 11:31 AM
259	<p>just a short addendum to the questions about the phone service (there was no box for comments). We have two landlines, we were told one was copper and one was 'newer technology' that could help if lines failed. they did during the fire. we had one line up for a couple days, then the other, then none for the remainder of the week (7 days). When one worked it was only long distance, no local calls. we had text messaging for a few days, then nothing. We are registered with Nixle (have been for years) BUT we have our cell phones set to 'silence' during evening hours 10pm - 7am so we never received text message Sunday night. They all came in (over 25 messages) on Monday morning 7am. thanks for doing this survey. hope my responses help in some small way.</p>	11/16/2017 11:04 AM
260	<p>We live in Browns Valley, and fiber optic lines come down Partrick Rd, but our area is still served by copper lines. When the fiber optics went down, so did our communication. Our major source of information came from the radio and neighbors. I drove to work where the power was on, was able to get news and information. Going home was like going into a dark, smokey sack. No info, no communication, no nothing. I can not imagine how an elderly person living alone would have dealt with this. Fear, panic...awful. Our biggest source of comfort was seeing the firetruck come and cruise around the cul-de-sac checking out things on the second or third day. That was our only confirmation that we were not forgotten. We were fortunate, but the anxiety was palpable. Only one neighbor stayed through the ordeal.</p>	11/16/2017 11:02 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

261	<p>I lost all power and cell service on Sunday night and were concerned about staying since we could see what was going on around us. I had a friend help me manually open the garage door to get the car out. I had left the gate in open position in case the power went out but when it did and momentarily came back on it shut the gate. We manually opened the gate and left it open. I then went to a friend's home in Napa. On Monday I felt it was OK to return, and at that time the power had been restored. Being concerned about the fires I left the gate disengaged and advised my neighbor to either keep her gate open or park her car outside the gate in case we had to leave again. Cell service had returned. On Tuesday night I got a call from a friend saying that Calistoga was being evacuated. I called my neighbor who was there alone and told her and then grabbed my dog and a few other things and left. We went to the evacuation center at Napa Valley College and everyone was absolutely wonderful. Several of us had met up there and were helping each other out as we had several animals between us. In the early evening of Wednesday one of the people was contacted by someone she knew who offered his house in Napa that he was not using. He said all of us and out pets were welcome to use it as long as necessary so we took him up on it. We were extremely lucky that we did not have any loss. Our main concern was that we were not going to be able to get out and we knew we were down to about only one way. I am so grateful that precautions were made to evacuate for the safety of all. Upon returning there was evidence that people had been to the house to make sure no one was there and a neighbor told me they had come to her house. A job well done by all.</p>	11/16/2017 10:58 AM
262	<p>Though not as affected as those families in the northern Napa/Sonoma counties, the fires greatly affected us all. As a resident of American Canyon, there were times we could see the fire at the top of the ridge closest to Jamison Canyon. Ash raining down and collecting on cars and roofs was an unusual sight. During the first few days of the fires, it was very frustrating and scary to not receive consistent information delivered to residents about how the fires were progressing and where. At the end of the first week, even my household was packed and ready to evacuate within minutes. Living out of suitcases in your own home was an extremely unsettling feeling. The decision to pack sent my 75-year-old mother into a panic attack (especially, with the recent passing of my father.) I work at American Canyon High School, which was closed due to the smoke and ash. Our entire school district closed all schools for this reason for 2 weeks. Our high school became a temporary shelter the second week of the fires. Helping the Red Cross set the shelter up and offering assistance relieved some of the underlying anxiety and uncertainty that we were all feeling. We had an overwhelming, generous response from our community that helped to lift our spirits as we received cars consistently from 9 am to 11 pm donating items to our shelter for fire victims. This generosity continued for 3 days. Communication finally came to us on a consistent basis through the City of American Canyon and Cal Fire the second week of the fires. School resumed for our district and our community slowly resumed some sense of normalcy by October 23rd. I often wonder why our sense to help and aid each other, as human beings, doesn't last past the trauma or tragedy. I wish the switch that turns on this reaction in us all would stay with us each and every day. Patty S.</p>	11/16/2017 10:51 AM
263	<p>I am 81 years old and was not able to open the garage door. Later my son-in-law came over and disengaged the electrical garage door opener so I could park my car outside. Relatives out of town and out of state were panicking because they could not get hold of me. Had people coming over to check on me, because they could not get me on the cell phone.</p>	11/16/2017 10:49 AM
264	<p>At approximately 2:00 am Monday October 9th I awoke to the sounds of sirens and smell of smoke. Our bedroom window was open just a few inches and our window blinds were slapping the window as the wind blew smoky air into our house. I got up and looked out the window and saw an orange glow coming from behind the hill across the road. I woke my husband to tell him and then we discovered our power was out. I was subscribed to Nixle alerts but since we had no cell service and no internet (without power) I didn't receive anything from Nixle. We do not have a landline. We were completely without information. My husband went outside to try to assess the situation. There were no emergency personnel yet in our area so he decided to drive down the street to see if he could find out more. A few blocks away he encountered a fire truck (not an engine) parked in the middle of the street and asked if we should evacuate. The person he spoke to said he didn't know of any evacuation orders for our neighborhood at that point (Browns Valley-near Partrick fire). The smoke was getting thicker and the winds were very strong. We decided to pack a few belongings and got our dogs and left. The back road near our house (toward Old Sonoma Road) was already closed so we had to leave a different way. As we drove down the street we saw flames coming over the ridge. We couldn't get our cell phones to work until we drove out of town for several miles. Our house had no power or internet for over 3 days. I had no cell service at our house for more than week (T-Mobile)</p>	11/16/2017 10:41 AM
265	<p>While fighting the fires I did not have any communication services to speak with my wife who was still at home. Very terrifying not knowing what she was experiencing.</p>	11/16/2017 10:31 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

266	<p>I live in North Napa off Salvador Ave. in a Senior gated community. Many of our residents are elderly and have medical issues. The Lack of power and phone service, both land lines and cell made everyone very uneasy. We could hear the sirens of fire trucks and ambulances day and night but many were afraid if they did need medical services, that there was no way to call 911 for assistance. We drove to friends houses in south Napa to watch the news to see what was going on. Most of the news related to Sonoma county. It seemed that the news channels reported little Napa information during the first few days of the fire. We were also able to use our cell phones in other areas of Napa. We were able call family and friends out of the area to let them know that WE were alright and not in immediate danger. The lack of power was huge for many residences and businesses throughout Napa Valley. Our residential power was restored Tuesday around 5:00 PM. I work for a winery on the Silverado Trail. We were not able to go to work for a week as there was no power and no phone service for 9 days. Luckily, during the fires, we were able to bring in an emergency back up generator to keep the winery Barrel Ageing Cellar at proper temperatures. We were also in the middle of harvest. Having the generator was key in keeping the Production tanks chilled which helped maintain the integrity of the fruit from our 2017 Harvest. Cathy Kough Young</p>	11/16/2017 10:29 AM
267	<p>We are just outside the city limits for American Canyon, up the road from the new high school. While we were ready to evacuate, we felt that the fires moving in our direction never got close enough to make it prudent for us to take our livestock out. Our area never had an advisory or mandatory evacuation notice.</p>	11/16/2017 10:16 AM
268	<p>Sunday night, October 8, was a night like no other. The winds were so strong, we have never experienced that before. We could see the Atlas Peak fire from our house as it started and it moved so quickly and the trees started exploding. Luckily for us the wind was going away from us, of course we had no way of knowing there was a fire on the other side of us as well in Calistoga. The next morning we woke to no power, no internet and no phone service. I went down to St. Helena's library to see if they had any power and they did not and it was like a ghost town. Luckily, another person from Angwin was there and she told me about PUC opening up a room for their neighbors to use their internet and that is when I found out about the rest of the fires and the prediction of more 50 mph winds. My husband and I went home and packed up the cars with essential stuff and waited for our evacuation. Luckily, those winds didn't happen and we never had to leave. Although , the smoke was pretty bad, we stayed.</p>	11/16/2017 10:06 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

269	<p>I became aware of the fire Sunday night as it came over the ridge from Soda Canyon, moving quickly towards Silverado Trail. I quickly phoned local family members to ask them to come help. A firefighter friend of mine called to offer assistance. We started clearing around the house and hosing down all the buildings and surrounding areas. We had a guest here who we sent away when the evacuation order came in. We also made sure that our neighbors (with children) evacuated, we assured them that we would keep an eye on everything as we were not leaving. Factors that went into staying: we had a defensible area, we all have first responder training and were capable of knowing the difference in what we could handle vs what was beyond our abilities, we had a safe place to retreat to, we are avid outdoors people with skills to survive without power, communications etc, and we have a farm with many animals that needed care. Most importantly we were in a position to be able to help the area survive. Around midnight a fire started at the neighbors property, it threatened their house as well as the rest of us (four houses in relatively close proximity. My husband immediately jumped on it and with the help of a random good Samaritan was able to put it out before it got out of control. About bit later we noticed fire burning northwest of our property. We were able to contact firefighters to create a firebreak before it got to our neighbors buildings. Monday was spent checking in on neighbors who stayed, helping people catch and evacuate animals, putting out spot fires and most importantly, stopping the fire that was creeping South through the riparian area. By Tuesday the threat of fire in our immediate area was much less but we were now without power, water, communications and still had a farm to water and feed. Our time for the rest of the week was spent taking care of our farm, our neighbors animals and keeping an eye on smouldering areas in the immediate area. As late as Thursday morning we had a significant flare up in the riparian area and again were able to go get the LEOs at the roadblock to contact Calfire. We then led Calfire to the problem area so they could take care of it. Every morning that week at 9am found me sitting in my car drinking coffee and listening to KVON. Thank you so much for all the support! Kirsten Niesar Silverado Trail And just in case you did not see this, written while sitting out on the Silverado Trail at sunrise Thursday morning: Fourth Sunrise After the Firestorm I love the sound of valley bins during harvest, Most noticeable at night, rumbling through the vineyards, echoing across the valley. The faint patter of Latino voices accompany them, occasionally breaking into song. It is the sound of The Harvest, the sound of another cycle coming successfully to an end. The sound of the way things are, the way things should be. Four days after the firestorm, all is still in the valley. Birds sing, a couple of generators hum nearby. Vultures circle lazily overhead trying to pinpoint that fragrant horse. First responder vehicles, the only traffic on "The Trail". Smoke fills the air. All evidence of the loss and devastation around us. The end of so many dreams, the end of the way it was. Then, in the distance, I hear the sound of hope – a familiar rumbling in a vineyard not too far away. Valley Bins... This valley will never be the same – We have taken a hard blow – But it will go on. We are farmers, and like the vines we farm, We are resilient.</p>	11/16/2017 10:01 AM
270	<p>My confusion was why a neighbor had a battery pack and therefore had internet. Why didn't I know this was available? Why the Police Dept and Fire Dept did not have this to access important information for the public? Police were driving around the town to see if people needed anything but told us they had no internet service.</p>	11/16/2017 9:58 AM
271	<p>We were near Downtown Napa and not evacuated. We couldn't make calls for about 3 days but had all other services. We have a landline but no working handset. I want to buy one for emergencies.</p>	11/16/2017 9:57 AM
272	<p>On Sunday evening, October 8th, our power went out around 8 pm. By Tuesday noon it had not been restored. My husband connected a generator to the internet modem so I could communicate on our local intranet, Nextdoor Mt. Veeder. I kept 'talking' with neighbors throughout the expanded area from 7 am until noon. Over and over, not one person had any definitive information regarding what and where the fires were. Other than very thick smoke and ash, we had no way of knowing what was happening. We were receiving multiple updates from Nixle, but all in the Atlas Peak and Tubbs fire areas. One of the questions I asked three times was, "How are we to be notified in the event of evacuation?" Finally, at noon on Tuesday, our local volunteer fire chief sent a text to Nextdoor saying a mandatory evacuation for Wall Road had been in place from Sonoma County since 0859 that morning. It was now noon! My husband and I had been ready. We were fortunate we had a small RV in which we stayed for 13 days before we were allowed back in to see our home. Schrodingers Cat comes to mind. Is our home there or isn't it? Our home is still standing and untouched but my car is gone because we did not have time to trailer it and remove it from the property. If we had been notified around 0900 we think we would have. As an aside comment, I realize the clean up etc. is taking enormous expense and resource to manage it all. What or how would things be different if we had simply spent those resources previously on managing our forests? Jennifer D. Oswald</p>	11/16/2017 9:57 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

273	I did not evacuate. I stayed to better prepare my house for arrival of the fire and to defend my house when and if the fire arrived. I am well equipped with water, fire pump, and fire hoses, and I have good defensible space. I also have a second exit to a safe area out in the big vineyard behind my house in case the fire were to block my normal exit. I shared my knowledge of local terrain, dirt roads and trails, including access points to County roads, with fire fighters when they arrived. On Friday, two neighbors and I stopped the fire from crossing to our side of the ridge about a mile from my house. With shovels and rakes, we hastily built a 200 yard long fire break through the dry grass ahead of the flames, and when the flames arrived we beat them out with towels soaked in buckets of water. It took until Sunday for the fire to burn around the ridge and come back to our side of our fire break, and by that time Cal-Fire had massively mobilized to put it out before it got to any of the houses in my neighborhood.	11/16/2017 9:53 AM
274	We were the lucky ones; our hearts go out to those who faced so much loss.	11/16/2017 9:43 AM
275	To get information, we rode around in our car to listen on the radio. I felt fairly well informed by the local station...Sauvignon Rock. They did a good job, but we could only listen in our car. The power was out at our house from Sunday night till Wed afternoon due to a tree falling on the lines during the wind storm. We were only affected by the fire bc of the smoke. The worst part for us was the 24/7 running of a neighbors generator. So loud we could not sleep or be outside. Also, when I could send texts, I could only send to other iPhones using iMessage. I could not text family members who had androids. I had no voice service until Wednesday afternoon. I work from home and had to cancel all of my appointments for the week. BC I could only text, I had difficulty contacting my clients to tell them. Only bc it was such a national news event, they figured it out.	11/16/2017 9:40 AM
276	We looked on Nixle to see the progress of the fire because we own property on Dry Creek Rd. We found the maps were not accurate as to the areas being burned. Charles Lindberg	11/16/2017 9:39 AM
277	My husband was out of town, and called me on my cell phone at 2:30 AM to let me know what was happening. I immediately packed a bag to be ready to leave. I found the lack of good information really disturbing. I was streaming TV news on my ipad, but do not consider TV news to be a good source of information. They sensationalize and over dramatize the situation. (Not to mention that they reported that the French Laundry would be closed for dinner service. It seemed silly to report that given all that was happening. Really, who wrote that press release????) I ended up leaving around 4:00 Monday afternoon to go to our aunt's house in Danville. Our house is near the intersection of S Terrace and Cayetano Drive, and I was worried when I saw the fires go near Skyline Park. At the time, I did not know that the Skyline fires were back fires. I would have felt safer had I known that. During the early days of the fires, Facebook was also a helpful source of information. Later in the week, I streamed the Napa County Press Conferences from Facebook on the ipad or phone. That was the most helpful source of information. We returned to Napa on Friday the 13th. Our home never lost power or internet service. We also did not lose cell service. Most of my neighbors did. We have no land line, so a lack of cell service would have been very difficult for us.	11/16/2017 9:31 AM
278	The fire came close to my house on the first night, Sunday, but I had gone to bed not knowing about the fire. A neighbor said he knocked on a few doors to tell people to evacuate, but they told him to go back to bed and leave them alone. He gave up after 2 or 3 houses. I had no know of the fire, so I might have burned to death but the wind changed. Several days later the fire came close again so we evacuated. A neighbor knocked on the door of a friend of mine in Calistoga. She is a single woman so when she could not see anyone at her door, she was afraid to open the door so went back to bed. She was not aware of the Tubbs Lane fire until the next morning even though she is in north Calistoga so could have been burned out.	11/16/2017 9:31 AM
279	We recently moved to Napa. We found out about the fires from our neighbor who knocked on our door at 12:30 am Monday October 9. We have never lived in an area that experienced wildfires and had no idea what to expect. I have never felt so scared, uninformed and isolated. We are extremely fortunate that we endured no destruction or loss from the fires and our hearts go out to the families that were directly affected.	11/16/2017 9:25 AM
280	I stayed by the tv... I stayed by KVON radio to get all my information. I wasn't evacuated but the air was so bad I left to a friend's house in American Canyon to sleep at night with my important documents...	11/16/2017 9:22 AM
281	Regarding communication, we were awakened at 3AM Monday morning by our housemate, who told us that there was a mandatory evacuation because of fire. I believe that he had received a text from a friend in Davis. I called the police non-emergency number and was told that there was not a mandatory evacuation. Power was out, so we used cell phones to keep informed—and to check the news using mobile data for the next 36 hours or so. I have small solar panels, and used them to charge our devices for the next 2 days. They worked, despite the smokey skies.	11/16/2017 9:21 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

282	We evacuated at 2AM Wed and went to San Rafael for 5 days so I have no idea of how long services were out. I feel that the TV media grossly exaggerated the problems in Napa and now we are feeling the consequences of their inaccuracies. Friends, family and customers have cancelled trips to NV and business is way off. We need some positive PR to bring them back.	11/16/2017 9:10 AM
283	I live in Alta Heights. We were close to the fire and had advisory evacuation notices during the week of the fire. We stayed at home except for Wednesday, October 11th.	11/16/2017 9:07 AM
284	As a radio technician, it required us to go into dangerous situations to maintain radio service more so than we would have if there was cell service	11/16/2017 9:04 AM
285	We live in on rural Franz Valley School Road. I smelled smoke at 9:15 and, given the high wind conditions, went outside to check where the fire might be when I saw a glow toward the NE which became the Tubbs Fire and knew it was close. I called the fire department who said "CDF is on it", my husband and I then called three of our closest neighbors who hadn't yet smelled smoke and knew nothing about the fire. Two of these neighbors lost their homes within the next 45 minutes. The power had become intermittent, so we opened the garage door to get the cars out and only had time to get our dog into the car, grab my laptop and phones and get out. By the time we left via our long only way out driveway, there was a tower of fire over 200' tall just to our left moving toward Franz Valley. The noise and falling debris were terrifying and we thought our house wouldn't survive. When we bought the property in 1969 the damage from the 1964 Hanly Fire was still evident and the path of the Tubbs fire was similar. Most houses around us burned, although the vineyard in front of the house and grass and brush management we had done over the summer paid off. Our house was saved. We were not allowed onto the property for almost two weeks due to the danger of falling/smoldering trees. A neighbor, volunteer fireman and tree worker, as well as the Blakeleys had generously cleared our driveway of fallen trees which had prevented access. We appreciate the hard work all of the fire fighters did, but felt evacuation was slow. Had we waited to be evacuated, we may not have made it safely out, but understand how fast the fire was moving early on. We also felt they left our area immediately to safe life vs structures which is understandable. There must be a better way to notify people in the face of disaster.	11/16/2017 9:01 AM
286	My comcast, which is bundled with TV, Internet, land line, wifi, went out in the wind storm on Sunday afternoon before the fire started. It was out for 9 days, coming back on the day I returned. My power was off for no more then an hour each time. This happened twice, before I had to evacuate. Not at all during the 7 days I was gone. I heard about the fire about 12:30 on Sunday night from a friend in Nevada. I have nextil from Napa & Sonoma Counties, but for some reason none of that worked without wifi. My son in Napa informed me I would have to evacuate, on Monday AM, as they were already evacuating everyone north of Grant St. At the time, I considered myself east of Grant St. Apparently I was wrong, as I live in a mobile home park, and we were being evacuated. While getting ready a neighbor came over to tell me.	11/16/2017 8:58 AM
287	Facebook posts by Belia Ramos were my primary source of useful information. I'm very grateful that she communicated as much and as successfully as she did - and I'm disappointed that there weren't more easily-available sources of that information (I'm lucky that I was on Belia's Facebook list, and neighbors who didn't know her or know about the Facebook feed missed out on important updates).	11/16/2017 8:50 AM
288	Our son, who lives near us, woke us up, and we evacuated for a week early Monday morning to our daughter's home in Napa at a safe distance from the fire. Our area, only about 1/2 mile West of Atlas Peak was spared from any fire damage, with only minor ash and debris. The main issue for us was the terrible air conditions. Once we were able to return home...after gas was turned on Sunday, the only loss was food in the refrigerators. We were very, very fortunate.	11/16/2017 8:46 AM
289	We had attempted to have a land line installed at our house incase a fire ever happened; however, AT&T told us they no longer provide landlines service in our area. We felt this made a dangerous situation but still could not obtain a landline.	11/16/2017 8:40 AM
290	There was no communication with family and friends for the first 24 hours. Cell service was non existent or iffy for several weeks. The AT&T mobile tower brought into Yountville was useless in improving service.	11/16/2017 8:33 AM
291	You can share about our landline sharing story. I also brought an old princess phone to a 90 yr old friend to use. No need to share may name. In addition the crisis pulled our neighbors together. We had a cocktail party out on our street (cul de sac) one night when electricity was off and another night a neighbor had many of us over for a gourment dinner. He is a cook and needed to channel his nervous energy. It was wonderful but we were on evacuation watch the whole time.	11/16/2017 8:32 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

292	We lost power in the middle of the night of the first days of the fires. Not knowing the true severity, took my daughter to school as normal and headed off for my commute to work, from Pope Valley to Angwin, then Sonoma. No cell services in Angwin at that time. Once I got south of St Helena I lost all cell services again. Making it very scary and difficult as managing an emergency business and trying to get to work. I drove all the way south into American Canyon to be able to get cell service and truly find there was no roadways open to reach Sonoma County. Not knowing nor suspecting, my child was in school, no threat of the fires but later learned there was NO communication abilities. No landline, no internet, no cell, but did have generator backup power. The principal of the school was able to find an alternate way to send out an email to advise us parents of the lack of communication systems. My landline worked for 24 hours during all of this, so we relied heavily on such tool. Very thankful that I had been persistent in keeping it for emergencies. However, that soon ended and then we became completely isolated way out in Pope Valley. It was days before we got power, and phones back. But once the power came back on, those days later, all was back to our normal ways of communication. Internet, cell booster tower in our home that goes through our internet to get cell service, and landline. It was very scary and frustrating to not understand why the loss of communication and the landline. However, it was a mere inconvenience compared to the loss and devastation of the mass destruction.	11/16/2017 8:31 AM
293	We left area , to son's home "Grass Valley" for 4 days ,because of smoke.	11/16/2017 8:28 AM
294	right now do not want to relive it Everybody has a story.	11/16/2017 8:26 AM
295	I live just outside of the Browns Valley area. My son moved out of the area to stay with his mother. I carried all my important belongings with me and my dog. Lefty area during the day but returned in the evening. After 24 hours did not feel threatened.	11/16/2017 8:21 AM
296	We were fortunate. We had ample warnings both time we evacuated and stay d with friends in Napa (live in Calistoga). Volunteers from WCAL feed feral cat left behind, power outage during our absence was a minor inconvenience. Tubbs fire started less than two miles from our home so had some survivor's guilt. No concerns whatsoever about the actions of city or county officials. Appreciate Nixle which we did have and received texts from evacuation to going home.	11/16/2017 8:10 AM
297	In the first 2-3 days of the fire, without power and cell at home, it was difficult to know what was going on. Once cell service was restored and Nixel's were able to be read, it was a bit better. Rumors and misinformation cause more panic than anything. When updates are not provided, peoples' imaginations run wild - much worse than the truth. In Saint Helena, the City began to send out Nixel's as the fire "appeared over our western hills. The Nixel's would state, "no change for SH at this time". People found it helpful and realized that the responders DID indeed see the fire coming over the hill, and they were aware and cognizant. They conveyed "no need for evacuation" to us. Very helpful. I think they should consider stating "setting backfires at 4pm on Western Hills - no need for alarm". This would have calmed many - I learned from a local fireman and police officer who was also making rounds to "watch spots" where the community would gather to assess the fire. This was a great idea and really calmed many. We never realize how dependent we are on on our cell phones until we don't have power. It was a time of uncertainty and I can only say I was fortunate to be able to go to work, where we had a generator, internet and power...	11/16/2017 8:03 AM
298	Would prefer better communication from reliable local government sources regarding any disaster. Nixle only relayed evacuation and road closures. Provide a link or comment about where to watch, listen or read more in depth, updated, accurate information about the progress, issues and related items.	11/16/2017 7:56 AM
299	ATT wireless was much worse than Verizon wireless during the fire. Verizon kept wireless service in St. Helena and ATT did not. ATT needs improvement during disasters!	11/16/2017 7:48 AM
300	Live in Rancho de Napa in Yville. We lost power for about 14 or so hours. Landline did not work during that time. Once power came up and landline receivers re-charged, we had landline service for the remainder of the fire disaster. Our landline is connected to our computer service but not bundled with our TV. Our cell service is not connected to our landline. We cell service lost it for a week or so except for texting. The RMZ trailer put up in Yville helped off and on. In Yville, we were never in fire danger except of course for the terrible air quality. we wore N95 masks when we went outside.	11/16/2017 7:47 AM
301	We feel extremely fortunate to have escaped the disaster without any loss. Our Saint Helena Fire Department was my first source of information on Monday night. They told me about NIXLE, and after we signed up, we felt well-informed. We were able to access NIXLE because our cell phones continued to work.(Verizon). We did wish that some kind of "Amber Alert" could have been turned on at night to wake us up if need be. Thank you for doing this survey.	11/16/2017 7:45 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

302	I did not lose power or internet, nor was I in an evacuation area. Without power and internet I would have left my home sooner. Instead, I stayed for a few days until the air quality forced me to leave. I was lucky.	11/16/2017 7:43 AM
303	The power went out about 9:30 on Sunday night. I did not know there was a fire until Monday, when I received a call on my landline from a friend in Santa Barbara. Due to the location of my house, I could not see or smell the fire. Soon after that phone call, my landline lost power, and the smoke came in, very rapidly. At that point, I evacuated. (In one previous question above, I checked the box saying I was in an area of voluntary evacuation. That was a mistake. I should have checked the box saying that I was in an area of absolutely no notification.)	11/16/2017 7:35 AM
304	We are at 3220 Silverado Trail, Napa. The Atlas Fire went passed us so dramatically fast on the eastern hills. It was so fast there was no time for Nixel to post warnings nor evacuation orders of any type, (voluntary or mandatory). We had no idea if emergency responders would help our property as we had no idea where the severity of the fire dangers were and where responders were headed. We decided to prepare our own protection measures. Plus, our 13+ acres are surrounded by vineyards and felt they would be fire breaks. If the vineyards started to burn we knew they would be slow burns and would allow us time to evacuate. We did pack our vehicles with necessary items and put them at the front of our homes "facing out" ready to leave immediately. Fire passed our property about completely by 6 a.m. Monday morning. We still feared that it could return depending on the direction of the wind. We stayed vigilant watching our property until 9 p.m. Monday night. Yes, our power went out. Late afternoon on Wednesday a PG&E service man (called in from Santa Cruz area) checked our lines for safety; deemed they fine (they were untouched by fire); and by 7 p.m. Wednesday our power was restored. He was our hero. Yes, we had no cell phone service. It was restored Tuesday evening. Yes, we had no internet service. It was restored Saturday. Our biggest problem was that the 2 miles from Trancas Ave. to our home was blocked. We could leave but not return. The road, homes, properties, PG&E/phone poles and lines all untouched by fire and safe. We had one need during that week to leave and get medication. We could not. Yet, being in our home with our propane generator was much better than being a burden at an evacuation site, family or friend's home. It would have served us better to allow us, with proof of residency, to go in and out along the Silverado Trail.	11/16/2017 7:33 AM
305	After the third day we were required to evacuate by the sheriffs department. We had a place to go in Marin County and stayed there for five nights. We were permitted to go back to our house on the Monday (one week after the fire started) but our electricity was still out so we stayed only to empty the refrigerator and put away our fire suppression gear. We decided to go back home on Thursday and lived with generators until the power was restored on Saturday eleven days after the power went out.	11/16/2017 7:32 AM
306	Dear _____, this may be way too lengthy to read but it's a bit of what We were dealing with during the Atlas Peak fire. I'm sorry I wasn't able to respond to your message sooner and fortunately we have been spared and our homes and winery are unscathed. It was a harrowing week starting with Sunday night winds from 30 mph to gust of up to 70mph and a phone call from our friend Jean-Charles at 12:45 to warn us of a potential fire coming our way. Blakesley and I threw on some clothes and jumped in the truck and drove up to a vantage point to see what the threat was? It was real and we could see flames to our south and south-eastern ridges and the wind was howling, first things first get the horses out of here now. Fortunately we had a pre-determined plan and had a standing invitation from a high school friend Brett Skillings to use his pasture in an emergency. By 1:30 horses were at Brett's and we had called mom and Dominic and they were calling the neighbors regarding the threat. By 2am we were back on the hill loading cars and trucks with critical survival stuff and photos (you can't take everything but do what we can quickly). We got to moms and Blakesley went house to house making sure that all of the folks here on the hill were awake and moving. Around 3am the Sherrif was on the hill with an evacuation order, by 4:30 we were all off the hill and heading to friends homes, Dominic and his family of 6 to the Browns house and Mom,Blakesley and I to the Blanks guest house. We stayed till sunrise and Blakesley and I headed home to see what we could do to protect PRITCHARD HILL. The next 6 days were very long and we all had one very focused mission do everything and anything we could do to protect our winery buildings and our homes and the vineyards. Our long standing vineyard crew flew into action with some of guys clearing brush from around the buildings and others laying out fire hose from the hydrants and stationing the fire truck to protect the winery. To add to the challenges ahead of us the ATT cellular system went down and when I spoke to the incident commander he told me we had to fend for ourselves and that all of his resources were tied up protecting others and do what we can and try to be safe. That was all day Monday until dark, bad things can happen at night so we had two men teams all night roving the property and the neighborhood and getting to vantage points so that we didn't get surprised! Monday night I got a call on Dominic's Verizon phone from our friend Joe (who was monitoring the fires from New Zealand) he said stay by the phone I've got Steve from Thermogel calling you now. Steve was on	11/16/2017 7:32 AM

a hunting trip in North Dakota, I explained to STEVE what the situation was and his comment was I will work all night long and I'll have a crew to you sometime tomorrow, and sure enough around 2:30 Tuesday truck started rolling in with a team of professional firefighters from Medford Oregon they had tenders, trailers, and trucks all prepared to protect us. You can't imagine the relief that we actually had some help now! Within a couple of hours they had a thermal gel mixing plant set up and they had hose lines and portable water tanks at each of our houses and the winery with Thermogel ready. Their Mission was protect all of the structures which allowed us to focus on protecting the ranch in the Vineyards. It was getting dark and of course there are no hotel rooms available so Blakesley and I moved out of our house and all of the fire guys moved in, all the couches and the beds were used, it was high end camping at its best, because we had no power, we had to keep the refrigerator and freezer going with a generator and had no power for lights or hot water but they seem to be very comfortable and happy. During a sleepless night at the wonderful Blanks guest house I got on google earth and realized that if we were to cut a fire break between Stagecoach and Continuum we could block the fire from the south. Fortunately the bulldozers and the operators were not committed and we were able to get a D6 high drive and a D5 to work building fire breaks and open up old fire roads throughout our ranch my cousin's ranch. For the next 6 days they worked 12-14 hour days to help protect our property from the oncoming fires. For the entire week of the fires our vineyard team was completely focused and dedicated to clearing brush and dealing with fire protection and keeping generators and water systems up and running (remember we didn't have any power). They had to protect the remaining crop that was still in the vineyards by getting at least a minimal amount of water on those vines or we would have had only raisins to pick. The winery team had to continue to monitor all the wine that was fermenting and do the daily pump overs in order not to lose all the wine that was in process. Whereas we weren't able to bring in any fruit during the fire week they still had fully functional winery to run. It wasn't until Thursday that we saw the first Cal Fire guys on our side of the still burning fires, they had limited resources the first few days but more and more trucks and bulldozers and men were coming to the aid of their comrades. The first bulldozer strike team that arrived on Pritchard Hill had driven directly from Riverside California they worked 12 hour shifts and for the next 4 days those two dozers were relentlessly running for at least 20 hours a day and night to Box in the fire and keep it from coming further into our ranches. In speaking with Cal Fire yesterday we learned that with all the fires here in the Napa Valley and Sonoma Valley they had over 11,000 men and women working on trying to protect our communities and homes. I don't quite remember if it was Wednesday or Thursday that the Helicopters and the planes dumping retardant started pounding the fires in our area. It was a sight and to see how well it was choreographed was nothing less than impressive, at one time Dominic and I timed the Helicopters dropping a load of water every 30 seconds with 6 choppers in rotation. One of the most impressive spectacles was to see the enormous 747 dumping retardant in the canyons behind us. It was at this time that we realized that we didn't have great intel on how far away the fire was and how fast it was moving toward us? So Dominic and I rode to the east towards the smoke on the Quads onto our Cousin's ranch to ascertain the situation. As we got out the ridge we got into an eerie red Forrest where the retardant was just dropped it was all wet and 100 feet on the other side of the retardant drop the Forrest was fully on fire. We knew it was close but now it was very visual and we could feel the heat and intensity of the fire. We took a few pictures and headed home to report. By Thursday the Cal Fire guys were on the property and dealing with the strategy and contingencies to stop this fire that at that time had already consumed over 50,000 acres. Even though the firemen and women were tired and had been battling the fire for 4 days they were upbeat and had a very positive attitude, to a man every one of them were professional and extremely helpful and were a delight to interact with! In case you actually are still reading this, one of the reasons that I wasn't able to get back to you earlier was that AT&T cellular was down for the first five days of the fires, and I didn't get your messages until Saturday or Sunday of last week so now I'm just finally getting back to you. It wasn't until a week ago last Saturday that we were able to breathe a sigh of relief and know that we were getting the upper hand on the fire, and now we can start looking forward to what the fire guys call suppression restoration or for that matter cleaning up from all the equipment and fire guys that of been around here for the last 10 days. Dominic and I found that most the time we were showing guys where things were and how to get to them and quick ways to get from one end of the property or the other. Now Dominic and I find ourselves having to oversee and help the dozer operators and the graders and the hand crews to restore the property as much as possible. Evidently this is not a quick process there are teams that specialize in this restoration work but as you might imagine there objective is to get it back to the way that it was as much as possible which does not mean improving things, so if we are there when they are doing the work and there's a good chance we will get them to the way that it needs to be done for the long run. Thank you for your prayers and your good wishes and positive thoughts because I'm sure that all of them helped and we are very fortunate to be back in our homes and getting back to more of a normal life. 2017 will forever be etched in our minds as we had some very big challenges that mother nature has proved how strong she really is with the storms and hurricanes

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

in Texas and Florida and the immense damage that was done by those storms. Then to top it off with six fires starting simultaneously in the Napa Valley I believe something over 100,000 acres was burned and I heard that over 6,000 homes were destroyed. We are strong and we are resilient, it's amazing how these tragedies pull people together, and you find out who you can really count on! The bottom line is that our family and our Winery and Vineyard the teams were incredible and they did the heavy lifting!

307 I had to go to work at Napa State Hospitals and left my husband home with my daughter in case of an emergency. We did not have any way to communicate with each other as we do not have a landline, power was out and cell service did not work. Mid morning my husband drove to St. Helena Hospital with my daughter and they had power and minimal cell service at the hospital, but since I did not have cell service or internet service in Napa they could not contact me. We do have landlines at Napa State Hospital, but my husband did not have the emergency phone numbers that are on each unit at Napa State Hospital so he could not call me. The main phone number at Napa State Hospital had a fast busy signal so was not able to receive calls. I had to stay at work late as the hospital was on alert in case we needed to evacuate and he was worried why I wasn't returning home. So he and my daughter drove to Napa State Hospital to see if they could meet me so we could go to San Francisco and stay with my dad to get away from the smoke. They waited and waited and finally left before the sun went down so they could watch for me in case I was driving back to St. Helena on highway 29 so they could flag me down. Fortunately they found me in the administration building before I left so we could all drive to San Francisco.

308 The intense smoke made it hard to breathe, even wearing the N95 mask, so on October 11, Day 4, I drove to Berkeley to the home of a friend, whose previous home burned to the ground in the Oakland Hills fire in the 90's. The second day there I ended up at an Acute Care facility, as the coughing was still incessant. I received an inhaler, which helped a bit. Upon returning to St Helena on Saturday, I saw my local physician, and received a stronger inhaler and prescription, which eased the cough somewhat. The cough and congestion however, have remained now for over six weeks. I had no power and no cell service for several days, and the only news I could hear was in my car radio tuned to KVON. PLEASE thank the staff there for their tireless 24/7 coverage. It was my one link to what was happening throughout Napa Valley, and the news was continually updated. Tuesday night, October 10th, a group of volunteers gathered in the dark in the kitchen at St Helena's Grace Episcopal Church, under the direction of Grant Showley, to prepare food for a shelter in Middletown, who requested lunch and dinner for 200 the next day. Fortunately, Grace Church is equipped with a large gas stove, which was functioning. There was no power, so we used candles and head lamps as we prepared the food. The next morning, October 11, Grant and I drove a van full of food (labeled for lunch or dinner) to the shelter in Middletown, where volunteers helped us unload and store the food in their walk in...they had power! Sunday November 5, Grace Church's Bourn Hall was open in the afternoon for fire victims to come pick up warm jackets, and shoes, and other clothing...all free for the taking. Several came who had lost everything, and it was indeed a privilege to help each one find items they desperately needed.

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

309	<p>Our power went out early evening on top of Diamond Mountain. We received a call from PGE indicating it affected 19 homes on our mountain and would be repaired in a few hours. Our Comcast went off before the PGE and Comcast messaged me that it was repaired and on before the end of the evening. but our power was out, so nothing worked, no internet, no cell booster, no water, no pumps for any way to save our home. we have no generator and are at the top of the mountain. The winds picked up severely later evening and we just went to bed as we couldn't do much. We were not aware of a fire. Our neighbor called us around 11:30pm to let us know there was a huge fire when they came home across Calistoga road from an event that evening. Unfortunately, our phone did not ring and the cell service disruption left us unnoticed. We drove down the mountain Monday morning around 6:30am and saw nothing but fires all along Silverado trail and a huge fireball towards Calistoga from above. Left our cats inside to keep them from the smoke and fed them and decided we would come back later day as we had appts. in SF. When we got to the bottom of the road we went to the fire dept in Calistoga to check to see how the fires on Petrified road/Sharp road area were, as it is the back side of our mountain and would run right up to us if the fire too off. The fireman had no clue, which is understandable. We drove to CalMart and looked down the street and saw the magnitude of the fire at the end of town. We left and tried to come back later day and were not allowed in. We came back from SF again on Wed and were not allowed in as the road was blocked at Dunaweal lane restricting access to our mountain even though there was no fire in our mountain at the time. No one would allow us in. We were pissed and offered to sign a waiver, even to call the mayor and fire chief to get approval to let us in to get our animals. We were turned away and had to drive back depressed to SF. we finally drove back the afternoon we were told that the roadblock was cleared and found two of our cats and two days later we found the third, took him to the vet and he is ok. Hopefully in the future, we can reevaluate the blocking of our road due to the City line marker being at Dunaweal lane. There should have been some relaxation of access for owners of record on our mountain to get animals and secure our property. We hope this is corrected in the future and I will certainly talk to the Mayor in the future to see if they can correct this problem. We completely understand that they fire and police were doing their job, but when you show your property tax bills , ID and notice you have animals you wish to rescue, here should be a process. Happy to assist with any future coordination efforts for our area, as we will relocate to the mountaintop in a few years for retirement and want to have better resolution options if this ever happens again. We are very fire conscious and appreciate the need for safety and want to resolve the access problem for the future.</p>	11/16/2017 7:03 AM
310	<p>Thehis experience showed the complete and utter breakdown of our communication system. No power, no cell phone, no land line. The radio was the only source if communication and the County or office if emergency preparedness needed a more organized and reassuring way to communicate. Three days in the dark where you could see the fires at night and were choking in smoke during the day....this was a group of forest fires. God help us if it was organized attack on our infrastructure. People lost lives because there was no adequate backup. NIXLE was great once we were out of the area 1.5 hours away. Otherwise massive failure. No one is to blame but a very strong lesson should be learned.</p>	11/16/2017 7:02 AM
311	<p>AT&T (and Verizon) need more towers in the valley. The cell service is spotty and best. I constantly drop calls like 3 a day. This is unacceptable. Also ALL internet companies are way too slow as well Please sort it out.</p>	11/16/2017 6:58 AM
312	<p>We would get alerts/updates from the County/City in the morning but there would be a long gap before we got subsequent follow ups. Local radio was a great source of info.</p>	11/16/2017 6:40 AM
313	<p>We lost power Sunday evening. I thought that likely only our immediate area was affected by this. We had no internet, water (we are in a well), heat, phone (internet phone line), or cell service. I did not find out what the true situation was until I drove to work on Monday. I was able to get some reception through a work cell phone - Verizon. Zero service on my own cell - AT&T. My news came through Nixel alerts on my work cell and a website that showed fire maps. My work was closed for two-three days. We had no power, water, or communication at home for three days.</p>	11/16/2017 6:38 AM
314	<p>The scariest thing in Yountville was having no cell service or phone service at all. I am upset that the Town did not have the foresight to have a landline or Satellite phone in case of emergency. Their landline is internet based. So they could not get emergency information during that first day. Growing up in a small town which was subjected to hurricanes and flooding, we had a siren system. The siren was sounded in one long blast if evacuation was necessary. It meant only one thing, evacuate. Everyone knew it and it was effective. Old fashioned, but effective. It would be today too.</p>	11/16/2017 6:31 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

315	A fire broke out at our Home the night of the firestorms. We had 5 young children at our home with 2 babysitters. The babysitter couldn't call 911 due to power failure and cell service failure, so she had to pack up all the children and drive to safety. We were lucky that she knew a neighbor to go to and that it was early enough that the fire department had resources to send to our home. But, the experience was terrifying. To this day, I will not leave the children at home with a babysitter, as we still don't have land line service restored and I am scared they wouldn't be safe in an emergency.	11/16/2017 6:14 AM
316	We are on Silverado Trail, just north of Oakville Crossroads. At Oakville Crossroads and at Skellenger Lane, there were Swat teams and Napa Sheriff positioned, due to looters in the area. This made us feel very safe. They would not let us leave, told us if we left, they would not let us in, again because of looters. But, after a couple days, and them knowing where we lived (and a slight "bribe" of homemade cookies) they let us out so we could get to Starbucks to text family and friends. Like everyone else, our ATT cell phone service did not work. One neighbor had Verizon-serviced phone, so we were able to use it. I am getting out of my ATT contract and switching to Verizon. I did not feel safe w/o any means of communication .	11/16/2017 5:54 AM
317	We live in St. Helena. We left not only due to danger and smoke, but because of the lack of power, cell service and what we knew, emergency services. I appreciate your sending this survey out as I have tried to figure out with Comcast, AT&T how to better be prepared for the future. Not having any ability to communicate other than by driving around (in fires) and walking around to talk to neighbors (in smoke) was terrifying and could have been deadly. Thank you for doing this.	11/16/2017 5:32 AM
318	I was one of the few with no story to tell since I did not return home until the fires were starting to be contained.	11/16/2017 4:49 AM
319	Fue muy feo por q fui a trabajar el segundo día de incendio y no había como comunicarse había mucho humo los patrones no daban mascarillas y luego nos mandaron a casa pero teníamos que limpiar todo antes de irnos fue algo lamentable saber q los patrones sólo les importaba vender sin cuidar la salud del empleado no agarraba uno ni breaks	11/16/2017 2:00 AM
320	With no power and the very poor air quality I decided to evacuate to Truckee at my cousin's. It was too stressful & unhealthy. My 74 year old Mom was scheduled to have her knee replaced at the end of the month & we did not want to risk her quality of health.	11/16/2017 12:12 AM
321	We were traveling overseas when the fires started, returning on Monday. We didn't have much info until we landed at SFO and talked to Evans bus driver. I had to work in Vallejo the next day and couldn't reach husband in Napa by phone for a couple days. Text messages sometimes went through and Internet messaging worked.	11/15/2017 9:14 PM
322	The loss of power and all things that went with it was shocking. Not being able to communicate with my husband who was working out of town that week was frightening; more so for him bc he could not hear that we were ok while he saw images on the news. Wondering if we should buy a generator bc we did not know when power would be restored was stressful. All this is minor in light of what others endured, but good information for your data collection.	11/15/2017 9:01 PM
323	We were very fortunate to not lose power during the fire storm but felt we could at any time and that was very unsettling in such a situation. The cell voice service was spotty and unreliable though the text seemed worked reasonably well.... Since text is how we receive our Nixle alerts, that is key. Our neighbor does not have a landline, lost her internet service and her cell did not do text, so we were providing her with fire updates... And we were thinking we might have to leave town, where would she get her info? Very isolating.... So glad you are doing this survey!!	11/15/2017 8:32 PM
324	I am a volunteer with Napa County Department of Public Health and a CERT volunteer. I received an email instructing me to report to the Napa Valley College Gym to assist with families evacuated from their homes.	11/15/2017 8:10 PM
325	We live on the floor of the valley and were never really threatened by the fire other than the smoke. We never lost power we had her TV and our Internet all the time at home. One of the most helpful and important things was Kvon radio station. I felt that I got the most up-to-date information listening to the collars and getting eyewitness reports of what was happening . I also appreciated the way the community came together and helped each other	11/15/2017 8:08 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

326	<p>Our ranch property was burned early in the Atlas fire. The fire front moved through at about 10:00-11:00 PM on Oct. 8. We had power until about 10:15. We had cell service and were able to call other family on the ranch and later, off the ranch. It was difficult to get through to 911 presumably due to call volume. A fire truck did not arrive until 3 AM, but by then the fire front had moved through and our house was out of immediate danger. We have gravity fed water and a 10,000 gallon tank. We used half of it putting out the flames in the front yard and keeping the constantly blowing embers from sticking to our house. We lost a couple of other buildings, but not our house and garage/shop. We didn't lose our cars either. The other two houses on the ranch belonging to family members burned down - the family members were safe, but they lost everything. We lost a lot of ranch equipment. We have animals on the ranch - all the cattle survived, but we lost all the chickens. Many of our neighbors' houses burned down. After the fire front moved off the ranch and we were able to get down our road (after removing fallen trees with a chainsaw and tractor), our family members left the ranch to join other family living in town. We stayed on the ranch because we still had our house and we needed to care for the animals. We used a gas generator to keep the refrigerator and our cell phones/laptop going. We have a camper with propane heated water that we used for hot showers and a stove for cooking dinner meals. We always had cell service, although it was spotty for the first few days. Our power was out for 12 days and the mandatory evacuation order for our area lasted for 12 days. We had to have hay for the cattle, groceries for us, and fuel for the generator brought by friends escorted to our house by law enforcement. While most of the fire was out after the first 2 days, many trees on the ranch continued to smolder for another 2 weeks. We do not have a phone landline to our house (we use our cell phones), but we have one to the gate at the property entrance. That phone line is still down.</p>	11/15/2017 7:41 PM
327	<p>We were lucky during this disaster. We never lost power, phone, or internet. However, we have had a copper landline since the earthquake. During that disaster we lost our cell service, internet, power, and phone. Even with the backup battery our internet and digital landline didn't work. We have lost the ability to provide emergency information efficiently through radio. We have lost the reliability of copper landlines. Without reliable and official mass communication from the county and city and without a reliable way for residents to receive communication, our community was prone to rumors and misinformation on social media. I'm sure the irony of our smart phones, that can connect us to the world, becoming fancy paperweights in a disaster is not lost on anyone in Napa and Sonoma Counties.</p>	11/15/2017 7:28 PM
328	<p>Communications were among neighbors via phone only. I was able to contact neighbors with regard to hazards via car horn honks, and shouting. There needs to be an improvement in notifying folks about crisis events such as the recent Tubbs wildfire.</p>	11/15/2017 7:04 PM
329	<p>Power was out for approximately 26 hours during the fire. During that time, we were on backup generator, which allowed us to view satellite TV and power a WIFI router. Landline was unaffected the entire time. The stability of our land line service, combined with uninterrupted DSL service through Sonic.net, allowed us to stay current on fire developments and stay in communication with family and friends the entire time. Having the phone service was critically important in this emergency. Cell coverage was useless during the emergency.</p>	11/15/2017 6:50 PM
330	<p>Because of the power outage and zero internet, this left my children and I very vulnerable. I was unable to communicate with family. We choose to leave our home for these reason and because the fire was very close, and my two younger children were very stressed to stay in our home. I was unable to work because of the stress my children were under. Because I have a hearing problem this also posed a problem with staying over night in the home, because I might not hear the door bell while sleeping if we were to get evacuated.</p>	11/15/2017 6:46 PM
331	<p>Lack of information caused allot of stress. Neighbor unknowingly spread mis-information that caused panic in neighborhood. Thought fire had come further then it had and everyone panicked and started evacuating. Most of my neighbors left and that was Thursday. Due to smoke thickness and not enough information was stressful. Could not check in with elderly parents. We still are having problems with our cell service to date. Currently I cannot make it receive calls</p>	11/15/2017 6:41 PM
332	<p>My house did not lose power or internet so my family congregated at our house and could communicate with those outside the area via wifi calling using the internet connection, watch TV, browse the internet for updates. Received the NIXLE alerts on the cell phones notifying the evac areas. I was out of town and received information about home from the Napa County website and via information posted by contacts on Facebook.</p>	11/15/2017 6:27 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

333	took 4 weeks before phone and internet were reconnected. Took several calls to ATT, 3 no shows by ATT repair people. ATT only responded after being called. ATT billed me for not having service after I called them and they said they wouldn't charge. PGE was proactive and corrected power problems without being called. PGE was at the county emergency center to answer questions. NO phone companies were at the county emergency center.	11/15/2017 6:04 PM
334	I was notified of the fire by my best friend/next door neighbor who was watching TV late at night. After the first couple of Nixle messages, there was basically no information for the next 48 hours. Cell service was unreliable, so I kept checking my email (internet was slower than normal, but considerably better than cell service; at times I could not make phone calls, or calls dropped almost immediately). I live ~0.5 miles from Skyline Park, so we saw the fire on the ridges, and moving down the ridges over the period of days. We voluntarily evacuated Tuesday night because the smoke was so bad it was hard to tell where the fire was, gawkers were congesting the Imola/Penny Lane area terribly (to the degree that we were wondering how feasible it would be to evacuate if we got the order to do so), and there was so little information coming out. We returned on Wednesday, having kept in touch with neighbors who stayed, and remained in our house throughout the remainder of the fire. Nixle communications started to improve Wednesday/Thursday (presumably as emergency responders were freed up a bit by increased support from other areas). A lot of information was still word of mouth -- for example, we found out that backfires had been set in Skyline through a neighbor's friend who is on the Napa Police force. There was also a televised community meeting late in the week (I don't remember the exact day) that was very informative and reassuring. NextDoor was also a valuable resource. I found out about the National Fire Situational Awareness map through a post on NextDoor, and used it to track the evolution of the fire. That map was MUCH more informative (and up to date) than the periodic map updates on the Napa County website. I posted Nixle messages and regular NFSM updates to NextDoor for folks who were not connected to Nixle and/or not as comfortable with on-line resources. By Friday we had figured out that linear fires in Skyline (there were still active fires) meant backfires, so we were able to start distinguishing between worrisome and OK fires. Overall, we were basically watching the fires from our backyard for at least 6 days. On Saturday or Sunday morning after the fires in our immediate area were mostly out I saw a flare-up in Skyline Park and called 911 to report it. I got through fairly quickly, and a City of Napa firecrew responded within 10 minutes. I was impressed! Susanne	11/15/2017 5:55 PM
335	I was blessed to have Nixle on my cell phone (Verizon) which worked throughout the fires and kept me informed from the very beginning. I did not have TV because Comcast was down and I couldn't connect with the internet on my cell phone, so I did not know the extent of the destruction until Monday evening when I went to a friend's home who had TV service via satellite dish network. We received the evacuation notice around 3:00 AM Wednesday. I had everything ready to pack up the car, and we left by 3:30. I live in one of the senior mobile home parks, and the police and park management were excellent about coming through the parks notifying us all to leave. I spent the following 5 nights at the shelter at Napa Valley JC, which was a wonderful experience of the good in humanity. By the grace of God our little town of Calistoga did not burn, which I believe is nothing short of a miracle, given what I have seen in other areas. If the wind had changed, I doubt that many of us would have made it out alive, given the force and speed of the fire as well as the forested exit routes we were able to take. Susan Thornton	11/15/2017 5:54 PM
336	I had to evacuate my home due to the immense smoke and my mother, who is on hospice lost all power and needed to stay with us until we had to leave from the smoke. Her Services were all out and we stayed at her home charging her oxygen in our vehicles.	11/15/2017 5:40 PM
337	We had reservations at Bodega Bay Lodge for our anniversary from Monday through Wed, and extended them until Friday Morning. The day of the fire, Monday, we left Napa a little after 1 pm to go to Bodega Bay Lodge as planned, and we got there about 3:30 pm. There were hundreds of evacuees on the beaches to every parking lot. We checked in a little after 4 pm. Our cell phones, one on Verizon and one on AT&T were spotty and didn't work well, which is typical for that area. Our Napa son contacted us by land line, at the lodge later that evening. He spent the next couple of nights in our home. We were unable to contact friends living in Napa and Napa Valley until Thursday. Our son contacted our friends and then texted us about their status. The texts took hours to get through. By late Wednesday, the texts got through on the same day. Some Napa friends called us at the Lodge to let us know they were okay and to check on us. On the way back Friday morning/noonish, basically minimal texting and phone service on our cells. Got back to Napa in early pm with a lot of smoke/haze. Our home and adult son were okay. 5 families, we know lost their homes and several had close calls.	11/15/2017 5:26 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

338	<p>We live in Calistoga. We had the windows closed tightly because of the strong winds Sunday night/Monday morning. I found out about the fires because my daughter who lives in Napa called us at 4:30 AM Monday morning. She told us her father who lives on Franz Valley School Rd. had been evacuated (actually escaped after she called him at midnight Sunday to tell him about the fire reports she'd seen on the internet after she has smelled the smoke from the Atlas or perhaps Partrick fire). I looked out the windows, did not see fire nearby and then went to the computer and opened my email where I saw a Nextdoor report posted at 12:35 AM Monday stating that the (Tubbs) fire was witnessed as starting at 9:40 PM Sunday night. I called my former husband to find out how he was, where he was. I believe the call went immediately to voicemail which told me either his phone was off or out of service. We walked down the street to where we could see small flames near the Kimball Dam/Ghisolfo Reservoir near the base of Mt. St. Helena. It did not appear that we were in danger. By 6 AM we had lost cell service on both our cell phones; AT&T and Sprint. I began collecting important papers and packing a bag with clothes and toiletries. When it was closer to normal waking time I woke my 92 year old mother and we began collecting her important papers, etc. I was essentially glued to the internet which did not appear to have interrupted service. We stayed at home and did normal household things, including repairs from the wind damage until Wednesday at 4:00 AM when a public safety officer woke us and handed us directions on where to evacuate to. We stayed at Napa Valley College for a few hours, then decided to head to relatives in SF where we spent then next week. Was without my cell phone but did a ton of emailing. Watched TV and internet news/videos many hours a day. Came home to smoky skies, but an unburned house on Wednesday, October 18th Charlotte Helen Williams</p>	11/15/2017 5:17 PM
339	<p>It was so frustrating that nixle updates were 6-8 hours apart and the only local news source was a radio station that mainly took phone calls. The best sources were Facebook groups that were not run by public agencies but by individuals. Between looking at flames out our second floor window and talking to neighbors, in the first most critical days we drove to American Canyon and sat in the Walmart parking lot to make phone calls and check Facebook. Incredible that there isn't a local government run "live" news source that goes into operation in an emergency. And if there is I still don't know about it. A passive news source (nixle) wasn't enough information fast enough as we were tracking our own safety as well as the safety of friends all around Napa and Sonoma counties. Facebook was the best source.</p>	11/15/2017 5:16 PM
340	<p>I couldn't get a hold of my parents for several days and was very scared that they were evacuated and I didn't know where.</p>	11/15/2017 5:13 PM
341	<p>Among other issues, UPS refused to deliver to the 94558 and 94559 zip codes for the first and most of the second weeks of the fires and I was unable to refill an essential RX medication from CVS Caremark Pharmacy. CVS was unable to ship direct to our home in 94558 and to any of its retail pharmacies in either 94558 or 94559 zip codes because of its contract with UPS meaning many without needed medications. We were fortunate that we did not have to evacuate though left the area to be able to communicate with close friends and relatives in other parts of the country and globe who were unable to contact us due to lack of telephone, cell or internet service. Cell service was not restored until at least two days following restoration of power after PGE's decision to carry out what it called "proactive de-energization" of its lines and services. Separately, while we were able to access some needed information through friends with internet and television news, we want to note the exceptional public service provided by the Napa Register in exceptionally challenging conditions. That includes home delivery of our papers beginning on Tuesday, following the Sunday beginning of the firestorms.</p>	11/15/2017 4:42 PM
342	<p>Without cell service to alert me that I need to be ready to evacuate or evacuate immediately we took shifts watching TV for up-to-the-minute news. So we felt afraid to sleep without someone being on guard.</p>	11/15/2017 4:31 PM
343	<p>I was lucky and only lost power and phone service for two days, no further damage. The frustrating thing was that, once the battery ran out on my wi-fi, I had no info at all about what was going on. All we could do was listen to KVON on a hand-crank radio and hope the info was correct. It was frightening to go to bed and worry that you weren't going to be alerted in time to get out. Sleep was non-existent. I also knew a number of people from outside the area were worried that they couldn't contact me. I ended up driving to American Canyon to use my cell phone.</p>	11/15/2017 4:26 PM
344	<p>Confusion was the biggest issue. At 3:00 AM Monday 10/9 we were told to evacuate by CALFIRE. We evacuated. We were able to return to our house on Monday-no police, no barriers. However Napa County Nixle said we were still under a mandatory evacuation for most of the week but the City of Napa Nixle said we were only under advisory watch??? We stayed home because it seemed safe. We kept our bags packed ready to go on a moments notice. We stayed vigilant even through the nights. We had mail service and garbage pickup as usual.</p>	11/15/2017 4:24 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

345	I saw the flames on Atlas Peak from my home in Yountville at 10:30 pm, Sunday, Oct 8th and began communicating with my son who lives in Hiddenbrooke. We kept touch until the power went out and then the cell service was gone. He kept track of events via television and drove to my house mid-day on Monday to take me and my dog to his house where we stayed for a week and watched the tv coverage. At one point I was able to communicate with my neighbor who was okay but experienced heavy smoke at times. The power was once restored and lost again but didn't seem detrimental to my appliances.	11/15/2017 4:18 PM
346	I didn't know there was a fire till in the morning as I hadn't received any notifications. Even the ones sent to my cell phone from my employer did not go through. I found out via the Nextdoor app that there was a fire and I turned to the news on TV for more information. A coworker messaged me via Whatsapp and told me about the school closures. I then read on Nextdoor about the text updates available via 888777 and signed up. Many did not come through but I was able to receive text messages and not able to make or receive any calls. I used Facebook to message my family and friends to let them know we were ok. By Tuesday we knew that there wouldn't be school for the rest of the week so we left the area as I have asthma and I didn't want to risk my health. We returned the following week and due to the smoke school was cancelled for another week. During that time we continued to keep on top of the updates via the text messages and the various Napa entities on Facebook. We never lost power but we did experience lack on cell service. I wished I had a landline so that I could better communicate with family, but we were fine using social media.	11/15/2017 4:14 PM
347	Evacuated to my daughter's home farther from the fire line. No power, no phone, no cell service until we located a battery-powered radio. My daughter has a AT&T landline and her neighbor had an old Princess phone so the neighborhood used her line for calls until Tuesday when service was restored. We have both now added these items to our emergency kits: bright lanterns as well as brighter flashlights, battery-powered radios and that old Princess hone.	11/15/2017 3:54 PM
348	By going to Starbucks downtown (all other Starbucks I tried were closed), I could contact family & friends to let them know we were okay. Both our adult children were greatly concerned, primarily about the smoke, and urged us to leave town. We left on Wednesday 10/11 and returned Sunday 10/15.	11/15/2017 3:33 PM
349	Television news was not helpful. It was repetitive and lagging in real time. Local radio station was my source for updates and also Town of Yountville did put out bulletins through the cell phones. I could not receive or call out on the cell phone but I was able to receive updates from the town forwarded to me from my daughter.	11/15/2017 3:33 PM
350	We have been displaced since oct 8th. Due to road blocks we finally got to go see if our house was standing Thursday the 19th. We are still displaced as the smoke and soot in our house is too bad. Our insurance company is a nightmare and doing everything to not help.	11/15/2017 3:18 PM
351	Lost commercial power for about 48 hours. Ran phone/internet via backup batteries. Used a generator to power my refrigerator. Maintaned communication via ham radio. Helped the evacuation shelters in Napa communicate via ham radio	11/15/2017 3:14 PM
352	We were asleep when we received a call from a relative that lives close by. They were worried because they could see and smell a fire up around AtlasPeak ridge. We opened the bedroom shutters to the horror of a blazing fire on the hill across the street from us. We grabbed the two dogs and jumped in the car honking the horn to wake up the neighbors that were still sleeping. We found safety at our relative's home on the valley floor. Though they were not directly affected by the fire itself, the cell service was interrupted for almost 2 days. It is unfortunate there wasn't an alert sent via cell and landline, tv and radio from either the fire department, police or CAL fire, etc. it may have saved lives and some personal property. We receive Amber Alerts and Civil Defense tests....why not Fire warnings? The Lawrence Family	11/15/2017 2:55 PM
353	My only concern when I lost power was that I could not keep my cell phone charged. My landline worked. I had flashlights and I was able to listen to KVON 1440 on my wind-up radio. (I bought this radio 20 years ago from C.Crane Co. this was the first time I'd ever used it.) I was unable to manually open my garage door (which has an automatic opener). Eventually, my son came over and opened it manually, so I could access my car. I left home (St Helena) on Tues afternoon Oct 10th. Power had been restored a few hours prior to my departure. I was able to get gas in Napa. I drove to Auburn, CA and stayed with a family member for 12 days to escape the smoky air. I had my laptop and cell phone with me so I was able to monitor the situation regularly. Carolyn Kelperis	11/15/2017 2:49 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

354	<p>Your questions go back and forth between cell phone usage and landline usage, but your questions about Internet access does not specify which phone you are talking about. My cell phone Internet access was out as long as my cell phone calls were out. My landline phone and my computer at home were never "out". My cell phone worked when I evacuated to my daughter's house in Woodland. Her news stations gave more details of value than what our Napa TV was disclosing. The Nixle communications on my landline and home computer were most valuable. When the cell phone came back online it kept pace with the home computer and cell phone calls. Of course, calling family and friends who had evacuated or had their homes burned down including their cell phones and landlines was impossible. We just didn't know the status of where people were, if they needed help, if they were safe for at least 48 hours and sometimes more. Descriptions of the fires' paths were NOT helpful.</p>	11/15/2017 2:45 PM
355	<p>Although I live right next to the Napa River, west side of the river, I was still afraid that a large pine tree that has some large dead limbs could catch fire due to flying, burning embers. The long needle pine is about 20 feet from my two-story condo. The pine tree is three stories tall. As I watched the hills all aglow with red flames, saw the smoke billowing out from above Jamison Canyon, I had the impression that the college campus was burning. I feared that the exit routes from the city would be cut off. I could see the Atlas Peak fire Sunday night. I could see red flames from the top of the hill to the bottom. I thought it was Alta Heights. I wondered why from Sunday through Tuesday, there was very little emergency response. It must have been from the wind. I saw no firefighting planes, helicopters and really no fire trucks- not many to speak of. It was eerie. If I was delayed doing errands, my husband worried greatly, and I the same for him. I also was worried about my three grand children who live in the north side of Napa--cooped up in the house--breathing smoke--no school, one has asthma. I left for Sacramento Tuesday night at 8 PM and spent the night. It was still very smoky there. I left for semi-tropical Mexico Wednesday October 11 and returned to Napa October 16th. I wish I had taken the grand children, but they finally went to Lake Tahoe on October 15th. Susan Wheeler</p>	11/15/2017 2:26 PM
356	<p>We received early evacuation notice and left at an unhurried pace. Later our street re-opened and we returned home, leaving the car packed. For the next several days, we were under a County evacuation order but the mail, newspaper and garbage service continued. The City of Napa was reporting that there were no evacuation orders in effect within the City but the County continued to list us and the confusion and uncertainty was troubling.</p>	11/15/2017 2:20 PM
357	<p>When I lost phone and internet I felt very anxious not being able to receive Nixle alerts and telephone notifications about evacuations. My neighborhood was only about 2miles from an area where there was an advisory evacuation notice. I even called the fire department to ask if there was any way they could notify me in the event of an evacuation and they said they had no way to do that.</p>	11/15/2017 2:19 PM
358	<p>We live in West Pueblo neighborhood and awoke in what should have been the dark morning hours of Monday but instead the sky was glowing orange. A glance at nixle on my phone informed us of the Atlas fire and the Partrick fire. We lost power for a few hours which made WiFi not an option as well as concern how long our phone batteries would hold out. But we got power back relatively quickly compared to family two blocks away who lost complete cell service (AT&T) and lost power that would not be restored for 2+ days. But our denial and lack of belief the fire was coming our way kept my wife home with the kids and allowed me to go to work. When Atlas crept over towards N Kelly Rd Monday afternoon we closed the office and I went home. I watched a brigade of firetrucks run north on SR-29 and realized they were heading up Redwood Rd. This was the scariest part for my family. We had power / WiFi and minimal cell service at this point, so the communications medium was not the issue. It was the lack of County information. We thought the fire was a mile away when really it was about 5 miles away. We packed our cars with important papers and 72-hr bags, and tried to sleep through the night with one ear open for the evacuation call we expected might be coming. During the cell service brown outs at my residence, I found there was service near the junction of 12W/29 and on the Butler bridge, as apparently did the many people who created ad hoc parking lots in those areas that first week.</p>	11/15/2017 2:04 PM
359	<p>I live on the Silverado Trail, between Lincoln and Hagen. I did not lose power at anytime. I had an extra cell phone antenna installed on my roof and therefore did not lose my cell phone signal. Without this, I would have not had any cell phone service.</p>	11/15/2017 2:00 PM
360	<p>I left the area with family because of the air quality and returned after a week and remained inside as much as possible</p>	11/15/2017 2:00 PM
361	<p>I was disappointed in the lack of a radio news source that addressed the Calistoga area. News seemed to most of the time refer to the fire in Santa Rosa. I felt very out of touch with what was going on around me.</p>	11/15/2017 1:55 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

362	<p>Friends wakened us at midnight to check on us because we were threatened by Atlas fire. We watched for about three hours before evacuating when we saw flames crest the hills. When we left around 3:00 am (Mt. George Avenue), that's when we saw police and other personnel flooding into the neighborhood to knock on doors and get folks to evacuate. I honestly don't recall what Nixle alerts we received, but we were under the impression that there was an advisory evacuation prior to that. We went to the evacuation center at Crosswalk, which was jammed with cars and decided to spend what was left of the night at our local church (we have keys). In the morning we ate breakfast in a local restaurant and were calling our out of town family by cell phone when the cell service failed. We were then sheltered by a relative in the ABC streets who had power, television, and internet and communicated with extended family and friends via email and Facebook. Ultimately we spent the rest of the week with friends, once their power had been restored. Our mandatory evacuation was lifted on the Friday after the fires, but we did not have power until evening sometime, so did not return to our home until Saturday. We started cleaning up (emptying freezer and refrigerator), but PGE had to turn off the power to work on replacing burned power poles on our street. So we gave up, went to town for lunch, visited the library, and took naps. Power came on late in the day. All sources of information were problematical in some way. Television was not local enough. Local radio had some annoying phone calls and patter but usually had current info. We appreciated the daily county information meetings that were streamed on the radio and television. We accessed the County website to follow the progress of the fire, and we paid attention to the Nixle alerts we received. We were fortunate to spend the bulk of the week in a house with power and internet, though they did not have a television subscription. Hope this helps clarify how we communicated during and after the fire. Pat Hitchcock</p>	11/15/2017 1:51 PM
363	<p>I don't really have a story. Slight inconvenience due to communications failures, poor air quality. I'm self employed and lost some business for many reasons. Clients couldn't reach me, some assumed I'd be closed when I wasn't, some cancelled due to air quality, some were concerned about road closures. Other than those things we were fine and felt safe and very grateful most of the time.</p>	11/15/2017 1:49 PM
364	<p>We had a battery powered radio and listened to both KVON and KSRO. Following the info on the radio, we followed public safety requests to stay off the streets and stayed home. During the first days of the fire, we got far better information from KSRO than KVON. KSRO was live broadcasting the Napa based press conferences, have folks from OES, CHP, etc. on the air. Although KVON staff did a fine job and worked very hard, they didn't seem to have the same resources as KSRO. On the first Monday, it was very frustrating to have a Napa County Supervisor on the radio telling us to go to her Facebook page for updates on evacuations, etc. Without power or cell service, that was ludicrous. We hope that future emergencies have better local radio info, etc, etc. Thanks!</p>	11/15/2017 1:47 PM
365	<p>We voluntarily evacuated because we could see the fires and oppressive air quality. I was very surprised at how long it took for Napa to publish fire maps. The fire maps reached us on the third day— Wednesday. Prior to Wednesday we learned from the Nextdoor Milton Road site about what was said in a public meeting that occurred in Browns valley. Also neighbors posted helpful information from public officials on the Nextdoor site.</p>	11/15/2017 1:37 PM
366	<p>Verizon should be held accountable for no cell service in the city of Napa for several days. PG&E had crews come in from all over the state. Verizon did not.</p>	11/15/2017 1:27 PM
367	<p>My family does not have a landline because it is too expensive. When cell service was lost I was very anxious because I have an infant and I would not be able to call for emergency services if I needed too.</p>	11/15/2017 1:25 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

368	<p>Living in a remote area we all realize that we don't get information specific to us so we try to judge for ourselves what is happening during events such as this. We communicate as best as possible amongst ourselves. The power went out on the second day of the fire so none of us had television or internet. Then we lost our landline telephone service and THAT scared me. We were able to text back and forth on our cell phones as long as we could keep our cell phones charged. I also had a battery radio but the radio station coverage of the fires was horrible. I was getting the Nixel alerts on my cell phone and watching the TV coverage of the fires at work, but when I heard the fire was coming up the eastern hills in Sonoma County I did not feel comfortable leaving home without my pets and belongings. My best friend lived higher up on the mountain and so was even more isolated than myself so I kept driving up to her place to give her information. After visiting her in the morning I came down and a sheriffs car was on the road saying that he thought we were fine, it was headed in a different direction, but later that day, when I heard that the fire had reached Trinity Rd., I knew we had to get out. The smoke smelled very fresh of burning trees so I quickly drove up to my friends house and I could see very heavy fresh smoke up on the ridge. I made her promise to get packed and get out, then quickly got back home, finished up packing and getting my pets in the car and drove down the mountain just as other neighbors were driving down saying the fire had crested the ridge and was heading toward us. An hour later, I heard there was a mandatory evacuation of the mountain. If I had waited for outside information in order evacuate it would have been WAY too late. I am very grateful that I still have a home. My friend lost hers. I was without power for 2 weeks and landline telephone for a full month and as of 11/15/17 I know of neighbors that still do not have landline service and are outside of cell service areas and this is very scary for them.</p>	11/15/2017 1:21 PM
369	<p>The mandatory evacuation zone was only 5 blocks away from our house. When we lost power and all forms of communications, we couldn't get updates on whether or not we needed to evacuate. I have small children, so I decided that it was too unsafe for us to stay and we left Napa (grateful that we had a place to go in the Bay Area)</p>	11/15/2017 1:14 PM
370	<p>We live on Atlas Peak Rd. We received no notification of the fire. We saw the flames and evacuated. Our cell phones worked until 6 am Monday. We received Nixel reports regarding the fire on Sunday morning in the south county. No notifications regarding the Atlas Peak fire. Why have an emergency system that doesn't work? Maybe since we are fewer in number, we don't matter? It feels as if we can not count on the county to help us in a disaster.</p>	11/15/2017 1:11 PM
371	<p>Our electricity went off and on around 9:30 that Sunday night. 15 minutes later, my daughter called to ask if we were alright. Her friend had called her to say that she was headed over to the Silverado CC neighborhood to evacuate her mom & sister. When I looked out the window at our home on Hagen Road, I could see the fire burning up the entire Atlas Peak neighborhood. My husband and I put together go bags and took very few things with us as we left to go to downtown Napa. We both called dear friends that we thought needed to know about the fires and reached most (but not all) of them. As we were driving I put on the local radio station, KVVN, and they only had music playing. I called the station directly to tell them about the fire, but NO ONE answered. I finally left a voicemail for the general manager of the station letting them know that Atlas Peak was in flames. With 60+MPH winds this fire spread very quickly. What happened to the emergency broadcast system, or any alert that goes out to the population? After the first night at our home, we had no electricity, water, heat, internet, or home phone. I could not make or receive cell phone calls, or have access to the internet from my cell phone. Only Text messages worked. That's why the alert system NIXLE wasn't helpful when they texted me with a link that I could not click on to get more info. All emergency communication should be in the texts they send!</p>	11/15/2017 1:08 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

372	I tracked the fires initially by scent and visually. I checked twitter for reports on their location and ferocity. I found a link where radio chatter between evacuation first responders was being streamed and listened to see if evacuations were ongoing near me. Evacuations and fire were within a couple miles, but not in my immediate neighborhood. Between 2-4AM Monday morning I evacuated several large animals from our property with much help from kind strangers, and arranged that evacuation over text/cellular calls and by flagging down passersby. With events so chaotic and with fire visible from my house and it being hard to tell if it were three miles or a third of a mile away, I evacuated myself just out of my neighborhood and tried to sleep for several hours in my car until dawn when I could better see what was happening. At dawn I could see the fires weren't in my immediate neighborhood and I moved back into my house. I couldn't sign up for Nixle alerts because cellular coverage was down, and while I could sign up for email alerts, I couldn't get my email program to make a noise that would wake me when those alerts came in, so I didn't feel safe sleeping at home until I had made contact with several neighbors and mutually agreed to check with each other if conditions changed and we had to evacuate during Monday night or later. For us, things gradually returned to normal. Our house and neighborhood survived, cellular service came back, our animals slowly returned home and recovered from evacuation-related health problems. I am enormously grateful to the kind strangers whose names I never got or forgot, and to the many vets, vet techs, and volunteers who helped with large animal rescue and evacuation, including Claudia Sonders, Mary Taylor of Sunrise Horse Rescue, Yana Sorokurs, and Mike and Nancy Kerson. Napa Valley Horsemen's Association housed a large number of evacuated animals, and I'm very thankful to them.	11/15/2017 1:08 PM
373	My property was only about 7 properties from the start of the fire, I really think we need to get the siren warning system back. Fortunately I was alerted by my neighbors.	11/15/2017 1:07 PM
374	I get Nixle alerts and use Nextdoor to stay informed. But I had no idea my immediate area was threatened by wildfire until Monday when I drove down into town to get cell phone coverage and I could see fire burning in my area. I immediately left town and got a hotel room so I had a place to stay and had internet and cell coverage. Communication was severely lacking from fire locations affected, areas at risk, how to get services like mail, what and where resources were available like FEMA. Sonoma County did a much better job of keeping residents informed, so I signed up for their Nixle alerts since Napa was mostly silent.	11/15/2017 1:04 PM
375	Had no phone service for several days, but text capability remained due to in-home wifi. The only reason we did not evacuate was because our internet was working and we could monitor the latest fire information and local newscasts online. Nixle alerts were very helpful. Frequently updated county fire maps were also an incredibly useful service. They greatly aided our family decision making about whether/when to evacuate.	11/15/2017 1:03 PM
376	http://www.lakeberryessanews.com/past-stories/the-great-lake-berryessa.html	11/15/2017 1:02 PM
377	Living in American Canyon, we were fortunate to be very safe during the fire. It was very scary as we are new to the area and had no prior experience with fires of this sort. Talk about baptism by fire, literally. We were minimally affected, just some minor TV outages that were almost immediately restored. The communication from the city was excellent. What was most frightening was understanding our true vulnerability, and especially how unprepared I am as a disabled person relying on critical medical equipment including oxygen.	11/15/2017 12:56 PM
378	I live near many elderly neighbors. They were unable to contact me in case of an emergency. Phones were down. no internet ,no cell , no emergency medical buttons , no house security alarms Luckily nothing happened. I was up at 3:30 in the morning checking on my neighbors to make sure their safety. One neighbor had a low blood sugar but luckily their spouse was able to handle the emergency. They're physically unable to get out of the house. They were unable to call 9/11 or push their emergency medical button because there was no power. The fires came Within a mile of our house. I did not leave my neighborhood for the entire week. This was because I would have to evacuate small children and elderly Neighbors. My husband drove to town with our cell phones for internet an email updates. We used our BBQ to heat water and food. We eventually ran out of hot water in the house as our hot water heater is part Electric. We relied on the local kvon radio station for news. I don't feel that the local government had communication advisories going until Wednesday.	11/15/2017 12:52 PM
379	No CPAP and business closes so lost income	11/15/2017 12:51 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

380	<p>We live in Napa and my parents live in Boyes Hot Springs. They were under mandatory evacuation and we were under advisory evacuation. For the first few days of the fire, we were unable to communicate via phone, and only a few texts were getting through. It was terrible to not be able to communicate our status with each other. We do not have television, so our main source of news was nixle, and online radio and police scanner. As the fires were put out, we began to gather updates and stories from our friends and family, and try to figure out what we could do for those in our community who lost their homes. Everyday heroes emerged everywhere. Honestly, as devastating as these fires have been, what brings me to tears to this day is not the loss of homes, but the generosity of strangers. I am overwhelmed by the bravery of first responders, fire fighters and everyday citizens who risked their lives, and in some cases lost their own homes, while fighting the fires that ripped through our towns. It becomes easier day by day to see the beauty peeking through our scorched hills. It's in my community, my neighbors, my family and friends--and they way they reach out to help each other.</p>	11/15/2017 12:46 PM
381	<p>Our street backs onto Timberhill Park and is between Carneros and Partrick Road. The hill behind our home was glowing red because of the fires on Henry Road and the Partrick fire was heading towards our neighborhood. Thanks to Eli Ponce and friends for building a fire break and helping save our neighborhood. I believe God changed the wind, the vineyards and fire break helped stop the fire from reaching us. I feel blessed that our neighborhood was spared. Lee</p>	11/15/2017 12:46 PM
382	<p>After my husband and I received word from a friend that fire was near, we quickly grabbed a few things, got the dog, manually opened the garage doors and drove off in two cars. We drove up Atlas Peak because the fire was burning fiercely down hill. We encountered many cars coming down the hill. People in the cars said it was burning too much up the hill. We turned around several times because by then a tree was down and was blocking the road down. The tree was not burning but just blown over so someone cut the tree down and we could drive down the hill. We drove by burning houses on both side of the road. There were sparks flying across the road. We passed cars over the edge of the road and even went around a burned out car! We went to a friend's home who got us a place to stay at the Beasley House for the night - dog and all! The Beasley's did not charge us for the night's stay!! The next day we moved in with friends. On Tuesday we learned that the house had burned. I then secured an apartment where we are now staying. The pop up Help Center at the old Dey Labs building was very useful to us.</p>	11/15/2017 12:42 PM
383	<p>No communication No news Napa painted a surprisingly "rosy" picture of the progress of fire while other cities were more realistic/factual. News in first few days was terrible. Relying on vine radio for any information Dissipointed in the lack of information being relayed Also was power outage necessary? Because it made a stressful situation much much moreso. For the first few days I was waking up every few hours to go outside and look at the hills to determine whether I needed to consider evacuating my family. (Due to lack of power/cell/landline. In this age of technology, I find that ridiculous. My family in other parts of the country knew much more about the status of our town than we did.</p>	11/15/2017 12:40 PM
384	<p>While we were not evacuated, my family was affected by the fires both in Napa & Sonoma County. Since we had no power, cell, phone or internet service, I could not on tact my 87 year old mother in Santa Rosa (and for the same reasons, she could not contact me). Neither of us has a landline anymore. We were able to contact my brother via cell phone after 2 days. My mother had to evacate her home for 10 days. We were not able to communicate with her nor drive to Santa Rosa due to road closures. My 91 year old father in law resides at The Meadows. They were not able to reach us by phone. However they had power & cell service as we found out when we went to check on him. We had a tree fall in our yard & we cleaned & cut it the rest of the way down. We did not have the proper masks because none were available yet. We received some from a friend after we did the yard cleanup (from the winds). I have felt sick with a cold/allergies ever since the fires.</p>	11/15/2017 12:40 PM
385	<p>With no cell phone service, I emailed my family brief updates. My neighbor who was traveling overseas sent me the Nixle alerts that she was receiving that were relevant to our neighborhood. I did not know how we would be notified to evacuate and worried about whether I would hear a knock at the door or a vehicle with loud speaker. When a neighbor came to the door and said we might be evacuated, we packed up two cars and left. Half my neighbors had left already. I communicated with several that we were leaving and let those staying know who had also left.</p>	11/15/2017 12:36 PM
386	<p>Because we had no cell or Internet at our home, we had to leave for 6 nights. We would have stayed, monitoring our property, even tho fire was within 1000 feet at the intersection of the Trail and VYX Rd, but one of our houses in Sr had burnt and two others were at risk, with children in them and evacuating, so we could not be out of communication.</p>	11/15/2017 12:33 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

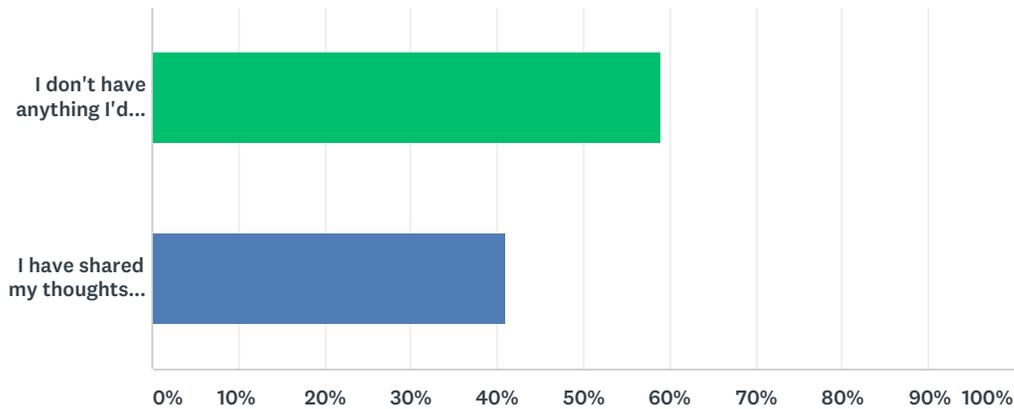
387	<p>My husband woke up when he heard sirens on Soda Canyon Rd. He looked out the window and saw flames on the ridge to the east of our home. We grabbed the cat, the computer and our shoes and drove both cars out and down Soda Canyon. About a half hour after we evacuated we received a NIXLE message that we should evacuate. We spent the night in our cars at Nob Hill's parking lot. It was fairly obvious that our street had burned, so we relocated to family in Vacaville until we found a rental 3 weeks after the fire. We made numerous trips back to Napa during those weeks to access the LAC center, and later to view the devastation on our road. For the first week, we found communications difficult because of the lack of cell phone service. Last week we gathered with our neighbors, all of whom were burned out, to commiserate and share information on recovery efforts.</p>	11/15/2017 12:29 PM
388	<p>I was unaware of the disaster unfolding for the first 12 hours. Thereafter I mostly spent time in my car for both the filtered air and the radio. The first day I had to drive to the Chevron next to Allied Propane south of town to have contact with my family who all reside out of state and were very worried about me and to get gas for the car which was low. The second day I drove frequently to the library when I wanted to send messages to my family or call them. Late on the second day I had a brief flash of cell service during which I received a text message from a friend who lives in an evacuation area and I was not sure about her safety. I jumped in my car and drove to the library in my nightgown and sat in my car while calling and texting trying to reach her. Thursday morning I packed my car and Thursday afternoon I drove north to stay with family for a couple of days for better air quality. Over the next several days I ran into other people at hotels who were also going north for better air. On the second day after arriving to stay with my parents the "burning season" opened and the air quality deteriorated there, too. And I had to return to Napa for a meeting that could not be postponed. By the time I got back, I think there had been a bit of rain and I brought back several air purifiers to place in my home. They helped and continue to help periodically when the particulates go up.</p>	11/15/2017 12:28 PM
389	<p>Evacuated from residence ~10 days.</p>	11/15/2017 12:27 PM
390	<p>We were lucky. We were under orders to evacuate but did not know it until two days after we and our neighbors had all returned to our homes. We had fist size embers come into our gardens but they were burned out upon arrival. My whole family lives on one street and it would have been horrible had we all been burned out. We lost power for about 1 hour when a transformer blew out but PG&E fixed it immediately. The lack of knowledge was the worst for us. We had no idea where the fire was exactly or which direction it was traveling. It took a couple days to discover the Arc/Gis map, KVON online and the facebook link to the morning briefings. Although Nixle was helpful they did not give us data on how to access these services.</p>	11/15/2017 12:24 PM
391	<p>I was evacuated from Calistoga, then from Bella Oaks Lane in Rutherford, and then from the Oakville Post office where I work. My cat and I stayed in several places, including sleeping in the car.. I also survived the Hanley Fire of 1964...I was 9 then and it was the most frightening time in my life... until this... I feel I am still suffering from post traumatic stress. Lisa Moore</p>	11/15/2017 12:21 PM
392	<p>Power outage and cell tower outage left my home and neighborhood completely without power, online access or television. I was able to drive to American Canyon to use my cell phone to make calls and online access. I also used AM radio to listen to KVON for local news and fire updates. Best source of emergency news including City, fire and police updates. On the third day I located a spot in Napa where I could use my cell smartphone without driving to American Canyon. I also used the app called Simple Radio to access KVON broadcasts online. I charged my smartphone from my car or with external battery packs I have for travel. A large part of my day was spent listening to KVON and sharing information online using Nextdoor.com. I was much better informed than most of my neighbors.</p>	11/15/2017 12:18 PM
393	<p>It was very hard to get information, or to inform friends and family of our situation due to sporadic cell service. It was also very hard to keep track of family when we separated to go shopping, etc. Also I want to say that Nixel was not very well run. Too many redundant notices. Also when our evacuation in Alta heights was lifter, they never mentioned this. News that was being broadcast on TV or Radio was often old or incorrect. Often videos on TV did not correspond with actual story - for instance they had a story about Tubbs fire and Calistoga evacuation/danger while showing burned neighborhoods from Santa Rosa - implying that Calistoga was burning.</p>	11/15/2017 12:09 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

394	<p>I felt very fortunate, as I had power and wifi at my house. I was not in an evacuation zone. Cell service was VERY spotty (as far as phone calls). I thought the Nixle alerts were fantastic! They kept me up to speed. Other excellent sources of information were the community meeting at City Hall and KVVN radio. I received a couple of emergency announcements on my landline too. Generally speaking, for me, communication was EXCELLENT! The inability to find / purchase N95 masks was frustrating! They should have been available at the community meetings for free (one per person) or they should have been available somewhere in downtown Napa that was easily accessible. The news that they are available should have been put on Nixle, KVVN, or somewhere else where people were likely to find out about it. I left town on Thursday of the first week due to poor air quality. Even in Marin County, masks were hard to find (sold out). I returned to Napa the second week. There were days during the second week when air quality was hazardous. All in all, I thought the situation was handled very well considering it was an unprecedented event.</p>	11/2/2017 10:58 AM
395	<p>I first remember the strong winds the night of the firestorms on Sunday October 8th. My husband and I had just retired and had only been in our my home for a couple of weeks before the fires broke out. I had just gotten to sleep when my phone rang. It was about 1:30 am and it was my daughter who lives in Santa Rosa. She was being evacuated because there were fires all around her. She was going to try to get up to us in Lake Berryessa. I was so scared for her and the grandkids, I couldn't go back to sleep. The last call I got from her she told me she had to go to her sister's house in American Canyon because there were fires everywhere she went: Mark West Springs Road, Hwy 37, Napa and Hwy 101. This was about 5:30 am and it was the last call I got before my phone service went out. By this time you could smell the smoke and ash was beginning to fall. Later that day, which was now Monday, I went to talk to my neighbors to ask if they had heard any news since I had no power or phone service. They told me that our area was on voluntary evacuation and so my husband who was in town at a doctor appointment bought a generator and when he got home we hooked up the motorhome to our truck and waited for some kind of word as the fires had spread to Wooden Valley and the Altas Peak fire was out of control. At this time Calfire was not trying to contain any of the fires but just trying to save lives. We talked to our neighbors again and decided to stay one more night. By now it was Tuesday October 10th and my grandson's birthday. Since there was no mandatory evacuation and I had not spoken to any of my family members my husband and I decided to go see them. We went to American Canyon to wish my grandson happy birthday and hadn't been there very long when we got notice through my son-in-laws cell phone that Lake Berryessa was being evacuated. We had animals still at the house so we jumped in our car and headed back home to get them and the motorhome. We got about 5 miles away from our house and were stopped by Calfire and told we could not go any further and to turn around and go back the way we came. We were devastated. We tried to explain our situation but were still told we could not go any further. We went to Vacaville and stayed in a hotel hoping we could try again to go back home the next day. We tried again and were denied so we went back to our daughter house in American Canyon with just the clothes on our backs and waited. Everyday we watched Lake Berryessa News for the most recent updates given by Evan who had chosen to stay up at the Highlands. Evan was a God sent as he kept us informed and fed our animals for us. Finally after 9 long days of watching and waiting on Tuesday October 17th we were given the ok to go back home. Electricity had been restored and the fire was no longer a threat. My daughter from Santa Rosa was also given the ok to go home too. We were blessed as our homes were not affected by these horrible firestorms. It was so surreal as we drove back home to see the devastation and just how close the fires had come to our homes. Thanks to the wonderful 1st responders and firefighters we had a house to go home to. But we will never forget these terrible events and pray nothing like this happens again.</p>	10/30/2017 2:56 PM

Q38 What would you like to tell the California Public Utilities Commissioners and your elected officials with regards to this fire and telecommunications? You can choose to put your name after your comment, but this may be made public. To keep your comment anonymous, don't include your name.(¿Qué le gustaría decirle a los Comisionados de Servicios Públicos de California y a sus funcionarios electos con respecto a este incendio y telecomunicaciones? Puede elegir poner su nombre después de su comentario, pero esto puede hacerse público. Para mantener su comentario anónimo, no incluya su nombre.)

Answered: 1,407 Skipped: 606



ANSWER CHOICES	RESPONSES
I don't have anything I'd like to say(No tengo nada que me gustaría decir)	58.99% 830
I have shared my thoughts below(He compartido mis pensamientos a continuación)	41.01% 577
TOTAL	1,407

#	OTHER (PLEASE SPECIFY)	DATE
1	Not knowing what was going on was very difficult for myself and family. Us and many other people in and near evacuation zones experienced a great deal of anxiety due to not knowing.	12/5/2017 12:51 PM
2	Without both PG&E and AT&T services our household was in the dark from 1:40 AM Monday, morning until 4:20 PM, Tuesday. Once we learned and saw the devastation surrounding us, we voluntarily left. Besides it was getting difficult to breath.	12/4/2017 8:22 PM
3	I felt minimally informed about what was going on because I am very new to Napa and didn't know the streets being named on verbal community reports that were televised. Even if I wrote them down and looked at a map I couldn't tell what part of the road was being discussed. Maps are very helpful. But the on-line maps from CalFire and others at first did not tell me with enough specificity where the fires were and in what direction they were moving. And by Tuesday they were way out of date. They got better by Thursday. I knew that the Atlas Fire started about ten miles from my house, but that 4 hours later it was only 4 miles from my house and moving fast. People a mile away had mandatory evacuation, but the fire stayed around one mile away for several days, as it moved in an arc around my area. I don't know how the authorities could have provided better info, but it was pretty frightening to be close to 70 years old with pets and not know what to do.	12/4/2017 1:45 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

4	There has to be a back-up/auxiliary telecommunications system in place to keep all cell services working.	12/2/2017 10:50 PM
5	Fires dont just happen in totally forested areas, though often that is where they start. Somehow we have to get cell installations closer to roads throughout rural areas so that service can be easily maintained. The whole souther part of Napa Valley was without cellll service for quite a while. Maybe towers are not the most beautiful thing, but until they figure out some other way to send radio waves I guess we are just going to have to get use to seeing towers, just as we've gotten used to seeing telephone poles. It would be great if these things could be put under the ground but I dont know that at the moment, that is a viable solution.	12/2/2017 12:55 PM
6	I was not surprised by service losses. The public, government, and local news outlets were awful. We are thankful for Berryessa News and a firefighter on the scene who kept his wife informed by text, who kept my neighbor informed by text, who kept me informed. Epic fail on communication systems otherwise.	12/2/2017 7:01 AM
7	Please please please utilize the emergency alert system for any large fires. I get alerts for children that go missing in San Jose but didn't get an alert for a fire that was a mile from my home.	12/1/2017 9:25 AM
8	Thanks to local radio station updates, bilingual news was very appreciated. Then Nixil helped.	11/30/2017 10:05 PM
9	The only information I got was through a radio in my car.	11/30/2017 9:59 PM
10	To go on the radio much sooner to disseminate information to the mass community. It took them days before they went on the airwaves to provide our community with the information they were receiving from Cal Fire.	11/30/2017 9:38 PM
11	They need to provide emergency communication access to the radio stations so they don't lose ability to broadcast information.	11/30/2017 9:36 PM
12	We learned a huge lesson about fires and cell phone service. The cell towers could become inactive! AT&T did a great job providing mobile units!	11/30/2017 9:09 PM
13	Unacceptable that the internet and cell coverage was not restored much faster. Also, it was infuriating to be north of Trancas and along the valley floor and have no power.	11/30/2017 8:55 PM
14	Make cell towers that don't burn down and have Comcast let customers know that they can have a back-up battery for phone service when the power is out.	11/30/2017 6:30 PM
15	I would like to see back-up batteries on internet routers regardless of whether or not people have signed up for them. It seems like a logical addition to have and in an emergency, having internet access is key to staying safe and informed.	11/30/2017 4:19 PM
16	I do not feel that PG&E ratepayers should be responsible for costs of wildfire cleanup or any PG&E related costs. Rates should not be increased as a means to compensation PG&E following the Napa/Sonoma wildfires.	11/30/2017 12:50 PM
17	My home is in the county area with fire actively coming into our area; many homes, as close as 200 yards from my home, burned down. Neighbors reported having to help guide firefighters, from another county or state, where to find the water hook up in order to fill their truck to actively fight fires. These outside firemen were hampered from doing their job by lack of knowledge where to access water, and were helped by a neighbor who had stayed to try and save his home!!!! Who knows how many more homes would have been lost/damaged if that neighbor had not been there to provide this critical information? With the huge volume of firefighters who came from outside Napa County, and with internet services down: HOW are they going to access this type of needed information to be fully able to function? Obviously there was not a plan/way in place in this fire.	11/30/2017 9:22 AM
18	Work closely with the local radio stations	11/30/2017 8:41 AM
19	The complete failure of the cellular system in areas not directly affected by the fire needs to be looked at closely. We had to go to American Canyon for a cell signal.	11/30/2017 7:56 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

20	Using Nixle was not enough, it needs to be used in conjunction with a scanner app such as Broadcastify. The app is what kept me informed as to where exactly the fires were, how quickly they were growing and starting, so I knew when to leave even before Nixle texted and emailed. Each city and county should take this opportunity to publicly inform the people how to setup Nixle for text and email (hit and miss which one would come first), how to download and use the scanner app Broadcastify. Guidance is also needed on how to use a cell phone's wireless system to make calls (if cell service goes down, if they have a car that broadcasts wireless they can use that for the latter as well. Inform them it's also prudent to keep portable (small device and laptop) solar chargers on hand for power outages. They should use all in conjunction with the above to stay the safest they can be in a disaster.	11/30/2017 7:54 AM
21	I would like to have been updated about homes in our neighborhood and if my home was safe or not.	11/30/2017 12:32 AM
22	It was scary to not be able to communicate with the outside world.	11/29/2017 11:12 PM
23	PG&E needs to be held accountable for this. There are witnesses who saw power lines go down in the windy conditions and transformers explode, near the Partrick Fire and on Atlas Peak. Find them and get their statements so you can prosecute PG&E to the fullest extent of the law. They were negligent. The state of California Public Utilities Commission should be ashamed of themselves as well, for allowing PG&E to get away with their aging and unsafe infrastructure. Even countries like Brazil bury their power lines. It's not impossible to do, it's just expensive. I get angry on my drive to work from Napa to St. Helena every day now, because I can't help but stare at the old telephone wires and poles along Silverado Trail that seem like they're about to fall apart. They were invisible to me before the fires, and now they infuriate me every day. PG&E would rather fight lawsuits and pay settlements than invest in safer infrastructure and they cannot be allowed to get away with it this time. Please do your jobs as representatives of the people of Napa and Sonoma counties, and of California, and ensure that does not happen.	11/29/2017 11:02 PM
24	There has to be a better way to communicate when all the power is out in the whole town of Yountville! I couldn't understand why my cell phone wouldn't work.? I couldn't make calls, I couldn't text message or use the internet. It was very scary. I wasn't sure how close the fire was. We got in our car and drove to napa, didn't get a signal until I was by Foster Freeze	11/29/2017 9:48 PM
25	communication was difficult; i felt uninformed and isolated for several days and only managed to get somewhat reasonable info via Facebook groups. very spotty information at best.	11/29/2017 9:40 PM
26	cell service is vital during this time- AT&T was down. Starbucks had WI- FI but the At&t network was down. Horizon was up and working. There should be a redundancy or sharing of networks during this crisis. I understand the towers were down but portable ones needed to be brought in quickly to assist everyone. The electrical grid was down so WiFi was not possible for many of us. This was essential for communication- thank goodness our radio station was available. We had no communication to assist us to be prepared for evacuation. Our neighborhood worked together. THis was a terrible fire that pushed everything to the edge and we can only learn from what worked and what might be done better. I was impressed with our radio station and once we had electricity the daily briefings were greatly appreciated.	11/29/2017 8:12 PM
27	I thought our county and CalFire and all the emergency responders did a great job of communicating. It was scary when we couldn't get cell calls or texts, but our internet kept working and we depended on the routine briefings which were broadcast on the internet. Congressman Thompsons's Facebook page was the best source of information, otherwise I'm not sure where I would have found the information. He always made sure that the briefings were broadcast and the current fire map links were available. Also we did get a reverse 911 call to evacuate which made me feel safer that we got notice. And the police department had folks knocking on doors. This was scary, obviously, but given the challenges I thought it was very well managed. And Facebook was the way I communicated with friends and relatives on our status since we couldn't get cell calls for several days and I knew people were worried.	11/29/2017 6:56 PM
28	Communication needs to be a lot better as the only source of information I got for roughly the first 24 hours was the news or a local community Facebook page. Without either of those, I would have not known the fire was a mile away from my family's residence and business.	11/29/2017 6:04 PM
29	Thank you to all representatives and emergency administrators for holding regular briefings for the public. You showed us government at its dedicated best.	11/29/2017 5:36 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

30	Lack of cell service along with the power outage in North Napa was very concerning. Many don't have landlines anymore so cell service outage means that you can't get information that you need for safety and evacuation. I was lucky that I had wifi at home. Not having cell service in town meant I had no way to communicate with family members working in fire areas that were evacuation areas	11/29/2017 4:34 PM
31	The Nixle alerts were helpful.	11/29/2017 3:53 PM
32	Comcast mobile sites helped immensely and once we got NIXLE we felt better informed and protected from false rumors posted on other sites.	11/29/2017 1:09 PM
33	The first night of the fires my neighborhood should have been evacuated. Although we were not equipped with the staff and resources to fight the fires immediately, we should have been woken and warned of the danger. Nixel was not utilized for those of us in the city, despite being right up against the fires. There should have been warning sirens to wake people as I have experienced with Tsunamis on the coast.	11/29/2017 12:29 PM
34	The public should be able to rely on their cell phones if they have decided to not have a landline. It is an unnecessary expense except in situations like this. The cellular/wifi network needs to be improved so that it works seamlessly as a disaster begins and unfolds.	11/29/2017 9:16 AM
35	Since most of us are on cell and voice over internet for phones we must have 99.9 percent system available. They ATT sold us on the up time of there digital vs hard wired system yet in high winds and this fire we have limited and or no coverage. ATT could not run their business on the poor service they give us.	11/28/2017 11:33 PM
36	Just to get AT&T to get better cell towers in the South east Napa area from Soscol to 4th Avenue.	11/28/2017 5:55 PM
37	Overall this was something that caught us all by surprise. Everyone did the best they could to communicate as soon as they had the correct information. Of course it would have been great to have more information that first few days that it was happening instead of waiting until Wednesday to give information. But again I understand the main goal of CalFire was to save lifes first which I very much agree with. Overall all I can do is be thankful for the information that was given to us in BOTH Spanish and English. I will forever be thankful for the translation that happened to out the majority at ease with information. THANK YOU.	11/28/2017 4:50 PM
38	Reverse 911 calls should be made or alerts similar to amber alerts should be made to any cell phone in the immediate area of a fire such as these. We live in a rural unincorporated area of St Helena and cannot rely on door to door notification by fire or police departments.	11/28/2017 11:38 AM
39	Considering the scope of this fire, I was appreciative that I could at least send texts through my wifi after the first day. That helped a ton.	11/28/2017 11:22 AM
40	My city, county and state were woefully unprepared for this event. I have NO trust in PG&E or our PUC to have been prepared. We must START NOW preparing for next October - START NOW!	11/28/2017 11:08 AM
41	I only use my cell phone. I now keep it by my bed at night in case of emergency. I expect that in case of emergency it would make a noise to wake me up, even if I have it on do not disturb. This is an urgent need as natural disasters are increasing, and our small Napa community has had earthquakes, floods and fires in recent years. Can my cell phone do this - wake me up in case of emergency? I understand that we need to target areas so that not everyone is alerted that doesn't need to be. Can the system be upgraded by location asap?	11/28/2017 10:03 AM
42	The communications at the beginning g of the fire were zero. We didn't know what was happening. It got a lot better when the days went by	11/28/2017 2:06 AM
43	I used the internet for information (and nixle updates). I appreciated the press conferences held by the city of Napa and first responders. I want to commend Mike Thompson for keeping us all posted on what was going on via facebook. I think communication and information was good for the people who could (or knew how) to access it.	11/28/2017 2:06 AM
44	I felt scared and vulnerable because I couldn't communicate with anyone. I went out and, after 4 stores, bought a battery operated radio. At least then I felt connected to what was going on.	11/27/2017 11:47 PM
45	The maps were not clear as to where the fires were in my area. We relied on neighbors staying up overnight and we took turns watching with our own eyes. There were symbols on the map that were not clear as to what they were. The nixle alerts did not cover my area but we could see fires in the distance. It was very confusing. The radio station was not any help. No one called or knocked on the door. We finally decided to leave for a few days. I did not feel safe.	11/27/2017 11:41 PM
46	I wish some sort of phone alert would have happed.	11/27/2017 10:52 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

47	I feel short changed with regard to internet access outside of city limits. In this rural part of the county fiber optic internet runs just outside of my property but for financial and business model reasons the providers will not connect my home or neighbor homes due to lower density of housing than they desire to service. Our internet access is slow and very vulnerable to fire or other calamity.	11/27/2017 7:18 PM
48	The response by PG&E seemed slow, but adequate. However, if the accusations of shoddy maintenance are true, and this, either directly or indirectly, caused the fires, they should be held liable. The response by ATT Mobile was totally inadequate. Even when they put up temporary towers, it was frequently not possible to get a signal when I was within 10 feet of the tower. At any given time for over a week, the signal ranged from absent to feeble to adequate, never to strong.	11/27/2017 1:36 PM
49	The night of the fire ,all the telephone poles and power poles burnt down ,The electricity was restored after a week,. PG&E did a good job ,But as of today 12/27/17 I have no telephone service.	11/27/2017 10:37 AM
50	In general the telecommunications services serve themselves very well, but their customers often suffer from poor service, bad communication from the company, etc. But if they don't pay their bill...the bad gets worse. I am so fortunate that I have sonic.net as my internet and land line phone provider. They actually care about customers and service. I have so many friends who are constantly mentioning problems with Comcast (it's almost a joke) and with AT&T. So if the telecommunications companies really took the idea of service to heart, (as in customer service) there would be far fewer problems.	11/27/2017 10:22 AM
51	Poor communications, need back-up systems and more underground wires and poles. The transformer and electrical system on poles (in trees) is dangerous and unreliable.	11/27/2017 9:57 AM
52	Make some kind of emergency plan and have the information on a card of some kind, distributed for every household to post in a closet or by a phone. As a child, we had a volunteer fire department. The local horn would sound a certain number of honks. People would keep the list by their telephone and it would have the corresponding intersections with the honks. The rest of the volunteers would immediately go to help. This is old school, but SOMETHING other than a cell phone APP when the cell phones are NOT reliable needs to be available for people during the first critical hours. There wasn't even a police officer or sheriff at any of the self made gatherings at local mall parking lots where people gathered, horse trailers and all. NYC has learned a lot from 911. These fires are going to continue, as well as earthquakes and there needs to be better public information. I have been in Napa in both, as well as other cities and smaller towns during various emergencies. Napa needs much better immediate response for the people.	11/27/2017 9:38 AM
53	Gracias por su apoyo!	11/27/2017 9:19 AM
54	The only complaint I have regarding fire evacuation communication is that the nixle message I received on my phone and computer was confusing as to affected areas. The message referred to the intersection of city streets which actually ran parallel to each other and didn't intersect at all. The map I accessed on Cal Fire's website was far superior to the wording in the nixle message in understanding exactly where evacuation was recommended.	11/27/2017 9:18 AM
55	I think the early warning system needs much overview, this could have had much better notifications at the beginning.	11/27/2017 9:07 AM
56	I thought Nixle was terrific. So glad that my cell phone worked the whole time.	11/27/2017 9:03 AM
57	I believe that you got our services running rather quickly considering how severe and wide the fires areas involved. ATT in the Browns Valley area is terrible so I lost my cellular service during the entire week. Our portable battery radio allowed us to get relevant information from KVON. We also were able to go to friends in the Linda Vista area which were not affected by the fire to communicate with family and friends.	11/27/2017 8:54 AM
58	See my note above - cell service was horrible - kept us from communicating via phone...and also from receiving notifications and texts required to know where to go and/or help friends who were evacuated. We also were not able to use GPS to find locations (services/homes/shelters) when it was needed most! That was horrible...and even if towers were damaged or without power - we need back up solutions to be brought in ASAP for temporary service.	11/27/2017 7:29 AM
59	The lack of information available during this incident was beyond concerning. The seriousness of this is paramount. Landline phones need to be available- and not the copper version, that is the same as Internet. So many people had no access to each other or information- it was truly frightening. I left town more so because of this than anything else. It felt like chaos. Immediately getting out of town felt better just because communication returned.	11/27/2017 1:21 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

60	There was very little local, useful information on the radio or even the internet. I had no phone, electricity or cell service for the first few days. I didn't know what the evacuation status was in my area. It was VERY smoky but I went out and drove until I got a signal to contact family, work and try to get news, but there really was no information. Back at home I found my hand crank radio, but still never felt like I had the information I needed.	11/26/2017 10:54 PM
61	public utilities must be more responsive. at&t was slow to bring in mobile cell towers	11/26/2017 10:21 PM
62	More utilities should be buried underground in Napa Count and a countywide low tech siren system should be rebuilt like the one we had previously. All utilities should have a way to segregate areas so that fires like this don't take down the entire system (electric, & telecommunications).	11/26/2017 8:48 PM
63	Thank you!!!	11/26/2017 8:47 PM
64	Have better cell phone/internet back up	11/26/2017 7:55 PM
65	Hometown: St. Helena, west side During the fires, we were surrounded by 3 firestorms: Nuns, Tubbs & Atlas with only one egress road available (Hwy 29 southbound, all other road options were closed). We feel strongly that the people of St. Helena SHOULD HAVE BEEN under mandatory evacuation, but were not, on: (1) Monday, 10/9 when the firestorms were raging from all directions, the smoke was so thick that we couldn't see across the street, and heavy ash was falling - and we did not know what was happening, and (2) Sunday, 10/15, when the Nuns fire has crossed the Mayacamas mountains and the flames visibly approaching west side of St. Helena (within 2 kilometers according the the infrared maps). We received Nixle reports from St. Helena Police Dept. all week that it was NOT NECESSARY to evacuate St. Helena. By Wednesday 10/10, we sensed that the Napa Valley Vintners/wine industry was influencing the public evacuation orders as to avoid negative media attention. We felt victimized by the wine industry, the Police Dept. and the media - who were all colluding to keep St. Helenans in the dark. Unacceptable and unconscionable!	11/26/2017 7:39 PM
66	We need an amber alert like system for all natural disasters that can reach people by landline, cell And email and take over digital billboards.	11/26/2017 4:40 PM
67	Losing mobile phone service-for calls, texts and data-during the first 48 hours of the fires was frustrating and potentially dangerous. In particular the county's primary method for communication during a crisis is the Nixle text alert system. - Seana Wagner	11/26/2017 2:33 PM
68	If trees had been trimmed (as they are now being done) and the electrical grid shut down in endangered areas there would have been less overall loss of life and property.	11/26/2017 1:00 PM
69	In 2017 in California, the heart of the high tech industry, there ought to be a notification system that works. What happened to Reverse-911? Nixle? Fire sirens?	11/26/2017 12:50 PM
70	My landline 707-968-9095 was disconnected by AT&T months ago. Before the fire, the phone was completely dead. After the fire, since my neighbor's landline was restored, the phone makes a clicky-staticky sound when you pick up the receiver. In the olden days (before Pacific Bell became SBC and then AT&T) when your phone was disconnected there would still be a dial tone so that you could call 9-1-1, or the authorities could call you in the event of an emergency like a fire. (But you couldn't make local or long-distance calls.) I would suggest that having such an option could literally be a lifeline in the future when cell phones fail. Louis Dolbeare P. O. Box 527 Rutherford, CA 94573	11/26/2017 12:06 PM
71	During an event such as these fires, with so much damage and also loss of life, communicating with family and friends to insure they are safe is of utmost importance. We lost communication of any type for 2 days and had no way to contact or family or friends. We lost landline & cell service which shouldn't happen.	11/26/2017 11:41 AM
72	In mountainous neighborhoods like mine (Mount Veeder, Napa County), many residents do not have a cell signal at their homes. Thus they are dependent on landlines and internet for emergency communication. With both power and landlines out, some residents had no way to know that they were in danger until someone knocked on their door. Perhaps it's time to go back to an emergency siren for neighborhoods like mine. Carole Meredith	11/26/2017 7:47 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

73	AT&T has been awful in repairing the landline. We have seen NO progress or crews in our area. It's been over 6 weeks, and counting, and we are STILL without one. Living in a rural hilly canyon setting makes cell phone coverage spotty at best, but if we were able to have better coverage we would drop them like a lead balloon. (Which we suspect is their hope so they can do away with landlines altogether.) However, even in the past they were slow to repair issues and still expected to be paid for services not received. (They expect us to inform them they need to issue us a refund. For a company of this size and tech savvy to NOT have a system in place to bill the public appropriately is inexcusable.) Our disabled nextdoor neighbor, who has to have a phone for safety reasons, finally gave up waiting for the landline to be restored. Only to find how bad the cell phone coverage is in the area, and is seriously reconsidering her decision. If AT&T can afford to buy CNN, then they can afford to pump up their repair infrastructure so their customers don't have to wait over 6 weeks to have service restored.	11/25/2017 6:31 PM
74	We need cell phones for emergencies, but my greater concern is that with so-called smart technology being used exclusively by most people, we really need to be assured that land lines are kept in use and not considered obsolete and replaced by what is considered better equipment. I think we need to reduce dependency on smart technology and continue to make functional land lines available.	11/25/2017 4:02 PM
75	Please see previous comments. We on Dry Creek Road need dependable, uninterruptible call phone service, OR dependable, uninterruptible cell phone service. We have neither, and it placed us in danger. Dan McMahon, M.D.	11/25/2017 3:42 PM
76	There needs to be a better information system. Living in Angwin with limited roads for evacuation, it is important to know if or when we are in danger or if road closures in the valley are going to obstruct our ability to get out if necessary.	11/25/2017 3:32 PM
77	ATT should notified or explain very well when they changed the land line to an internet service.	11/25/2017 2:46 PM
78	As we rely more on internet and cellular services to communicate, we need more investment in backup systems for future incidents. Many more lives could have been lost if the fires hadn't slowed while cell service was down.	11/25/2017 12:57 PM
79	KVON did a great job.	11/25/2017 11:40 AM
80	Have your Focus groups, but please update the public quarterly on your bullet points. then ask for feedback & survey ideas for revisions as needed from the public. My issue is again NO cell service throughout each day prior to & after the fire disaster !!!! Stevenwconlon@att.net . I welcome a local response (Not Corp. office in Texas) & visit from an ATT rep. & solution.	11/25/2017 11:19 AM
81	Please make sure to release Emergency Broadcasts in a timely manor. The Emergency Broadcast network was never activated on local radio.	11/25/2017 11:10 AM
82	I have lived in Saint Helena for 17 years and have only had one bar of service with AT&T. I pay a lot for my service and think they need to step up and fix the service problems. Angwin has also very bad service problems. Please help!!	11/25/2017 10:37 AM
83	Reconsider the standards for public utilities, especially gas and electricity, in areas subject to risk of wildfires. Power lines should be made resistant to high winds in areas that have a history of periodic high winds (such as the Santa Ana winds of southern California). This should include areas like the coastal mountains in northern California, which have experienced major, wind-driven wildfires at least twice in my lifetime.	11/25/2017 10:04 AM
84	AT&T cell coverage is minimal (1 bar) at my house (Browns Valley, Napa) at the best of times. During the earthquake and this fire, cell, Internet, and power went out for extended periods of time, making it impossible to get news.	11/25/2017 9:43 AM
85	Need to underground utilities	11/25/2017 9:12 AM
86	I felt that the TV news coverage was really poor, in that the major local stations did not tell us where the fires were heading and what the perimeters were. They only interviewed people and went for the drama of it, showing the same clips over and over, rather than being helpful to people who were trying to figure out if they were in danger and what to do or where to go.	11/25/2017 9:04 AM
87	I live on Dry Creek Rd. We lost power 2am Monday. Without power the internet and cell service went down. We then lost the landline around 230am Monday. I had to drive to Verizon to find available wifi for internet and cell service to find out what was going on. Power came back on 230am Tuesday. The landline and cell service were still out. My neighbor with a generator kept me informed of the status of our evacuation. I left once a firefighter came by to tell me to leave. I felt very unsafe without power, landline, cell service and internet.	11/25/2017 8:51 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

88	We would like to have landline service when the power is out.	11/25/2017 8:48 AM
89	We need to establish a siren system you can hear through out the county much like the Midwest tornado sirens. We need to be trained on what that means and what to do. The local am radio and various safe meeting places worked well. We need to find non technologically constrained methods to communicate to a diverse group of people. Not an easy task.	11/25/2017 8:35 AM
90	Landlines should be more accessible to use	11/25/2017 7:20 AM
91	We were close to the area where the atlas fire started. 3100 block. Electricity went out for a few seconds then came back on. Don't believe it was a downed power line. Saw a small fire 1/2 mile away on the ridge to the north within minutes it became a tsunami of flames. There has always been plenty of tree trimming going on in the area. Wind has always been bad at times in the hills, especially in october	11/25/2017 6:12 AM
92	Nobody ever expects a disaster to affect them, but if it does, being able to communicate with family and friends is vital. Temporary/portable/emergency cell towers must be available to be set up within 24 hours. The stress of not knowing if a loved one is safe is unbearable. Fires, hurricanes, tornadoes will always destroy cell towers, but replacement ones must be ready to take their place until permanent ones can be restored.	11/24/2017 10:51 PM
93	The systems in place did not work very well. Without power, our modern world Doesn't work very well. In the past, even though Napa has experienced two Earthquakes and several floods there had been communications that we could count on. Nixle is great, but without power it failed, We as citizens must take responsibility, to have a radio that can be powered with batteries as well as a crank to produce power. The radio stations in our communities must have generators that can keep them running and passing on any information that keeps us informed. Remember knowledge is power. Our communitie officials need to have a plan that let the citizens know exactly what is going on. I realize that what happened here made it very difficult to inform us, because the scope of the problem was beyond their control. I have lived here since 1955 and I can say that I have never experienced anything of this magnitude. Which leads me to believe we are very under prepared to handle any large earthquake. So let's learn from this Natural Disaster and make our community better prepared to handle anything that may happen in the future, We are a very strong community and more than willing to help each other.	11/24/2017 10:39 PM
94	A lot of damage could have been mitigated if CalFire conducted controlled burns prior to the start of the fire season. I am in no way blaming CalFire, they are all heroes.	11/24/2017 9:01 PM
95	Please get better systems in place for nighttime emergency notifications. We have our phones off at night and didn't know about nixle until 24 hours in.	11/24/2017 8:40 PM
96	Several public officials in charge of notifying the public were complete unaware that cell phones and internet were not working. How do I know? They were interviewed or called into 1440 AM radio. One was particularly troubling as she kept giving herself credit for the Nixle notifications (which were useless due to no cell phone or internet) 1440 AM KVYN radio saved the day	11/24/2017 8:12 PM
97	Need backup for my husband's cpap, way to get information out. I sheltered in place going from room to room, put food from refrig. To freezer, borrowed cold packs from neighbor. Had friends and family come to house to check on us since had no way to check that we were alright. Went to numerous places for a mask, was unsuccessful. Went to Kaiser got a mask, saw a doctor, put on Prednisone, went to my son's house in Goleta on Thursday. My children and family know more about the fires than we did.	11/24/2017 8:05 PM
98	Having a land line has been my saving grace during two disasters now. It was my connection to the outside world during both the earthquake and the fire. When all else failed...my land line phone remained.	11/24/2017 7:37 PM
99	With the technology available to California and other disaster prone areas, why is it that our power and telecommunications lines are still above ground? If our power and telecommunication infrastructure were buried in concrete channels, that are accessible to utilities crews, fire and flood would not be able to affect basic services like these. Given that the Cascadia subduction zone extends from Vancouver south to Northern California and may impact the San Andreas zone, doesn't it make sense for the government to invest in infrastructure that can protect vital services like power and telecommunications in the event of an earthquake, flood or fire? Quit allowing utilities like PG&E to pass along their uninsured costs to rate payers, get out of the utilities' pockets and do your jobs of making sure that our utility infrastructure can withstand a natural disaster.	11/24/2017 6:30 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

100	We need a independent system of sirens that will allow us to hear. Really nothing else will work. Chris Frasset	11/24/2017 6:06 PM
101	I would like to have a land line (one that would work in a power outage) We used to have a land line with AT&T but it would fail when it rained. So we went with Comcast.	11/24/2017 5:00 PM
102	We would like to see communications equipment maintained better and to have these and electrical services provided through underground cable.	11/24/2017 4:38 PM
103	Making losing internet access as difficult as possible. If internet access is widely loss, force radio programs to read tweets, as they seem to be the most up to date information for fires.	11/24/2017 4:19 PM
104	The Nixle system worked great. It was a terrifying time. I am grateful to the police and firefighters and public employees who organized the evacuations and evacuation centers.	11/24/2017 4:17 PM
105	Not having internet, power, cable or cell phone service during this crisis greatly impacted my ability to make informed decisions on where to go and what to do to keep myself and my family safe.	11/24/2017 2:59 PM
106	Would like to have my cell phone give emergency alerts like the amber alerts	11/24/2017 2:46 PM
107	Again, thanks to KVON they did a great job.	11/24/2017 2:27 PM
108	Nixle was a godsend. But, of course, it only works if cell service and internet are up. My only suggestion is that you consider building a fleet of mobile cell "towers" that could be used short term in emergencies.	11/24/2017 1:19 PM
109	Don't know the answer to the communication problems, but when there is no power, cell service, or internet, communication comes to screeching halt and it becomes very dangerous for those in the line of fire, literally.	11/24/2017 1:06 PM
110	AT&T cell service in Browns Valley is poor at best and was non existent during the first two days of the fire. Because we have Comcast, we had no land line for at least two days. The only source of information was the local radio station. What good is a 911 or reverse 911 system when you have no dependable phone service?	11/24/2017 1:02 PM
111	The problem I found was the lack of awareness by community officials that were trying to disseminate information to residents that their information was not reaching the people who needed it.	11/24/2017 12:49 PM
112	Due to the loss of internet and cell service in emergencies, it would seem to be a good idea to have emergency sirens (like they have for tsunami warnings in Hawaii) that could be activated in case of fires, floods, and earthquakes. We have a copper landline but no one called us to evacuate or to warn us. There needs to be some foolproof way to alert people to emergencies! Sirens could be placed strategically so that they could be activated individually as needed.	11/24/2017 12:44 PM
113	As older adults with no family members who live nearby, it was very stressful not to be able to communicate by phone or internet with our adult children from out of the area during the time of the fires. Had it not been for a battery operated radio, we would have not had any way to keep updated on the situation, as we had no electricity. We are hopeful that a solution to this problem can be worked out.	11/24/2017 12:11 PM
114	That up here in angwin we had no form of communication because the power was out and on Comcast we couldn't access tv, internet or land line and our att cell phones only work on WiFi in angwin so we couldn't get calls or alerts or evacuation notices	11/24/2017 11:22 AM
115	I have heard from this experience that AT&T is trying to phase out hard wired land lines. I still have mine and do not wish to ever get rid of it, for the very reason that it was my only source of reliable communications during not only this disaster, but the 2014 Napa quake as well. On the second day of the fires, I lost power and the cell service had already been very sketchy. My only source of "window to the world" in our somewhat remote home environment was my land line. We need to make sure that this mode of communication is kept and maintained.	11/24/2017 11:22 AM
116	Overall, the return of cell service was remarkable. However, landlines should never stop working during disaster emergencies. Not everyone has a hand ranked phone.	11/24/2017 11:15 AM
117	I recall wondering why we weren't alerted to the event with the same air raid sirens that were available decades ago - as you can tell, I am a senior. However, a siren would have been effective, if only to wake residents sooner.	11/24/2017 10:14 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

118	We were awakened at 3AM Monday morning out of a deep sleep. By the time we got to the front door, the law enforcement was going to other houses. We had to text neighbors to find out what was happening. No bullhorn or anything. Told by neighbors voluntary evacuation. We had power first day (Monday) but lost power at 2AM Tuesday morning for over a day. On well water, so impactful. PGE system (which has worked well in past) would not give answers. Found out later was done on purpose to protect firefighters. Would have appreciated PGE giving honest reason for outage (and understood).	11/24/2017 9:38 AM
119	I think there needs to be a better communication network that is not internet based. There is something to be said about the old landline service provided by Pacific Telephone (yes I am dating myself). It was very stressful trying to communicate and find out if family was ok. We had family in all fire spots and weren't sure of their safety	11/24/2017 9:34 AM
120	I was expecting a robo-type of phone call telling me to evacuate but found out from a nixle email and my neighbor. Please institute some kind of warning system via phone calls to landlines and cell phones and also fire sirens. I am near a fire house and that would have been helpful also. A lot of people were in bed and didn't know about the fires.	11/24/2017 9:24 AM
121	Please don't increase our rates anymore!!	11/24/2017 9:23 AM
122	There needs to be a reliable method to notify every resident in the community when there is an emergency and need to evacuate. Time is precious. For example: In Marysville Ohio, there is a tornado siren that is tested at noon every Friday. This was put in place when a tornado went through town unexpectedly. Our elderly neighbor is hard of hearing and it took several neighbors pounding on their door and yelling to wake them up. My room mate is a tetraplegic and needed assistance getting dressed and out of bed into wheelchair.	11/24/2017 9:23 AM
123	I felt that the televised, daily updates by our Board of Supervisors were very helpful. I felt that social media and the national news misrepresented what was happening, specifically in Calistoga, but also around Napa Valley. My husband stayed behind to protect our winery. We are not in the city limits but were forced to evacuate. The police presence inside the city limits did not extend to the periphery of town so my husband felt that our property was not protected. We were not in the direct line of the wildfires. Texting worked pretty well, so Nixle was very helpful as well. There was spotty reception for Verizon in Deer Park and in Calistoga so we had to be in a specific zone in order for voice cell service to work.	11/24/2017 9:13 AM
124	many of our friends had landlines and lost service and couldn't understand why they would loose service. They kept a landline to have emergency service and were shocked to find out they lost service. These were all older people who were very scared to be cut off from communication with others.	11/24/2017 8:51 AM
125	Need some kind of blanket warning system via smartphones. Most people found out about fire by smelling smoke or heard about it on tvs	11/24/2017 8:51 AM
126	I did receive the nixle alerts thru the first night which were a great help and truly wonderful service!	11/24/2017 8:14 AM
127	Failure of our government to provide a warning system or the communication of the existence of the warning system. It took me two days to signup for the warning system which I had never heard about. I actually heard of the system from someone who lived in Solano county.	11/24/2017 8:08 AM
128	There was not a good map made publicly available until three days in. I know CalFire Base Camps have multiple maps debriefed daily. We as citizens should have access to those maps ASAP. On several occasions, in unpredictable circumstances, I had to drive around and scout to see how much danger my family was in. Unacceptable.	11/24/2017 7:59 AM
129	Please get redundant cell services in place. It is a amazing to me that modern cell towers in urban area could go down so completely and easily. Over the past few years there have been several large scale emergency events in Napa County to justify putting in a more robust and redundant cell system. This is everyone's primary means of communication and therefore critical in saving lives during an Emergency.	11/24/2017 7:08 AM
130	Telecommunications companies need better redundancy in their service systems.	11/24/2017 6:39 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

131	When Wi-Fi service was restored we could only receive text but could not send out text/email until that Friday. Nixel messages were coming in but were lacking in content. When Calistoga was evacuated in the evening we received land-line phone calls at 5 PM that it was being evacuated. It made no sense why I was getting this call? > we are 17+ miles away from that city. > [they] are not the same Zip Code as mine 94558. Seems like that would bring the system down sending messages to someone who didn't have an issue with it. > A 2nd land-line message came in at 6 PM, the same exact message, but stated we needed to evacuate by 5 PM. It was 6 PM so was this redundant or someone wasn't paying attention to what they were doing.	11/24/2017 6:35 AM
132	I realize the night the fire broke out fire fighters and law enforcement were overwhelmed. If we had neighborhood sirens we would have evacuated that night. Hawaii has neighborhood sirens used for tsunami warnings. The fire was less than a mile from my home. I felt we should have been on a voluntary evacuation at the least. The fire could have entered my neighborhood in minutes.	11/24/2017 6:25 AM
133	My major concern is rent increase by nearly 20%. I believe they get support fund but does not seem to use it for not increasing it. At this rate we'll be kicked out from NAPA	11/24/2017 1:37 AM
134	Do we need to consider more cell towers in strategic places in our valley? Do we need an early warning smoke detector alarm system in our rural neighborhoods, like a tsunami warning alarm, that would wake people up to evacuate?	11/23/2017 11:53 PM
135	Get functioning cell phone service as people attempt use these lines for emergency lines and they should work. It's really not ok that the land line telephones didn't work at all as I had batteries in the phone and expected it to work. There was apparently an upgrade to fiber optics and customers weren't notified, It has always worked in the past and it's the only reason I pay for a land line. When residents are without any type of communication except, (local radio, if you have a battery powered radio) that's not safe.	11/23/2017 11:51 PM
136	At&t should have been required to roll in mobile wireless repeaters.	11/23/2017 11:41 PM
137	It was frightening not to have power, internet, phone or any means of communication the first day of the fire.	11/23/2017 10:30 PM
138	Any time there is a disaster cellular phones should be able to access satellite service !!!!!	11/23/2017 8:10 PM
139	Verizon wireless refused to send technicians to fix towers during the fires. While the protection of their employees was their main concern, thousands of people were at risk because their towers (often connected to or powers by AT&T substations) failed. They also did not provide a discount on the bill for the days their service was out. While they later lifted usage restrictions, they need to be held accountable for not doing anything to fix the problem of having no service or way to communicate when their towers failed.	11/23/2017 7:43 PM
140	The use of broadcast radio is what the government needs to use to provide information. Official information needs to be provided, and announcements need to have the name and department of the person providing official information. The media provided confusing and untrue information. Radio seems to be the only thing that is reliable, we all have one in our car. Cell phones, internet, and TV are useless. Official announcements over broadcast radio is all that works.	11/23/2017 7:31 PM
141	I had subscribed to Nixle for Napa, Sonoma and Lake counties long before the fires and lived by the 888777 notifications. I still haven't deleted them from my phone. The use of Nixle was a godsend. However, it seemed a little slow at the beginning. And yes.... I totally get it. I was listening to the scanner and it was total chaos. But there needed to be some type of reverse phone number notification or something. The wind was screaming. There were fires breaking out seemingly everywhere. God, it was horrible. And we just didn't know where to go where it would be safe.	11/23/2017 7:23 PM
142	I never, ever received a reverse 911 call but it could be bc my area code on my cell phone is (949) from where I used to live. The Nixle service was the most helpful.	11/23/2017 7:14 PM
143	Definitely need to improve!!!	11/23/2017 4:38 PM
144	Cell phone service recovery has been very slow compared to others and sprint is still not at level of service it was prior to incident. Cell response seemed lackadaisical compared to other services that went out. I did not receive credits on any utility bill for loss of service.	11/23/2017 3:27 PM
145	There's got to be a better way to have temporary cell coverage.	11/23/2017 3:04 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

146	<p>It should be of utmost priority that in emergency and crisis situations that the telecommunication industry do whatever they need to do to get cell service to the paying customers of their products and to communicate immediately in any way possible (ie. Txt message which still worked as long as wifi was connected) what they intend to do and how quickly it will be done. Get portable towers in like at bottle rock. The lack of ownership of integrity and care, and of all things, communication, is a perfect example of how our communities suffer when there is a lack of moral compass as a priority of the mission statement of a business so crucial and depended on by people. There wasn't even an apology from the providers saying we regret what you had to go through and here's what will be done about it. And how about proactively offering a credit for the days service was out? I've heard if you ask for it they will/might but that is shameful and cowardly. As I said on the KRON radio live on Tuesday of the fires when radio host was using their landline at the downtown Starbucks "cell companies such as AT&T and Verizon need to step it up and get service here now! We pay all this money for 'entertainment/social media' for our kids and these fires happen and the meaning of need for communication has never been more basic and we can talk to our family members?" Total failure on their part and they should be ashamed of their absence those first 2-3 days.</p>	11/23/2017 2:43 PM
147	<p>As noted above, the 2014 earthquake and these fires demonstrated the communications backbones we have become reliant upon are unreliable. Citizens should be able to have emergency cell, internet and landline access. Make it so...</p>	11/23/2017 2:10 PM
148	<p>When the systems are down, there needs to be a human response team that is in the area, if just to suggest to folks where they might be able to make contact with family and friends. The lack of news and lack of contact, and lack of support was distressing at the very least. In a situation like this one, some friends actually approached areas they should have stayed away from because they had no knowledge of what was going on.</p>	11/23/2017 2:03 PM
149	<p>The lack of my ability to communicate with others was greatly concerning. It affected my family as well who were not able to get ahold of me.</p>	11/23/2017 1:26 PM
150	<p>I live by the atlas peak fire and my att cell service went out within the first few hours of the start of the fire on that Sunday night before we had to evacuate. Even if there was a reverse 911 call sent to us we wouldn't have received it because we had no att service.</p>	11/23/2017 1:25 PM
151	<p>I have already said what I have to say, pge, att, fire, pice everybody did a good job. Now our politicians need to act</p>	11/23/2017 1:24 PM
152	<p>I hold you all responsible for failing to do your jobs and allowing our utility providers - PG&E especially, to put profit above safety. Innocent people have actually DIED as a direct result of your failures and inactions. You are supposed to be representing US but you have shown time and time again that you're far more interested in the benefits of your political positions. G. Novak Napa, CA</p>	11/23/2017 1:23 PM
153	<p>Obviously this was a catastrophic event. Issues such as cell service aren't bullet proof and failure is to be expected with something of this magnitude. Boots on the ground did a good job contacting people and getting them out whenever possible. Law enforcement and volunteers worked to make that happen. I watched all of this closely as a recent retiree from law enforcement. Telecommunications providers were diligent about getting service restored as quickly as possible. I understand that the loss of instant communication is frustrating, my grandkids were staying the night with me that Sunday night and my son and family live in Fairfield. My daughter in law was concerned, but we used social media and a mutual friend to get word to her that we were ok. I strongly believe that the response to the fires was managed well. This happened so fast that there was no way to contain and control all of the issues that resulted from the fires immediately. The nature of these events are that we are reactive for a period of time until we can gain control and stop the destruction.</p>	11/23/2017 12:40 PM
154	<p>We need a public fire alarm system. Absolutely unconscionable that so many people found out about fire bearing down on their homes by people banging on their doors! Once that fire started spreading, alarms should've sounded. This goes doubly for Santa Rosa — HOW could that have happened, without any sirens or other emergency alerts, in tightly settled residential neighborhoods? If the choice is between scaring people prematurely or waiting until they're fleeing for their lives, I'd go with the premature scare.</p>	11/23/2017 12:17 PM
155	<p>Overall I have no complaints with how quickly power and cellular service was restored. Ours was restored within 48 hours. Considering the magnitude of the fires, we think this is acceptable. Napa Bel Air area.</p>	11/23/2017 12:10 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

156	I'm going to get a landline again (I'd been putting it off & now I'm sorry I did) if it has not been replaced by fiber. If it has I'm going to see what can be done about getting more reliable communication during such an event. Wete It not for awesome neighbors, it would have been horrible. It still felt extremely isolating for us but esp. For family far away	11/23/2017 11:41 AM
157	Without power and cell service we were at a severe disadvantage. If it wasn't for KVON we'd have zero knowledge of what was happening. Power wasn't restored in Brown's Valley for almost 48 hours. I lost two refrigerators full of food that I can't be reimbursed for since it was within not over 48 hours. Our neighborhood was not burned so I don't understand the delay.	11/23/2017 11:37 AM
158	Better alert system	11/23/2017 11:06 AM
159	Disappointed in the lack of communication to alert us about the fire SOONER. We weren't alerted at all until Fire Trucks drove up--at that point we had to leave. No alerts on our phones which would have allowed us at least 30 more minutes to organize our evacuation...like a Nixle that said there was a large fire in the Atlas Peak area (we live on upper Westgate). Heck, we get Nixle alerts for everything from down powerlines to traffic accidents...yet, at the most important time, we received no Nixle alerts until we were already in the shelter, about one hour AFTER we had already evacuated. Having just a couple minutes to evacuate leaves little time but to leave with just the clothes on your back.	11/23/2017 11:06 AM
160	COWs should have been mandated by the carriers. Communication was done from the county via internet and text so without connectivity we were blind. In the event this occurs in the future, the local radio should be taken over. Why a representative wasn't immediately sent to the vine boggles me.	11/23/2017 10:56 AM
161	Nixle alerts were very valuable & use of Internet & social media (Facebook) to get important updates about road closures & other alerts. I'm very grateful we live in such an amazing city and for all of our first responders and others involved in helping in the disaster. I would recommend more people have a plan, be prepared, sign up for nixle & have a landline for communication & have alternate means of communication such as e-mail & social media.	11/23/2017 10:13 AM
162	There needs to be backup portable telecommunication towers that can be brought in when others are destroyed during fires, floods and other natural disasters. I have multiple family members that live in the Napa area just miles apart and we could not communicate with each other via cell phone or text for several days. We had to physically drive to each other's houses to see if everyone was ok. It took way too long to get cell service up and running again.	11/23/2017 10:12 AM
163	Need better communications during an emergency	11/23/2017 8:46 AM
164	The VINE was the common denominator comm medium. Car and portable radios ranging from survival Multi-bands could get critical info and they did a great job. They seemed to lag in the first 72 hours; I recommend they do a self-assessment and Improve their crisis response policies and procedures from lessons learned.	11/23/2017 7:05 AM
165	Why did Bel Aire area loose electricity when Rolf's Manor on Linda Vista and closer to the Partrick fire than I am did not loose electricity? Because I still have the quote old fashion kinds of gadgets - battery operated transistor radio and a corded land line I was able to keep informed and able to call my family and friends.	11/23/2017 1:05 AM
166	Please use Nixle Alerts more timely during emergencies, ie Fire, Neighborhood shooting etc. Both instanced have occurred in my neighborhood where the alerts came very late!	11/22/2017 11:56 PM
167	We felt completely and literally in the dark for the first few days of the fire. No power, no cell, no Nixel alerts. The only way we were getting information about the fires, and whether or not we should evacuate, was from driving around and seeing how close it was getting and listening to the local a.m. radio broadcast. The few official press conferences we heard on the radio were not at all detailed and gave us no real information. Most of our information came from people calling in to the radio station and reporting what was happening in their neighborhood. It felt as if the Brown's Valley neighborhood was completely on it's own. No fire engines were attending to the fire near us for the first couple days. Thanks to Eli Ponce who used his own tractors to create a fire break, our neighborhood was saved.	11/22/2017 11:40 PM
168	Considering the scope of this fire and destruction, I would expect the outages we had.	11/22/2017 11:29 PM
169	There are still some people who don't have AT&T service as of 11/22/17. In an attempt to get some answers, one of these people contacted the office of the President of AT&T. He reported that he had a conversation with a Kevin Smith of that office who was rude, inconsiderate, condescending and made very inappropriate remarks. Doesn't the PUC have a responsibility to see that all customers are treated with respect and compassion?	11/22/2017 11:24 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

170	My family, naively, had no idea that cell phone service could go down so drastically during an emergency such as this. We were unable to make calls, and texts and all other use was very slow. Our landline worked until the power was drained out. We did have an old plug-in phone in the garage that we could have used, if needed. These fires really highlighted the importance of having a working landline in emergencies, should cell towers go down. It is clear that more than one type of communication option is needed during these types of emergencies. We must ensure that all homes have access to at least 2 different ways of communicating, to ensure that communications can get through. This will save lives.	11/22/2017 11:12 PM
171	Fix this so it doesn't happen again!	11/22/2017 10:43 PM
172	See my previous entry	11/22/2017 9:31 PM
173	This circumstance felt unfair to me as a citizen. I was unable to contact friends and family to let them know of my situation. In my opinion, not keeping Internet up and running is exceptionally unfair to do to a community. It is my responsibility to get my own power back up but once I do, I should be able to email, use internet texting/calling	11/22/2017 9:08 PM
174	Better communication is critical. No electricity, no land lines, no cell phone access - it was frightening not to know what was happening and not to be able to communicate	11/22/2017 8:42 PM
175	Although I understand this was a disaster . The lack of communication for 2 days added to the stress . There also was a lot of rumors which fuels panic. We felt so reliant on neighbors which is fine but as a community we need to do better	11/22/2017 8:25 PM
176	The lack of access to information made this situation very difficult. I would like to see a more robust a.m./fm emergency radio infrastructure. Additionally, I would like to have hardwire emergency connectivity available for a minimal cost.	11/22/2017 7:55 PM
177	Cell phones need to work so people can communicate	11/22/2017 6:43 PM
178	Landlines are important in emergencies but it would seem that some sort of civil defense warning system would also be appropriate especially in some of these fire-prone areas like Atlas Peak and Soda Canyon especially. They better and faster people evacuate-the quicker the first responders can get to the business of actually fighting the fire!	11/22/2017 5:02 PM
179	When power, and cell towers are affected there isn't anyway to get information, especially if you need to evacuate. (land line didn't work due to power outage) We need notification systems that don't rely on technology or power. I barely slept the first two nights watching the Atlas fire from the front window of my home and the Drycreek fire from the back door. I felt like a sitting duck and wondered how I would find out if we needed to evacuate and would we have enough time.	11/22/2017 4:39 PM
180	I feel that this fire was a scramble and the first responders did their best to keep people safe. I hope that we can all learn improvements that can be made to be better prepared. I appreciate all of the efforts of our first responders!	11/22/2017 3:41 PM
181	I live at the Veterans Home of California in Yountville. About 1am on October 9, we lost all power, land lines did not work, and cell service was gone. The Veterans Home set up an information center in our dining room where a generator gave us power, and they could inform us of our status. Soon, they also set up an internet connection that we could use IF we were in that building. It didn't work anywhere else. If not for the care of the Veterans Home staff, we would have had no method of communication with family and loved ones, and had no way to be informed of the current conditions. I use T-Mobile for my cell service. I was unable to contact them or make an emergency call. Nixle did not work. No residents here had cell service, regardless of carrier. I understand from T-Mobile that the intense fires had melted the cell towers. I was without cell service for 18 days. I know that there is ongoing discussion about sending out evacuation alerts via cell and land lines. I lost cell service at 1:00am on October 9. It was not restored until October 27. (I have no land line, but those too were not working.) During those 18 days, I would not have received an alert on my cell. We can't depend merely on cell or land line service in an emergency such as this was. My notice of evacuation was given by a fireman knocking on my door and telling me to leave immediately.	11/22/2017 2:21 PM
182	Now that the fire and smoke has cleared and recovery is underway, we wonder WHY it took so long to get on top of the fires up in the origination locations. Of course, we understand that this all happened in the middle of the night and the winds were terrible, etc. (a perfect storm). That said, we hope that the utilities and fire responders have included this in a post fire assessment with the goal in mind as to how to "prevent" the widespread fires under "perfect storm" conditions.	11/22/2017 1:57 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

183	The public information meeting that was held after the fire at the St. Helena Fire Station was a very important way to share information. I hope that the suggestions made by the public are noted and are widely dispersed to the general public.	11/22/2017 1:08 PM
184	In this decade, it's important that the phone and internet are at their prime since that is the most effective forms of communication. With services like Nixle, push notifications and Facebook, the agencies are relying on those forms of mass communication to get accurate information out quickly. If they can rely on those systems, there is less chaos induced by all of the hearsay that goes on through the community.	11/22/2017 12:07 PM
185	The daily news conferences were terrific!! Well done. To the CPUC: other CA utilities have implemented policies of switching off the auto-start programs when wind conditions exceed a certain threshold. Why in the world PG&E hasn't implemented the same policies is inexcusable. This MUST be done ASAP!!!! I can't necessarily fault them for not being able to clear away hundreds of miles of brush and limbs, which would most likely still not have been meaningfully helpful/effective in 70+ mph winds. But, if it's the lack of ability to turn OFF the auto-start transmission lines when the wind speeds exceeds a set threshold, when other CA utilities have such policies already in place, then that's a criminally negligent act for which PG&E should be held accountable. Ken Moll Angwin, CA	11/22/2017 11:03 AM
186	It felt like the power and service were deliberately cut at 7am Monday morning and not restored till late Weds or early Thursday. Power and WiFi were available 1mile from our home in a small local commercial center.	11/22/2017 10:30 AM
187	My husband and I live on a large piece of property in the Deer Park area. After the first week of no electricity, we continued to call P.G.&E. every day. A P.G.&E. crew finally showed up and we were hopeful that that meant they would restore our power. They left without giving us any information and no power. The following week the daily P.G.& E. recording told us that we would have power by 6:00 pm. It never happened. On the 13th day without power, a P.G.&E. crew finally showed up and found that a limb had fallen on one of our power lines and restored our power. After we had our cell service restored, we had requested that P.G.&E. text us with updates. That never happened. We had another power outage just last Saturday and again requested text updates from P.G.&E. Never got a one.	11/22/2017 10:23 AM
188	The most frightening thing about the days of fire was the absence of notification to people in its path. The people I know who lost their homes are alive ONLY because neighbors or dogs alerted them! They saved themselves. There wasn't an emergency alert on phones or TV, no loud speakers from patrolling police or fire, no Nixel, nothing! What good are all those systems if not put in use? I also heard it was an actual decision to not do mass alerts so people wouldn't panic! So leave them to their own devices?! If that's true, there's something terribly wrong with the "system". I was evacuated when the wind shifted but my neighborhood did not burn. I can't say enough about the calming influence of Belia during the events. I've never met her but her composure and informative presence was the single reassuring constant throughout the chaos. Lastly, it never fails that PG&E is the target of suits whether or not they are at fault. I hope people hire reputable 3rd party electricians if they opt out of PG&E, understand that underground is nice but very expensive, tree trimming is done for safety whether you like the look or not, and remember PG&E reps are 1st responders shutting off gas lines and power along side fire personnel and then they come right back to restore it all.	11/22/2017 10:08 AM
189	This horrific event has led me to believe the superstructure of the telecommunications in Napa County seriously needs the Board of Supervisors immediate attention. I live in an HOA surrounded on three sides by large growth trees; all within the City of Napa limits with the exception of the west side that abuts a large wooded property with numerous old growth trees. The City and County obviously need more fire-proof cell towers; when the applications to erect are made either by the carriers or private individuals, Boards need to be assured the towers blend in with the surroundings (i.e. the 'water tower' style on California Blvd. is a good example of appropriate style), and be willing to speedily approve construction. Reliable cell service is of utmost importance in the age of few people affording both land and cell service. The City of Napa needs to require all new applications for hotels to include cell towers to serve their guests and residents of the surrounding area.	11/22/2017 9:41 AM
190	At times I felt overwhelmed with amount of information I received. I guess The amount of information and changing conditions warranted the number of txt messages.	11/22/2017 9:31 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

191	WE MUST HAVE SOME SORT OF EMERGENCY SYSTEM THAT WORKS! A WARNING SYSTEM LIKE A TSUNAMI WARNING. A phone system won't work without power or cell service. "Call em All"? That didn't happen. NIXLE? That didn't happen. It was friend calling friends that saved lives! My next door neighbor got up to go to work the morning of the 9th... she HAD NO IDEA there was a fire until she was in her car headed down Soda Canyon Road!!! She ran back to get her husband and they evacuated in the middle of all of the flames. EXTREMELY poor communication for something that should have a working plan in place!	11/22/2017 9:30 AM
192	I live in North Napa (Vintage High area). I was frustrated as I have elderly neighbors with health issues and we had virtually no way to contact anyone unless we drove south several miles past First Street to get cell service on the first day and farther yet the second day. I took to carrying a firearm at all times as there was no way to contact first responders and the radio reported looting. We were isolated and law enforcement was too busy handling priorities to patrol our area. If temporary cell service can be provided for tens of thousands in remote areas for events like Burning Man and Coachilla why can't it be provided in areas of natural disasters?	11/22/2017 7:54 AM
193	Our phone is still going in and out. My husband and I both have heart problems. We finally bought a cell phone because we have not been able to count on our phone. This has been an ongoing problem for seventeen years. Our home phone is also our business phone. During the fire our customers had no way to contact us. Our phone has never been reliable. Today is November 22nd. Our phone is still off and on. I intend to call AT&T and tell them we don't plan on paying for this month. I don't imagine for a minute that they will make any adjustment to our bill. Since they are the only game in town, I am sure we shall be forced to pay for a month of service we did not receive.	11/22/2017 7:41 AM
194	Telecommunications are vital in an emergency situation and it was extremely disturbing and scary to not be able to call out or receive calls or respond to texts. Family members and friends were frantic trying to reach us to find out if we were okay and our inability to respond made them think the worst. To not be able to even call 911 if it were ever necessary was unacceptable.	11/22/2017 7:37 AM
195	Please let the world know we need visitors and Napa is still amazing!	11/22/2017 7:32 AM
196	We live in Silverado Highlands. Our phone and internet service were restored about a month after the fires. In order to secure our property, we had to have our security alarm system reworked to operate wirelessly because there was otherwise no landline for it to connect to. Seeing the devastation around our house, which somehow miraculously survived, we feel very fortunate. Our phone line is analog — I do not bundle all services — despite the marketing efforts of AT&T — because if they are bundled and one goes out, then they all go out. Before reading this survey, I did not know that fiberoptic phone lines do not operate in a power outage. I am hopeful that during the reconstruction of all the infrastructure in the area, we will have more stable internet service. But we will also need a back-up power source in the event of power outages.	11/22/2017 7:30 AM
197	There NEEDS to be a way for cell phones to be able to community with basic calls. There needs to be infrastructure set up to be able to handle this during emergencies.	11/21/2017 10:44 PM
198	We are sent back to horse and buggy days when these type of tragedies occur. We need "smart" people to figure out a way for cell towers to not burn up. We desperately need some type of auxiliary electric power so there is some type of communication available.	11/21/2017 10:26 PM
199	We need to be ensured our cell service is available during crises. Hot spots, cell towers and whatnot need to be outfitted with assurances they will work during fires, floods, earthquakes and other disasters so we can access our given rights as citizens to protection and government services.	11/21/2017 10:19 PM
200	Not having cell phone service or electricity for 2 days in an emergency like this is unacceptable. We had no way to know if we needed to evacuate and while we have a landline, it doesn't work without electricity. And I've heard that even if we had an at&t landline vs Comcast (which requires electricity), we may not have been able to use it anyway. People need to know what to expect as far as the ability to communicate in this type of situation.	11/21/2017 9:04 PM
201	I that the Latino community had almost no communication and that's horrible! Also, if PG & E caused these fires, as rumored, the fines should be outrageous and public, and not swept under the rug or kept quiet like after they were made to pay for the San Bruno fires....	11/21/2017 7:18 PM
202	People complain about lack of services from other Natural Disasters, the Atlas Peak Fire started on October 8 and devastated the mountain. Today is November 21 and there is still NO phone service of any kind provided by AT&T (Verizon works for cellular) and NO power has been restored by PG&E. (PG&E staged their crew on the land next door but they are long gone)	11/21/2017 7:02 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

203	I was very surprised that cell coverage could be knocked out for such a large area.	11/21/2017 5:39 PM
204	VOIP as the only choice for many people is not a good choice during an emergency. We had VOIP at one time and changed back to the POTS lines for this very reason.	11/21/2017 5:30 PM
205	Still need to address overhead lines for the future. In an agricultural area individuals need to take more responsibility for things on their property that encroach on the public lands with the help of the utility companies to manage the big picture.	11/21/2017 5:06 PM
206	I was lead to believe a regular phone would work if I plugged it in. For this reason I have kept a landline and an old phone. Obviously neither would work.	11/21/2017 4:05 PM
207	I feel that we should have some sort of widespread, preferably low-tech system whereby people can be alerted of danger. A network of air raid type sirens could at least wake people up and give them a chance to get out of harms way. These days, a lot of people have only a cell phone, so even the reverse 911 system may not reach those folks. Again, I would like to commend our local radio station, KVYN/KVON for dedicating their broadcasts to informing the community about the fire situation.	11/21/2017 3:22 PM
208	The lack of cell phone access was the most frustrating. The county continued to refer to us to use the internet and look at the county website, but there was no way to access that information without power or cell phone service.	11/21/2017 3:19 PM
209	Although our house retained power, TV, internet and we received Nelx alerts there was confusion whether we were on mandatory or advisory evacuation, It was not clear whether the Montecito mandatory included Alt Heights or not. The radio (KVON) and the collective wisdom of neighbors was our best source of information. We believe there should also have been a reverse 911 call in our area. Text messaging is not enough. In SF, channel 2 did a good job of covering the Napa County media sessions each AM at 9. We were grateful and proud of our elected officials. Emergency communications should be in multiple languages. Thank you for KVON's public service !! Huge gratitude to the firefighters and other first responders.	11/21/2017 12:55 PM
210	The county needs to understand better the communication tools that some of the larger communities have. In Circle Oaks there is a emergency phone system to alert those registered of events within the community. Also it is important to understand that while Nixle is a great tool it only works when there is cellular coverage. At my house that is spotty at best. In this instance I didn't receive the notification until I was in the town of Winters. Had I evacuated in the other direction it wouldn't have been until I reached Solano Community College.	11/21/2017 11:04 AM
211	Communication and information technology has and is rapidly changing. The old infrastructures barely accommodate new technology demands on normal days. I was one of the lucky folks who did not lose power (more than a few minutes) at home, but experienced wonky internet for a few days. Still, I remained connected and my old landline phone worked. (provider Sonic on AT&T lines) when cell service failed for days. Business office was not so lucky as servers went down and communication was not easily restored. My primary concern is that first responders communication stays up. Are there backup systems in place for that? Creating infrastructure for cell and internet (and who knows what is next?) is a massive project, but this experience shows it is important to put into place. Please give this priority in emergency planning. Who knows when the next earthquake will come. Thank you	11/21/2017 10:39 AM
212	Battery backup should be standard with modems or other communication systems that fail when power fails.	11/21/2017 10:28 AM
213	Many thought communications (especially emergency alerts) during the fire were lacking. Many near the fires didn't know when or if they should evacuate. Consider this--all official communications during the first 48 hours were almost exclusively in English. Napa County has a significant percentage of the population that speaks a language other than English (especially Spanish) and it is important that not only do we consider the means of communication but the languages we plan to use if we are not wanting to leave any of our community out of getting critical, life-saving information.	11/21/2017 9:36 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

214	We live in a rural part of the county (off HWY 29 on Galleron Rd.) We no fire damage, but in our area, we seem to always be last on the list to get power restored or cell service restored. Our area already has weak and spotty cell service. We do not have access to any cable network provider. We are on a well. I have lived many years in Europe. Of the 8 years I lived in Switzerland, there was never one power outage. Not one. Here in Napa valley, there are regular power outages. In Europe cell service is everywhere, even in tunnels through the Alps. I am struck by the third world nature of the communications and power infrastructure of Napa Valley and the US as a whole. We have an antiquated power grid, with 19th century technology above ground power lines. Remote areas have no access to the internet. Cell service in remote areas is spotty. I just do not see how our country can lead the world when our basic power and telecommunications infrastructure is 20 years or more behind truly developed countries.	11/21/2017 7:35 AM
215	Please see above comments.	11/21/2017 7:26 AM
216	Lake Berryessa needs cellular service	11/21/2017 12:42 AM
217	My 1st thought to the PUC is that PG&E is not at fault. Even if lines started these fires, the winds were horrific Sunday October 8. The biggest problem in losing power was losing land lines and cell service. The backup batteries that the telecommunications community uses definitely are NOT adequate. They do not last long enough at all.	11/20/2017 9:59 PM
218	Communication in the event of an emergency needs to be addressed and fixed.	11/20/2017 7:04 PM
219	I live about ten minutes from Skyline Wilderness Park in the City of Napa. I left my TV on overnight 10/8 fortunately and on 10/9 I woke up to the news about the fires and that Silverado Country Club homes had been evacuated and the neighborhood was on fire. Had I not left my TV on I would have been headed to work there. Fortunately my boss's home was saved. I lost four hours of work that day due to the fires. About half of my street, including me, evacuated at around 6PM on 10/9 on our own. We could see the fire coming down the ridge in Skyline about three miles from our homes (I took a photo of it). We had not been required to evacuate but did it on our own due to the close proximity of the large Atlas Fire & how quickly it can move towards neighborhoods. Frankly, I am still shocked we had not been evacuated formally or put on an advisory effective 10/9. I decided to return to my home a short time later because I was exhausted. I asked my neighbor to bang on my door if a mandatory evacuation occurred because I am hard of hearing. My neighbors and I remained vigilant and in frequent contact for days about possibly needing to get out to save our lives. Some days later our neighborhood was placed on an Advisory Evacuation notice, again we did that on our own days earlier. I am still traumatized by the fires but improving over time. My heart goes out to those that lost their homes or family members - that is horrific. FYI I was without cell phone coverage until late on Thursday, 10/12. I had internet & contacted family via Facebook. Rep. Mike Thompson did an outstanding job posting updates on Facebook of the status of the fires, evacuations, road closures, etc. - even better than Nixle! Amazing job! (I signed up for Nixle alerts soon after the fires began). Thank you to all of our firefighters and other first responders for literally saving our lives!	11/20/2017 6:44 PM
220	Cell phone service providers should have mobile cell towers they can move to places where their permanent towers are taken out of service by natural disasters.	11/20/2017 6:42 PM
221	Please make sure we have text and land line notifications in place for our next disaster. Do whatever is necessary to make this happen. Thank you!	11/20/2017 5:22 PM
222	No advance warning what so ever. Fire trucks were coming in but no warning. No sirens no horns honking, no loud speakers. No one came to our door. We smelled smoke had 10 min to get out. Fire trucks were not trying to save anything. Neighbors warned each other with horn honking.	11/20/2017 3:24 PM
223	As above: The TV was our main source of information. I signed up for Nixel alerts but they lacked complete information and said to go to the internet. We didn't have internet. It would have been nice to have additional information from Nixel without having internet.	11/20/2017 3:01 PM
224	Even with minimal phone and internet service, thank goodness we had radio stations KVON and KVVN to provide constant updates and other vital information. They provided an invaluable service to all of Napa County during-- and after-- the fire emergency.	11/20/2017 2:59 PM
225	Information from the local city of Calistoga - fire or police chief, mayor or city council members would have been appreciated. Information came only at a daily press conference on TV when the mayor might speak. He did not speak every day however. And more detail on what Cal Fire was doing to protect Calistoga would have been appreciated.	11/20/2017 2:20 PM
226	Without landlines and cell towers how is information supposed to be communicated?	11/20/2017 1:51 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

227	In spite of the fact that many people are getting rid of landlines in favor of wifi and cell service they still have radios: emergency radios in their homes, their regular stereos and car radios. For the first two days there wasn't a single reliable source of information. Supplement your communications by using the local radio stations from the start. This is a great way for EVERYBODY in almost all situations to get information.	11/20/2017 1:40 PM
228	All providers need to make repairs more quickly. Internet and broadband needs to be everywhere. There are still several households around the Mt. Veeder area that still don't have land lines or cell service. This is a huge safety issue -- what happens if some has an emergency?	11/20/2017 1:25 PM
229	Find a other avenues to communicate with the public that do not rely on internet/cell phone services that could be shut down during emergencies.	11/20/2017 1:11 PM
230	Somehow our government has to find a way to make sure that essential communication systems are preserved in case of such an emergency. We were completely unaware of what was going on, other than we had no power, no phone and no internet, until we drove downtown (St. Helena) and spoke to other people. We were largely unaware of the threat of the Atlas fire (which was not that far) until these conversations took place. We then signed up for the alert system, which was functional after a couple of days. But only when our ATT service was restored.	11/20/2017 12:36 PM
231	I had heard mobile towers for cell service were brought to town mid week. Why did it take that long, when the emergency evacuations were well underway and families needed to be in contact?	11/20/2017 12:35 PM
232	I think we need to identify a way to alert families via telephone of an impending disaster. the problem is if a person uses a cell phone and powers off at night, they will not receive a warning, thus the knock on the door. Maybe a neighborhood warning system, like a phone tree could be set up where a person with a land line could be alerted to warn so many neighbors. Some folks only woke up when they smelled the smoke. Also the local Radio station must be one of the first to be alerted and fully utilized as they were not brought into line until later in the early morning. We may also want to utilize the air raid type of horns again if it is in the middle of the night. The press briefings were very good and as info became available, people learned more about the situation in local areas. the problem is the scale of the event was pretty over whelming and this may require a greater attention to sectional information to address specifics areas being Beverly impacted. I found Nextel to be extremely helpful and very informative. While we did not have the communication issue as did Sonoma, due tot he FCC limits, the future should be better. Our Cal Fire and Sheriffs and Police were on top of it as best they could be in the early going with such an out of control fires. I commend them for the fine job they did. Ed Shenk	11/20/2017 12:22 PM
233	The public meetings by Napa County were embarrassing. The public wanted their chiefs, emergency managers and sheriff to speak and inform us of the situations; they are the experts, they are in charge--the local elected officials (except Congressman and Senator who actually had info from the feds and state levels) were repeating what was written, they are not the experts we want to hear from. It looked like they were campaigning, every single day. They broke up the message. They should have stood in the background for support but kept quiet.	11/20/2017 11:55 AM
234	It was difficult not having contact with anyone other than the neighbors who stayed. We had an old generator that we could start up to be able to watch the 9:00 a.m. news briefings. The news briefings were extremely helpful! Being landlocked by Sheriff Department and not able to leave home to get supplies, including gas for generator was frustrating. We had to siphon gas out of our truck for generator, but that was concerning because if we had to evacuate again we needed to make sure that we had enough gas in the truck to pull the horse trailer. Not being able to contact family, friends and employer was difficult.	11/20/2017 11:47 AM
235	There needs to be infrastructure built to maintain cell service by providing cell towers that can run independently of the grid and strategically located throughout the county so people can communicate with friends, family and emergency services as well as get updates from emergencies services.	11/20/2017 11:26 AM
236	Please DO something to prepare for future problems in a disaster, learn from what happened. Please don't just talk about it. I don't have enough information to make specific suggestions but please look at what caused the failures and plan for them.	11/20/2017 11:20 AM
237	Please please do something about keeping cellular service open	11/20/2017 10:56 AM
238	We need better cell service. There should be a reverse 911 system in place for both land line and cellular. Even a tsunami warning siren would be better than sending county sheriffs into the inferno to alert residents.	11/20/2017 10:51 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

239	As many households switch to cell phone service only, the need increases for more reliable cell reception, especially in emergency situations. The local T-Mobile store employees could provide no information on the geographical extent of the service outage, nor the length of time that the service would be interrupted. I never lost electrical or internet service, but still was stuck being out of touch with lots of people who were trying to reach me and simply didn't have my e-mail or Facebook contact information. I'm still not sure how long my cell service was out, because I didn't know that I would need to turn my phone off and back on regularly to check whether it had been restored. Ugh! To their credit, T-Mobile provided a month of free service after the emergency.	11/20/2017 10:38 AM
240	Cell 'phones are the primary communication resource for everybody nowadays and as such they are a vital safety tool for the whole community. As such it is ridiculous that there should be so many dead spots when everything is working normally. I appreciate the technical hurdles experienced by these companies if their towers burn, but the nature of their technology is built on the idea of redundancy so there should be greater backup on hand for such extreme circumstances. KVON (1440am) deserve a lot of kudos and publicity and gratitude for their essential programming during the first few days of this tragedy. NIXLE is great- but utterly useless if there is no cell reception.	11/20/2017 10:06 AM
241	We were not directly in harms way, but if we had been, the lack of communication could have endangered our lives and/or our ability to gather belongings before evacuating.	11/20/2017 9:46 AM
242	Felt like my life was in danger within proper warning of Alta's fire. Info about fires limited. Too much bragging about how well all agencies were working together and not enough actual info about firepath, homes, people, etc. limited info about evacuation areas and meetings. Didn't know about Silverado meeting till one hour before. Couldn't county alert be used to advise people of meetings. Called info number with questions never got call back. Called SO with questions never got call back.	11/20/2017 9:43 AM
243	The County needs reverse 911 system. I live in Circle Oaks. We were evacuated by sheriff's deputies going door to door around 1 am on Monday morning. They were in plenty of time, the fire was still some distance away. We knew about the Atlas Peak fire because a friend had heard about it on the news and called us around 11 pm. Later we got two calls from the Circle Oaks Homes Association (robo-calls) telling us that we would be evacuated. So we had started packing. If not for our friend and the Homes Association, we would have barely had time to pack. A "reverse 911" system for telephoning residents in the event of wildfires would have given earlier warning to all. The folks on Atlas Peak Road got no warning and either saw the fire racing toward them or were alerted by neighbors. Nap Valley College, where I worked during the shelter operation was quite hampered by lack of cell service and by our internet provider going down. Finally, radio: KVON did a great job with local news! Nancy Tamarisk	11/20/2017 9:35 AM
244	AT&T has continually fed misinformation to its subscribers saying there were no outages in our area (total fabrication) while suggesting not only to me but to other AT&T subscribers the likely culprit was a 'bad SIM card' and having us go to our nearest provider representative to replace (for us here, NOT located across the street but in a city 30 plus miles away or in another county!!!!) OR!!! in the same day, hours apart, someone would fess up to the fact that three towers had been damaged... SIX towers had been damaged... they just couldn't seem to keep their story straight. I will be changing providers as soon as convenient. I cannot support an organization who operates like this.	11/20/2017 9:31 AM
245	Please help our communities have clear communications backup plan and warnings when no landline present	11/20/2017 9:29 AM
246	There needs to be ONE place to access to fine the most current information (website and phone number to call). Just one place. Information was fragmented and in many cases not current.	11/20/2017 9:29 AM
247	We shouldn't have to pay for optional battery packs for landlines. This is something that should be accessible to everyone. I'm a single mom on a tight budget and I try to save wherever I can to make ends meet. I didn't have this optional battery and now I may have to look into buying it to make sure I'm prepared in case a disaster happens. Means of communication, especially for disasters/emergencies should not be limited or reserved for only those that have the financial means to purchase these things. Telecommunications carriers try to get you wherever they can with hidden fees, taxes, contracts, etc. It's enough and it's time that our elected officials advocated for accessible and reliable (including backup resources) communications methods for all. It would also be important to look into some type of alarm system (strategically located in various areas throughout the county) that would alert residents that an emergency is taking place, particularly when its going to impact a mass group of people and there is little time to evacuate door to door. A public phone for people to call (in addition to nixtle alerts) would be helpful as they would know what is happening, who is affected and what action needs to take place.	11/20/2017 9:04 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

248	It is unacceptable that we lost cell service from AT&T.	11/20/2017 8:45 AM
249	If it were not for the local AM radio station - KVINE I would have had very little important information about the fires in Napa County. Also as I live at Lake Berryessa, the Berryessa News on-line was vital to knowing what had happened in my neighborhood. They posted live videos so we could know our homes had not be destroyed by the fire. They also let us know when we could return home and what roads were accessible. These two local news sources deserve special awards for providing our community with up-to-date information. Thanks also to Comcast for allowing us to use their service to access our cell phones and internet.	11/20/2017 8:39 AM
250	I was very surprised cell service went down.	11/20/2017 8:12 AM
251	You are putting rideshare drivers at risk by not forcing these companies to require age verification when a passenger signs up. I really don't understand how you have been so soft with the enforcement of your unaccompanied minors. As a driver and I am disappointed that the State values tax revenue over public safety. Either force rideshare companies to run finger print backgrounds, or do not allow them to sign up customer without photo proof of an ID and require all foreign accounts blocked in California until age is verifiable.	11/20/2017 7:57 AM
252	Spent more time trimming trees and less on management salaries!! Find a way to make towers more resilient- the technology is out there. Also, work towards more ungrounding of lines or some type of coating for above ground lines that protects them better, especially in rural areas!	11/20/2017 7:38 AM
253	Napa did the poorest job of communication compared to the two neighboring counties. Napa officials should go talk to Sonoma County and copy how they did it. Clear maps, clear status information, all posted on a special website immediately. Jon Fitch	11/19/2017 9:41 PM
254	I received the information I needed because I went to City Hall almost daily and talked to the City Manager. The City Manager and the staff we very helpful and concerned.	11/19/2017 9:15 PM
255	On Monday October 2nd 3.2 acres burned on soda canyon road due to down power lines. 3-4 days later two miles further up soda canyon power lines down again. October 8 issues the fire breaks out. Seems this horrendous deadly fire has to do with PG& E	11/19/2017 7:57 PM
256	This is the time to establish a technologically advanced emergency warning and communication system. Residents in high risk rural fire areas should be required to connect with an emergency warning system. If residents had a way to let fire crews know they had evacuated, the First Responders wouldn't have to spend time searching every house. Richard Niemann	11/19/2017 7:18 PM
257	I repeat my statement above: I spent the majority of the Advisory Evacuation for the Avenues at home on the Internet blogging. There were many panicked questions on social media and I felt obligated to answer them with accurate information. I was VERY disappointed in the disinformation that was distributed by our county supervisors and even the Napa County Sheriff. My neighborhood was never in mandatory evacuation after the first night, but the county officials continued to mis-interpret the CalFire reports for the Atlas Peak/Southern LMU Complex. CalFire demonstrated great expertise during this crisis; our Napa county officials did not. Sonoma County also did a great job keeping their public informed. They created a fire website on the spot, and it grew every day with more information and resources. I learned things there that I could not find trying to access Napa County resources. Meanwhile, Napa country kept the same stale information on their county page, and in fact, the page that you could reach with your cell phone never did put the fire information on the home page. It was a complete failure to communicate. Four days after the fire started, Napa County supervisors held a (lack of communication) meeting and they didn't even have their facts straight them. It was really disappointing. The evacuation map they finally put out looked like a 3rd grader had drawn it. It also included areas that should not have been on it- Everything east of Silverado trail, seriously? Really a disgrace.	11/19/2017 5:57 PM
258	The California Public Utilities needs to investigate what lead to the power outages which may have contributed to not only significant disruption in our household and business functioning but MORE importantly did the high winds that contributed to down power lines start the fires. I heard from one individual who said on Sunday evening she was walking her dog in the city of Napa area where she witnessed down power lines due to the high winds. She then reported the down power lines to PG&E because the lines were sparking. The PG&E person who received the call asked her if there any fires witnessed around the sparking line where she responded 'no'. The PG&E person then told her not to worry about the situation.	11/19/2017 4:43 PM
259	I will ALWAYS have emergency supplies and a radio with batteries moving forward. The radio saved us when all else failed. And all else did fail.	11/19/2017 4:30 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

260	Their regulation of utilities has been spotty and their ranks questionable at best at times. It is difficult to know whose side they are one but PGE is already saying there will be a rate raise. It appears these raises are just a fait accompli	11/19/2017 3:48 PM
261	It was very frustrating to not have AT&T cellphone service during this time. We evacuated to Lake County and I rarely had service there either, yet my daughter had service the entire time with Verizon.	11/19/2017 3:10 PM
262	On the last day, as the fire reached the mountain behind Beringers, I thought we should have been better and informed earlier by the Fire Dept. I called them about 1:30 and the dispatcher wasn't informative or empathetic. We had resorted for two days to driving around and scouting the fire's progress. Behind Beringers was getting to be too close for comfort. Finally at 7 we got a City notice.	11/19/2017 12:54 PM
263	need sirens or louder phone or cell phone calls.	11/19/2017 11:21 AM
264	The first responders deserve to have a better communications system that is more robust than the one which is currently in place. This stronger system should be entirely separate from the civilian system, and should be impervious to power outage and have redundancy to compensate for lost towers. What about having a generator/balloon based cell system that can be deployed in case of emergency? Google's Alphabet group is testing such a system in Sri Lanka. Although the Nixle system is useful, it cannot function when cell phones are rendered nonfunctioning by power outages. This county needs to prepare for the next fire, earthquake, or combination of disasters that will occur. We know that it is just a matter of time. If the current telecom providers cannot deliver the emergency services in times of need, then their contracts should be awarded to other firms that can provide essential (but separate) services to both civilian customers and emergency personnel. -David DeSante (St. Helena)	11/19/2017 10:39 AM
265	Too traumatic to offer comments. My hands are still shaking.	11/19/2017 10:36 AM
266	When you go to bed at night and see a fire from top of soda canyon road to silverado trail and the news states a "small fire". Knowing winds from Bodega wil 50-60 mph- why were there not any warnings??	11/19/2017 10:17 AM
267	Telephone and electricity lines should be underground. Underbrush should be cleaned up and broken branches, trees and etc should NOT be left to decompose. This is a huge fire threat. We are obligated in Woodlands and Watershed zoning to clear within 60 feet of our house or we are fined by the Fire Dept. It is absolutely ludicrous that all underbrush and fallen branches and etc are left to become a serious fire damage, that fueled these devastating fires.	11/19/2017 9:01 AM
268	St helena power and cell service was out for 3 to 4 days even though no evacuations were ever issued. Only communication was though radio or word of mouth. We have AT&T and Comcast. AT&T service is still pretty bad at our house. Have heard Verizon is better. Maybe we need more cell towers upvalley.	11/19/2017 8:56 AM
269	Once cell service was restored I found the nixile alert system very helpful. We were in an area of possible evacuation and it was helpful to have the text alert to notify us especially in the middle of the night.	11/19/2017 7:46 AM
270	--There was much conflicting information or misinformation, making it very hard to know what was going on. --The fires were always only referred to by name only (Tubbs, Nun's, etc.), never by their boundaries or location, which made it very difficult to understand where they actually were. --Once power was restored, the online maps we were directed to were extremely hard to read and UN-user friendly.	11/19/2017 12:05 AM
271	It was very difficult not having cellular service for several days. If we had lost power or Internet service, I'm not sure how we would have gotten any news about the fire or kept in touch with friends and family.	11/18/2017 11:18 PM
272	Information regarding smoke inhalation danger and open roads was limited. I know this is a grey area, but a little more would be helpful.	11/18/2017 8:07 PM
273	How could all communications fail? I maintain a landline phone with comcast for emergencies. As well, I keep an old style phone to work in a power outage. All that planning was for nothing. Comcast never informed me of a battery backup.	11/18/2017 7:04 PM
274	There has to be some type of public notification system during this type of emergency situation similar to tornado sirens that they have in the midwest. Public utility companies should work together including cell phone companies should be able to access each other cell phone towers, wifi should be accessible free anywhere to anyone, and data limits should be lifted.	11/18/2017 5:10 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

275	See above.	11/18/2017 4:51 PM
276	Now, 6 weeks post fire, our internet service is still sketchy. Extremely slow with frequent disconnections. AT&T does not seem to be able to comprehend that we are still having problems.	11/18/2017 3:56 PM
277	They should have generator powered "cows" to move in emergency. Backup portable cell towers.	11/18/2017 3:49 PM
278	Yes, for those of us that count on cell service we need to be assured that it will be there in emergencies. We did not receive Nixle text or pone calls from local government agencies. this is disturbing. If we can do Amber Alerts for lost children we can certainly piggyback on that program in serious emergencies as this fire storm was. Jim and Lee Meehan	11/18/2017 3:45 PM
279	Power goes out so often--every big storm or car hitting power pole that I was surprise-knowing the size of the fires--that the power cam back on after "only" 36 hrs. But this was enough to spoil all the food in the freezers.	11/18/2017 3:43 PM
280	Thanks to all emergency responders for their relentless efforts to contain the fires. I believe they did everything in their power to minimize the destruction. Although it was horrific, it could have been worse. I do not think anyone is to be blamed - this was truly an act of nature. Residing here for 65 years - I have never seen winds this strong. many thanks to Belia Ramos for keeping us updated and informed and providing needed services!!	11/18/2017 3:43 PM
281	I read that there is a way that cell phones could recieve a FM emergency alert but that feature is not activated on iphones. With power and AT&T cell service out we could not receive any nixle alerts. And it took me awhile to find the news stations as was not familiar with them nor could I look it up on the internet. I now have them written down - KGO 810 and KVON 1440.	11/18/2017 3:19 PM
282	I understand that with such a fast-moving emergency that public communications took a back seat to evacuating those in direct danger from the fires; however, the lack of up to date information made the situation far more scary and chaotic. I'm grateful for KVON, as it was the community's lifeline. Nixle is great--if you can get text messages. But when that platform goes down, we have to resort to battery-operated radios. Perhaps the County of Napa and its cities should consider enhancing the communications protocols between the radio station and the emergency services.	11/18/2017 1:54 PM
283	I know there was a tremendous amount going on, but in the first few days of the fires, and for a bit after we were evacuated, there was a lack of clarity in the communications to the Calistoga residents. When we left as part of the first mandatory evacuation, we had no idea if the fire was imminent and we were in immediate life-threatening danger or not. We relied on texts and facebook posts from friends who stayed behind to keep us posted on what was going on when we were evacuated, for the most part.	11/18/2017 1:19 PM
284	There was quite a lot going on but I felt the communication to the residents of Calistoga was lacking. When we first left with the first mandatory evacuation we had no idea if we were in immediate life threatening danger or not. Because the news was so exaggerated and local communication was next to nothing, we relied on our neighbors during the evacuation and the residents that stayed after the evacuation to stay informed.	11/18/2017 1:19 PM
285	Our power was restored in timely manner, I think PG&E did that but not sure. It is scary to be completely cut off from all communication. You don't realize how much you rely on your cell phone for vital information until it won't work.	11/18/2017 1:16 PM
286	We usually have several ways to communicate and get news. In this instance (the fires) electronic ways of communicating were cut off. This caused stress for myself and family members that could not reach me. It also was stressful because I could not easily find out what was happening. I had to rely on a windup radio for news which fortunately gave me some info.	11/18/2017 12:58 PM
287	With no power for so long the only news source available was local radio station which released unreliable data. Particularly, a regular announcer received questions and answered them with complete guesses, later determined to be inaccurate. We quit listening to him ramble. We had to use a battery operated radio or car radio for news. It was clear the radio station was not communicating with the incident command center and should have had them available as a resource for accurate information to dispense to the public. Clearly we did not anticipate cell phone outages would last for so long, nor was there ever information as to when power was likely to be restored. We do not believe that it was necessary for electricity outages to last for so long. The Nixle alerts were helpful, though the lack of specificity in indicating which areas were effected caused some unnecessary alarm. Of great concern, was the fact that if we were to be evacuated, we had no idea how this emergency would be communicated to us. respectfully	11/18/2017 12:42 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

288	All in all I think they did an incredible job. But we had to rely on KVON and television for actual news of what was going on. Since we did not really feel threatened, that was OK. They really needed to be working with people who were actually in danger. Thank you!	11/18/2017 12:00 PM
289	A disabled person lives with us requiring constant caregiving. We evacuated without an order to do so because moving her is complicated and could not have been done on short notice if the order came. Our daughter in Sacramento found a fire crew to move our disabled sister and we all drove to Concord, a relative's home. (It was a crew from Santa Cruz.) This was achieved AFTER the electricity was restored so we could communicate with our daughter. Her husband also drove from Sacramento to help us move. After a week we returned to St. Helena. Only then did TMobile begin to restore service to this area. We are very upset with TMobile. I was unaware that a battery pack could be added to the Comcast system to make it work during the power outage so that we might have had phone service. I thought loss of power in the area would disable Comcast generally. I would like this clarified. Roger Hagan	11/18/2017 11:29 AM
290	Thank you for all your hard work and for keeping the community informed in Spanish too. Once internet services were restored I felt much more informed by our city leaders. Thank you first responders. May God bless you all and your families.	11/18/2017 11:20 AM
291	I think it is a bit unfair to blame PG&E for high winds, dry vegetation, and dead oak trees all adding up to dangerous fire conditions.	11/18/2017 10:32 AM
292	Cell towers need to have a back up power supplies and communication should be by cell phone.	11/18/2017 8:59 AM
293	Thinki this questionnaire and our responses says it all	11/18/2017 8:38 AM
294	It is critical to have Nextel alerts during an emergency. We were blind during the first few days of the fire. Without KVON it would have been much worse. And thank God for batteries for the radio.	11/18/2017 7:29 AM
295	If is unacceptable that att&t cut off our phone service for so long and continues to do so. We rely on our phone service for many more things than just phone and in cases where peoples lives, homes and livelihoods are at risk it cant happen. We pay enough each month that the company has emergency responce teams And tools to get us back on line. They should be held responsible.	11/18/2017 7:03 AM
296	Cell and power services are spotty in my area (downtown St Helena) on a normal day. It goes out often. Internet signal is poor. Cell service strength is poor. So, it's worse during a crucial time such as the fire storms.	11/18/2017 6:09 AM
297	I work for a local winery and when i saw the fire on the silverado trail. i knew we could potentially lose power for a while so i needed to secure generators for our facilit during a crucial time of fermenting tanks.. That became dificult as i could not receive or make phone calls to talk to drivers and dispatch trying to get equipment to me. As i had At and t. This also made it very dificult to check in on other family members and friends and coworkers difficult. It was extremely difficult not knowing where everyone was. On Monday morning i used a pots line at work to communicate with Dispatch . Lucky for me I always believed in keeping an old phone...I non digital phone to use on land line. This allowed me and was a great help to get equipment get delivered to our facility as in generators and fuel., communicating with family outside of st. Helena where phones where working and also discovered Verizon was still up.so i decided to go buy a Verizon go phone as that tower was not affected. Lucky for me that worked !!! So i went and purchased a few phones and then was able to co.municate with my family my job and all others. Feeling safe again for being able to make calls and contact safety officers if needed. We are all to dependent on cell phones....and now have discovered glitch (a weak link that crippled us all) That was the worst feeling of all!!!! Lucky for me Verizon service was still up. The upsetting part is I told At and t I wanted to keep my land line and they originally told me that option was not available any more and all phones where now digital!!!! In the past I always felt secure as my land line worked when power was out.....not the case this time....whatva horrible feeling that was. Another bad thing is scanners now days .are all digital and sounds like it's getting harder to get police and fire on scanners as all is blocked or scrambled. Scanners are a huge help and I am now looking to become a ham opetator.	11/18/2017 12:01 AM
298	Thank you, every worker and every manager who co-ordinated all of the efforts to deal with the slings and arrows of this outrageous fortune. Without your devotion, bravery, skills, hard work, tenacity, and smarts, the disaster would have been worse for all of us. If there were mistakes made by anyone that may have contributed to the fire happening, I am confident that efforts will be made to minimize any risks that have been identified, in efforts to do better in the future.	11/17/2017 11:09 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

299	It seems Verizon wireless service stayed up better at the north end of the fire even with limited and slow data then other providers. Friends and other family had AT&T /Tmobile and they had more issues then I for similar areas.	11/17/2017 10:56 PM
300	Ideally there would have been a link where we could access a map of the fire activity so that we weren't so dependent on Nixle alerts.	11/17/2017 10:56 PM
301	They need to bury the cables	11/17/2017 10:23 PM
302	Since even before the fires - over years - we have noted that the radio in our car receives grainy, very bad reception when driving through St. Helena. We wonder about the wiring in downtown, from about Adventist Church to the High School. Perhaps this is our car radio, tho it has happened while driving in other cars as well. Does this have to do with any weak system downtown? What happens during an emergency related to that weak communication?	11/17/2017 10:19 PM
303	Over the past 5 years, the occurrence of natural disasters (fire, flood, etc) seem to be on the increase. In Europe, most of the power lines and phone lines re underground, even in very small and remote towns where there are not the financial resources available as there are here in the United States. Personally, I think it is time to re-evaluate the whole situation here and make this area more safe because every time there are high winds or unusual conditions, there is some kind of problem. We live in such a beautiful valley and now it is terrible to see the black hills and think of all the people who have lost their homes, which may have been avoided if the power lines had been underground. There needs to be a better balance between all of us; environmentalists, government and private citizens. All together, we need to make a difference. Thank you	11/17/2017 10:00 PM
304	Each neighborhood and community should employ the good old fashioned air raide siren. This is a sure fire way to leave no question that an area wide emergency exists. Secondly, all the zillions of dollars coming into this emergency should put a god quality battery powered am radio in each residential unit. I suggest the C Craine radio with the battery and crank. We got most of our emergency news from KSRO from Santa Rosa even though we are in Napa County. Napa radio stations do not reach much north of Yountville.	11/17/2017 9:57 PM
305	We need to get better cellular service, move critical lines underground and get a reliable cellular alerting service. I live basically at Deerpark and the Trail - a major intersection (enough so that it is the ONLY light on Silverado Trail above Trancas) - and No cellular on a good day	11/17/2017 9:53 PM
306	Those of us who kept an old Princess phone had phone service why doesn't everyone have this capability?	11/17/2017 9:52 PM
307	We need a better way to evacuate seniors and the disabled. The work of first responders and local government during this crisis was amazing. This event has made us aware of how much we depend upon digital communication.	11/17/2017 9:21 PM
308	We believe PGE did an amazing job. In the spring we were notified of trees on our property that could be a hazard and PGE sent a crew to cut them down. They have shown our community they care and are here to help us when ever necessary. Jean Varner Pope Valley , California 94567	11/17/2017 9:12 PM
309	I appreciated seeing utility base camps and the constant battle these folks did alongside the firefighters. I also appreciated the cellular service's decision to give us data during that time --- we would have truly run out.	11/17/2017 8:59 PM
310	Cell towers need new technologies to prevent loss of service.	11/17/2017 8:42 PM
311	They should have sent a Nexle !!! To everyone in Napa and Sonoma Co.! It is almost criminal that the choice was not to alert people immediately, before the cell, towers etc. went out. People would have had a chance to act, maybe alerted their families and friends who were in the vicinity of the fires, especially because the fires started at night and most people were in bed or going to bed . It would have greatly helped the people who had horses or livestock in barns or pastures in the mountains to get a head start on hooking up trailers and get livestock out to a safe place ! We get road closures and flood warnings...why didn't we get WILDFIRE warnings ! A huge shameful mistake.	11/17/2017 8:35 PM
312	Thank you for all that you do firstly. I've always said that the trees growing into power lines are not safe, I think more tree cutting/trimming is definitely needed and budget money should be set aside for tree maintenance.	11/17/2017 8:29 PM
313	no cell service was a very big thing. our neice had to call our home phone to tell us that we were to evacuate.	11/17/2017 8:22 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

314	In a disaster situation, it's difficult for every citizen and business to respond. During our recent disastrous fires in Northern California, so many people lost everything, including their lives. For those of us, like myself, who escaped unscathed, I feel eternally grateful. We did loose power, including internet, phone and cell phone service. I honestly have no idea what the utilities companies could have done to avoid this. In hindsight, if there were more emphasis on clearing out dead trees, and underbrush and clearing trees from power line, perhaps that would have made a difference. Sometimes in our effort to "save the environment" we overlook the fact that removing debris can actually help preserve the environment. Practices such as controlled burning and removal of debris can help prevent disasters such as our recent devastating fires. Other than that, I don't really have any advice to the Utilities Commission. Your job in California is immense and, to me, overwhelming. I wish I had some sort of amazing advice, but, sadly, I don't. Sincerely, Marcia Sturm 1950 Olive Ave. Saint Helena, Ca 94574 707-963-3085 (home) 707-363-7688 (mobile) journey2spirit@sbcglobal.net	11/17/2017 8:22 PM
315	There was no initial communication about the fire. As already mentioned, there was no communication about the poor air quality--at least early on.	11/17/2017 8:06 PM
316	I shared most of my thoughts on the previous page.	11/17/2017 8:05 PM
317	Losing both land line and cell was a horrible feeling. When I switched to Wi-Fi based land lines I was told I would lose phone if power was out but I felt that I would always have my cell phone. Losing both and not being able to communicate with friends and family was devastating.	11/17/2017 7:31 PM
318	I have shared by thoughts on the question previous to this one.	11/17/2017 7:16 PM
319	It was scary how much we rely on cellphones and devices but they failed work properly.	11/17/2017 7:09 PM
320	We learned long ago that Verizon is the only provider with near-universal service across the US. Hate to give them free advertising, but it's true. Whst's wrong with AT&T? They need to step up.	11/17/2017 6:55 PM
321	I appreciated Nexell. It took the City of St. Helena what seemed like an unreasonable amount of time to get a grasp of the emergency at hand, get on the internet and start providing us with status reports about our specific situation. Their first response, which was to go home because the power was out, seems odd given the fires that were already raging. I was left with the feeling that we had no known protocol in place for communication from the City to its residents in the case of a natural disaster. Hoping that is being remedied beginning with the meetings this week.	11/17/2017 6:52 PM
322	Text message is the absolute best method of immediate alert. If you could somehow link it to an email address, that would ensure we get the critical messages. My cellular service, from Monday-Wednesday, was compromised, but there was a workaround. When one changed their cellular settings to enable "Wi-Fi Calling". I have an iPhone, and this is how I restored text messaging, which was disabled via the fire.	11/17/2017 6:46 PM
323	It was worrisome not being able to call or receive calls on my cell phone. Nixel texts on our cell phones were what everyone I knew was using for up to date information about the fires. Found out about Nixel through a post a friend made on Facebook early Monday morning. Oct 9 So glad we had Nixel and an internet connection to link to the Napa and Sonoma Sheriff live reports.	11/17/2017 6:46 PM
324	Because I have comcast for all communications, they obviously own my land line. How can this be changed without giving up comcast? I am not technically able to do this on my own.	11/17/2017 6:40 PM
325	Bring back the siren at the firehouse in Calistoga!	11/17/2017 6:37 PM
326	It was very frustrating to not be able to communicate with our families. We drove to American Canyon just to get a cell on Monday, and to family in Vacaville for a shower, battery radio at Target, etc.	11/17/2017 6:37 PM
327	The communication infrastructure was unacceptable. Nixle is a very informative service, but it doesn't work without power or cell service. When they both went down there wasn't any back up system. On day 1 we walked to our local police station to ask how we could stay informed since we had lost all communications (power, internet, cell service). They advised "we should subscribe to Nixle". When we responded that it doesn't work without cell coverage, they had no response. That's when we elected to voluntarily evacuate since we had no way of being kept informed.	11/17/2017 6:34 PM
328	Power was out when we woke up on Monday morning Oct. 9 th but we still had cell phone service for a few hours so we were able to find out what was going on. Knowing there were fires in multiple locations and that so many had lost homes and that places were still being evacuated, it was a scary, vulnerable feeling to suddenly be without any communication. Having kids to watch over, I knew I would not be able to sleep. Once the cell service was restored, the communication (texts and e-mail alerts) was fantastic by the sherriff's office.	11/17/2017 6:33 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

329	Portable power and communication needs to brought in immediately upon power outage	11/17/2017 6:32 PM
330	See my comment above. No community can claim to be prepared for a disaster in this day and age if it can't keep cell service going.	11/17/2017 6:23 PM
331	There needs to be a system to communicate with residents when all power, internet and wifi is out. Perhaps an old fashioned siren (such as is used to warn people of tornadoes). Alternatively, perhaps each house could be supplied with an alarm that would go off when a fire danger is imminent. To have a complete lack of ability to communicate or get information in such dire circumstances is unacceptable.	11/17/2017 6:18 PM
332	Need a mobile wifi that could be moved to each emergency situation. This would allow many more to get info.	11/17/2017 6:00 PM
333	I think it is important that there is a fiberoptic network that is insulated from natural disasters as much as possible. Having a public network choice (as in local government run internet network) means that local officials are held accountable to make a network as disaster-proof as possible. Private companies do not have a vested interest in doing so, and customers foot the bill when they are required to make improvements.	11/17/2017 4:49 PM
334	I live in a rural part of Napa County and we experience frequent power outages each year, PG&E normally does a pretty good job of getting the power back on, but we have a generator to keep the important things running. Our power was out for almost two days during the fire but not as long as some areas in the most damaged areas of the fire, and we were surprised that power came back on as quickly as it did. Communication is paramount in emergency situations. Two years ago during the Valley Fire of Lake County we were evacuated at 1 a.m. by a local sheriff who was outside our locked gate and called on our land line to tell us that the fire had been blown into Napa County by high winds and was within about 5 miles of our property. Another sheriff at the evacuation center in Calistoga told me about Nixle and showed me how to sign up so I would get text messages on my iPhone from the Napa County and Lake County emergency services offices. That service is very important, and everyone, especially those without land lines, should be educated and encouraged to have it. There should also be some way of registering your cell phone number as the emergency contact number with the County in case land lines don't exist or don't work. Rural communities should be encouraged to have automatic dial phone trees (like the one that exists in Berryessa Estates) that can advise people of an emergency situation. People should also be educated how to access the Cal Fire website to get the latest information on the fire perimeters. I	11/17/2017 4:12 PM
335	We had no power or any form or cell service. We do not have a landline. I am an appointed official and my agency is a first responder (transportation) and therefore I needed to remain in town. I had to drive around town to find hot spots to communicate to the EOC, bus drivers, and other staff. In terms of personal safety, my family and I were never sure if we would get notice that the advisory evacuation area we live in was being evacuated so we slept near the door with our cars packed and kept our fingers crossed that we would be able to hear someone knocking or a loud speaker from a police car. Needless to say, we didn't sleep well for 5 days.	11/17/2017 3:52 PM
336	There is a need for an emergency broadcast system activating all cell phones like an amber alert does to notify residents of emergency situations. Education around whether or not a person can expect their landline and/or cell phone to work during an emergency and what the viable alternatives are during an emergency - what can we do if there is no landline nor cell service to get information or be contacted by authorities? I found my battery operated FM radio a lifesaver. I had difficulties reaching friends on their cell phones because they had turned them off for the night. Education around the necessary settings so emergency calls can be received. thanks,	11/17/2017 3:45 PM
337	We have become so dependent on technology that when the power was out and cell phone service was gone, it was difficult to be on top of the latest news. I have an emergency radio, so the most basic piece of equipment was the only method we had to find out what was happening and whether or not we had to leave our home.	11/17/2017 3:38 PM
338	Creo que para mi lo mas difícil es que mi mama no tenia acceso a información en Español. Ella normalmente se entera por la tele. Esta vez estaba escuchando por la radio pero todo esta en ingles. Ella vive cerca de Dry Creek Rd y vive en unas casas para personas de la tercera edad, así que hay un grupo de personas que vigilan que todos estén bien pero aun así, me mama tenia que depender de otros y pues siento que ella debe de tener acceso a la misma información tanto en ingles pero mas importante que sea en español.	11/17/2017 3:11 PM
339	I think we should get coupon for a free pizza.	11/17/2017 3:04 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

340	USE THE RADIO EMERGENCY ALERTS. ADVISE EVERYONE TO HAVE A BATTERY OPERATED RADIO. TELL PEOPLE TO NOT RELY ON NIXLE ALERTS, TEXT MESSAGES, PHONES NOR INTERNET ARE UNRELIABLE IN AN EMERGENCY. BETTER YET, HAVE A BATTERY OPERATED RADIO, AND A LANDLINE AND YOUR CELL PHONE. ADVISE PEOPLE ABOUT RED CROSS SAFE AND WELL.	11/17/2017 2:59 PM
341	During this survey you ask about landline. I have a landline with a phone that requires power. I have a battery backup, but that only lasted about 6 hours. After that, my landline phone is no longer relevant. I grew up in the days where the old analogue phone plugged in the wall and you never lost communication during power outages. Perhaps as a minimum for those of us who do elect to pay for Landlines, the service provider should provide a basic plug in phone for customers to swap out in times of power outage.	11/17/2017 2:36 PM
342	County workers in the Caruthers building should have access to Wifi. We would have been able to communicate with out of state relatives. Anonymous	11/17/2017 2:06 PM
343	It would be nice if we could have had access to more information sooner during the fire. I had no idea how long the power would be off, nor where the fire was on Monday. We had smoke in the house and could see the redness in the sky, so we left home. I stayed away until the fires were under control so I could assure I could be at work. Not having use of my cell phone accentuated the stress.	11/17/2017 1:39 PM
344	I thought the county officials did an excellent job. The news updates were helpful. I was impressed that the cell phone service was repaired as quickly as it was.	11/17/2017 1:09 PM
345	To me, it seemed everyone did everything they could. No one could have predicted such strong winds and the combination of events that occurred.	11/17/2017 1:07 PM
346	I was unaware that landlines would not work during a power outage --the only reason we have a landline was for emergencies. Please disclose that landlines do not work in outages to customers. Also, please make efforts to put a telephone infrastructure in place that will not fail in this type of emergency (wildfires). Please direct the appropriate resources to local radio towers, equipment and facilities, with back-ups for emergencies. Radio was our ONLY source for news in the wildfires 2017. Once power and services were restored, thank you Verizon for offering free unlimited data. Please install an infrastructure that will not fail to this degree ever again.	11/17/2017 1:06 PM
347	The only reason I've kept a land line was for emergency communications and when the power was lost so was the land line. Paul Sitter	11/17/2017 1:05 PM
348	It appears that delayed maintenance to utility poles was partly responsible. Mandatory maintenance is necessary and perhaps underground lines where possible cel towers need to be totally fireproof. As it is our main communication today please find a way to keep this communication open Immediate Updates to local radio stations	11/17/2017 11:45 AM
349	Our internet and landline service provided by sonic.net worked. Our cell phone worked to call other landlines but not other cell phones within the county. We could sometimes text other cell phones. Our cell phone provider is verison.	11/17/2017 11:37 AM
350	Although Nixle information was sent out, in the early days of the fires, there was minimal information about the exact location and speed at which the fires were burning and the level of containment. The Nixle information was somewhat repetitive. If there is no new information, best to not continually send repeated information. It became startling to have a constant barrage of Nixle messages, keeping most of us on edge and only giving us repeated information. It improved as the days progressed and county staff was able to communicate. The press conferences were very helpful and informative but if people did not have access to TV, where would they see this information? We have all experienced tests from the emergency broadcast system on TV and radio, yet in all the emergencies I've experienced in over 30 years in Napa, floods, earthquakes, now fires I have never heard it function! The test message clearly says if this was an actual emergency event, information would follow the warning signal, but this has never been my experience. Does the emergency broadcast system function? Does it link to cell services?	11/17/2017 11:23 AM
351	We found out about the fires first by the 10 pm news. If it wasn't for us still being awake and hearing it from the news we would not have been able to notify my in-laws who live on Atlas Peak- they had no idea that there was a fire until we called them. When they came down the road trees were already down blocking the road and fires were all throughout the road. No one received Nixle Alerts or any sort of Alert prior to 10 pm nor soon after. It was a very close call for them. They might not be here today, If it was not for us being awake still and watching the 10 pm news and calling them to alert them. We need a better Alert System.	11/17/2017 10:49 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

352	Nixle needs to be upgraded, revamped, rethought. The alerts were unclear and sometimes completely incorrect. The individuals fielding questions from the Nixle alerts were rude, abrupt, and need to take training on how to communicate with people that are in the middle of a crisis.	11/17/2017 10:43 AM
353	I was impressed by the community coming together to meet the needs of those evacuated to shelters. I noticed that there was special support to Spanish speaking community to translate the information as well as reach out to ensure their safety and deportation concerns. Community safety alert on mobile service was given in Spanish to families who requested it.	11/17/2017 10:43 AM
354	Even if cell towers burned down I didn't expect not to have service by Comcast	11/17/2017 10:31 AM
355	The emergency cell phone warnings were not working during crucial moments in the fires (due to cell phone towers being down). When we received a land-line call it was about the Calistoga evacuations it was not applicable to us (got it at work and home, both in the city of Napa). That was the only emergency notification that we received.	11/17/2017 10:30 AM
356	You all should be ashamed of yourselves for allowing a FIRE, in those windy conditions, to go without notice to the public PRIOR to the power outage!! Any kindergartener would have been able to tell you, 60 MILE P/HR WINDS + FIRE = COMPLETE AND TOTAL DISASTER!!! Are you all truly that ignorant not to figure out that an EMERGENCY ALERT should have gone out to this and all surrounding counties? How ignorant can you be!! Stop testing your stupid "ALERT" system during NON-EMERGENCY times and actually USE IT FOR THE REASON IT WAS PUT IN PLACE TO BEGIN WITH... TO ALERT THE COMMUNITY THAT AN EMERGENCY IS IN EFFECT AND DEVASTATION IS IMMINENT!!!!!! 60-65 MILE P/HR WINDS, FIRE, NO EMERGENCY ALERTS TO OUR COMMUNITY, FIRE, NO POWER, FIRE, 60-65 MILE P/HR WINDS AND MORE FIRE... WHO IN THE HELL SHOULD BE HELD RESPONSIBLE????? We had no phones, no power, no nothing. If we'd been alerted, we could have tried to plan more quickly and more responsibly!! So, THANK YOU... to all who had a hand in dropping the ball... To All of You, I TIP MY HAT... You are ignorantly stupid and I hope you are unable to sleep soundly knowing that you could have helped to save many people and their homes.	11/17/2017 10:28 AM
357	There was no functioning warning system. The information provided by the Board of Supervisors on television was a joke. Mostly a dog and pony show, patting themselves on the back with very little 'real' or helpful information about the fires and their progress. The only one who provided information of value was the Fire Chief. The County did not provide free face masks and there were none to be found in any local store. Not knowing if our home survived for 2 weeks was excruciating. It was very surprising more people didn't die October 8. What happened to the reverse 911 system? And why aren't the power lines being put underground where they won't blow down and start a fire? If the cost really is prohibitive when compared to safety of residents and cost of life? Exploiting/developing the Ag Watershed into large visitor centers posed as wineries has got to STOP, as well as the development of more vineyards. Vineyards burn and when the fire has gone through, the burned out vineyards will not retain the soil or rainwater and will only exacerbate erosion. The Board of Supervisors must provide leadership to the Planning Commission and stop over-development on our surrounding hillsides and open space!!!!!!!	11/17/2017 10:23 AM
358	I am hopeful that a disaster of this magnitude will not occur again. However, it would be great to have a back up plan to technology for communication in the event we are faced with a similar situation. I would recommend having local school sites serve as a place where information can be posted so neighbors can gather and get required information if technology and telecommunications fail.	11/17/2017 10:23 AM
359	When I had access to cell service by driving out of the area down Hwy 29 or over to Green Valley by 1-80 to get battery lighting supplies and ice for food, I contacted the PGE regarding power outage recovery, they said that they were working but didn't know how long. Also, I would recommend folks with a land line to get the old fashioned phone with no answering service or power pack to keep for future use. Also, power in our area has gone out twice since the fires due to rain activity.	11/17/2017 10:17 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

360	This was a severe emergency and I am extremely thankful to all of our first responders. Everyone did an amazing job, however Nixle seemed to be the only tool in our tool box for a while and it only works if you have phone/internet service. I found out about the radio a few days later. We need contingencies when we lose service so that it's still a useful tool. Maybe a message asking users to confirm they are receiving alerts--one of my coworkers uses a different cell service and she sometimes gets messages the rest of us don't or sooner/later, like in the case of an Amber Alert. She will see the message, not realize that no one else received it and then 10 minutes later, make a comment about it and we all realize that something is up. If there was a way to see if messages were going through to limited people or only one provider (maybe, intermittent cell service outage respond with the name of your service provider, then identifying the provider based on text), then you could instruct users to disseminate information, like telling people to tune into the local radio station or make a sign that there's a public meeting that day. Merge social networks with business networks--send a message to the chamber of commerce, tell the businesses that are open and have power to post a sign on the door with info, meeting times, radio call letters, power outage details, etc. Seconds count, some people need to be told to knock on doors.	11/17/2017 10:09 AM
361	I do not understand the difference between the type of telephone services I have and how I can keep my home telephone connection. Battery packs were sold out so there no way to get radio information since the television was out due to power. I only had some information at work and productivity was low because everyone was very scared and didn't know how to get updates once we went home. Once power was restored, the local elected officials (Sheriff, BOS, Councilmembers, etc) kept us up to date but before that if cell phone coverage is not working, we can't get the nixles notices that I depend on to inform me of natural disasters.	11/17/2017 10:00 AM
362	Under the circumstances, I think everyone did the best they could. The County and City should be commended. Thank God Chief Potter had not retired yet... The Board of Sups were great, as well as the City Council	11/17/2017 9:54 AM
363	No obvious central source of fire information, even several days after initial incident. Initially monitored twitter for best information - none official. Evidence of poor communication between agencies: announcing lifting evacuation at a news conference then being turned away by officers who were not aware/not prepared to let people back in.	11/17/2017 9:53 AM
364	there needs to be a system for instant deployment of cellular service redundancies to disaster areas incase normal cellular service is interrupted or destroyed.	11/17/2017 9:45 AM
365	PG&E loss was very hard- the darkness, and the loss of food. Verizon, would have appreciated quicker response and troubleshooting, but would like to say thank you for the 2 weeks of free data, text, and talk after service was restored, this is greatly appreciated. It is obvious now that landlines need to be just that, not internet/Wi-Fi based like they are now- because this method failed in an emergency	11/17/2017 9:40 AM
366	Try to make cell towers more resistant to fire disruptions and to handle more traffic.	11/17/2017 9:36 AM
367	Although new technologies are faster in many ways and perhaps more cost efficient; older technologies such as copper phone lines, AM radio & Ham radio were the most effective means of information sharing for me during this fire incident in the Napa Valley.	11/17/2017 9:27 AM
368	As a county employee for the building division and a CAL-OES SAP Evaluator, not having any cellular phone coverage was very problematic. In times of emergency, like this fire, I am required to be on call to respond to any calls from the County to report to work immediately if needed. If and when that call came, I had no ability to answer as all cellular phone coverage had been lost in my area. It also affected me personally as it was not easy to communicate with friends and family to let them know I was safe. I was lucky enough to be able to use the landline at work to contact those outside of the Napa area but had no way of staying in touch with those in town.	11/17/2017 9:23 AM
369	Communications is life or death in these types of situations. We need to have a better system and have other ways to get important information when we are in a disaster or emergency situation	11/17/2017 9:21 AM
370	I am thankful we had text communication.	11/17/2017 9:15 AM
371	The public safety seems to come second with PG&E. It appears that this devastation could have been prevented, just like the gas leak tragedy in Burlingame	11/17/2017 9:12 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

372	Throughout this emergency, the news reports I saw kept telling people to sign up for Nixle reports. I have Nixle but with no cell service, that advice seemed a bit silly to me. If the cell towers are out, people don't have cell service to get the Nixle warnings. Also, with power out, those who are at home with no access to Internet service do not have access to email either. Communication was a HUGE problem during this disaster. My land line did not work because I get my land line phone via my cable provider. So, no cell phone, no internet, no land line, no access to email. Fortunately I have one of those "crank" radios and had access to radio reports and had access to the Internet via my work. I was lucky - did not have to evacuate and my neighborhood was not threatened by the fire. Not sure what the answer to this problem is.	11/17/2017 9:12 AM
373	I know of several elderly people who are neighbors and relatives of my friends, who went without power for several days without having any idea what was going on. They simply chose to remain in their homes, not knowing what to do, not knowing what was going on, and too afraid to reach out to get information. I'm not sure what we can do about this, but it seems to me there must be some way to communicate with these folks. One elderly couple is elderly and both have dementia. I'm not sure they would have heard or known what to do with an evacuation notice.	11/17/2017 9:08 AM
374	The state needs to mandate that cellular providers replace burned out or damaged cellular towers with temporary portable units within 24 hours of the event as long as the area is accessible to emergency personnel. Communications are critical and I could have used my phone with the battery back up system I have for days. I had no access to Nixle messages or anyway to contact emergency services for 3 days. I did not know that there was a battery back up system available for my internet modems. My system is wireless and I assume that it would not have worked without the cellular towers in place. I now know that my landline is tied in through the internet and if I lose power or towers in my area I lose communications. Technology is supposed to make this kind of situation better not worse.	11/17/2017 9:07 AM
375	Although I did not have a power outage that lasted longer than 30 minutes, I know many people that lost power for over 3 days and we also had limited or no cell service. Without these two key sources to help us communicate in an emergency, it made it very stressful and dangerous for some that could have been trapped or harmed. In southern California most of the power lines and other lines are under ground, they mostly use fiber optics and there is not a great danger for power lines falling during storms. Northern California needs to make this change in the smaller communities.	11/17/2017 9:02 AM
376	There should be a way to make the cell phone towers impervious to fire.	11/17/2017 8:59 AM
377	Losing cellphone service was very difficult as I had to report to work and had no way to keep in touch with my family. We were in voluntary evacuation zone so that made it even worse in case we were changed to mandatory evacuation.	11/17/2017 8:56 AM
378	It was very frustrating to lose power at home and cell service. When we woke up on Monday, we had no idea the extent of the fires. We would not be able to know if an advisory evacuation had happened. Nixle was useless without cell service.	11/17/2017 8:54 AM
379	Many of us relied on "nixle" text alerts to tell us about whether or not to evacuate our homes and when. I also participate as a volunteer with large animal evacuation response in Napa. The lack of cell service completely crippled our response communications. It is clear we will have to use ham radio and/or satellite phones to be effective in future emergencies. The cell technology seduced us into believing we were prepared to respond effectively!	11/17/2017 8:53 AM
380	There should be a station for California that you can access via radio AM and FM and have minute by minute updates with live crew. Also have a WIFI access for wide open spaces maybe miles , like Google project LOON with flying balloons with WIFI and a place where the cities run charging stations. We were able to access AM and FM radio from a new boombox that has FM and AM radio built in and battery to charge devices and 10 hours of battery. With no cellular lines and no power pretty much we were blind.	11/17/2017 8:53 AM
381	My electricity actually went out just before the fire started; while it was out I could hear several other condensers popping due to the winds. My electricity was only out for about 1 1/2 hours, and stayed on for the remainder of the fires. My thoughts would be to prevent this type of failure in the future, I would think burying wires would go a long way towards preventing mass failures.	11/17/2017 8:52 AM
382	I thought the communication that our government county counsel/fire officials provided was great! I was impressed with the amount of coverage that they provided and I did feel we had as much up to date information as they had at hand. Luckily I was able to have access to this information through work as we had power/internet service here as I did not have any of these things at home for 5 days.	11/17/2017 8:49 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

383	It is necessary to make changes to provide for communication during power outages!	11/17/2017 8:47 AM
384	I think they did the best that they could during the circumstances, but there does need to be some improvements. Especially with the phone system. I was totally unaware that my landline would not work when a power outage occurred. It was unacceptable to have no cellular service AND no landline service.	11/17/2017 8:40 AM
385	IF PG&E is responsible please don't allow them to do business in California anymore.	11/17/2017 8:39 AM
386	Please give Napa County employees better cellular service in the Carithers building and/or give us access to wifi.	11/17/2017 8:36 AM
387	There is an expectation that information is at our fingertips, that we get the information we want, when we want it. My home was two blocks from a mandatory evacuation and I found myself wanting and expecting more real time information than was available. I subscribe to nixle, monitored the news, and monitored several websites. Having a map with fire info that's updated in real time would have been very helpful. Caltopo.com was the most useful, but I wasn't sure how timely the information was. We were scared and somewhat uninformed. With neighbors saying they were evacuated and police were knocking on their doors, we found ourselves wanting more information. Were we forgotten? Should we evacuate too? What's going on?	11/17/2017 8:36 AM
388	if the fires where caused by PG & E, they are crooks, and so are our public officials to allow the cost to be passed to the consumers. THat means there is no system of checks and balances. nothing new under the sun I guess	11/17/2017 8:36 AM
389	I want to be informed like we are with Amber Alerts. We did not receive timely information and there were many rumors of imminent danger with fires actually surrounding us.	11/17/2017 8:35 AM
390	Our local radio station was very important to me during this time and at first it felt like it took too long for them to get on the radio to let us know what was going on. I felt this during the earthquake more so than during the fires. When the earthquake first hit, there was nothing on the radio to give us any news of what was happening to us. I think your local radio station should be able to provide us with this news immediately.	11/17/2017 8:35 AM
391	In this day in age with such amazing modern technology some for of warning system would have been extremely helpful, I believe. I know back East if there is a Nor-Easter or some other potentially dangerous storm brewing there is a warning system in place to give residents more time.	11/17/2017 8:34 AM
392	Ive heard that a lot of people regret not having a land line, but also don't understand that digital service doesn't work if the power goes out and you don't have battery backup. Also, relying on nixle doesn't help when the cell service is out or for elderly people who are not text savvy.	11/17/2017 8:33 AM
393	I guess I would like to say to keep informing the public, but please make sure that your information is correct before you tell everyone about it. It was very confusing getting some conflicting information even though I appreciate the intent behind it.	11/17/2017 8:33 AM
394	As far as communication goes, yes all cell phone service was out. I did not realize until late on Monday (the first day of fires), that I could access the internet via my laptop because my Comcast was still working. My cell phone was useless as far as calls and internet as all services were down. Again, I figured out late the first day that I could change my cell phone to Wi-Fi calling and since it accessed my Comcast Wi-Fi I was then able to make calls and access the internet. The Wi-Fi calling was very important in communicating while cell towers were down. I wish more people would have known about Wi-Fi calling. Thank you.	11/17/2017 8:31 AM
395	Remote regions of the County such as Soda Canyon require better, more stable telecommunications. Living at Soda Canyon, in 2017 the ONLY real internet service available is called DSL, which is literally one technological step up from the days of a dial-up modem. At&T and Comcast don't have enough customers to demand they make improvements to allow access to their higher-speed services.	11/17/2017 8:31 AM
396	I would like to have reliable telephone service and have a true land line installed with a non electrical phone. And would like it to be affordable.	11/17/2017 8:30 AM
397	Information needed to be sent out in Spanish immediately. It wasn't until the 3rd day that information was consistently put out in Spanish	11/17/2017 8:29 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

398	An emergency alert system you can't use because of the fear of causing panic is not a useful system. Individual emergency personnel and the public in general showed great courage and fortitude and deserve credit. The alert system was obviously a failure. Valuable time was lost. Lives and property were lost as a direct result. Public confidence in the Nixle system is seriously damaged.	11/17/2017 8:27 AM
399	Please have our providers be accountable for the lack of communication for their customers.	11/17/2017 8:19 AM
400	I went to stay with a friend of all the people there (5adults with cell phones) I was the only one that could make calls with WiFi.	11/17/2017 8:16 AM
401	I am understanding of communication going out. Things completely burned and melted. It was a very interesting experience, tacking notes that had been timestamped to doors to tell people where I was going. However, the time it took to get communications back was longer than I think reasonable. Roads were open and the Valley floor pretty safe. We were here, why weren't mobile cell towers?	11/17/2017 8:16 AM
402	I didn't realize how vulnerable the cellular infrastructure is to fire like this. I've seen a number of towers in areas near me that were not affected by the fire and thought those would provide service. In retrospect, it makes sense that it was affected--I know the hillsides provide great line-of-sight coverage. AT&T appeared to move swiftly (within a couple of days) to bring in mobile units that provided limited service.	11/17/2017 7:55 AM
403	More cell towers are needed so that if one is burned down, we still have cell access. There is no excuse in this day and age to be completely out of communication during a time of emergency.	11/17/2017 7:34 AM
404	I was one of the fortunate few in Napa not affected by power outage. The smoke made remaining in town unhealthy.	11/17/2017 7:34 AM
405	I was never contacted by any emergency services personnel, i.e. Sheriff's Dept. or Cal Fire regarding the need to evacuate, while those living in the more affluent areas surrounding my residence were personally alerted. If my neighbor had not come to my front door, I would have had no information about evacuation. I had no power, therefore no internet or t.v.	11/17/2017 6:03 AM
406	It was shocking and scary that telecommunications for the entire valley were completely inoperable for not just hours, but for DAYS! I had a true feeling of helplessness.	11/17/2017 3:46 AM
407	I would prefer that the city of Calistoga reinstall the citywide alarm system.	11/17/2017 3:39 AM
408	People here need to look at other places (like Southern Cali) to figure out how to handle natural disasters. This is a scary place to live because of the general incompetence of the people.	11/17/2017 3:35 AM
409	I'd like to know about the reverse 911 system.	11/16/2017 11:35 PM
410	This was the scariest event I have ever experienced. The lack of ability to communicate with family and friends was heart stopping... a feeling of helplessness. We have become so used to instant communication.	11/16/2017 10:57 PM
411	Every firefighter who came into Skyline Wilderness Park was professional, focused and modest. Even though they had traveled far from the comfort of their homes, each and every one was happy to be helping our community. They humbled me. God bless them all. Dorothy Glaros	11/16/2017 10:51 PM
412	While I am not Spanish speaking it was clear that at least initially, there was not enough information put out by the governmental agencies in Spanish. I think this is a big oversight with such a larger Hispanic population in the fire zones. Also, the flaws in being so dependent on cellular phones, and the issues with the non copper land lines underscores how vulnerable some of the "technological" advancements can make us. My land line worked. Not the hand held parts but we can plug a wired phone into the land line and communicate. This is vital when you see the kind of disaster we are dealing with like these extensive fires.	11/16/2017 10:22 PM
413	I have never felt so helpless and out of contact with my three children. We had no power for 48 hours, we had no internet, no cell, no cable, and no landline. We were terrified that our neighborhood would be evacuated and we would have no way of knowing. I just hoped that police and fire crews would come banging on our door if it was time to go. All we had was a radio and batteries which we kept on constantly in case they mentioned that St. Helena was in danger.	11/16/2017 10:15 PM
414	I feel that adequate maintenance of electrical wires and proper tree trimming could have prevented some of the catastrophes. Because the Tubbs fire took the same path as the 1964 fire, we need to look at what and where we should be building in the future. How well can neighborhoods and remote houses be protected should this happen again.	11/16/2017 9:01 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

415	There was some information about Calistoga and the fire leading up to the evacuation. Once we were evacuated, there was little or no information about the town and what Calfire was thinking about letting residents back in to Calistoga.	11/16/2017 8:56 PM
416	I think they did a terrible injustice to people that are wheelchair bound and asthmatic. I do not want to live in Napa again.	11/16/2017 8:52 PM
417	General info: If we had lost power, I would have felt a great deal more anxiety due to not being able to communicate with others or have a sense of what was happening. Fortunately, we were able to use our landline and wi-fi so could access internet and voice calling. On cell phone I was limited to texting within iMessage; no other text messages worked and I could not make calls. Originally was receiving Nixle alerts on cell phone and about a day into the fire they stopped coming through. At that point relied on internet and personal contacts to make decisions. Used battery operated radio. Napa Valley Unified School District did an excellent job of keeping families informed with calls and text about decisions related to school and public safety for those who had service/landline/text capability.	11/16/2017 8:51 PM
418	There needs to be a better way to deal with burned power connections which occurred in the unincorporated area than just cutting all power to the north half of the city of Napa which did not burn, as it displaced a lot of people and closed businesses which were needed to be open.	11/16/2017 8:32 PM
419	Notification systems for alerting citizens to disasters are inadequate and can and did result in loss of life and property.	11/16/2017 8:07 PM
420	AT&T needs to make it clear to customers how to access communications in a power outage when customers order UVerse. I received incorrect information from the technician who installed UVerse that I could plug in a rotary phone and have phone access in case of a power outage. AT&T did not inform me that a battery back up was available for the modem I purchased. I only learned this information after suffering through extended power outages after the earthquake and wildfires when I tried to get a land line installed in my home. Then an AT&T customer service agent was able to figure this out after he spent considerably time researching the issue while I waited on the line.	11/16/2017 7:22 PM
421	I think all of the first responders did a wonderful job of keeping Calistoga safe, and saving all of the homes and businesses that did not burn. I am very saddened and sorry for those who lost their homes, but I must say 'Quit blaming it on PG&E!' PG&E did not make the hurricane force winds that drove the fire very quickly in the first hours of the fire storms. No one can control mother nature.	11/16/2017 7:02 PM
422	My only thought would be that the electric system be put underground especially in rural areas. It is to bad a lot of trees are planted near power lines and I love the beauty of trees.	11/16/2017 6:51 PM
423	I was suprised to find out that the backup battery on my phone system went out approximately 6 hours after the power went out. I thought that it was good for closer to 24 hours.	11/16/2017 6:37 PM
424	I must imagine that preparing for every emergency is impossible. Cars drive through telephone poles, airplanes hit wires going across the lake, fires burn through poles, winds tear wires down. It is a balancing act between safety and cost, and I feel the PUC is doing a great job. I feel it is up to me, to a degree, if I want or need extra power security over and above what we have. If we as a clients insist on greater security, well, most of understand we will have to pay for it, meaning power costs will go up. Rob Stelling	11/16/2017 5:53 PM
425	I live alone with my cat and was scared to death. It is bad enough losing power and did not have water. But the worst was losing landline phone service AND cell phone service. I have an old 'princess' non-electronic phone that I use to stay connected to emergency services, family and friends during power outages caused by earthquakes, rainstorms, wind and other disasters. But never before have I lost landline service AND cell phone service as I did during first day of the Fires. I am so thankful to have had at least a scanner so I was able to map the fires and a radio to maintain a connection to the 'outside' world but had no way to communicate with others and vis versa during the diaster. By mapping and tracking the fire I was able to decide when to evacuate. I was shocked to have lost landline service and I truly believe AT&T actually switched off landline service. I have been trying to drastically reduce the amount I am charged monthly for landline and internet services from AT&T but everytime I call to do so, I end up more confused and frustrated for two reasons. First, I do not want to change from copper to fiber optic and secondly instead of offering packages to REDUCE my monthly charges they suggest packages with 'more' services I don't need or even know what they are for same price I already pay. Plus they say 'no additional or install charge/s' but always turns out untrue. Very illegal sales practices. Just look at any AT&T advertisement and try to read and understand the fine print! So frustrating and I do not understand why their sales practices are legal. I am senior citizen and do not know where to turn.	11/16/2017 5:36 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

426	Telecommunications should be on backup, with an emergency plan, just like other communication services.	11/16/2017 5:23 PM
427	There must be emergency charging stations when the power is out and residents must receive Nixle alerts!!!!!!!!!!!!!! At fire or police depts., city halls, etc.	11/16/2017 5:17 PM
428	We need to have a system in place to notify people in more detail than Nixle can provide. We need to have working landlines as well as cell service. We lost too many cell towers. Cell companies need to be held responsible for keeping their towers fire safe just like we expect PG&E. Also we need a system to call people on cell and or landline.	11/16/2017 4:50 PM
429	There needs to be more reliable way for emergency services personnel to communicate with residents when major events like these fires occur. When cell services are out and landlines not being present in many homes, there is no reliable way to convey critical information, such as evacuation notices to residents. Nixle worked well as long as there was cell service. People without cell services, without cell phones, or unaware of the need to register with Nixle were on their own. Could someone investigate the feasibility of establishing a reliable emergency notification system?	11/16/2017 4:21 PM
430	I have felt like I was living in a third world County for weeks. PG&E did a quick job of it. ATT however has failed on every level. I would love to demand that they be fined for their failure of service. We have gone from extremely poor and intermittent service for years to no service whatsoever. Their inability to communicate with their customers and hold to any promises at all is appalling. They still send bills and expect to be paid. It's a basic fraud to demand payment for services never delivered.	11/16/2017 4:15 PM
431	There needs to be a way to immediately let people know of a text alert and other means of communication that will be Available in both Spanish and English	11/16/2017 4:03 PM
432	I think everyone needs an emergency line of communication that does not rely on electricity.	11/16/2017 4:00 PM
433	I think there should be a telephone alert system that functions properly and alerts cell phone users. Thank goodness our neighbors woke us up at 3:00 am on Monday morning and everyone in our cul de sac made the decision to leave an hour later, but that's not something we should have to count on? I live in Brown's Valley near Buhman and you could see an orange glow in the sky as we were driving out at 4:00 am. We were lucky our home was not damaged, but it would have been scary had we awakened hours later to a half empty neighborhood and no power.	11/16/2017 3:44 PM
434	I am very disappointed that I have no cellar phone service at my home in Berryessa Highlands and it is several weeks since the fires started. When will my ATT cellar service be restored?	11/16/2017 3:38 PM
435	My experience was okay, given that we didn't lose power, I had a land line, we were not evacuated, our house and our neighborhood while on advisory, stayed safe. But I know many folks who lost power for days and had no communication sources. I recognize that this fire was unprecedented, and all considering, I think the telecommunications performed adequately for the majority.	11/16/2017 3:29 PM
436	We need to make sure in an emergency cell phones work no matter what is happening!	11/16/2017 3:08 PM
437	It is my understanding that multiple fires started as a result of down power lines caused by wind...and possibly due to poor power line maintenance. These fires were preventable in my opinion, and PG&E should improve their maintenance practices in areas prone to wildfires. I was also surprised that our cellular phone networks were so susceptible to outage in the event of wildfires. Two thoughts on this: 1) Cell towers should be more robust so that fires would not cause damage, and they should have their own power source in the event of a PG&E power outage. 2) AT&T lost service in my area; whereas, Verizon did not. In the event of an emergency, AT&T customers should be allowed to use Verizon cell towers and vice versa.	11/16/2017 3:06 PM
438	The loss of so many cell towers in Browns Valley combined with the loss of power left us unable to get Nexle messages on our phone and to find out about emergency information. The local radio station KVON/KVYN provided poor information in the early days of the fires.	11/16/2017 3:00 PM
439	There needs to be a better way to communicate re: evacuations. While the power was on (it went off at 1:30 am), I finally called 911 to find out how we'd be contacted re: evacuations. They told me that if we see flames coming towards our house, we should immediately get out. We were reading nixle alerts when the power went out .After the power was out for 2 days, we finally left town to escape the smoke. All the food in our freezer and fridge rotted and had to be thrown away.	11/16/2017 2:41 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

440	Without any ability to communicate and any ability to receive communications we were helpless. We are so grateful that the fire remained in the hills near St. Helena but didn't come across. If it had, we may not have survived. We need a solution to this problem,	11/16/2017 2:39 PM
441	Telecommunications industry needs to improve redundancy of systems in case of catastrophic disasters (flood, fire, earthquake). Lack of telecomm service impacted official emergency response efforts. Town staff could not communicate. Town operations had to rely on a single land line. Residents could not be informed about public safety, status of the fire threat, etc. Some telecom service from some providers was restored quickly. AT&T service was severely limited for about 10 days at least. Even after having a temporary cell tower placed at the Yountville Community Center, service was not usable.	11/16/2017 2:38 PM
442	If a fire had come down the mountain where I live we would never had known and would probably not survived as we are on 11 wooded acres. If internet not up and no electricity, AT&T does not work.	11/16/2017 2:29 PM
443	Please translate all communications to Spanish	11/16/2017 2:22 PM
444	There are many people in our community of limited mobility. Consider setting up a voluntary signup database. They need much more time to evacuate. Responders know where these folks are and can help them evacuate before it's necessary.	11/16/2017 2:13 PM
445	My wife and I were quite concerned that on Monday (the day after the fires started) that we had no means to contact emergency services(as well as no power).We left town and stayed at our daughter's house in the Bay Area in large part due to the lack of communication. We have a landline but it was useless. Thank you	11/16/2017 2:03 PM
446	I believe there are requests by the wireless utilities for permission to install multiple small cell antennae in their built up urban areas. I believe these can provide more reliable service the massive towers if well designed. They should be well protected against vandalism and fire and have back up power. If connected by fiber then underground cables would be best, otherwise if they interconnect wirelessly there should be multiple sites each antenna can connect to if one or more of their normal relays are destroyed.	11/16/2017 2:03 PM
447	I was not surprised when power and communications went down when we look at the strength of the wind. I was glad when they kept the power off prophylactically so that new fires wouldn't start, but it was very unsettling not to have any communication via internet or cell once it was off. We still have landline which hopefully would have worked...but it's copper and tends to not work in winter when it's wet so I don't know what the solution is. Communities like ours should and are taking initiative to have fire-safety plans. We all need to trouble-shoot this, the PUC, our officials, and we ourselves.	11/16/2017 2:03 PM
448	Thank you to Verizon for waiving data charges during the fire. That enabled us to notify relatives, communicate via internet with friends and neighbors	11/16/2017 2:02 PM
449	I shared my thoughts above. There "call 'em call" system should have worked.	11/16/2017 1:58 PM
450	We have voice over internet phone service, not an actual traditional landline. This was the ONLY option offered to us when we purchased our house in Angwin in 2013. Once the power went out we had internet and phone service only for as long as the battery back-up lasted (approximately 12 hours), then we were in total communication black-out. We had to drive to an area overlooking St. Helena in order to get cell service (and also to be able to charge our phones in our vehicles). The fire has highlighted some rather major infrastructure failures/shortcomings, the fragility of the cellular network being one of them.	11/16/2017 1:55 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

451	<p>We do not yet know what caused these fires, but it was horrific. We get home from a concert and no fires to be seen. Go out on the deck to find our table cover as the wind had blown it off and could see the fire in the Eastern Hills. Then go to our front door and see fire and smoke right behind the hill where our house is located. It expanded just within seconds. Could see another fire at the western end of our view, and thank goodness, the fire was rushing up the hill as the wind was blowing that way. The wind was strong enough to make me waver when walking or stepping up or down steps. We were so very fortunate to have neighbors who looked after one another, and first responders who were putting their lives in danger putting out these fires, as well as city and county officials helping. Without all the fireman coming from all around, I don't see how these fires would ever have been under control as they were spreading so quickly and were totally out of control. My husband volunteered at the Napa Valley College evacuation center. He said there were 100's of volunteers, including a large number of teenagers. He was also impressed with the meals provided by various restaurants and pizza parlors. He was also impressed with the staff for the shelter as they were so kind to all. I saw this first hand at St. Apollinaris' church here in Napa. Restaurants, even from out of Napa, came to provide food for those evacuated. Father Bala said that our church didn't have to spend one penny on this endeavor due to all the donations of money, food, clothing, waters, and staff. The fire was disasterous, but the human kindness and generosity were beyond what was expected.</p>	11/16/2017 1:45 PM
452	<p>I understand that PG and E and the CPUC have a close relationship which seemingly allows for the utilities to skirt regulations. Wether this is true or not, they seem to do just that. I feel like the utilities were not making sure to have the brush, trees etc. cleared properly. I remember San Bruno and know this was the fault of PG and E due to lack of maintenance. I also know this is a publicly traded company and therefore profits are a priority. I feel gas and electricity should not be a profit based business, because it is a vital and basic need. They should at the very least put safety before profits and I do not believe they have done this. The actual weather, and the effects of climate change are contributors to the fires also. This needs to be recognized. We all need to prepare for a differing environment and think of ways to be safe. The fires are a warning.</p>	11/16/2017 1:33 PM
453	<p>They kept saying to use Nixle - but nixle wasnt working because we didnt have cell service.</p>	11/16/2017 1:32 PM
454	<p>At Berryessa Highlands cable Internet/fiber optic connections are not available. Cell service is at best minimal and only available in a few rare spots. With over a hundred houses in the locale, this community is an extremely under-served area and is a hazard. Efforts should be made to assist service providers in serving the area.</p>	11/16/2017 1:27 PM
455	<p>Consider implementing and publicizing a single text-based site (perhaps real-time message-board style) for continual updates on disasters, with all agencies and utilities in affected areas posting to this site. Nixle is great, but a multi-county disaster involving multiple entities might prevent valuable information from being communicated to those who have not signed up for all reporting areas. Excluding images and data-intensive scripts from the message site might enable access even when bandwidth is low, and would help users to conserve available power.</p>	11/16/2017 1:26 PM
456	<p>I feel communications were great! It was a horrific situation that was handled in the best possible way. Yes I lost cell service, yes my PG&E went out at times, as did my TV service, but that as to be expected. I was not in danger and was kept informed at all times, day, night, of the status! I give credit to ALL that were involved!</p>	11/16/2017 1:25 PM
457	<p>The maps of the fire and status were very helpful in keeping updated and making decisions on whether to move my elderly parents. The specifics at the community meetings were great - watched online. Thanks</p>	11/16/2017 1:25 PM
458	<p>we must find a way to protect wireless phone service</p>	11/16/2017 1:22 PM
459	<p>We need more safeguards against wildfires like this! Some countries have loud sirens that warn against tsunamis - we should consider that. Making our communications networks more secure is essential, so people know what is happening - especially when it is happening so quickly, without warning, and people are sleeping. We need to be able to be notified that something is happening. And then, make sure we are able to be informed. I really appreciate all the many people and organizations who worked so hard to pull things together to protect us, to care for us, to fight the fires and ensure our safety as the fires progressed, and to keep us informed. They did heroic jobs, especially considering they pulled much of it together on the fly as the fires spread. I also appreciate the people who came in after the fires, including FEMA and the EPA, to address people and property affected by the fires. Given climate change, emergencies like this are not likely to be as rare as we would like. We need to be better prepared ahead of time (protecting power lines more would be included in that). That also means not cutting budgets for emergency preparedness and infrastructure. Thank you for taking all this into consideration.</p>	11/16/2017 1:18 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

460	Do not allow PG&E to get out of paying for those fires started by their wires. Make the expenses come out of shareholders portion, not added to our bills. OK to include increased tree trimming in the future as regular expenses.	11/16/2017 1:12 PM
461	I thought land lines worked when the power was out so therefore I've held onto my landline for just that reason. I unplugged all the portable landline phones and plugged in the old fashioned one and it didn't work. This could have been a huge problem. Since we were evacuated we weren't home to use the phone but if we had been... or it was a different kind of emergency then it could have been a huge problem. In taking this survey, I learned about copper wire changes which I had been unaware of so perhaps that was the reason the landline didn't work in a power failure. Also, could something be done about cell towers? My understanding is that a cell tower was affected and that is why there was no cell phone service for the first few days of the fire.	11/16/2017 1:10 PM
462	This is proof that city and county officials have been irresponsible and derelict in not establishing county wide firebreaks and other master plan improvements that would stop a fire before it encircled the valley. These winds happen EVERY YEAR at this time. While these winds were above what was typically experienced, once the fire got going, any wind would have spread it. We had 36 years to prepare for this and they weren't ready in the least. Whether the cause is electrical, homelessness, or arsonist, it shows that one person, with 5 matches, and old beat up car and 30 minutes of time, could set fires that knock out communication in three counties, kill scores and set tens of thousands of people homeless. At all levels from land planning, fire master planning, enforcement, and fire fighting, we could have done much better. It shows how worthless the Department of Homeland Security is. I may be way off base with this, as our communications were down for so long, but I saw the extent of the Atlas Fire before 10 pm on Sunday and knew instantly that the valley was in imminent danger, but expected at first light on Monday, that the skies would be full of helos and bombers. It seemed days before their were reports of aerial support.	11/16/2017 1:10 PM
463	Stop cutting jobs, and let the utility crews do what they are supposed to. Repair and replace infrastructure. Even before the fires, PG&E had to reschedule an installation for one of my clients because they didn't have the personnel to get the job done. The fire hit, and we are only today (11/16/2017) just getting the job done. This is something like a 4 month delay from the time the job was initiated. It was six weeks just to get the first appointment. I personally left AT&T because my phone went out every time it rained due to deteriorating infrastructure. Not to mention the ridiculously slow Internet connection and excessive cost.	11/16/2017 1:06 PM
464	By and large I thought it was handled very well. Thank you.	11/16/2017 12:52 PM
465	It would. E nice if cell towers had been installed more rapidly than they were. ThT is a main form of communication. Nixel, local news, community meetings are all accessible via mobile devices. Also basic financial transactions and life arrangements can be made. Portable cell towers are put up for large events, why not immediately for disasters when we know traditional services will be out?	11/16/2017 12:44 PM
466	Utility lines need to be underground as is accessible. Gas lines, sewer lines and water are all underground. Cost may be greater but may just help prevent a fires, car accidents that run into poles, severe winds and many more disasters could be averted.	11/16/2017 12:40 PM
467	None of my friends throughout Napa County received warnings via phone nor siren that the fire was near and they needed to escape — NO ONE. Several of my dearest friends on Mount George, up Montecelli Rd, on Soda Canyon Rd, and in Silverado tell stories of escaping only because of neighbors calling them or they saw the fire approaching and ran from their homes with nothing. And their homes burned down. Not getting a warning is unacceptable.	11/16/2017 12:39 PM
468	There was NO information getting out to us. Everyone was just on Facebook and Twitter freaking out, and the only news was from Bay Area TV. The county and city were QUIET.	11/16/2017 12:37 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

469	I watched ABC7 TV reports about what was happening and what the politicians were saying. In the first 2 to 2 1/1 days, nobody was really fighting the fires. They were all doing "life safety", e.g. knocking on doors, forcing evacuations, and closing roads. Finally, after the first few days, firemen started fighting the fires and policemen were manning the roadblocks. Residents were not let through the roadblocks, even into areas that had not burned, for days. And days. Several residential areas were completely burned. Block after block houses completely burned to the ground. Granted, the wildfires in the woods and steep hillsides were unfightable. But in those residential areas, with several fire hydrants on every block and where every house was destroyed, the firemen simply didn't try to fight the fires. There are numerous stories of residents themselves staying and fighting the fires, and then not leaving after the fire was out for fear of not being let back into the area to return to the home they saved. When the next fires come don't bother to tell me to evacuate! I will stay and then there will be at least one person fighting to save my home. Everybody loves a fireman... if he will simply fight fires. But forcing evacuations and blocking roads and standing back and watching whole blocks burn is not fighting fires. Michael Harms	11/16/2017 12:36 PM
470	Communications during an emergency needs to be looked at. People's lives are at stake and we should have thought about these issues sooner, not just after such a tragedy has happened. We need to be more proactive as a community, not reactive	11/16/2017 12:32 PM
471	Should not have happened like this. Other areas mandate wide, cleared ground on power right of ways to reduce downed power lines from tree interactions. And it shows the weakness of our massive power grid model of distribution. What if this had happened in the context of a major earthquake?? I also think at&t and comcast should be required to supply the battery with their router. So thankful for the calm factual voices on our local radio station!	11/16/2017 12:31 PM
472	I thought the responders were outstanding, and all things considered during the actual evacuations things went smoothly. My big frustration is that when various areas had their evacuation orders lifted, my road wasn't. There was no official explanation as to why, or why we couldn't at least go to our house to water. It would have been much easier to take if we had been told why we couldn't go back.	11/16/2017 12:24 PM
473	Personally, I think this horrible, horrible tragedy was a natural disaster. Suing PG&E will only raise our rates. Funds that could go to improvements will, in my opinion, be unnecessarily diverted by lawsuits. Anonymous	11/16/2017 12:22 PM
474	Lack of information was extremely frustrating! All we had was an emergency radio tuned to KVON. They did the best they could, but the disinformation (from people calling in) was worse than not knowing. When there were press conferences regards the fire, KVON would not broadcast them live, they would only report later on what they thought was said. Nixel was not functioning without cell service. I was very disappointed with the county's response to the fire as far as keeping citizens informed.	11/16/2017 12:20 PM
475	It is clear that we need a better way to service an area with cell phones/internet when there is a disaster such as this.	11/16/2017 12:16 PM
476	I think the Nixle system is great and I thought our elected officials did their best to keep people informed; all the firemen and police/sheriff did an incredible job. As for PUC, I think it stinks; why we have a for-profit utility company, with shareholders making money off of us makes me sick. And they seem to have a very close relationship with our governor so the for-profit utility companies throughout the state are not held accountable for a lot of things.	11/16/2017 12:13 PM
477	While I had no cell phone, land phone, wifi or TV that would work because of power outage I could at least get radio reception with a battery operated boom box. At the same time, friends of mine who live on the other side of town had power and none of the problems I was dealing with. This needs to be addressed.	11/16/2017 12:11 PM
478	The Nixtle network is terrifically valuable in emergencies.	11/16/2017 12:10 PM
479	Vastly improve ATT cellular service	11/16/2017 12:05 PM
480	There needs to be bilingual communications systems set up for first responders and to rural areas as to evacuation routes.	11/16/2017 12:02 PM
481	Accurate information on when PG&E and landline service was not provided until weeks after the fire During the first few days I could not get in touch with anyone at AT&T or PG&E. I don't recall any public announcements informing us of their progress. AT&T was particularly unresponsive and continually lied about service restoration dates Verizon cell service was spotty at first but they offered free data to fire victims and told us what was going on to restore full service. It would be nice to have some more cell towers on Mount veeder and redwood rd	11/16/2017 12:00 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

482	Nothing further beyond my narrative above.	11/16/2017 12:00 PM
483	If the winds and Power lines were the source of all or most of the outbreaks of fire...then a much more vigorous camping to trim and mange the poles and lines must be set up. These winds and downed lines in a winter storm would have hit only wet grasses etc...that this hit during the high of dry season is something to build into the management plans. I am not sure it is true but if some of the transformers and back ups stymies contributed to the fires because or reverse pulses sent back thru the lines and that PGE could have turned off these protocols during the wind event then they have a great deal to answer for.	11/16/2017 11:58 AM
484	Until this event I was unaware of Nixel. I think this should be much more widely publicized in local newspapers, magazines, Library and on flyers posted in prominent offices.	11/16/2017 11:43 AM
485	Our Mt Veeder neighborhood bulletin board has been full of criticism of ATT. We won't get our land lines restored until after the first of the year it seems. Dry Creek-Lakoya Volunteer Fire Dept , Gary Green, Chief, were outstanding and probably saved our local houses. Cal Fire and all the other responders from as far away as Portland and Tucson--- There are no words-- they were here around the clock for weeks. I stopped and thanked and shook hands with 300 or more of those guys. They saved our ass.	11/16/2017 11:38 AM
486	AT&T was terribly remiss in this situation. I find it hard to believe, in this day and age, it was impossible for AT&T to work with their competitors who were up and running, in order to reestablish connectivity to their cell phone users during this recent emergency. Instead, they would give conflicting stories: "we show no outages in your area" (seriously???) ; "we show six towers damaged"; "we show three towers damaged"; "the problem is most likely your sim card, we will send you another free of charge, just take it to your local provider to activate..." (this when they KNEW they had towers down)... and I spent hours involved in online 'chat' to no avail because their 611 line was useless. I am not at all pleased with the way AT&T dealt with this situation and after more than a decade and a half with them will change providers. Perhaps they could not have anticipated the problem or a way to solve it, but they were NOT FORTHCOMING (actually, they were outright dishonest) and for those reasons, I will no longer support them. I am researching other companies and will make that change soon. I wonder if anybody died as a result of AT&T's mishandling of this situation... j.hansen	11/16/2017 11:38 AM
487	On Sunday, a retired firefighter told us that beginning 9 p.m. that night, high winds and conditions would cause a red flag day. If he knew, why couldn't PG&E protocols reduce service on at-risk power lines? Were cell phone towers turned off intentionally as some have reported? If so, shouldn't there be some plan b in those cases. I drove 10 miles to airport location where I was able to get cell phone coverage to call my elderly mother to let her know we were well. By the way, with portable battery-operated radio, we were able to get anecdotal information at KVON radio. Perhaps emergency personnel could make use of that local radio service in cases like this. Their Facebook postings, Nixle sends, etc. were useless for those of us in the affected area.	11/16/2017 11:37 AM
488	please put lines underground---much safer.	11/16/2017 11:35 AM
489	Could temporary communication means have been set up!	11/16/2017 11:32 AM
490	Fortunately, I have a very old land line that functioned perfectly because nothing else did. No power, no cell phone, no wi-if, no internet for two days. However, I was one of the lucky ones. I still have my home.	11/16/2017 11:31 AM
491	Too much disaster information, spoken only in Spanish, was shared by some on-air hosts on KVON-1140 AM. It was not helpful to most residents, unless a listener failed to learn English, the Official Language of the State of California, per Article 3, Section 6, of the CA Constitution, who wanted to be kept fully up to date on local evacuations and wildfires.	11/16/2017 11:20 AM
492	We need a better way to communicate immediate emergencies both in English and Spanish and over multiple medias. Most of the folks I know that were in immediate danger had to alert their sleeping neighbors or more lives would have been lost. One friend lost the time to move things to his car because he was alerting neighbors and then had to evacuate without a go bag that was sitting inside his front door. He lost everything! We need a better alert system. But we also need to rethink our growth as we have allowed development into our fire prone hillsides which have only one road out. Some folks had to shelter in place, others had to jockey for position to drive down their narrow and winding roads. We need to stop allowing development up in our high fire danger hills. Once my power was back on I was able to tune into KVON who did a good job of broadcasting townhall meetings and fire updates. I am not sure if there was a Spanish equivalent broadcast, if not there needs to be. We cannot expect folks who are at home with kids out of school to drive to townhall meeting spaces.	11/16/2017 11:16 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

493	It was crazy that in this day and age that we would have NO form of communication! Cell phone, land line, TV, power....nothing worked! People perished not being able to get out of their homes due to garage doors and gates not opening...	11/16/2017 11:14 AM
494	see above comments, especially about cell phone 'silence capabilities'. this prevented us from receiving ANY nixle alers until Monday morning. We didn't need to evacuate, but had we needed to we would have not known via nixle/cell. (our land lines/power were out)	11/16/2017 11:04 AM
495	There HAS to be some sort of secondary emergency commucation system in place that is not dependent on electricity. Or if the electricity goes out, there has to be a radio station, or communication outlet that gives location specific, official status reports to the public. We heard a lot of exaggerated panic reports from people. The local radio station was helpful, but the reports were from listeners who had no clue of what was happening on the firefront and we had no information on how far the fire had spread, which direction it was moving. We need an emergency commucation system that does not fail when we have an emergency and a major power outage. It would help in quakes and floods, as well as wild fires.	11/16/2017 11:02 AM
496	Please figure out a way to keep communications operational during an emergency, perhaps some sort of backup system. Lives depend on it. Many of us live in this beautiful rural area and communication systems are necessary for the safety of all and for those who keep us safe.	11/16/2017 10:58 AM
497	We need a better system of getting internet and cell service restored in an emergency.	11/16/2017 10:55 AM
498	We need reliable communication in states of emergency. There was unreliable communication during the fires, creating challenges including making coordination between first responders and evacuees difficult. There was greater threat to life and property as a result. The issues with our backup landline not working in this situation was of particular concern. We have maintained it only for safety as a backup form of communication. This did not work. We had no landline, cell phone or internet. On the ground intel was our only real information. As a result the chaos and fear asa community became as much of a concern as the cause of danger, prompting us to evacuate in advance of the mass exodus from the valley.	11/16/2017 10:55 AM
499	With as much money that we all spend on the internet, landline and/or cell phone connectivity, you would think that we would have better systems in place for emergencies and the communication that is so critical during an event such as the firestorms. Better communication actually helps to alleviate panic and frustration that our first responders have to deal with during a trauma or tragedy. I hope CPU Commissioners and our elected officials have learned important lessons with our tragedy and how to better handle communications during such an event. Patty S.	11/16/2017 10:51 AM
500	I would tell them that in high fire danger areas the power lines should be underground or the power should be turned off during red flag warning times. This was totally unacceptable and the puc is as much at fault as p g and e. Stephanie Traulsen	11/16/2017 10:50 AM
501	The way things are now, all electronic is NOT OK! We have lost control of everyday activities because of the need to make everything as easy and convenient as possible. I did not want my landline telephone to go digital, but AT&T has made landline service digital! HI YI YI! I was not told that I could get a battery backup! Therefore, I did not know that it was an option! Disgusting! Thank goodness I had an old battery powered radio that still worked, otherwise I would have been totally in the dark! Was without power and all communications (TV, Cell Phone, Landline Phone) for three days. Car stuck in garage, because electric garage door would not open! We have become a lazy society???? Somehow, there must alternatives! Micki Beasley	11/16/2017 10:49 AM
502	As we shift to cell phones and wireless technology, it is imperative that these communication methods remain reliable during emergencies. I hope that the PUC and service providers learn from 2017 fires and make appropriate changes to ensure effective emergency communication in future emergencies.	11/16/2017 10:47 AM
503	We clearly need better communications from officials during emergencies. The nightly news is not enough. County and city websites offered very little info. Need a better system.	11/16/2017 10:44 AM
504	I was fortunate to have access to a device that charged my cell phone from my auto. this enabled us to get fire info from nxle. Nxle was most helpful!	11/16/2017 10:44 AM
505	This situation is unacceptable - safeguards must be put in place to prevent people from being cut off from communication and vital information	11/16/2017 10:41 AM
506	Get the communication companies in line with providing the necessary emergency communication networks in place. Put the communication and power lines UNDERGROUND to avoid this again!	11/16/2017 10:31 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

507	The need for better Phone service of land lines and cell towers in Napa Valley is very important! I live in North Napa off Salvador Ave. in a Senior gated community. Many of our residents are elderly and have medical issues. The Lack of power and phone service, both land lines and cell made everyone very uneasy. We could hear the sirens of fire trucks and ambulances day and night but many were afraid if they did need medical services, that there was no way to call 911 for assistance.	11/16/2017 10:29 AM
508	The primary lesson learned for my family during the fire and the multiple utility outages is that although we have a land line in the house it was connected to cordless phones that rendered the line unusable until we were able to obtain a regular hard wired phone. Previously we had hard wired phones but over the years they were disposed of at various times. We now have a hard wire phone stored in reserve for when the next emergency occurs.	11/16/2017 10:23 AM
509	THE AT&T CELL SERVICE IS STILL NOT WORKING ON MY PHONES IN THE SPANISH FLAT AREA. HAVE NOT WORKED SINCE THE FIRE. WORK ELSEWHERE. HAVE CALLED THEM 3 TIMES TO COMPLAIN ABOUT NO SERVICE.	11/16/2017 10:19 AM
510	Thank you all who worked so hard in this disaster I'm very grateful for all of your tireless work to save so many lives and homes. Blessings to you	11/16/2017 10:19 AM
511	Do not punish PGE. It would have been impossible to have removed all trees that might have impacted a power line. Don't let rapacious lawyers make millions over an act of god.	11/16/2017 10:14 AM
512	Not having any way of communicating, due to lack of both power and cell service was a very big challenge and influenced both my personal and professional life, there should changes made to prevent these challenges in the event of another emergency.	11/16/2017 10:14 AM
513	I understand a lot of facilities and cables burned; however, a month seems like an excessive amount of time to restore service, especially since our neighbor who lives in front of us and uses the same landline carrier (AT&T) never lost his service.	11/16/2017 10:12 AM
514	technology does not make my life easier...	11/16/2017 10:09 AM
515	We need to be able to get at least cell service during an emergency like that!!	11/16/2017 10:06 AM
516	I don't know what solutions there might be to the kind of situations we ran into. Communications are vital and yet if the infrastructure is destroyed There is not much that can be done until it is repaired. Perhaps some sort of mobile repeaters... As far as power is concerned, same thing. I feel that PGE worked very hard to get power back to the people. We did not have power for 6 days, that has taught us a lot about our own preparedness and what we need to do for the future.	11/16/2017 10:01 AM
517	Internet services are crucial to the public in a tragic time like we experienced, If a battery pack is available to some why not the whole?	11/16/2017 9:58 AM
518	Landlines are important emergency infrastructure and people should be encouraged to maintain them and purchase handsets. The utilities did a fine job restoring service given the cataclysmic situation.	11/16/2017 9:57 AM
519	No matter what... maintain Landline telephone use. Countless people depend on it for any communication with the rest of society in the event of disasters. We are still without landline service, more than a month after the Sonoma Napa fires.	11/16/2017 9:57 AM
520	The community updates on our local news by our elected officials and first responders were very helpful to stay abreast of information. The maps, the work of PG&E and the clarity as to the facts at hand were deeply appreciated. Thank you!	11/16/2017 9:53 AM
521	Need a comprehensive system for communicating all information in both English and Spanish. Do not rely on auto translate programs. Real people must translate!	11/16/2017 9:52 AM
522	The phone company should have to run T-1 lines to every home in rural napa county!!	11/16/2017 9:50 AM
523	During the power outage I purchased a land line phone hoping it would function in my home, because it has in the past. It did not. I was unaware of the change in phone wiring and that it would affect service in a power outage.	11/16/2017 9:47 AM
524	Reiterate what said above. I think the cities, county, state, and Angwin fire department did a great job posting info. Nonetheless, if it weren't for Pacific Union College, Angwin would have been a telecommunication mess because wouldn't have been able to access any of the info. PUC had the church fellowship hall open 24/7 with tele-support (cords, cables, connection instructions, etc.). Also, the library had tables, electricity, wifi....	11/16/2017 9:43 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

525	I still do not have the degree of internet signal that I had before the fires. I do a lot of live video conferencing for my work and I work from home. Skype and Zoom. The quality has been degraded even though I pay for the highest speed available. If we had an underground power line, we would not have been affected at all as our power was out bc of the wind not the fire. This is what I would like to see happen in our neighborhood.	11/16/2017 9:40 AM
526	Oct 9th (monday) 7am KGO was reporting fire east Napa, We turned on TV only to see devastation, in east Napa and Santa Rosa. Later -noon - we drove into town for shopping. Smoke everywhere people in shock, concerned about relatives that live above Napa Gun club. (No communication with them) Later heard they lost their home. We returned home. (North Dry Creek area in Napa) We had Power, no phone (we are landline only). The Mt. Veeder next door was keeping us up to date with the Nunns fire coming this way. We could see the smoke but not threatened. Tues Oct 10th, around 2pm, Mt. Veeder next door site, was reporting Evacuation in progress, and homes on fire - and it was crossing over into Dry Creek area, My husband & I were going to take dogs for a walk but drove North to see if anyone could give us information on the fire-after about 2mile we were met by Sheriff telling people to evacuate and that the fire was going to get here soon. We turned around and I started loading the cars husband went into save the home mode. (We decided to stay) and leave only if we see flames. Sheriff was not very_____. The flames did not get to us till Fri Oct 13 (o my did) not realize it was fir. 13th till now) We left at 9pm only because there was no firefighters to help us at night and the fire was at the back of property. (The neighbor hired a bulldozer guy, I feel he save us and the neighbor home. He stayed till 230 am) We returned at 9am Sat Oct 14. Via a undisclosed way for the Sheriffs would left us back. Firefighters were everywhere now and we still had a home. It was quite a week watching that beast marching slowly toward us and nothing was going to stop it. The beautiful Redwood grove has been blacked, forest burned and we lost water lines to the spring but that is miner to the devastating of east Napa and Santa Rosa. Nunns fire was completely different fire that east Napa, slow and low and no winds. Dry Creek, creek ,stopped it from reaching Yountville and Veterans Home.	11/16/2017 9:36 AM
527	Nixle was very helpful. I was concerned though that I would sleep through an alert that may have been something I needed to act on. As it was Pope Valley was never threatened.	11/16/2017 9:33 AM
528	More and more people are getting rid of land lines as they are an added and unnecessary expense for a household. We need to protect the cell towers in an emergency.	11/16/2017 9:31 AM
529	There should have been a warning system alarm to make people aware of the danger.	11/16/2017 9:31 AM
530	I wish ATT Uverse had informed me that I could buy a special battery so I would not lose phone service during an emergency. Actually, given how much ATT Uverse controls and charges/earns, I think it should provide those supplemental batteries for free.	11/16/2017 9:26 AM
531	I have the utmost respect for those persons who responded to these devastating fires. Who went out daily to fight these fires and to assist those in harms way. It is shameful when a community's leaders ignore the dangers of poor roads, communications to underpopulated areas, above ground power lines in an area that experiences drought and high winds. We rely on our community leaders to lead and protect, monitoring the service providers in an area to make sure they are scrupulous.	11/16/2017 9:25 AM
532	I was shocked our landline didn't work and have paid for a landline because i thought it would work in case of a disaster. I am displeased with this service and will be canceling our landline service from AT&T.	11/16/2017 9:22 AM
533	Other than no cell service the emergency preparedness was outstanding...THANKS SO MUCH TO THE FIREFIGHTERS I MET FROM OUT OF STATE...one gave me a N95 mask when none were available here. He must have brought them from his home in W. VIRGINIA...I'll never forget him!..he parked himself at the door of walmart and handed them out to any one who would stop...	11/16/2017 9:22 AM
534	I must say that overall, the up-valley cellular service is severely lacking; especially with AT&T. If we could lobby with AT&T and Verizon to improve our up-valley cell service this would be most helpful to our everyday lives and in emergencies. Thank you - Walter Braden	11/16/2017 9:20 AM
535	While the fires were unpredictable in their origin I feel AT&T should have done a better job getting cellular service back up. My understanding is that they had no redundancy in their tower connections into most of Napa Valley. This is extremely poor network planning and execution that caused cell service to be down for almost 4 days. This was at a time when all the emergency coordinators were encouraging residents to check nixle regularly. Hard to do with no sms service.	11/16/2017 9:12 AM
536	All of the first responders did an amazing job!	11/16/2017 9:07 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

537	Invest more money into more redundant communications systems, especially including emergency radio systems. Ensure every county has a mutual aid radio plan for incidences like losing all other comm.	11/16/2017 9:04 AM
538	Improved internet access for those of us living in the unincorporated areas of Napa County is important for our safety, additionally, the PUC should provide dedicated telephones at cost for people with landlines so they have access to communication during power outages. PG&E should evaluate copper vs fiber optic cable for telephone line safety and use whichever is safer with regard to fire especially. Brush and tree removal along power and telephone lines could be vastly improved with better monitoring. Davy Tree company does a poor job of forestry management and power line safety.	11/16/2017 9:01 AM
539	Having lived in Calistoga all of my life, I am used to the fire siren as a means of announcing an emergency. This goes way back to when I was a child hearing the siren during air raids in World War Two. We need the siren again, and to make sure it works we need it to go off everyday at 12 noon.	11/16/2017 8:58 AM
540	We have Consumer Cellular, which rents bandwidth from ATT. We could not make or receive cell phone calls for about two weeks. I called Consumer Cellular, they said the signal strength in our area was strong, but could not make calls.	11/16/2017 8:52 AM
541	Yo no soy bueno para opinar ni escribir, pero recuerdo cuando anteriormente ya en un pasado desastres, por ejemplo los 2 terremotos recientes aqui en Napa, las 2 inundaciones aqui en Napa y Yountville, y en ese tiempo yo todavia tenia linea fija Telefonica, y jamas se interrumpio el servicio, de echo tenia un telefono viejo de los que usaban solo los diez numeros que tenias que jirar para marcar un telefono, no era digital como los modernos y jamas me fallo, pero se que la modernizacion siempre llega, y deje de usarlo ahora solo uso mi celular, y eh aqui las consecuencias, mi abuelo decia,... SI SIRVE, NO LO ARREGLES, DEJALO COMO ESTA... y creo que tenia la razon ahora con tanta nueva tecnologia (desechable) hemos visto que falla en el momento que mas la necesitamos..., creo que las compañías gigantes de telecomunicaciones que enriquezemos a diario, deberian ofrecer lineas fijas a costos literalmente regalados, porque hoy en dia ellos hacen sus riquezas de los celulares internet y tv, creo que no les afectaria en nada ofrecer ese servicio...	11/16/2017 8:48 AM
542	I was very impressed with first responders, County Supervisors, press conferences and up to date communications. PG&E was very effective in getting power and gas restored	11/16/2017 8:46 AM
543	Cell service in the Calistoga area is very sketchy. During the fire I could only communicate via text. A call would not get out. I have been told by AT&T that they do not provide landline service in our area. For being an extremely popular tourist area I think this is a very dangerous situation. Even after a month the cell service is poor. Many of my calls are dropped or so bad that neither myself or the person I am calling can understand. Cell service in this area should be much better than it is Steve Andersen Calistoga	11/16/2017 8:40 AM
544	Our towns and cities need to have a known central WIFI location powered by generator in the case that power and communication is down. We couldn't use cell phones or landlines to reach family members, and didn't even know service was unaffected 10-15 miles away. There needs to be a communications hub in every jurisdiction.	11/16/2017 8:33 AM
545	Why did the landlines not work and how come we didn't have any kind of advance notice that the landlines wouldn't work in this type of event?	11/16/2017 8:31 AM
546	I can't honestly blame anyone. It was an unfortunate series of events , all came together to trigger all 3 of these FIRE STORMS.	11/16/2017 8:28 AM
547	Nixle and Nextdoor were great. There really was no other way to know what was happening in our area.	11/16/2017 8:26 AM
548	We're in big trouble if there is a significant earthquake. One could sense a near state of panic on the roads in Napa on the Monday after the start of the fire as people were looking for places to buy gas, food, or just find cell or WiFi connectivity. I worry that people would lose their respect for others and the law if access to communication and basic necessities becomes absent for an extended time.	11/16/2017 8:19 AM
549	We were without power for 40 hours	11/16/2017 8:16 AM
550	Real time fire data, location and direction needs to be available. Website providing Satellite pictures, or drone data. Cal fire maps are a joke. Big red blob with a Fire Icon.	11/16/2017 8:15 AM
551	Amazing work!	11/16/2017 8:10 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

552	When evacuating I was cut off from the world. As I was loading my car I had no idea if I was in increased danger. I couldn't receive any Nixle warnings.	11/16/2017 8:05 AM
553	Use of NIXLE was valuable and improved as agencies got in the practice (some could continue to improve). The total loss of ATT cell service in the up valley Calistoga to Santa Rosa corridor was life threatening.	11/16/2017 8:05 AM
554	Wireless providers need to have more robust emergency replacement within a 24 hour period. AT&T clearly did not have it together in Napa County where I live.	11/16/2017 7:56 AM
555	Especially on the first day after the fires started (Monday) communication was so difficult. Cell service was down in many places and I could not communicate with my family easily. I had to drive 20 minutes to Pope Valley to find a spot on the side of the road to call people and check messages and look at the internet to find out what was going on. This endangers people and needs to be fixed.	11/16/2017 7:55 AM
556	Verizon had local cell coverage but att did not	11/16/2017 7:50 AM
557	ATT wireless was much worse than Verizon wireless during the fire. Verizon kept wireless service in St. Helena and ATT did not. ATT needs improvement during disasters!	11/16/2017 7:48 AM
558	Nixle messages are great when one has a cell phone and Internet service, but it sure would be nice to receive the messages by landline as well. Living where cell service doesn't exist and Internet service only works sometimes and only when electricity is working, I would receive multiple nixle messages on my cell phone on my drive to town, sometimes more than 20 in 1 trip which is a lot to wade through especially with no indication of when they were sent or how relevant they are at the time of receipt, which might be a couple of days after originally sent. Also, it's extremely important to me to have a working landline. After a day or so without power our landline tends to stop working. With the closest neighbor a mile away, I worry about getting help in an emergency. During the fire, if my house would have been in danger the first two days when the power and landline were out, I would not have been able to call for help, nor had water to fight off the fire. I felt rather helpless.	11/16/2017 7:48 AM
559	I have shared my thoughts above.	11/16/2017 7:45 AM
560	Many people rely exclusively on their mobile/cellular phones for voice calling. Once power is out, it's not possible for mobile users to use WiFi calling, receive text alerts, or for data to connect to community announcements. There should be an emergency cellular service available for pushing text messages, at least. Otherwise people in disaster areas can't get word to evacuate or know where to shelter and get aid.	11/16/2017 7:43 AM
561	I got my battery powered radio to work and the folks on the radio (radio personalities, official government representatives, etc.) kept saying that to get updated information we should check their website, Facebook pages, etc. or they would list their phone numbers. They also suggested we sign up for NIXLE alerts. This was all completely useless as we did not have any power, phone or internet access. I got more useful information from the priest when I went to church. We need a better strategy. We can't rely on fancy technological bells and whistles when the power goes out.	11/16/2017 7:40 AM
562	We NEED a better warning and communication system!	11/16/2017 7:38 AM
563	Elect people to the PUC who are not in bed with PG & E. Start protecting ordinary consumers--do your jobs!	11/16/2017 7:37 AM
564	It is absolutely necessary that all communication lines and poles, and any other forms of communication related to this tragedy, be properly maintained in the future.	11/16/2017 7:35 AM
565	I think the emergency backup System for communications needs to be improved.	11/16/2017 7:34 AM
566	PG&E did a good job restoring the power under difficult circumstances. However, the company bears responsibility for some of the fires starting to begin with. Passing expenses for losses on to the consumer shouldn't be tolerated.	11/16/2017 7:34 AM
567	I am sorry there is so much negativity towards PG&E. These fires were an act of catastrophic, unproportional event of nature with winds of strength that may not have ever gone through our Napa Valley, to our modern knowledge. Yes, PG&E has its responsibilities. I believe they try to fulfill them. They need to, to stay in business, so I believe they try to fulfill their responsibilities. Living in the county, PG&E regularly checks trees along our power lines and diligently keeps trees and vegetation cut back to safe standards. If power lines created sparks that started any of fires, I believe it was not PG&E negligence but a freak act of Mother Nature. I found it quite astounding how quickly PG&E restored power to so many so quickly! Well done PG&E.	11/16/2017 7:33 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

568	Perhaps they should consider allowing rolling black outs in cases of extreme windstorms to prevent wires from sparking and setting fires. The inconvenience of short power outages might be better than fires related to wires being brought down. These could be declared emergencies and advertised by all calls, texts or email notices.	11/16/2017 7:32 AM
569	Have back up portable cell sites to replace burned ones!!	11/16/2017 7:32 AM
570	ATT cell phone coverage sucks to begin with. I have had to put in a micro-cell in our home to get cell phone coverage where I live. We have digital landline so our landline didn't work either during the fire. I don't know whether it was only due to the power outage or if it was due to the cell phone coverage in our area going down. I don't understand why I can get cell phone coverage in the middle of the desert in Turkey (close to a third world country) and I can't get cell phone coverage in Napa!!!! Require cell phone companies to share their cell towers with other companies as they do in Europe.	11/16/2017 7:24 AM
571	Bring in temporary cell tower communications to areas where cell service is down	11/16/2017 7:23 AM
572	2:00 a.m. intense smell of smoke...power out...what's happening? Where's the fire? AND to add to the terror there was no power...no land line...no cell phone service. An intense feeling of isolation, not knowing what to do or where it was safe to go. I had an emergency kit next to my bed with flashlight, so I could make my way through the house. I started to cough a lot. I have a gas stove that continued to function during the fire. When daylight finally came, Monday October 9, the smoke was overwhelming, and it was really hard to breathe. My eyes stung. It was only a day later, that I acquired the N95 mask, so lots of fine ash already was in my lungs...and everywhere on the ground and on my car...had to run the windshield wipers each morning to remove the ash. As mentioned earlier in this survey, KVON provided continual coverage, which I could only access in my car. Later in the week, when both power and cell service were finally restored, did I begin to receive the emergency reports. The need is apparent to come up with a system to notify residents during emergencies when there's neither power nor phone service, both land line and cell.	11/16/2017 7:19 AM
573	Please let this crisis be a strong message that 1): You NEED to inform consumers that in the event of a major emergency (such as we just experienced) you will NOT have communications at your home including the ability to call 911- which is more likely in such a major emergency. 2): When service infrastructure changes (such as the switch from analog to cable fiber optic) that consumers have NO choice about- we need to be informed that in a major community emergency we will have NO services- including calls to emergency services. 3): PG&E needs to be held accountable for their role in this recent wildfire disaster and the cost should NOT be passed on to the consumers. Otherwise, there is no incentive to make changes to their operational practices.	11/16/2017 7:16 AM

574

11/16/2017 7:03 AM

Modify the requirements for access for Diamond Mountain Road in the future in case of emergencies. While the town line for Calistoga is evidently at Dunawear lane, exception should be made for owners to access their property when there is no immediate danger from fire or otherwise on our mountain to access and rescue pets and secure our property for fire. Every time the power goes out on Diamond Mountain, we are the last to hear from PGE as they lump us with the town and local area residents without power, and if they would listen to our messaging to their emergency number in Sacramento which we called multiple times during the fires, and in prior power outages, we feel our service could be restored much quicker. PGE contacts us via cell message noting our power is restored and we call every time this happens and let them know that our power is not restored and they are wrong. They fix the problem at the bottom of the mountain and assume all else is ok and never check with us on who live past the Southfork junction on the mountain road. This results in us being without power for multiple days for no reason at all. The last fire resulted in power out for 8+ days, despite our and other owners calling. All prior outages have been for a week or longer. This last time I messaged everyone on the mountain to call PGE directly and notice their location to confirm we did not have power. Surprisingly, once PGE received multiple calls they finally repaired our power. I understand the risks of poles being out, some of which may be in the wilderness and not as accessible, but when the owners on our mountain message and it is more evident that the problem is actually due to a power pole on our mountain that is visible, they need to take heed and respond much quicker than they do, as we are helping them isolate the location of the likely problem. Further ATT and Comcast still have poles and wires tied to trees from the last storm several months back and they seem lax to repair. Not sure what the heck they are doing. I realize we are a small group of owners but we are also isolated, and if the power is out and a storm blocks our road from downed trees, we are stuck with no assist or response from either of the public or private utilities. PGE should set up a special process to isolate and listen to reports from owners when they are provided, as it will provide an opportunity to specifically direct resources to us on the mountaintop and others who may be in remote areas like ours with limited access. Diamond Mountain Road is one way up and down. While PGE does use outside sources, Davey tree, etc. to trim trees at lines, there is a lack of organization and follow through in this process. I recommend a controlled process whereby PGE communicates directly with the owners to set a basis point in their information records as to location of poles on specific properties, and where lines run. There seems to be a serious disconnect as PGE is relying on their sub-vendors, and they need to keep better records especially for rural areas. Obviously city and township areas are different from mountain areas. I have been very proactive with PGE regarding our property, but honestly, the process and communication are weak at best. For example, we had a power pole on our property with a transformer that feeds our home that as WAY PAST Replacement timeline which was confirmed with PGE, and I called for four years noting the poles was past time for replacement and we were concerned it may break and fall and cause a fire. Long story short, we revealed a situation where a PGE senior official wrote up our pole as replaced even though it was not and I was still calling. Finally last year they installed a new pole and transformer on our neighbors property and then they cut the existing pole I had called on to reduce its height, and draped the hard line from the new pole across our garden, tied it to the old pole and a tree, and draped to our house connection. At best is seemed like a sloppy fix. Further , we received no response to our requests, and NO NOTICE of the date they did it. No response to any of my inquiries. ALL UNACCEPTABLE. I just don't get it. I have given my cell to everyone I called and told them I can be reached 24/7, yet still no one contacts me via cell or in writing. All we receive are those power outage notices they mail out as normal practice. They need to improve their communication and perhaps listen to and most important respond to their customers. I hope this process can be improved in the future and am happy to be involved in any way PGE needs me to make their process better. We plan to install a power generator for future outages as soon as we can to avoid the situation we had with no water pumps to fight the fire. Further - we have tried to get solar on our property as we can't install near the house. I have contacted PGE multiple times to see if they can install a power pole, additional service outside our gate on property where we would build a pavilion and install solar panels, as trenching to our house is not reliable given the distance. We requested a separate meter that creates a solar power grid power creation that is not connected to our home, to provide a credit against out meters that do use power. So far we have been told that is not possible. I even offered to pay for the pole , transformer, and meter install, and still a not possible. This makes no sense to us. If you or anyone who receives this can get us a qualified answer as to why not, we would appreciate it. Our home on Diamond mountain is our future retirement home, at present with about 8-10 days visits per month, we pay 750-1000/mo for PGE which is absurd due to the ridiculous tier rates they charge. We have a very small vineyard and 4-5 acres of gardens around our home which need water and our pumps for irrigation run constantly. All our services have been updated with the latest most energy efficient equipment, yet we can only imagine what our bill will be when we live there fulltime! Love to get some resolve on the PGE situation. Thanks. Anyone can contact me anytime.

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

575	This was a Catastrophic Faliure and breakdown in communication.	11/16/2017 7:02 AM
576	AT&T (and Verizon) need more towers in the valley. The cell service is spotty and best. I constantly drop calls like 3 a day. This is unacceptable. Also ALL internet companies are way too slow as well Please sort it out.	11/16/2017 6:58 AM
577	Without cell and internet in today's world, you fee completely cut off from communication and information. It very much increased the stress of an already stressful situation	11/16/2017 6:55 AM
578	I feel like all levels of government were unprepared for this event. That needs to change.	11/16/2017 6:52 AM
579	Thank heavens for KVON, and an old transistor radio, as they were only way to know what was going on. I even found another one which I loaned to a neighbor. I also used battery powered radio. Good thing I keep batteries available.	11/16/2017 6:51 AM
580	There has to be a better method of maintaining power and telecommunications during an emergency like this.	11/16/2017 6:40 AM
581	There definitely needs to be improvement on how to communicate to the public during citations of this kind. I did feel that efforts were made to restore power. Once we found out the scope of what was going on, we knew rescourses were stretched thin. Very grateful when we finally saw utility trucks in our area. It would we good to compile and send out vital emergency information prior to another event; tips for safety, how and where to get news, rescourses, etc.	11/16/2017 6:38 AM
582	I think the Nixel alert system was a little slow but all in all pretty good. I thought that Senator Mike Thomas did a great job keeping people up-to-date on his Facebook page which is the main source of communication for people durgung the fire.	11/16/2017 6:34 AM
583	I would like to tell the PUC that they are not doing their job of oversight and regulation of PG&E and that the rate payers should stop having to be responsible for PG&E's mismanagement of its facilities	11/16/2017 6:32 AM
584	The basic land line service and basic television has become unreasonably expensive. There needs to be basic service for a nominal or realistic fee. Also a subsidized service should be available for people in need.	11/16/2017 6:25 AM
585	Learn from this disaster and be better prepared for the next one. Communication saves lives!	11/16/2017 6:23 AM
586	We need reliable service. To-date, post fires our cell service and wifi donnot function properly and we experience numerous issues with connectivity.	11/16/2017 6:22 AM
587	Our only source of information was listening to KVOn on a wind-up emergency radio that held charge for about 2 minutes. I was surprised at the lack of ability to learn what was happening and at the dearth of information from city and county officials via the radio.	11/16/2017 6:14 AM
588	Considering the fire danger all around, I feel the handling of the communication systems was well done.	11/16/2017 6:11 AM
589	There was no warning other than friends from Napa calling to wake us up to tell us about the Atlas Peak fire since we have property at Silverado, and then we called other friends in Calistoga when we saw the news about the Tubbs Fire. They evacuated to our home in St Helena. We all watched the news until the power went out at about 2:00 AM. We had no power or cell service for about 2 days and finally left St Helena Tuesday afternoon and went to our condo in San Francisco; our friends went to other friends in the East Bay. I emptied the freezer and refrigerator as the food was being to spoil and shut off everything I could. We took important things with us in case the fires would to spread to St Helena. We did not regain cell service until we reached American Canyon. Our neighbors had Version cell service and we used that to tell family we were OK - other neighbors had a radio which was our only way to get news. Friends helping friends is how so many of us got through this time. I think there should be a Warning Alarm in all communities - similar to the sirens for the Volunteer Fire Department in St Helena or PA system in SF at the Ferry Building.	11/16/2017 6:00 AM
590	I am disappointed that in our current technologically advanced society, something like this could happen. No power, no cell, no landlines and minimal updates or relevant info on local radio. I would have expected the Sheriff or town officials driving around on loudspeakers for updates at the very least. I felt like time rewound 50 years and as fast as the fires were spreading, it didnt feel safe being completely in the dark. Driving 20 miles south to get cell connection isnt a safe "plan B". Something needs to be put in place so it doesnt happen again.	11/16/2017 5:51 AM
591	I think land lines should be used along with cell for important notifications. Seniors don't all depend on cell and internet for information.	11/16/2017 5:45 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

592	Start acting like a representative of the people and quit acting like an agent for the utility companies.	11/16/2017 5:38 AM
593	The fires were a major disaster. We expect to lose power and other modern conveniences. I feel the local leaders did a great job of getting cell service returned quickly. I was most grateful my landline remained operational. What we need to work on for the future is protecting comm lines for first responders.	11/16/2017 5:38 AM
594	PLEASE work on landline phones that don't require power. PLEASE. That cost should not come to the individual as most cannot afford to do that if they wanted to and those that could, well, I don't think it is fair.	11/16/2017 5:32 AM
595	Creo que la gente entró mucho en pánico por que no había mucha comunicación	11/16/2017 2:00 AM
596	During the first 24-48 hours of the fire I relied on a wind up radio for evacuation information. I had this in my house from many years of hurricane preparedness living on the east coast. I moved to napa in 2014 and the was my first fire. The radio station accepted caller eye witness accounts and provided updates. I installed nixle after learning about it through friend 2 days after the fires started. I was closest to Partrick fire and self evacuated on tues night. Relying on radio accounts although successful in this event for me is not a sure way to handle a disaster of this magnitude.	11/15/2017 11:47 PM
597	I kept my copper based phone service for a very long time mainly due to the ability to make calls when the power was out. Then finally ATT made it so financially beneficial to switch to digital that I reluctantly did, but only with the inclusion of a battery backup provided by ATT. The battery lasted only a few hours at most and our power was out for about 48 hours. Very disappointed that my phone service did not work as I expected.	11/15/2017 11:22 PM
598	Nixl is highly effective as long as cell service is available. During the power and cell outage there was significant fear that we would not be alerted about imminent danger.	11/15/2017 11:15 PM
599	Nixle worked	11/15/2017 11:14 PM
600	City officials did very well L with communications after day two.	11/15/2017 10:35 PM
601	Living through the fires with anxiety at extremely high levels means that having functioning internet and telephone is hugely important. At first neighbors would talk to each other in the street, but after the first day of fires everyone stayed inside because of the smoke and used the internet or telephone for information. When one lives alone these methods, most especially the internet, and very especially for those of us who do not have TV, become the only way to know what is going on, what to prepare for, and to be able to see the video feed of the meetings held by the City/County/CalFire starting approximately mid-week. The ability to communicate through the Nextdoor.com system was also very helpful.	11/15/2017 10:28 PM
602	It was stressful not being able to communicate to our family that we were ok. We did not know until late Monday that a company had opened up free access to wifi. I did not want to get out on the roads to try and find an area that my phone would work, so that I would not be in the way of the fire fighters. I also did not want to drive around and use my gas for that purpose as the power was out to all the gas stations, stores and businesses near us.	11/15/2017 10:06 PM
603	There was no source of communication via cell or land line. A solar / hand crank phone was very helpful. KVON station kept me informed. I work st St Helena hospital and phone trees were not helpful to call in staff since cell phones and land lines did not work.	11/15/2017 10:02 PM
604	Not having reliable cell service was frustrating. Once the temporary cell towers were installed it was fine. Those need to be ready immediately when there is an emergency of this magnitude. I appreciated the carriers waiving the data usage fees during the fires.	11/15/2017 9:25 PM
605	We cannot rely on cell phone or internet coverage for emergency communications. The commission must come up with an 'old school' plan that accounts for a high-tech communications failure.	11/15/2017 9:22 PM
606	It was very nice of the telecom companies to open their lines at public locations to allow those without connections to reach family, friends, or assistance. It was a little strange not to receive warnings on cell phone. When traveling in other US cities, I've received emergency messages about flash flooding/severe weather, child abductions, etc. on my cell phone. As the week went on and smoke worsened and red flag warnings were reinitiated, I was surprised our cell phones didn't receive warnings or updated evacuation info. Seems like some type of messaging would have been warranted.	11/15/2017 9:14 PM
607	I now realize how dependent we are on cell phones. Keeping cell service running in an emergency situation could be effective for so many functions of daily life.	11/15/2017 9:01 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

608	As a disaster coordinator I kept a landline for emergencies and was pretty upset it didn't work in my home. I will be looking into why with the information from this survey. thank you.	11/15/2017 8:53 PM
609	Please see my earlier comment on #28	11/15/2017 8:32 PM
610	I don't understand why our landline was not working when the power was out. I also don't understand why everything, including cell phone service was out. I have never been in a situation before where the power, and all forms of communication were unavailable. There needs to be a back up as it took a while to be able to tell my family members outside the area that I was ok.	11/15/2017 8:10 PM
611	I think the community should have been given more information. The local paper was useless. The TV news wasn't accurate. The Napa Police Facebook page was the most helpful. Receiving Nixel texts was helpful too. It would've been helpful to have a webpage with accurate, current, and updated information.	11/15/2017 8:01 PM
612	Disaster Emergency radio service should improved	11/15/2017 7:55 PM
613	Cell service - phone/text/data - was extremely valuable to us in our situation. While many cell towers were affected by the fire, it would be good to plan ahead for portable/temporary equipment to be brought in immediately, and/or to develop ways to better protect equipment from wildfire (local internet providers too).	11/15/2017 7:41 PM
614	We have a major problem communicating during an active disaster and we expect tangible solutions immediately. We use to not have this problem. If this problem was created because telecommunication companies wanted to save money and increase profits without considering how new technology would effect communication during a disaster then those companies should be held accountable and responsible for creating the solution.	11/15/2017 7:28 PM
615	Not having electricity, phone or internet service during the fires made the experience more terrifying.	11/15/2017 7:25 PM
616	Please get your infrastructure together! This cost people their lives & was intolerable!	11/15/2017 7:21 PM
617	Not familiar with what technology might be available. Still, I would be very happy to see something other than horn-honking, and shouting, be available to folks evacuating a firestorm. Steve Breitenstein. Tubbs Fire Survivor. Franz Valley School Rd, Calistoga	11/15/2017 7:04 PM
618	This was a unique situation because so many fires were blazing at the same time, but it would be nice to be able to get consistent information about the fires closest to me (which weren't reported via the news outlets) and have more details instead of human interest stories (which were nice, but provided zero info). We voluntarily left our home on the first Monday of the fires when we could see the flames at Skyline Park and had no idea if the fire would be contained or how successful the efforts were being at preventing it from spreading into our neighborhood between Coombsville and Imola. Without any info, we packed up and evacuated our home because we figured that would be the safest bet.	11/15/2017 6:53 PM
619	I'm a late night person, so I was awake at 11pm and went outside to check my trees because the wind was gale like. The heavy smoke, ash falling, heavy winds, and warm night was eerie. I then checked a Bay Area T.V. Station. Said there was an Atlas Peak fire. Around 12pm I left to fill up my car w/ gas. Took the 3rd station. Went to get cash fromATM. Empty. A lot of vehicles were coming down onto Trancas from the fire areas. I went home, put important papers in my car, extra set of clothes, and drove to American Canyon with the idea toget a motel room where I felt safe and find out what was going on. Hotels full. (End of Safeway Golf event). Slept in my car atHotel. Felt it wasn't safe in Napa.	11/15/2017 6:45 PM
620	Inconsistent communication- had no idea about voluntary evacuation in city of Napa	11/15/2017 6:44 PM
621	Make sure people know about back up battery for landlines	11/15/2017 6:41 PM
622	I am thankful that our local radio did try to keep everyone current. They did a great job. I was glued to my radio for information. I think fire and police did the best they could! I applaud them. I do think these types of fires will continue with climate change and more populations in hills. Needs to be some sort of better system of information. I also don't feel we as the public should cover PGE's cost	11/15/2017 6:41 PM
623	The information sharing with the community was lacking. We watched the morning press conferences but we should know as a community what the local source is for anyone to listen at any time (ie local radio?). Facebook pages were updated but we felt totally in the dark about what was actually happening out in the community to others.	11/15/2017 6:13 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

624	Mobile phone service providers need better penetration in mountain communities like Mt Veeder. My primary communication model is VOIP (No power no internet no communication.)	11/15/2017 6:13 PM
625	In situations such as these fires, a plan of action to quickly evaluate the telecommunications issues and to have a back up plan to set up places for communication should be implemented. We simply drove out of town to get to a working cell tower. Are there options for installation of temporary cell towers in emergency situations? Also is it even possible for a google balloon to provide internet temporarily? There are solutions out there - but the city has to have the plans and resources available to set them up. My guess is that it's expensive - but Napa should step up and figure this out.	11/15/2017 6:05 PM
626	ATT was reactive and only helped if they were called. Otherwise, I was ignored.	11/15/2017 6:04 PM
627	Although services like Nixle are very valuable, they are pointless when people can't receive cell signals, and/or when there are no updates. Clearly this fire showed us that there needs to be an emergency response plan specifically related to communications. Also, in listening to KVON briefly later in the week, it became apparent that there is a substantial older group of individuals who have no connection to cell services or internet, and who would be completely out of the loop in the case of emergency evacuation orders sent via Nixle. Many of the callers who called in also had disabilities/were unable to drive/etc. Emergency outreach needs to reach these individuals as well.	11/15/2017 5:55 PM
628	I was surprised at how many people did not know anything about Nixle, which kept me well advised. If it's not a nation-wide service, it should be, and there should be a better way of informing people about it. I have some reservations about putting all the blame on PG&E. Although from what I have heard it was a tree that knocked down a transformer that started the Tubbs fire, which suggests that something needs to be done to prevent that from happening.	11/15/2017 5:54 PM
629	They handled this poorly. The PUC should have had communications from day one of the fire as everybody knew the seriousness of the event. It is not like this is the first time there has been a fire. To get a copper landline is \$40 per month. That is robbery. I don't really care that cell phones are used more. I pay a tax in my bill for lifeline. All homes should have copper based phone numbers for emergencies for low to zero cost as we pay for it already. Also it does no good if the phone is a powered phone. Stop the nonsense. IF you cannot do the job correctly get out and let someone who cares and can do it setup up.	11/15/2017 5:40 PM
630	Daily briefings led by Belia Ramos were great. Using nixle was also great.	11/15/2017 5:32 PM
631	Compared to the Cluster you know what in Santa Rosa, our Napa officials did a great job! Lack of cell phone and even land line access at first was very frustrating. Ira C Smith on Kvine/Kvon/1440 did an incredible job from the first day to the last day. We live in the Alta Heights Area, and still talk to people, who were not warned to evacuate. Apparently, some semi new streets were not covered, and parts of long time streets were not covered. Again, compared to the total lack of evacuation orders in Sonoma County, our people did a great job. Kudos to our county and city officials and all of our firemen/ LEOS who put their lives on hold and on the line for the rest of us.	11/15/2017 5:26 PM
632	I'm getting rid of my cell phone and using a new wifi phone that backs up to cell towers. AND please invest in putting all power lines and transformers underground immediately. And make sure that anyone who can have solar panels has solar panels. We're only going to have more extreme weather and we DON'T want anymore fires. Charlotte Helen Williams	11/15/2017 5:17 PM
633	I shared my thoughts in the previous comments I wrote.	11/15/2017 5:16 PM
634	Regardless of PG&E's responsibility or responsibilities in the origin of the fires in Napa or Sonoma, power was discontinued for two or three days with widespread disruption of the homes and businesses in the community with no warning or meaningful communication. This caused outages in phone and internet communication apart from cell service, itself disrupted by destruction of cell towers by the fires.	11/15/2017 4:42 PM
635	We need to have redundancy in place for internet and Cellular Service in these types of situations. We rely more and more on cable And cellular as our primary communication gateways and our internet and cell phone providers need to build redundancies and repond asap. Lives are at stake.	11/15/2017 4:32 PM
636	Please see above comment about conflicting information.	11/15/2017 4:24 PM
637	Cell service providers need to offer emergency alerts in a disaster automatically. We should not have to sign up for it. Majority of families now do not have landlines	11/15/2017 4:19 PM
638	CI should have been notified there was a fire, not having to rely on neighbors.	11/15/2017 4:15 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

639	Friends told me about Nixle, which was a huge help once phone service was restored. I was able to sleep at night as long as my phone was near the bed. It might be helpful for new residents to be made aware of this service through Post Office or some other messaging.	11/15/2017 4:13 PM
640	The emergency communications plan was a failure, in my opinion. No phone, no power, no internet. We appear to rely on those types of communications for emergencies, yet they ALL failed.	11/15/2017 4:12 PM
641	Phone lines need to work to assist those in need to call 911 or be able to receive notifications. Also phone connectivity is very important for the elderly.	11/15/2017 4:12 PM
642	The lack of communication through local sources was definitely noticed, even though I don't think that came through in the survey. The news was from San Francisco/Berkeley so I didn't feel like I really knew what was going on. I left town because of air quality and the fire was within 2 miles from both the Partrick Fire and later from the Atlas Fire, when it got to Skyline Park. The fact we were told over and over to join Nixle while phones were out was frustrating...	11/15/2017 4:11 PM
643	Why were mobile cell towers/transmitters not brought in immediately? Why did the news/national stations not report that many people in the city of Napa were safe but had lost all electricity and cell service?	11/15/2017 4:11 PM
644	Many companies and people worked long hours to restore utilities. I appreciate the people who went above and beyond and worked tirelessly to mitigate the fires and restore communication.	11/15/2017 4:06 PM
645	The complete lack of communication for 2-3 days was very distressing. We had no idea what the situation was and had no warning of changing conditions. We were just fortunate that we were not injured and did not suffer a loss. KVYN was so helpful when we found the radio and could access their broadcasts. This was our sole source of information for at least 3 days.	11/15/2017 3:54 PM
646	I think the lack of internet service was the hardest. Driving into town was tricky but provided critical information.	11/15/2017 3:49 PM
647	Investigate the need to possibly use old technology like fire sirens. This was an effective system of warning, even though stepping back in time. I have heard of audio drones as well. With cell towers in the path of mother nature's disasters, they have proved ineffective. Time to look at another alternative not so vulnerable.	11/15/2017 3:38 PM
648	I am most concerned with the evacuation and the fact that at no time were we ever told to evacuate. We found the fire, evacuated and notified all of our neighbors of the fire. I believe that reverse-911 calls through land lines would have been ineffective even if it had been initiated. Ideally, cell phones should be notified of evacuations much like Amber Alerts are.	11/15/2017 3:34 PM
649	We need to have better ways of communicating in case of a power outage and cell tower disfunction when there is a fire or an earthquake. We could have prevented some deaths and injuries if people had been given emergency warnings.	11/15/2017 3:31 PM
650	Providers should be required to place alternate methods to access at least cell phone or land line service in areas that are not destroyed. Our area did not burn, but fire was close, but we had no service of any type to communicate with for several days. Hospitals are required to have emergency generators and water supplies for such situations. Why is there not a similar requirement for communications in this electronic age where that is the primary way we receive such communication?	11/15/2017 3:20 PM
651	We need a warning system like the amber alert. even sirens and a bull horn would have helped.	11/15/2017 3:19 PM
652	We need reliable power and telephone services during a catastrophic event such as the fires. We were left in the dark and had to rely on others for information.	11/15/2017 3:13 PM
653	I hope that we do everything we can to make sure that things like this don't happen again. I don't know the exact cause of the fires, but I have heard the dispatch recordings from that night. I hope that we can make sure that transformers and power lines are clear from brush and other wildlife.	11/15/2017 3:07 PM
654	I think everyone did their best in difficult circumstances. I truly appreciate KVON for staying on the air with positive informative information. Glad that the emergency services saw the radio as a good way to get information out. Truly impressed by all the people fighting the fires. Amazing work.	11/15/2017 3:02 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

655	It wasn't only the Spanish-speaking community that noticed a lag in the delivery of translation services during this crisis: some of my English-speaking friends and I noticed and commented -- and were concerned for our neighbors. I felt confident throughout the experience that our leaders and officials were doing the very best they could, and were often sacrificing their own health and well-being to do so, so this is not a criticism! It's just a note that THIS is one of the significant things we can learn from this disaster: next time, drawing on what we discovered during the fires, let's [use the resources of the COAD to] be better prepared to distribute news and information equitably throughout our whole community, with a volunteer translation team on call and at the ready. This doesn't, of course, address the fact that we were dependent (as I've learned from county officials) upon fiber optics lines from one telecommunications provider for most of our county communications. Looks like we need to diversify, and remember to have backup systems in place. That our leaders used radio, internet, Nixle (though I never received the text because my text services went down), and public meetings to communicate was laudable, and must have cost them many hours of lost sleep! But it was deeply appreciated.	11/15/2017 2:58 PM
656	ATT is THE MOST DESPICABLE, INCOMPETENT company I have every dealt with, and their staff are either very poorly trained or absolute idiots. I have spent over 8 hours on the phone trying to deal with fire related issues, transferred from one department to the next....and still have no service!!!	11/15/2017 2:51 PM
657	We are huamans who are hurting. We are families who need a helping hand.	11/15/2017 2:49 PM
658	Personally, I experienced minimum difficulties due to the power outages, as my land line always worked. My cell phone worked, but I tried not to use it for calls, texts or as a radio in order to save the battery. I am acquainted with someone from CHP with whom I had a conversation after the fires were no longer an issue in St. Helena. He told me there were times that they had no way to communicate as the towers had been burned. It is unimaginable that first responders would have no way to communicate with one another.	11/15/2017 2:49 PM
659	Please correct your grammar: "with regard to" NOT "with regards to".	11/15/2017 2:45 PM
660	see my comments above.	11/15/2017 2:27 PM
661	With so many laborers across the street from Home Depot, it should be easy and cheap to hire plenty of tree trimmers. There is too much red tape for the utilities and the government to get anything done.	11/15/2017 2:26 PM
662	There needs to be a plan to get word to residents if landline, cell, internet, TV--virtually all communications--stop working!	11/15/2017 2:24 PM
663	Cell providers should be required to have mobile backup service equipment to provide for this kind of emergency.	11/15/2017 2:20 PM
664	Emergency notices should have been put on TV also.	11/15/2017 2:19 PM
665	I am outraged of the comments I have heard that PG & E may charge customers for the cost of repair to lines and such because of the fires. I did not cause the fires. My bills should not go up because of this natural and/or fault-based disaster! PG & E is a public utility company and we are at their mercy, however, their employees and administrators enjoy HUGE benefits on the backs of customers. We SHOULD NOT incur extra charges! PG & E should reduce the bonuses their admin get and reduce the benefit packages all employess receive before increasing rates! If PG & E is found to be at fault, everyone who experienced a loss of any kind should be compensated!!!!	11/15/2017 2:15 PM
666	We lost power probably about an hour after my neighbor notified us by pounding on our front door. His wife drove through the neighborhood honking her horn . We had time to pack our cars and check on elderly neighbors. We waited till 2:40 am to leave. We were under mandatory evacuation . What puzzled me was I never heard any sirens or saw any police until we were evacuated. Also our home has an alarm hard wired and battery back up. Nothing went off. I know this is something I need to follow through and check up on. We had phone service for a while. It would help if an emergency call had gone out or maybe sirens like they use in other states . I believe we can learn a lot from this catastrophe and be better prepared as an individual and as a community. My heart goes out to those who lost their lives their homes or loved ones. I believe our neighborhood survived primarily because residents stayed behind and fought the fire. We live on La Grande and 4 houses burned at the end of the street, Langley Park is another street that had resident heroes who fought the fire . These brave men and women prevented any homes from burning on the street. I hope this information helps improve notification and rescue attempts . Thank you	11/15/2017 2:11 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

667	Not surprising, sounds like another PG&E policy of maintaining transformers at minimums too low for the risks in our area. Please, no more deaths caused by lack of appropriately maintaining infrastructure. As for internet and cell service, we need more robust solutions that enable communications mediums to withstand the disasters we know will at some point impact us. So many towers were taken out by the wildfire. We will have more fires (I remember the fire from the '80s). There is uncertainty about the natural environment, including the rapid rate of change due to climate change. Planning for the 100-year fire or the 100-year flood should be standard, and now we should be focusing on planning for the 500-year events and 1000-year events.	11/15/2017 2:04 PM
668	cell phones and land lines need to send out a warning to all areas ASAP since time is crucial. P G & E should have wire spacers (between the power lines) to prevent during high wind or earthquakes the lines banging into each other and sparking. The power line that runs off the top of Montecito Blvd through the canyon will spark in high wind and earthquakes.	11/15/2017 1:59 PM
669	Very frustrated with AT&T They should not have put us in this situation of not having cell service for so long, we were out for about a month and fortunately we did not have any emergencies during that time, other than the fire. Verizon service was restored very quickly if it even did go out, I don't know, but I am ready to dump at&t. Thanks you.	11/15/2017 1:55 PM
670	I kept my landline because I thought that would help me in an emergency. I got my cell phone service back before the landline. Why should I keep my landline?	11/15/2017 1:50 PM
671	Please refer to the above comments.	11/15/2017 1:47 PM
672	Please communicate status of restoring power, what the public can do in the meantime, provide the public with alternative communications.	11/15/2017 1:42 PM
673	We assumed that the land line service that we have maintained (and paid) for years would be our communication device in an emergency. Our cell phones did not work at all or minimally if we drove around town looking for a signal. As I did this survey, I did not realize that there had been any change in land line infrastructure which could have been the issue. If there had been a change, we do not recall any communication to us by Comcast regarding a need for a battery to maintain service. We would have done whatever was necessary to maintain this emergency device if we had known. Not having the ability to communicate with family certainly increased anxiety during this natural disaster.	11/15/2017 1:40 PM
674	Please send out fire maps sooner and update them every 12 hours. Please send messages through the Nextdoor app. We were lucky that neighbors posted what they heard from public officials on the Nextdoor app.	11/15/2017 1:37 PM
675	Having ALL cell/phone service completely out in addition to no power/internet was absolutely crippling during this fire. I was very upset and frustrated and shocked it took SO long for there to be even roaming vans or temporary wifi or temporary towers set up just for the time being until the towers were in place/fixed etc.	11/15/2017 1:36 PM
676	In hindsight, I wish that temporary cell towers could have been put up in areas that were not in danger, but would have replaced the ones that were damaged. 2 days was a long time to go without cell service. Especially when power is out and it may be the only way you have to get help or news and information about what is going on. I would like to see PG&E put wind sensors on the lines and poles in those areas where trees cannot be cut back or are in difficult to reach areas. If the winds get too high, then they can cut the power so the lines don't spark. I think the Napa County sup's, Cal Fire, other Fire Depts, Police and Sherriff's did an amazing job under extremely difficult situations. I have a new appreciation for what they do for the public.	11/15/2017 1:30 PM
677	Verizon should be held accountable for no cell service in the city of Napa for several days. PG&E had crews come in from all over the state. Verizon did not.	11/15/2017 1:27 PM
678	I'm so grateful for having a landline! I was able to stay in communication with my family to let them know we were safe. I was also able to reach Cal fire and give them the address of a family friend that was fighting a losing battle with the fires (up Monticello rd). Cal Fire was able to save their home!	11/15/2017 1:22 PM
679	I would like to tell the CPU Commissioners that the way that AT&T handled the information in this situation was absolutely abysmal. Every time we called the call was put through to some off-shore telephone bank that seemed to have no clue about what was going on here in California, then routing the call back to California maintenance department of some kind. They kept giving us erroneous restoration dates, then eventually flat out told us it would probably be months before it was restored. They were often rude and unwilling to offer any compensation. Living in the country should not automatically make us second class citizens.	11/15/2017 1:21 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

680	My Dad lives in Sonoma and does not have a cell phone - and had no power (and therefore no internet or TV) for a week or so. He came to stay with us the first Wednesday (when his neighborhood was put in advisory evacuation notice), but up until that point, we were his main source of information about the fires. He has a true landline but did not get any information that way (unless it came in while he was out - his answering machine wasn't working due to the power outage). Would love to see some thought put into how to keep our seniors updated in events like this...	11/15/2017 1:19 PM
681	I thought the Televised programs by the City , county & Cal Fire officials. Was excellent. I thought the Nixel alerts were excellent once I had TV & cell service restored. Within 48 hrs	11/15/2017 1:18 PM
682	This emergency system failed.	11/15/2017 1:11 PM
683	What happened to the emergency broadcast system, or any alert that goes out to the population? Why did it take so much time to even let us know about how to get NIXLE text alerts? Also, with no electricity, water, heat, internet, or home phone, and being unable to make calls or use the internet on my cellphone, only text messages worked. That's why the alert system NIXLE wasn't helpful when they texted me with a link that I could not click on to get more info. All emergency communication should be in the entire texts they send! Why don't local television & radio stations have a quick response protocol to roll out emergency information to as many people as possible?	11/15/2017 1:08 PM
684	In the days after both the 2014 earthquake and the 2017 fire we lost cellular coverage. That is my primary communication-related emergency concern, as we rely on cell coverage for information, communication, emergency help, just everything. The loss of cellular coverage was disruptive and challenging during already hard times. While I am grateful we had power, wi-fi, and the landline for most of both those emergencies, I would prefer to have had a robust cellular system.	11/15/2017 1:08 PM
685	PG&E needs to look at their billing system, especially for people that were in the evacuation area and didn't have power, my generator automatically comes on and I was gone for 8 days. When I received my bill I was penalized because they put me into the highest Tier use for natural gas because the electricity was out!	11/15/2017 1:07 PM
686	I pay for a landline so I can get emergency notifications but never got a reverse 911 call. Because power was out, we had no internet or cell coverage, so even a Nixle alert would have been worthless. We need audible sirens or alarms when the public's safety is at risk. Reverse 911 should have been activated immediately. Calfire and county websites should have had more information.	11/15/2017 1:04 PM
687	We were all totally unprepared for loss of power combined with loss of most communication channels, e.g., TV, internet, email. Only NIXLE worked and there was too much information for it to distribute for every situation as wild fires increased. Initial radio coverage from 1440 was not very informative - just people calling in with their experiences, not many facts about what was going on. KRON4 news was great once we could get TV service. It appears that going door-to-door telling people to evacuate was the only means of alerting people to danger for the first 2 days. This is unacceptable. We had no 'get ready to evacuate' warning even though the fires were very close. I live in a senior community - and we do not move FAST. Nor do all people have landlines or cell phones or email - or good hearing. We need much better ways to communicate and ensure that all people are aware of what is going on and what to do.	11/15/2017 12:58 PM
688	I certainly would like to know the cause of the Atlas fire which had the greatest impact at my location.	11/15/2017 12:53 PM
689	For my elderly neighbors losing power cell phone, landline, medical alert buttons, security systems basically all means for alerting help made them feel very helpless.	11/15/2017 12:52 PM
690	Find a more reliable way of notifying folks of evacuations.	11/15/2017 12:51 PM
691	1) What happened to emergency alert system announcements during the wildfires? I often hear the system being tested and receive Amber alerts -- so what happened? 2) Being fairly new to the area, I found the use of street names to identify the locations of evacuation zones and peripheries of the fires decidedly unhelpful, frustrating and the cause of stress and anxiety. I think using zip codes instead -- or zip codes with the street addresses (on the Cal Fire maps and in announcements) would be more advantageous.	11/15/2017 12:46 PM
692	We have a landline phone attached to the wall so we can receive calls during emergencies and let our family know we are okay. It worked well during and after the earthquake in 2014. However, I was greatly surprised that the phone did not work during or after the fire ... until power was fully restored. Lee	11/15/2017 12:46 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

693	I don't have a solution to propose, but when power is out and cell towers have no power or are destroyed, communication is close to impossible. This is more than an inconvenience; it can be life-threatening. Some sort of backup system would be welcome.	11/15/2017 12:44 PM
694	Although I am one of the lucky ones-I didn't lose my home and I had power and internet that first week, most of my family and friends were not as lucky. It was very frustrating not being able to communicate with any of my family members because they were without power, internet and phone service. They were literally in the dark and had to drive around Napa trying to find wi-fi connections to get updates on the fire. Most of my family members ended up coming to stay with me since we had power and internet. Something has to change so in times of natural disasters all community members have access to information (in multiple languages including Spanish and ASL).	11/15/2017 12:44 PM
695	I think it is ridiculous in this day and age to have been kept without communication and power. Extremely dissapointed in the performance of your services	11/15/2017 12:40 PM
696	I believe that no one should be without landline service. We were lead to believe that we didnt "need" it anymore. That is not the case. Wendy Bennett Napa, Ca	11/15/2017 12:40 PM
697	A system needs to be developed with standards for disseminating information in emergency situations. Even Nixle wasn't immediately used. The inability to obtain current, factual information was frightening. It increased doubt that anything was being done to protect our community. Communication was haphazard and extremely fractured. Although those fighting the fires did an amazing job, getting any useful information from our civic leaders about the status of our safety was terrible! It only exacerbated rumors and anxiety.	11/15/2017 12:40 PM
698	STOP HOLDING UP THE REVISION OF THE WIRELESS EMERGENCY ALARM SYSTEM SO THAT IT IS FUNCTIONAL AND WILL BE USEFUL. EXPEDITE THE REVISION IN SPITE OF THE TRUMP CONGRESS AND THEIR NEGLIGENCE. DO YOUR JOB TO PROTECT THE PUBLIC AHEAD OF SPECIAL INTERESTS.	11/15/2017 12:36 PM
699	Nixle doesn't work without cell phone service. Exact information should be available on a webpage and television channel so we can assess the danger. Broadcast news was not specific enough to be of help to people in the danger zone.	11/15/2017 12:36 PM
700	I think the local government agencies did a terrible job during this event (expect local first responders). There was no communication. They were not on the radio the first few days informing people about what was going on. They didn't seem to realize that most of the community didn't have cell service or power, but keep on saying "just look at facebook and sign up for nixle". They were obviously not prepared with a communication plan. This put people in danger. No Spanish communication. The whole thing was surreal and very disappointing.	11/15/2017 12:33 PM
701	ATT was grossly incompetent! It wasn't until Friday that ATT was parking a truck with a cell tower in the parking lot of the yv library that restored cell service to our home. The workers would not respond to my asking if they were going to keep the truck there until the damaged towers were repaired.	11/15/2017 12:33 PM
702	Not having clear access to emergency information was extremely stressful. The fire was literally within walking distance of my house, we were very lucky the wind shifted. We were not evacuated; however, my neighbors and I (the ones who stayed), slept on our couches for fear of not being able to hear emergency responders coming through our neighborhood on loud speakers to evacuate. I use the term sleep lightly - we mainly stayed awake checking what news sources we could. Unable to have reliable cellular service to make phone calls was a bit nerve wrecking. The emergency cell stations that were brought in were not good enough - we still had spotty service at best. Thank you for doing this survey, I can only hope it helps solve the issue of getting important safety information to those in future disaster zones quickly, and reliably, as well as allowing the people in those zones to be able to reach out to family and friends via cell phones (or to emergency responders).	11/15/2017 12:32 PM
703	It really scares me that I could have slept until it was too late to evacuate. Since I usually turn off the sound on my cell phone at night to avoid unnecessary interruptions, the fact that there was never an emergency override on the phone to alarm me awake is of concern. Also, the NIXLE warning came after we had evacuated...it should have gone out earlier. I do not think it would be a bad idea to reinstate fire alarm horns in rural areas.	11/15/2017 12:29 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

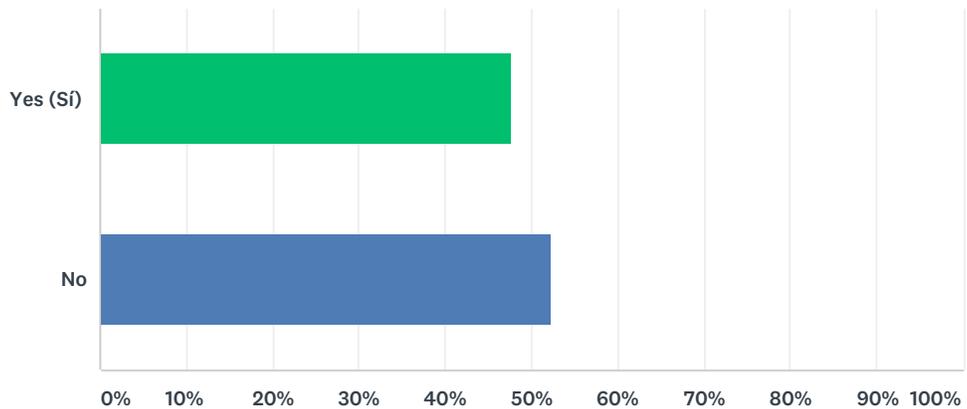
704	The burden of cost of these fires should be borne by the stockholders, not the citizens who are paying for the service. When a company has a problem there should be no dividends and the value of the stock should go down. The stock holders are gambling and should lose if a company is not doing well. People paying for a service should not have to pay more when a company has not adequately protected itself through its actions or by inadequately insuring itself against catastrophe.	11/15/2017 12:28 PM
705	Please make sure we always have access to 911. I don't care about loss of power in general, but in our household with both of us in our late 70s, not having access to 911 was an added stress.	11/15/2017 12:25 PM
706	There are a lot of cell towers around that did not get burned yet I could not call out. I did still receive texts from the city (nixle). Seems like it would be good if the system should be set up so it would not go down if a few of the sites went down.	11/15/2017 12:25 PM
707	I was very impressed with the response from PG&E specifically. They brought all available resources to bear on the fire and moved quickly under difficult circumstances to bring power back to those affected. We live near the PG&E Base Camp established at Hwy. 29 and 121 and I marveled at the volume of activity and the sheer number of vehicles and employees dedicated to restoring power to our community. Well done PG&E!!!! Thank you!	11/15/2017 12:23 PM
708	Emergency backup generation!	11/15/2017 12:23 PM
709	Own up PGE..	11/15/2017 12:21 PM
710	I was in SF during the evacuation, but when I returned home all I saw were many many AT&T and PGE trucks trying to get things back to normal. I live in the city of Calistoga which was saved by our heroic first responders. Thanks to everyone who tried to normalize things in our little town.	11/15/2017 12:20 PM
711	I felt things worked pretty well given the circumstances.	11/15/2017 12:18 PM
712	It seems that the system of using land lines and radio to share important evacuation information is outdated. It's time to rethink our systems for broadcasting emergency information and retrain our communities so that if needed, everyone is more aware and informed of life-saving systems.	11/15/2017 12:13 PM
713	It was extremely difficult to get AT&T to restore internet service b/c my street was closed although we were 1 mile from a voluntary evacuation zone.	11/15/2017 12:11 PM
714	There has been much written about Nixle alerts and whether they did or didn't work. I have been registered for Nixle alerts since the 2014 earthquake, and I received many alerts the night of the fire. The problem is that they came in as regular text messages. When I go to sleep, I put my phone on Do Not Disturb, which means that only texts from "Favorites" or repeated calls will make any noise. I think this is a common situation for many people who only have cell phones. While I strongly dislike the sound and volume of the Amber alerts on cell phones, it does seem like there should be an option to push emergency communications to all landlines and cell phones within a certain geographic region - whether someone has signed up for something or not, and in a way that would not be silenced by the way people normally use the cell phones.	11/15/2017 12:10 PM
715	No power lead to no communications systems of any kind. If we had power there would have been normal ways to communicate.	11/15/2017 12:10 PM
716	There should be an emergency plan on keeping communications going when power is out There should be better coordination of what information news agencies are allowed to show, or maybe a channel that has an official ticker tape of current information.	11/15/2017 12:09 PM
717	I used wifi enabled calling and texting to remain in touch with friends and family during this emergency. Since we did not lose power at our house, I remained near the house during the emergency so that I could be in touch with friends and family and also receive Nixle alerts and check fire maps on the Internet. I had no internet service at my office, so I did not go into work because this would have left me out of touch with my friends/family, many of whom had lost homes or who were within evacuation zones. I also did not go out around town, because I did not have wifi until after Comcast opened up internet for all users, regardless of whether you were a comcast subscriber or not. This was much different than during the earthquake in 2014. I lost cell service temporarily during the earthquake, but service was restored within a few hours, and even during the down time, I still had enough service to remain in touch with friends and family via text. If I had lost power, and therefore internet service, I would have felt very hopeless and uninformed about what was going on.	11/15/2017 12:08 PM
718	I would like to see a plan to underground utility wires to minimize fire risk from trees/power lines.	11/15/2017 12:07 PM
719	I thought the first responders, the Sheriff's dept and Napa PD did an exceptional job in every respect. God bless them.	11/15/2017 12:07 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

720	There must be a way to communicate with residents in rural areas.. Without internet and cell, we do not receive notifications. We run a business out of our home and it was impossible to do this during the period we were affected.	11/15/2017 12:04 PM
721	I have maintained a land line specifically to use during emergencies to contact my family. My phone does not required batteries and yet it failed to work during the emergency. This was distressing as I was cut off from all contact to my entire family. Thankfully, I did not need to call 911 but if I had incurred an emergency I would have been helpless. AT&T was very slow to get land line, internet & cell service working. My neighbors with Verizon had services restored days before me.	11/15/2017 10:56 AM
722	The hardest part of these horrible firestorms was not being able to communicate with my family. I not only didn't have cell service but /I didn't even have facebook. I was not able to let them know we were ok and to know if they were ok also. If I had know more information through these sources I probably wouldn't have left without my animals and would have at least taken the motorhome so we would have had a place to stay without having to burden my daughter.	10/30/2017 2:56 PM
723	During the first few days of the fire, I felt isolated and vulnerable. Once power was restored, I was able to receive accurate information about what was going on, so I could make a decision about whether or not I should evacuate my home. Since I had Verizon cell phone service, I was able to provide a life line to my neighbors. I let my neighbors use my phone to contact their family and friends to let them know they were alright. Also, I was able to pass along information I received from PG&E regarding status reports. It was a very chaotic situation.	10/25/2017 7:38 PM

Q40 Would you like to be added to the Access Sonoma Broadband, the Broadband Alliance of Mendocino County, or a potential Napa County email list for follow-up on the report that will be compiled from this data? (¿Le gustaría ser agregado a Access Sonoma Broadband, a la Alianza de Banda Ancha del Condado de Mendocino, o a una posible lista de correo electrónico del Condado de Napa para el seguimiento del informe que se compilará a partir de esta información?)

Answered: 1,622 Skipped: 391

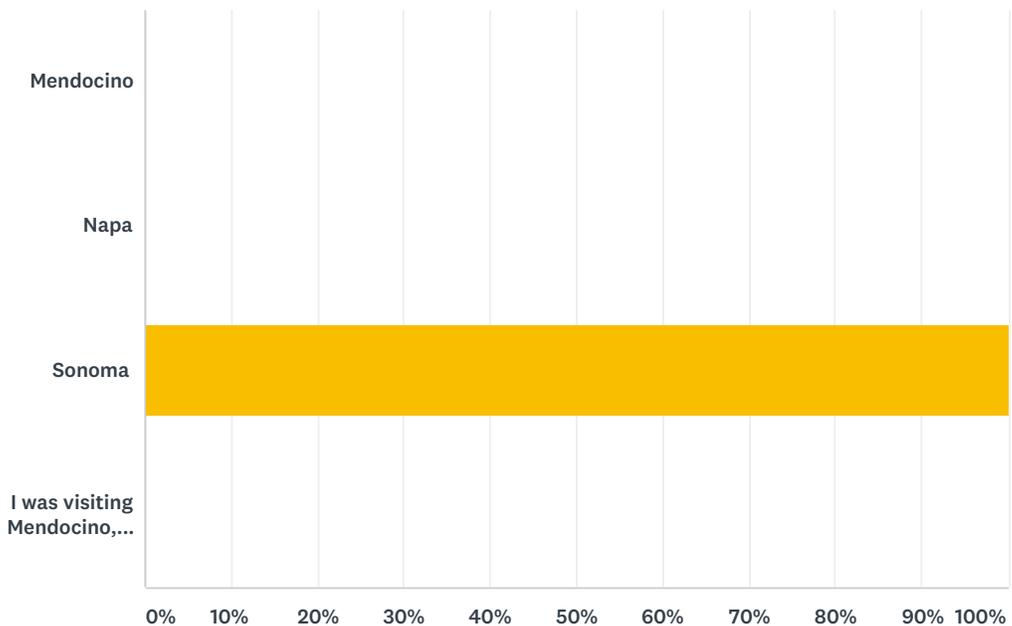


ANSWER CHOICES	RESPONSES	
Yes (Sí)	47.78%	775
No	52.22%	847
TOTAL		1,622

Redacted Survey Results For Sonoma County

Q1 What county is your place of residence?(¿Qué condado es tu lugar de residencia?)

Answered: 1,012 Skipped: 0



ANSWER CHOICES	RESPONSES
Mendocino	0.00% 0
Napa	0.00% 0
Sonoma	100.00% 1,012
I was visiting Mendocino, Napa, or Sonoma county from another county/state/country.(Estaba de visita en los condados de Mendocino, Napa, or Sonoma desde otro condado/estado/país.)	0.00% 0
TOTAL	1,012

Q2 What is your Mendocino County zip code/community?(¿Cual es tu código postal/ciudad en el Condado de Medocino?)

Answered: 0 Skipped: 1,012

 No matching responses.

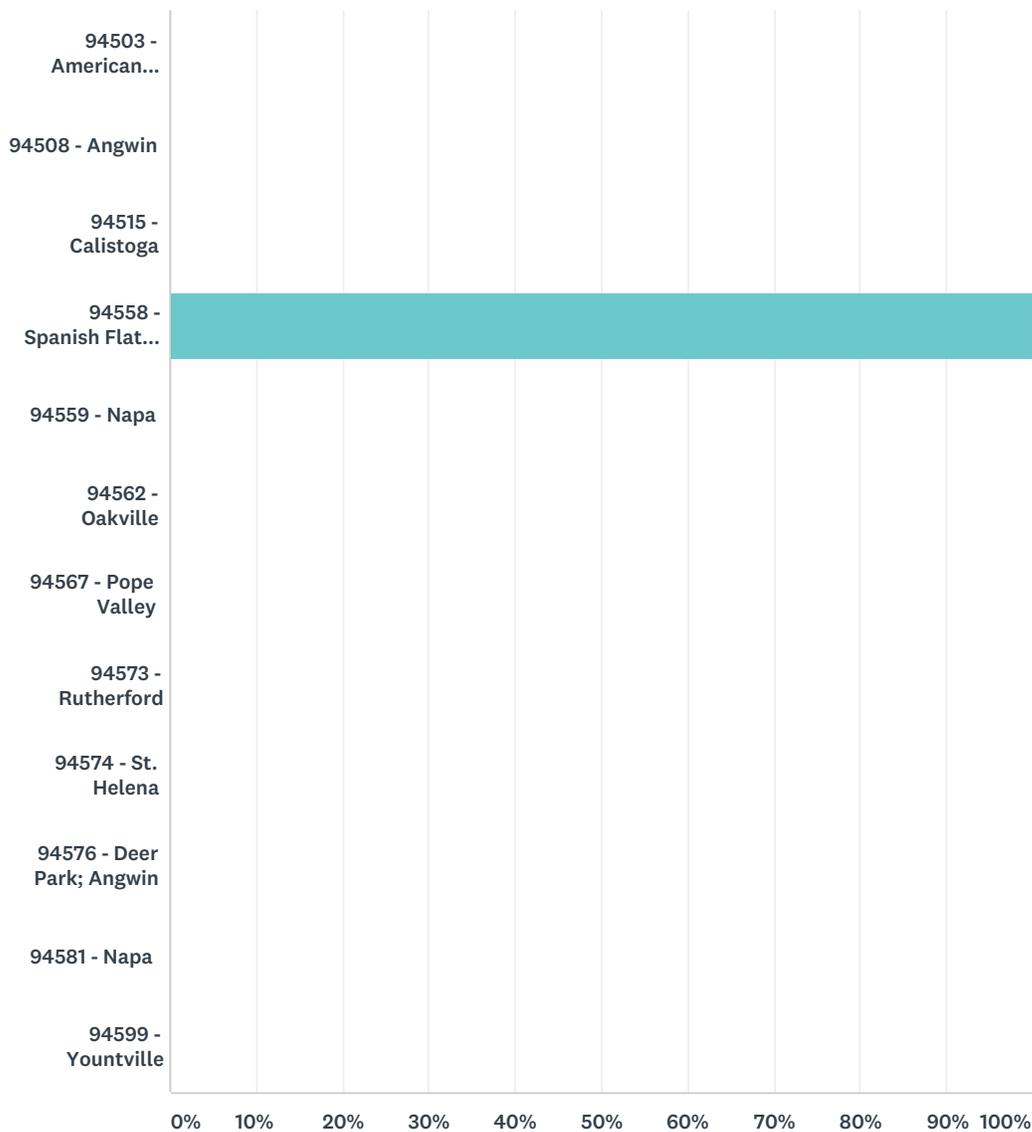
ANSWER CHOICES	RESPONSES
95410 - Albion	0.00% 0
95415 - Boonville	0.00% 0
95417 - Branscomb	0.00% 0
95418 - Calpella	0.00% 0
95420 - Caspar	0.00% 0
95427 - Comptche	0.00% 0
95428 - Covelo	0.00% 0
95429 - Dos Rios	0.00% 0
95432 - Elk	0.00% 0
95437 - Fort Bragg	0.00% 0
95445 - Gualala	0.00% 0
95449 - Hopland	0.00% 0
95454 - Laytonville	0.00% 0
95456 - Little River	0.00% 0
95459 - Manchester	0.00% 0
95460 - Mendocino	0.00% 0
95463 - Navarro	0.00% 0
95466 - Philo	0.00% 0
95468 - Point Arena	0.00% 0
95469 - Potter Valley	0.00% 0
95470 - Redwood Valley	0.00% 0
95481 - Talmage	0.00% 0
95482 - Ukiah	0.00% 0
95488 -Westport	0.00% 0
95490 - Willits	0.00% 0
95494 - Yorkville	0.00% 0

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

95585 - Leggett	0.00%	0
95587 - Piercy	0.00%	0
TOTAL		0

Q3 What is your Napa County zip code/community?(¿Cual es tu código postal/ciudad en el Condado de Napa?)

Answered: 1 Skipped: 1,011



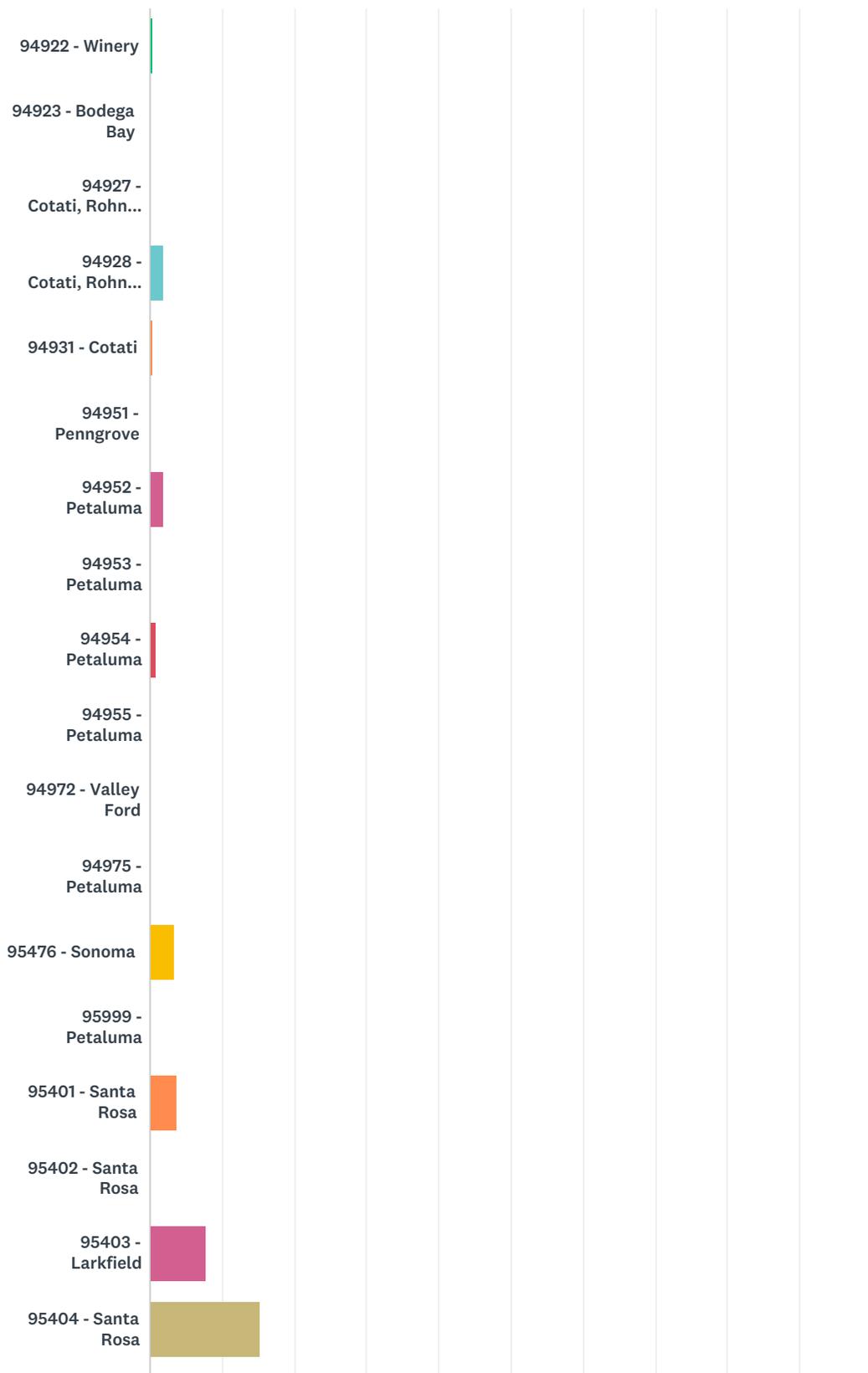
ANSWER CHOICES	RESPONSES	
94503 - American Canyon; Vallejo	0.00%	0
94508 - Angwin	0.00%	0
94515 - Calistoga	0.00%	0
94558 - Spanish Flat; Napa	100.00%	1
94559 - Napa	0.00%	0
94562 - Oakville	0.00%	0
94567 - Pope Valley	0.00%	0

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

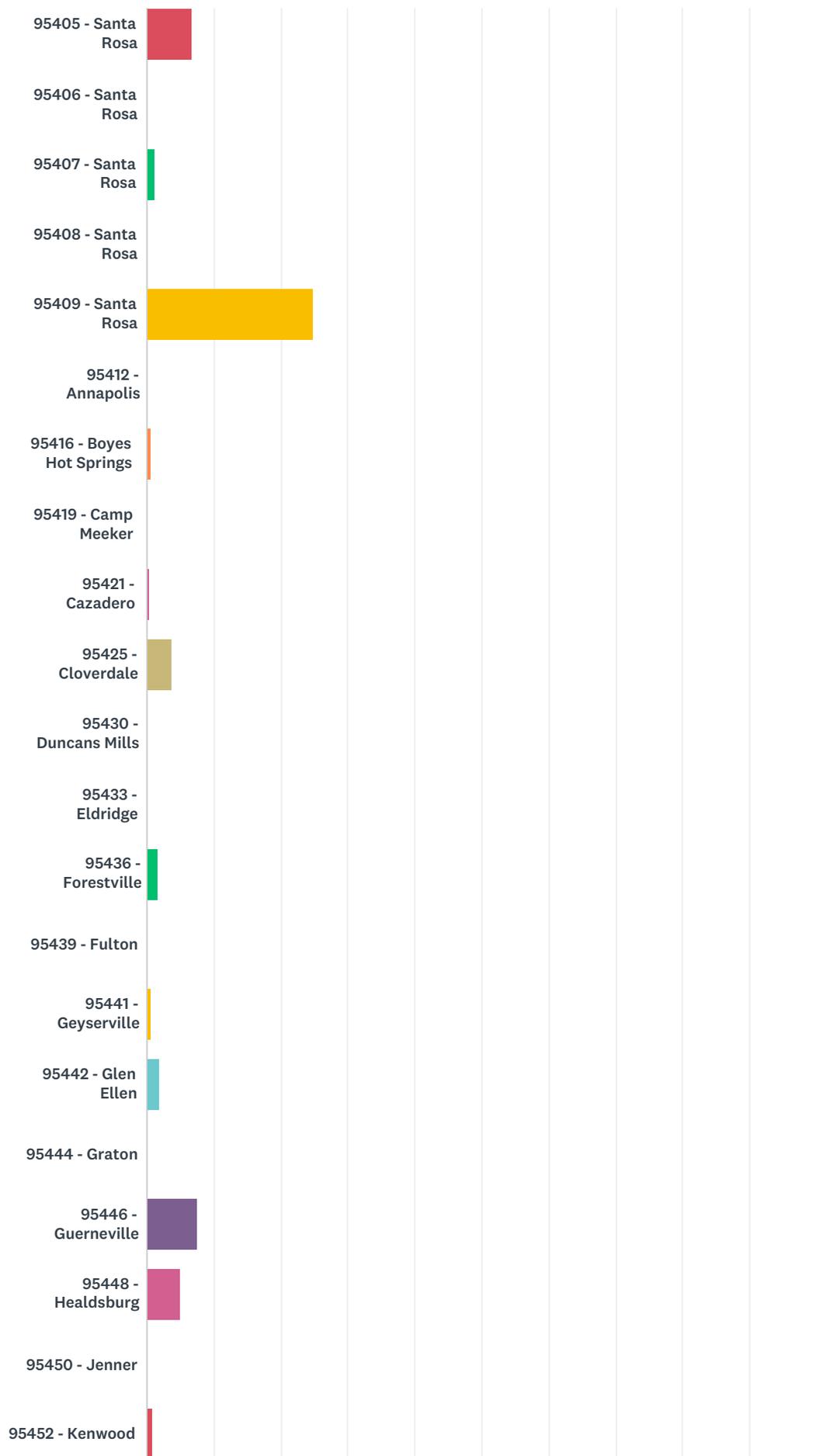
94573 - Rutherford	0.00%	0
94574 - St. Helena	0.00%	0
94576 - Deer Park; Angwin	0.00%	0
94581 - Napa	0.00%	0
94599 - Yountville	0.00%	0
TOTAL		1

Q4 What is your Sonoma County zip code/community?(¿Cual es tu código postal/ciudad en el Condado de Sonoma?)

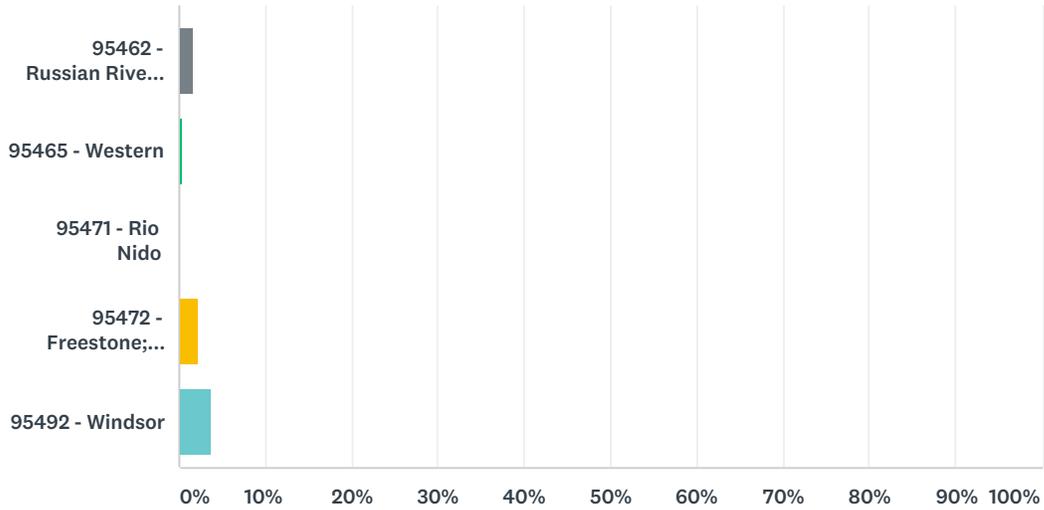
Answered: 990 Skipped: 22



Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium



Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium



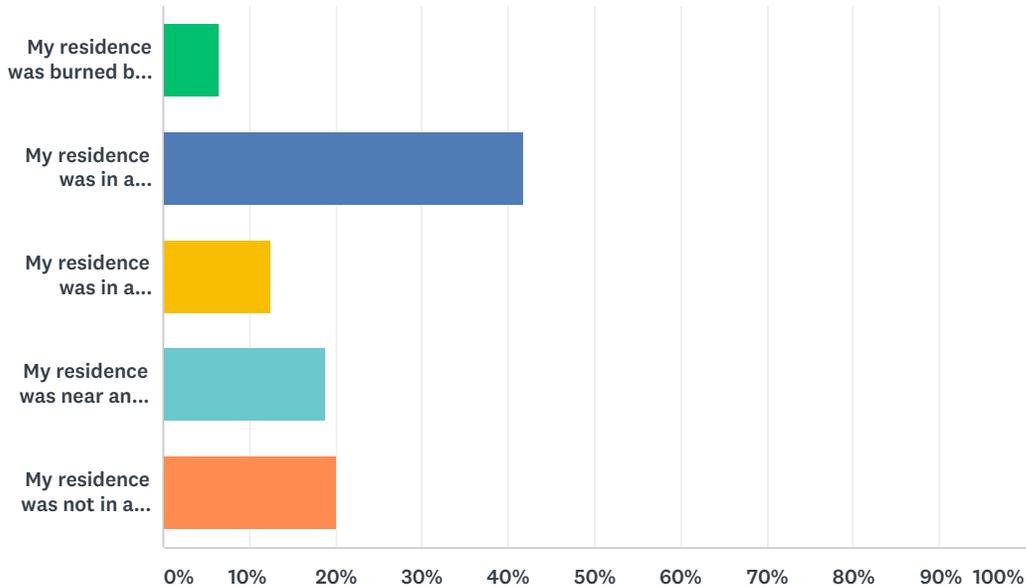
ANSWER CHOICES	RESPONSES	
94922 - Winery	0.40%	4
94923 - Bodega Bay	0.20%	2
94927 - Cotati, Rohnert Park	0.20%	2
94928 - Cotati, Rohnert Park	1.82%	18
94931 - Cotati	0.51%	5
94951 - Penggrove	0.20%	2
94952 - Petaluma	1.82%	18
94953 - Petaluma	0.00%	0
94954 - Petaluma	0.81%	8
94955 - Petaluma	0.00%	0
94972 - Valley Ford	0.00%	0
94975 - Petaluma	0.00%	0
95476 - Sonoma	3.33%	33
95999 - Petaluma	0.00%	0
95401 - Santa Rosa	3.84%	38
95402 - Santa Rosa	0.10%	1
95403 - Larkfield	7.68%	76
95404 - Santa Rosa	15.35%	152
95405 - Santa Rosa	6.67%	66
95406 - Santa Rosa	0.00%	0
95407 - Santa Rosa	1.21%	12
95408 - Santa Rosa	0.00%	0
95409 - Santa Rosa	24.85%	246

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

95412 - Annapolis	0.20%	2
95416 - Boyes Hot Springs	0.61%	6
95419 - Camp Meeker	0.00%	0
95421 - Cazadero	0.40%	4
95425 - Cloverdale	3.84%	38
95430 - Duncans Mills	0.00%	0
95433 - Eldridge	0.00%	0
95436 - Forestville	1.72%	17
95439 - Fulton	0.10%	1
95441 - Geyserville	0.71%	7
95442 - Glen Ellen	1.82%	18
95444 - Graton	0.00%	0
95446 - Guerneville	7.47%	74
95448 - Healdsburg	4.95%	49
95450 - Jenner	0.00%	0
95452 - Kenwood	0.91%	9
95462 - Russian Rivers Mdws; Monte Rio	1.72%	17
95465 - Western	0.40%	4
95471 - Rio Nido	0.10%	1
95472 - Freestone; Sebastopol	2.22%	22
95492 - Windsor	3.84%	38
TOTAL		990

Q5 Please choose one of the following:(Por favor elige una de las siguientes opciones:)

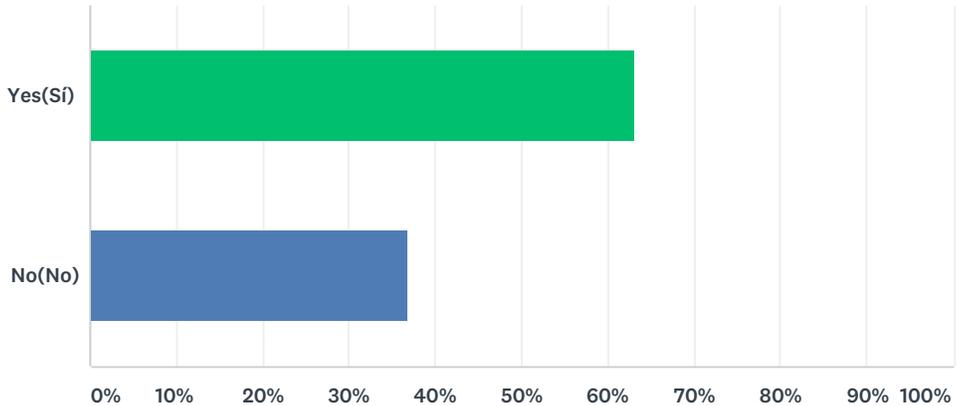
Answered: 978 Skipped: 34



ANSWER CHOICES	RESPONSES	
My residence was burned by the fire(My residencia se incendió con el fuego)	6.54%	64
My residence was in a mandatory evacuation zone(My residencia estuvo en una zona de evacuación obligatoria)	41.82%	409
My residence was in a voluntary evacuation zone(My residencia estuvo en una zona de evacuación voluntaria)	12.58%	123
My residence was near an evacuation zone (within 5 linear miles)(My residencia estuvo cerca de una zona de evacuación [dentro de las 5 millas lineales])	18.92%	185
My residence was not in an evacuation zone(My residencia no estuvo en una zona de evacuación)	20.14%	197
TOTAL		978

Q6 Did you evacuate your home/residence at any time after the fires started?(¿Has tenido que evacuar tu hogar/residencia en algún momento luego de que los incendios comenzaron?)

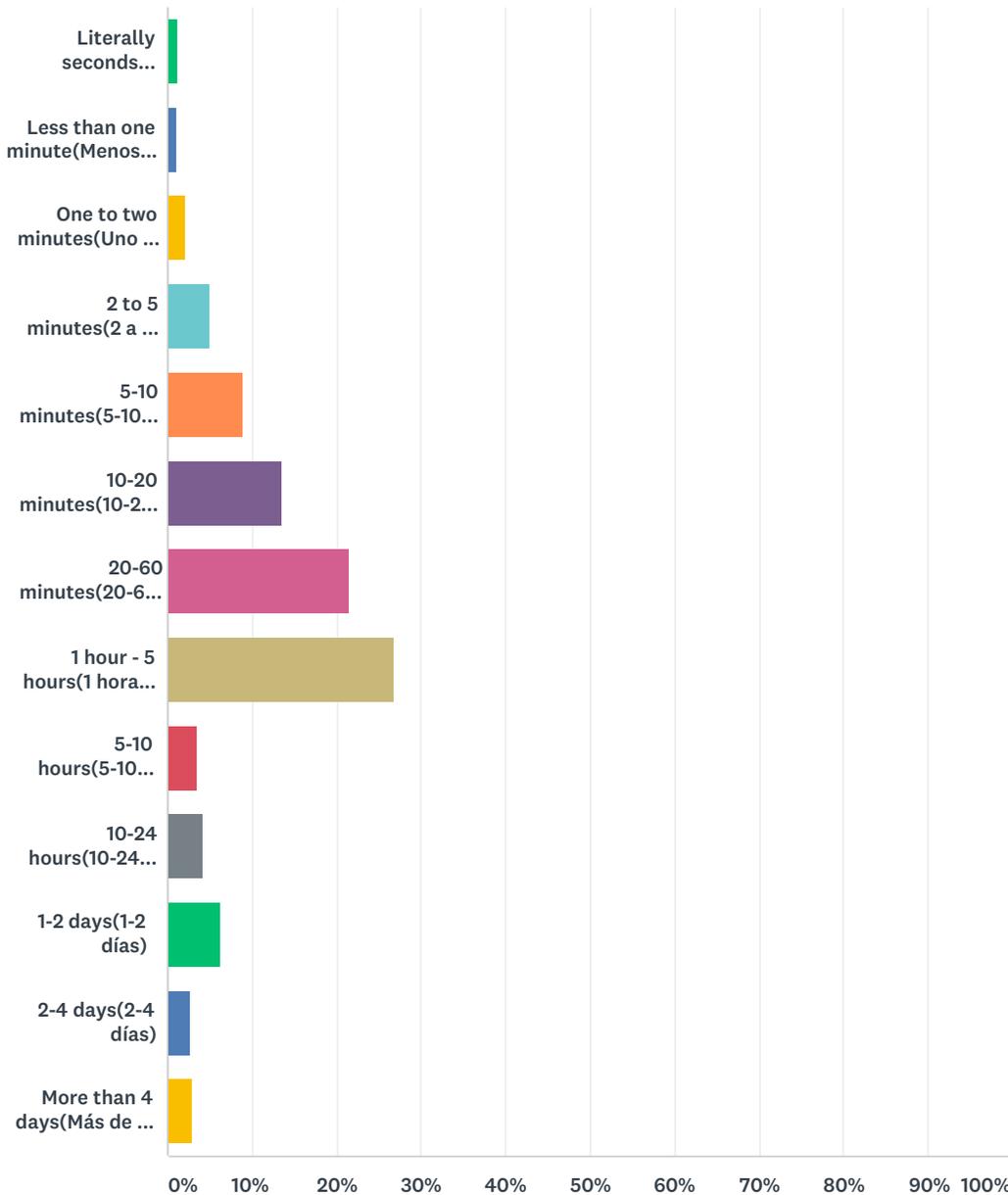
Answered: 972 Skipped: 40



ANSWER CHOICES	RESPONSES	
Yes(Si)	63.27%	615
No(No)	36.73%	357
TOTAL		972

Q7 When you evacuated your residence, how much time did you have before leaving?(Cuando evacuaste tu residencia, ¿Cuanto tiempo tuviste antes de salir de ella?)

Answered: 599 Skipped: 413



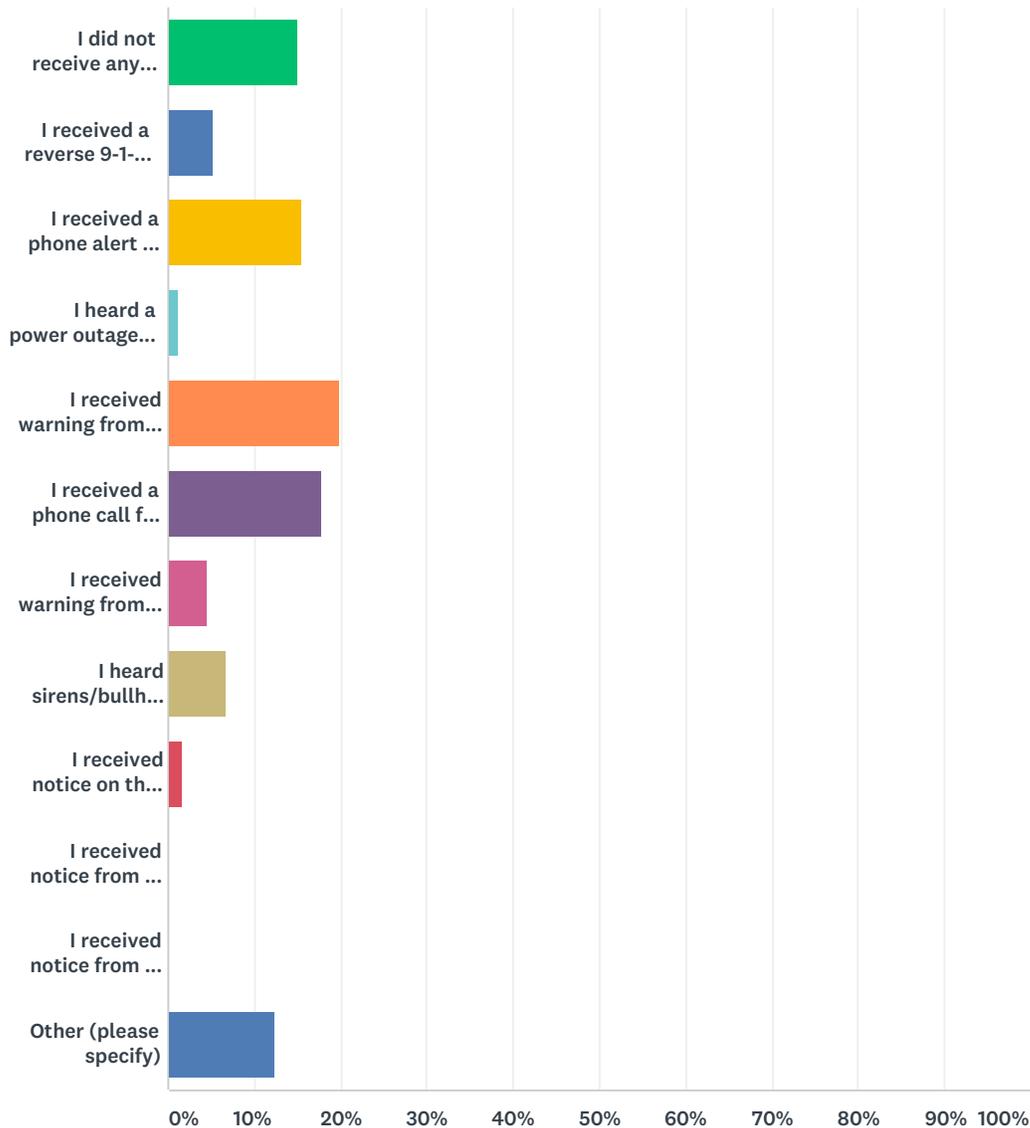
ANSWER CHOICES	RESPONSES	
Literally seconds (Literalmente segundos)	1.34%	8
Less than one minute (Menos de un minuto)	1.00%	6
One to two minutes (Uno o dos minutos)	2.17%	13
2 to 5 minutes (2 a 5 minutos)	5.01%	30

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

5-10 minutes(5-10 minutos)	9.02%	54
10-20 minutes(10-20 minutos)	13.69%	82
20-60 minutes(20-60 minutos)	21.54%	129
1 hour - 5 hours(1 hora - 5 horas)	26.71%	160
5-10 hours(5-10 horas)	3.51%	21
10-24 hours(10-24 horas)	4.17%	25
1-2 days(1-2 días)	6.34%	38
2-4 days(2-4 días)	2.67%	16
More than 4 days(Más de 4 días)	2.84%	17
TOTAL		599

Q8 When you evacuated your residence, how did you receive warning/notice to evacuate?(Cuando evacuaste tu residencia, ¿Cómo recibiste la advertencia/aviso de evacuación?)

Answered: 604 Skipped: 408



ANSWER CHOICES	RESPONSES	
I did not receive any warning from anyone outside my own home(No recibí ninguna advertencia de nadie fuera de mi hogar)	15.07%	91
I received a reverse 9-1-1 call(Recibí una llamada inversa de 9-1-1)	5.30%	32
I received a phone alert of some kind (text alert, amber alert, etc)(Recibí una alerta telefónica de algún tipo (alerta de texto, alerta de ámbar, etc.)	15.56%	94
I heard a power outage alarm at my home(Escuché una alarma de interrupción de energía en mi casa)	1.16%	7
I received warning from a neighbor physically at my door(Recibí una advertencia de un vecino que se presento a mi puerta)	19.87%	120
I received a phone call from a neighbor, family or friend(Recibí una llamada telefónica de un vecino, familiar o amigo)	17.72%	107

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

I received warning from a public safety official physically at my door(Recibí una advertencia de un oficial de seguridad pública que se presento a mi puerta)	4.64%	28
I heard sirens/bullhorns/public safety officials outside my home(Escuché sirenas/megafonos/oficiales de seguridad pública afuera de mi hogar)	6.62%	40
I received notice on the radio(Recibí una noticia en la radio)	1.66%	10
I received notice from a press event(Recibí una noticia de un evento de prensa)	0.00%	0
I received notice from a ham radio operator(Recibí una noticia de un operador de radio)	0.17%	1
Other (please specify)	12.25%	74
TOTAL		604

#	OTHER (PLEASE SPECIFY)	DATE
1	my son woke me up at 12:30am 10/9/17 because he saw the tubbs fire moving through the 95409 zip code towards our neighborhood	12/5/2017 10:26 AM
2	Alpine Club Emergency Preparedness Automatic Telephone Service	11/29/2017 10:42 AM
3	I received a Nixle alert, a landline robo call from sheriff and the same call on my cell phone	11/28/2017 7:24 AM
4	I smelled smoke, woke up and saw smoke and light over the hills	11/27/2017 10:08 AM
5	Local phone tree broadcast but cell service was broken up and very difficult to understand. All our telephones are cell.	11/25/2017 4:16 PM
6	smelled smoke, then turn on portable scanner	11/24/2017 9:20 PM
7	Having been from southern California and very familiar with wild fires, I stayed up all night after the scent of smoke in the air the night before. Prepared the house for fire by putting large yard sprinklers on the roof and deck. When the ridge just beyond was on fire, prepared to leave and woke up neighbors. As I was leaving, there were public safety officials in the neighborhood going door to door. To our surprise the house did not burn! - one of many in the area.	11/23/2017 11:38 AM
8	We have a neighborhood- watershed wide - Phone Alert System. The lead communicator had a lot of trouble getting the message out because the cell phones were not working well. We live up in St. Helena Road area - upper mark west.	11/23/2017 9:05 AM
9	We have a neighborhood emergency phone alert system and that's how I first heard we were under notice to "prepare to evacuate."	11/22/2017 9:22 PM
10	neighbors, friends, phone alert	11/22/2017 7:24 PM
11	We were just outside a voluntary evacuation zone and self-evacuated due to air quality concerns.	11/22/2017 7:06 PM
12	A police car was cruising in my neighborhood and I asked if I should leave.	11/22/2017 4:04 PM
13	Isaw the fire glow to the east	11/22/2017 9:48 AM
14	I received a nixel text that the fire was down the street. Within 10 minutes or so neighbors were driving down our 1 lane street honking repeatedly and flashing their lights. That is when I knew I had to leave.	11/21/2017 11:24 PM
15	I received emails from "Nextdoor" that people nearby were smelling smoke. I turned on my scanner & heard firefighters & dispatchers talking about not getting answers to their calls for help, about the fires jumping Hwy 12, then burning on Dunbar. Then we heard exploding propane tanks. We began loading our cars around midnight and fled about 3am on Monday, 10/9/17. I signed up for CodeRed in 2016 & updated my membership 1/2017. We received no evacuation calls until 10/10/17 when a hangup call from REDCOM registered on my landline account (Ooma). We'd been gone for 5 days at that point!	11/21/2017 1:25 PM
16	No public alert was relieved. Landline phone service had an answering machine, so when the PG&E lines went down shortly after 11PM, we did not get calls. The AT&T landlines went down after 11PM as well. Verizon cell phone service has deteriorated this year and we know rely on a network extender (electric powered) to direct cell calls thru our internet service provider (Rhinobee). Everything failed on the 8th.	11/21/2017 12:50 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

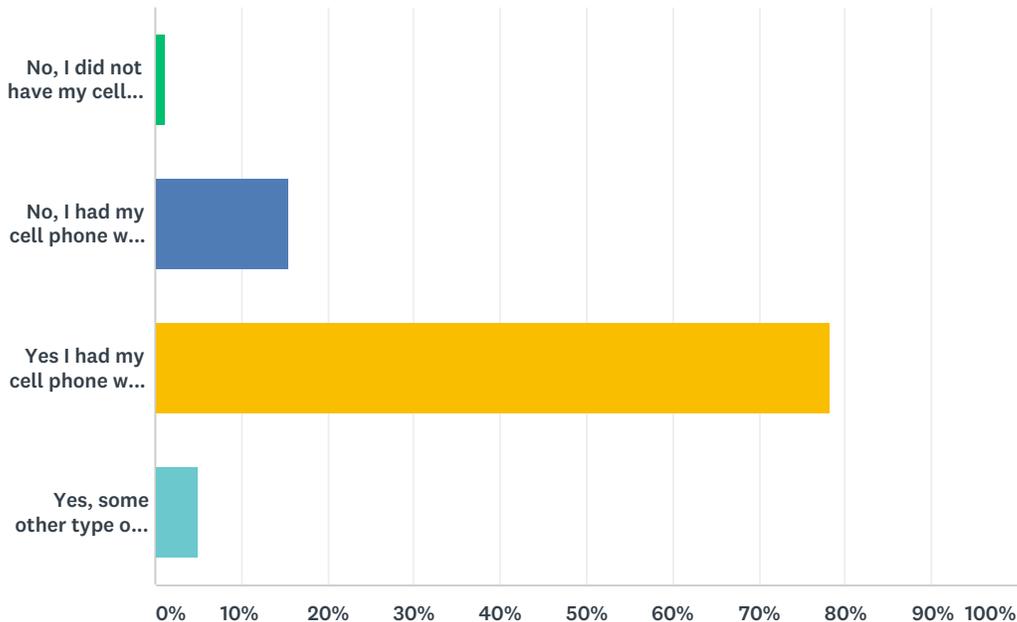
17	Young guy knocked on the door; didn't know him; but heard the propane tanks/transformers exploding; so thought it was good idea to leave;	11/21/2017 10:25 AM
18	Left voluntarily.	11/20/2017 9:55 AM
19	I voluntarily evacuated before I recieved the mandatory on landline	11/16/2017 1:00 PM
20	Didn't have to evacuate, but did voluntarily	11/14/2017 1:35 PM
21	I only evacuated due to the smoke.	11/9/2017 5:23 PM
22	We had no power and no cellular data - Radio coverage was pretty useless, so we left in order to have access to information	11/9/2017 11:35 AM
23	At shelter downtown....staff informed residents	11/5/2017 11:32 PM
24	Nixle	11/5/2017 10:33 PM
25	Nixle	11/5/2017 10:17 PM
26	Facebook	11/5/2017 6:00 PM
27	Nixel	11/5/2017 9:44 AM
28	I saw my area listed on KRON4 news on tv to evacuate. Then power went out for a couple seconds. I also got a criptic message on home answering machine that said " VETS BUILDING "	11/5/2017 9:14 AM
29	I heard a neighbor screaming Get Out! Get out! Get Out!	11/5/2017 8:10 AM
30	The two sections nearest me were mandatory evacuations; I evacuated voluntarily.	11/3/2017 2:14 PM
31	I received a text message from Santa Rosa Junior College warning about the fires and saying that campuses were closed.	11/3/2017 8:32 AM
32	I was told via text from a friend that our area was going to be evacuated soon. It never was.	11/2/2017 1:44 PM
33	SoCo Alert general alert text followed by bullhorn telling us to leave immediately.	11/2/2017 10:01 AM
34	saw a picture about the fire in Fountaingrove on Facebook when I checked the Internet at 1am after my house had power outage and smoke smell everywhere. We left with 20 min after we saw the photo. I went outside and saw the sky red to the north.	11/2/2017 9:12 AM
35	I woke up to the smell of smoke. I then received warning from a neighbor. We received a reverse 9-1-1 call about two minutes before we evacuated. I was also already a subscriber to Nixle (888777), so when I turned my phone on (it is off overnight) numerous text messages came through about the fires.	11/2/2017 8:05 AM
36	My mom and her husband in Healdsburg, text wake up wake up, fire at 230am Monday 10/9. How their text came through is unknown. I had no cell service at the time. I smelled and saw the Nuns fire on Bennett Ridge/Bardy hilltop. Grabbed some things, woke the neighbors and fled.	11/2/2017 7:28 AM
37	We received call from neighbor at 4am pst before our flight left NY returning home. Neighbor also phoned our ranch manager, who within 5hrs of notification. evacuated all animals due to falling ash/ember.	11/2/2017 7:01 AM
38	We self-evacuated due to heavy smoke in our neighborhoods and the lack of adequate air filter masks.	11/2/2017 7:00 AM
39	A friend and neighbor who lives less than a mile away in a mandatory evacuation zone texted me to get out. When I went outside, I saw fire on the hills. It took over an hour to get out of my neighborhood to Hoen Avenue and the Highway 12 onramp (a distance of about 1/2 mile from my house to Hoen).	11/1/2017 9:24 PM
40	I received texts messages from people living out of the area that saw it on the news	11/1/2017 8:07 PM
41	Text	11/1/2017 7:36 PM
42	Unrelated text from a friend woke me, then smelled smoke.	11/1/2017 5:13 PM
43	Nixel	11/1/2017 4:21 PM
44	More than one answer applies - I received a reverse 911 call, a text alert, a phone call from friends, and I heard sirens/bullhorns. We were one street from the official evacuation zone but left to be safe.	11/1/2017 3:44 PM
45	WE left because of the smoke - took some things just just case the fires kept coming	11/1/2017 3:39 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

46	We received an automated call of some kind but it came from an 800 number and we thought it was some odd telemarketer and ignored it. Our neighbors came and banged on the door at 1am.	11/1/2017 3:39 PM
47	Family member told us	10/29/2017 1:11 PM
48	Saw the air quality was very bad. So I stayed where the air was better.	10/29/2017 8:36 AM
49	I saw the Atlas Peak fire growing and smelled smoke. I did not know Kenwood was also burning at that time. It was the wind that scared me and I did not have any phone-landline or cell coverage, no power what so ever. I grabbed keys and left going West and that is when I saw the blazes in town and confirmed reason to evacuate.	10/29/2017 8:22 AM
50	I received a phone call at 3am from a friend in Fountaingrove who was evacuated, that is what woke us up. At 3:21 I received a SoCo text and voicemail alert but I didn't see those until much later since like most people my cell phone is silenced at night.	10/28/2017 5:58 AM
51	I saw flames coming closer	10/27/2017 12:02 PM
52	Santa Rosa police car with going up and down our street with a speaker yelling for us to get out ma. evacuation	10/27/2017 8:57 AM
53	news from KSRO and other sources	10/26/2017 10:32 PM
54	Neighbors were outside talking. We inquired and learned of the situation.	10/26/2017 10:07 PM
55	I was at a rental property in Glen Ellen. We heard warning from a bull horn.	10/26/2017 7:34 PM
56	I received a text message from a friend here in Oakmont who was leaving	10/26/2017 6:53 PM
57	I walked out of my house and heard about it from neighbors	10/26/2017 9:59 AM
58	I heard and smelled it starting, sirens and smoke, then explosions. I saw it on Facebook and my neighbor came and checked to make sure I was up and paying attention.	10/26/2017 9:41 AM
59	I was away from home for the weekend. So I heard about the evacuation later.	10/26/2017 7:53 AM
60	I received a text from my nephew's wife in Texas, which woke me up.	10/25/2017 8:50 PM
61	Notice from my daughter in Sebastopol.	10/25/2017 8:48 PM
62	Our senior facility has a PA emergency system that made the announcement	10/25/2017 7:29 PM
63	My neighbor knocked on my door. When I got home 9 days later, I found official messages on my computer telling me to evacuate.	10/25/2017 5:49 PM
64	Nextdoor web site	10/25/2017 4:29 PM
65	Knock on door by COPE representative	10/25/2017 2:55 PM
66	Saw Nextdoor.com posts, then I started packing. Mobile home park managers came through later.	10/25/2017 2:39 PM
67	Evacuated before notifications began coming through; eventually received the notices on land line and cell phones and internet via previously set up alert systems as soon as evacuations were recommended.	10/25/2017 2:31 PM
68	Met police officer around corner. He instructed us to leave.We did not receive notification at our residence. Neighbors also did not receive personal notice.	10/25/2017 2:21 PM
69	I received a text from a neighbor.	10/25/2017 2:14 PM
70	My son drove from his nearby area to awaken me. I have no knowledge regarding outside contacts.	10/25/2017 2:03 PM
71	Received notice from neighbor as I was walking in the neighborhood trying to assess the situation	10/25/2017 1:56 PM
72	We evacuated prior to receiving official notification as we felt it was no longer safe to stay in the home.	10/25/2017 1:18 PM
73	A police car came down our street to advise us.	10/25/2017 1:08 PM
74	Someone drove down the street honking her car horn.0	10/25/2017 1:01 PM

Q9 Once you left your house to evacuate, did you have any type of mobile communication?(Una vez que abandonaste tu hogar para evacuar, ¿tuviste algún tipo de comunicación mobil?)

Answered: 599 Skipped: 413



ANSWER CHOICES	RESPONSES
No, I did not have my cell phone with me(No, no tenía mi celular conmigo.)	1.17% 7
No, I had my cell phone with me but it did not work(No, tenía mi celular conmigo pero no funcionó)	15.53% 93
Yes I had my cell phone with me and it worked(Sí, tenía mi celular conmigo y funcionó)	78.30% 469
Yes, some other type of communication	5.01% 30
TOTAL	599

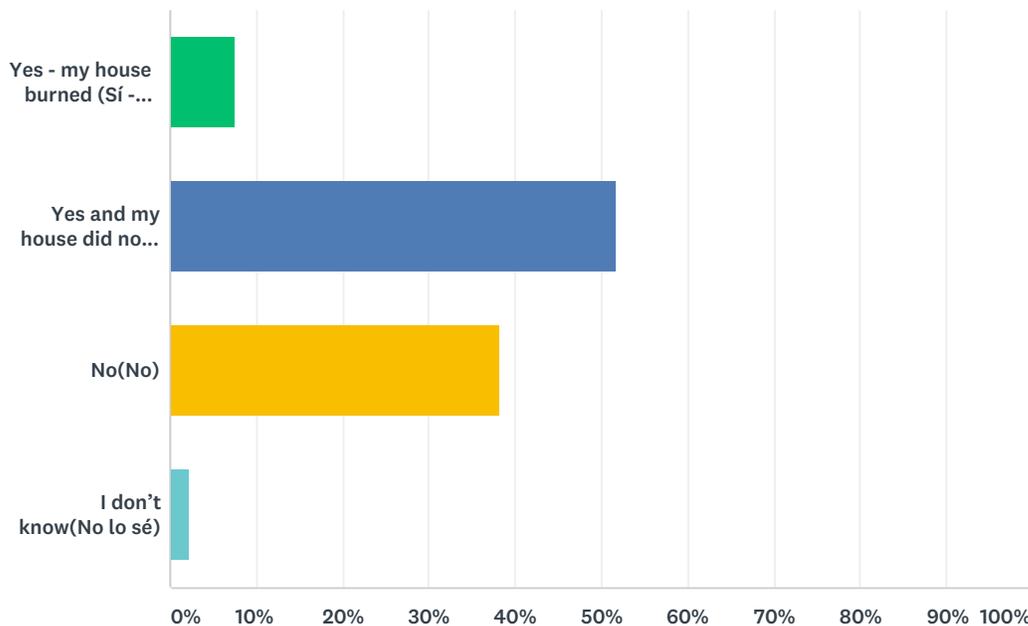
#	YES, SOME OTHER TYPE OF COMMUNICATION	DATE
1	We had 2 vehicles that we used to evacuate with. Used cell phones, but they did not always work. Depended on the area we drove through.	11/28/2017 8:50 AM
2	Cell phone worked till the next morning when we lost service.	11/23/2017 9:32 AM
3	I had my cell phone with me - the access to a signal was variable those first 24 hours.	11/23/2017 9:05 AM
4	I had my cell phone with me and it worked intermittently	11/23/2017 7:00 AM
5	I have an Ooma at home hooked into wi-fi and received a Prepare to Evacuate notice on it from some govt. body--I'm not sure who. But since the power was out somewhere along the line, the phone did not ring and the message went to automatic voicemail. I accessed the message the next day.	11/22/2017 9:22 PM
6	I had my cell phone with me, it did not work until I left the area.	11/20/2017 9:02 AM
7	Our Verizon phones were down but the one AT&T phone we had still had service.	11/15/2017 8:48 PM
8	Cell phone worked at times but some texts did not go through and some were delayed.	11/7/2017 4:28 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

9	I had my cell phone but service was spotty. As I was in traffic evacuating sometimes calls and/or texts were able to go through but most of the time they were not delivered/received.	11/7/2017 3:16 PM
10	I had my cell phone and it worked for text messages but not phone calls	11/5/2017 6:52 PM
11	Battery operated radio	11/3/2017 12:15 PM
12	It worked in the area I fled to.	11/3/2017 7:35 AM
13	I had my cell phone, but only text worked.	11/2/2017 4:16 PM
14	Had cell phones, worked intermittently. Reached Bodega Bay, where evacuated, worked intermittently. Decided to meet grandparents from Oregon, in Point Arena, to take kids. Lost communication with them, cell phones not working, couldnt access funds as bank holiday but next day couldnt access them there either as their systems remained down!	11/2/2017 3:09 PM
15	I had my cellphone with me and it worked sporadically - I had no cell coverage in Santa Rosa from about mid-downtown and eastward. Once I drove past Fulton Road, cell coverage was again reliable.	11/2/2017 9:28 AM
16	My cell phone did not work, however I was able to go to downtown Santa Rosa, log onto their free wifi at downtown court house square. My cell is set up for wifi text, call and email. I'm deaf. My cell is my lifeline. No landlines phone at home. However service was intermitten, none in Healdsburg for three days.	11/2/2017 7:28 AM
17	We all had our cell phones but reception was intermittent.	11/2/2017 7:01 AM
18	I had my cell phone; worked sporadically	11/2/2017 7:00 AM
19	In HBG could not figure out what was going on...due to no internet and sporadic phone reception. About 1 in 10 calls made it through day of fire.	11/1/2017 4:12 PM
20	My Cell (Verizon) didn't work. My wife's cell (sprint) did. We received a call from friends on my wife cell.	11/1/2017 3:32 PM
21	We watched Television, channels 2 & 4 while staying with a friend in Cotati.	10/28/2017 1:48 AM
22	I had a cell phone with extra batteries and charger. I had 2 way radios for my wife and myself. I had a satellite communicator for texting and sending out our location.	10/27/2017 12:02 PM
23	I had my cell but the service was not always available for calling. Texts did work.	10/26/2017 11:20 AM
24	I had my cell phone, but it did not work in the area.	10/26/2017 5:53 AM
25	car radio - but did not know advisory channels or have any directives	10/25/2017 8:50 PM
26	WiFi	10/25/2017 8:26 PM
27	car radio	10/25/2017 4:35 PM
28	No communication. I don't own a cell phone.	10/25/2017 2:55 PM
29	At my son's home, tho he was without electricity (TV), their cell phone connections kept us aware of what was happening in the larger community....	10/25/2017 2:03 PM
30	WiFi on cell phone and laptop. Cellular service was very bad or non-existant all over Santa Rosa.	10/25/2017 12:39 PM

Q10 Did your residence experience a power outage?(¿Ha sufrido tu residencia una interrupción de energía?)

Answered: 962 Skipped: 50

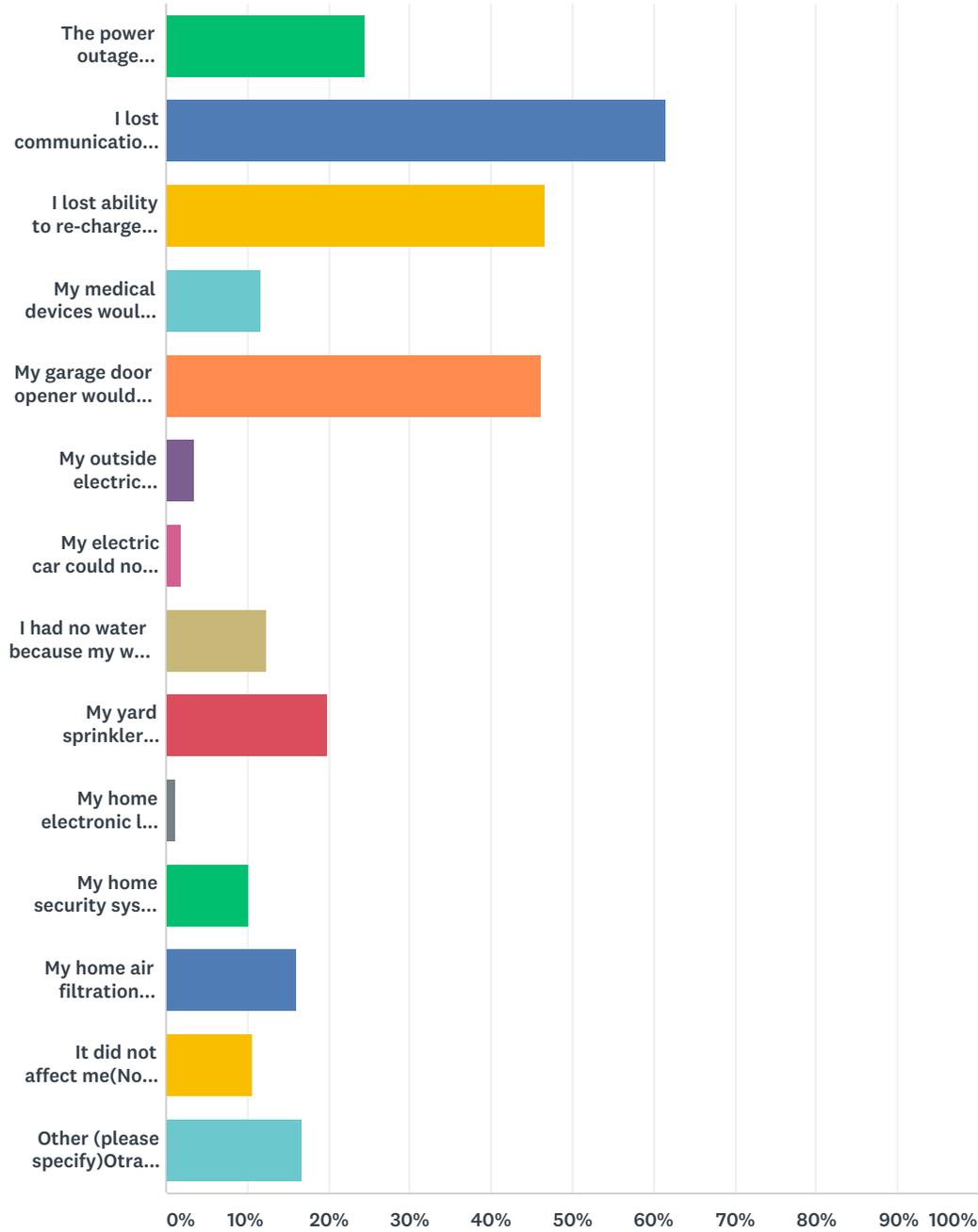


ANSWER CHOICES	RESPONSES	
Yes - my house burned (Sí - mi casa se incendió)	7.59%	73
Yes and my house did not burn (Sí y mi casa no se incendió)	51.77%	498
No(No)	38.36%	369
I don't know(No lo sé)	2.29%	22
TOTAL		962

Q11 How did the power outage affect you during the fire (including evacuation)? (¿Como te afectó la interrupción de energía durante el incendio [incluyendo la evacuación]?) Did you have devices in your home that shut off due to the power outage that affected your ability to protect your home or to evacuate? Check all that apply.(¿Tuviste dispositivos en tu hogar que se apagaron debido a la interrupción de energía que afecto tu capacidad de proteger tu casa o de evacuar? Marca todas las que aplican.)

Answered: 579 Skipped: 433

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium



ANSWER CHOICES	RESPONSES
The power outage negatively affected my ability to evacuate(La interrupción de energía afecto negativamente mi capacidad de evacuar)	24.53% 142
I lost communications because of the power outage (TV, Wi-fi, or phone)(Perdí comunicación a causa de la interrupción de energía [TV, Wi-fi o teléfono])	61.49% 356
I lost ability to re-charge my devices(Perdí la capacidad de recargar mis dispositivos)	46.63% 270
My medical devices would not work (CPAP, etc)(Mis dispositivos médicos no funcionaban [CPAP, etc])	11.74% 68
My garage door opener would not work(La puerta automática de mi garage no funcionaba)	46.29% 268
My outside electric security gate would not function(Mi puerta de seguridad eléctrica exterior no funcionaría)	3.63% 21
My electric car could not charge(Mi auto eléctrico no pudo cargarse)	1.90% 11

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

I had no water because my well pump/pressure system was down(No tenía agua porque la bomba del sistema de extracción del pozo no funcionaba.)	12.44%	72
My yard sprinkler system was down(Mi sistema de riego del jardín no funcionaba)	19.86%	115
My home electronic lock system failed(El sistema de cierre electrónico de mi hogar falló)	1.21%	7
My home security system failed(El sistema de seguridad de mi hogar falló)	10.19%	59
My home air filtration system failed (HVAC)(El sistema de filtración de aire [HVAC] de mi hogar falló)	16.06%	93
It did not affect me(No me afectó)	10.71%	62
Other (please specify)Otra (por favor especifique)	16.75%	97
Total Respondents: 579		

#	OTHER (PLEASE SPECIFY)OTRA (POR FAVOR ESPECIFIQUE)	DATE
1	I dont remember if the power went out at any point during the week of the fire as I evacuated my residence within the first hours of the fire and did not return home until day 4 it is possible that power was out for a short period of time but the refridgerator was not affected	12/5/2017 10:35 AM
2	We evacuated for a few days but I returned to sleep at the house right away despite having no power because I was working many hours each day and had access to power at work. But our power was out for several days so there was no wifi or ability to recharge at home.	11/29/2017 2:51 PM
3	Was not allowed back for 2 weeks.	11/29/2017 1:48 PM
4	Lost \$200. of frozen and refrigerated food. Could not work.	11/29/2017 10:47 AM
5	I could charge my phone in my car.	11/29/2017 7:52 AM
6	Was able to remain in evacuation zone because of hard-wired propane fired backup generator. Supported communication and recharge needs for the six of us who remained in evacuation zone to care for animals, protect homes, etc for 2500 acre area.	11/29/2017 5:45 AM
7	I evacuated approximately an hour or so prior to the power going out.... was evacuated for almost 2 weeks and know the power was down for almost the entire 2 weeks	11/28/2017 10:14 AM
8	I was not allowed to go back to my house for the time that we had the outage.	11/27/2017 10:53 AM
9	My refrigerator/freezer was without power for 15 days.	11/25/2017 1:32 PM
10	Refrigerator/Freezer lost food	11/24/2017 10:07 PM
11	We evacuated early around midnight Sunday night. The power outage happened after we had left the house with our stuff. So while we were packing, we had light.	11/23/2017 9:08 AM
12	The few people who did not evacuate our land luckily had access to a neighbors generator - they had to have internet access to know if they were in immediate danger. The times the internet went down increased their danger.	11/23/2017 9:07 AM
13	Prior to evacuating we used our generator to power our well, medical devices and to allow us access to our satellite internet service	11/23/2017 7:09 AM
14	Lights out. Had a flashlight	11/22/2017 7:26 PM
15	We evacuated before losing power. Evacuated at approximately 12:20AM 10/9/2017.	11/22/2017 5:13 PM
16	I live in a forest and my garage is detached and 170' down a walkway from my house. I could not see to get my cat carriers and had to leave my cats behind. Huge tree branches were falling and I couldn't see.	11/21/2017 11:27 PM
17	Cell phone calls were weak and would drop. Cell data extremely slow and nearly impossible to go online or read web pages. Home phone (Land line) worked with old basic phone but no message recording ability.	11/21/2017 10:12 PM
18	My power went out after evacuating. Most likely within a couple hours.	11/21/2017 9:03 PM
19	I had Comcast and had no phone,computer, cell phone or lap top. IHad no radio and so I want an sat in my car to listen to the radio. My husband has Brian cancer and a full time care goer at home. We left for four days because we didn't have communication regarding our safety.	11/20/2017 6:37 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

20	My Comcast (TV & phone) went out before the power went off. That happened a few minutes after, so I lost lights, garage door etc.	11/20/2017 5:52 PM
21	We had no power for eight days, but fortunately, we have a generator and could keep the "basics", i.e., refrigerator, freezer, one lamp and a TV for news running and a place to charge cell phones as our phone was out. We have a 5,300 gallon water tank, and my husband figured out a way to get minimal water to the house but we would have been unable to fight a fire.	11/20/2017 2:50 PM
22	Gone for 9 days. When we came home the power had been off. It was on when we came home. Most damage was loss of food in freezer and refrigerator.	11/20/2017 2:20 PM
23	The power was still on when I evacuated.	11/20/2017 1:57 PM
24	Outage occurred after I had evacuated. I believe power was turned off by PG&E.	11/20/2017 11:16 AM
25	We left shortly before power went out (looked at Nest report later on)	11/20/2017 8:26 AM
26	Family arrived to pick me up and I stayed out of county with them for 10 days due to road closures to BHS and the later fires in Glen Ellen, #12 highway.	11/15/2017 12:34 PM
27	Unable to store perishable items (refrigeration) or cook (stove/microwave).	11/7/2017 6:53 PM
28	During evacuation we had power still. We were left without power for several days after which limited our ability to return to the home.	11/7/2017 3:18 PM
29	As a volunteer with our local emergency action group (C.O.P.E.), I used a two way radio to communicate with other volunteer emergency responders in the Oakmont senior community. I was able to help my neighbors evacuate safely using this radio and to alert police officers of handicapped neighbors needing ambulances. I took this radio and charger with me when I evacuated for ten days.	11/5/2017 8:51 PM
30	Power outage was intermittent. Power was up when we evacuated	11/5/2017 8:49 AM
31	One household member needed IV medicine refrigerated.	11/3/2017 8:29 PM
32	Security gate is solar. Water is pumped to a tank for gravity feed as we have experienced many outages of over a week.	11/3/2017 2:51 PM
33	The power was only for a very short time, but by 3:00 am I had no cable, internet or telephone and my mobile service was intermittent	11/3/2017 9:09 AM
34	I did not lose electric except for a short time...however I did not have internet or TV for several days	11/3/2017 8:34 AM
35	I guess not knowing the full intent of the question..I would add food loss and potential property loss.	11/2/2017 3:11 PM
36	Wasn't time to evaluate	11/2/2017 2:00 PM
37	The loss of power caused the smoke alarm to alert, That caused me to go outside and know I needed to leave the area.	11/2/2017 10:22 AM
38	Our affected facility was Sutter Santa Rosa Regional Hospital. We had to stay on generator power until PGE could be restored.	11/2/2017 9:05 AM
39	Only lost power when they were turning the gas back on. Short time. Minimal disruption. Otherwise, no power loss. PG&E did a great job.	11/2/2017 8:54 AM
40	When you loose all power, most of the above apply in one form or another.	11/2/2017 8:33 AM
41	We had no warning...saw a FB post Sunday night, looked out window and saw fire glow behind Fountaingrove. Never went to sleep	11/2/2017 7:59 AM
42	I left, lights flickered however they didn't go off while I was evacuating on Monday 3am 10/9	11/2/2017 7:29 AM
43	the power went out briefly twice during the time we had to evacuate	11/2/2017 7:20 AM
44	Lost all food in freezer and refrigerator - couldn't cook meals delivered as well.	11/2/2017 7:18 AM
45	We were not home to have the lack of power affect us. Only that we lost all our food in the refrigerator.	11/2/2017 7:00 AM
46	No power for undetermined amount of time	11/2/2017 6:14 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

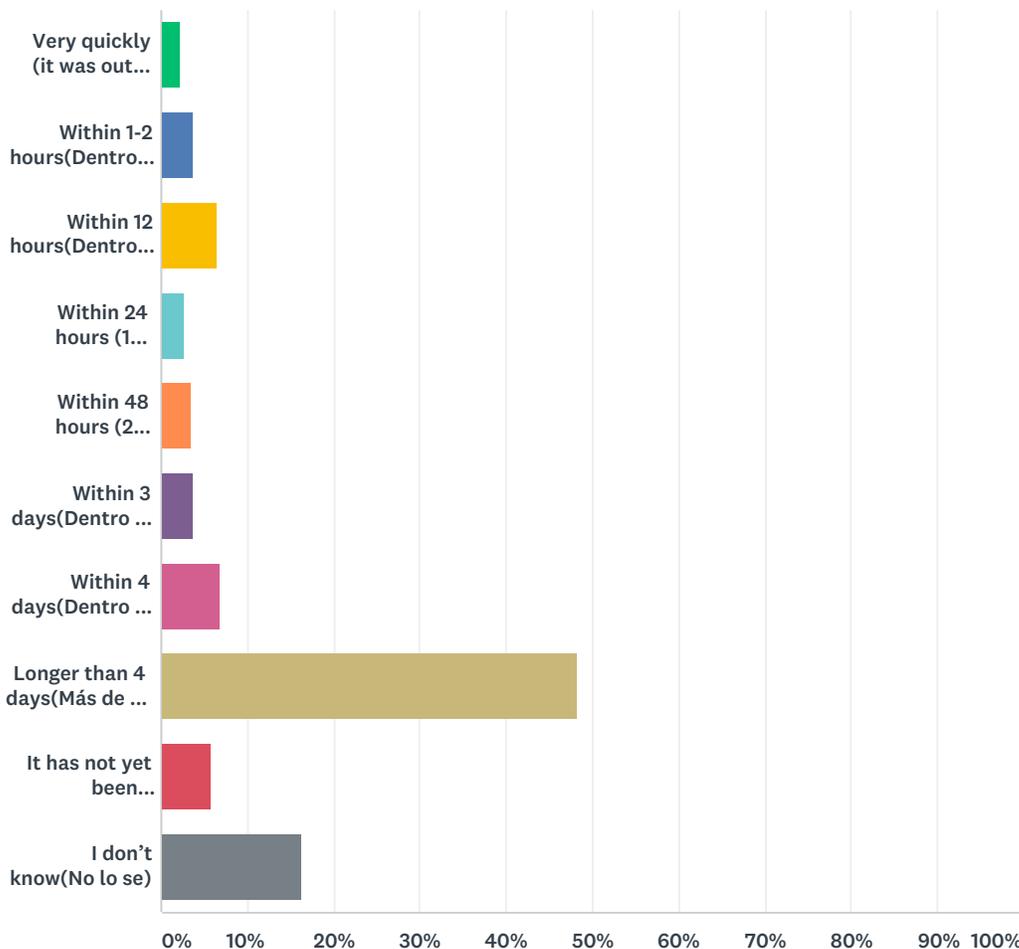
47	The power went out around 8pm for a second and then 9 went to bed woke up 11:40 about 11:55 went out again 15 minutes later ran out of the house fire at our second story	11/2/2017 6:11 AM
48	My power was out briefly. When it came back on, I had radio but no TV or Internet because I am a Comcast cable customer. My neighbors who had ATT or Sonic still had TV and/or Internet.	11/1/2017 9:26 PM
49	I knew the power would go so I took my car out of the garage so not to have to deal with trying to open it.	11/1/2017 6:33 PM
50	I could not open my garage door. Had to get help or I would have had to leave my car! This was during the evacuation	11/1/2017 5:38 PM
51	My power did not go out just my gas	11/1/2017 5:16 PM
52	Was out a bit then back on. While off no water pressure. No toilet.	11/1/2017 4:15 PM
53	I had my cell phone. There are no excuses for the lack of warning from the County. Extremely disturbing and the individual who made the decision not to put out early evac warning should resign or be fired.	11/1/2017 3:49 PM
54	No power outage, but near complete communications outage.	11/1/2017 3:46 PM
55	We could not reach family members near the fire to see if they were safe due to power outages. Had to evacuate and drive into an unsafe fire zone to evacuate elderly parents who had no power, cell phone, or internet, due to their home phone lines and cell phones connected to Comcast internet. Complete loss of communication.	11/1/2017 3:35 PM
56	Refrigerator/Freezer contents melted onto kitchen hardwood floor which buckled the floor and stained carpet in adjoining room.	11/1/2017 3:34 PM
57	Caused additional fires in my neighborhood when transformer exploded	11/1/2017 3:26 PM
58	I left before any power outage. But before I left I couldn't get any news on cable/Comcast, and no service at all from Verizon(my cell phone provider)!!	11/1/2017 12:14 PM
59	Lost food from refrigerator and freezer.	10/30/2017 2:55 PM
60	Inability to contact family and friends in the evacuated areas and no information or news on the fire's progress except via car radio.	10/29/2017 7:25 PM
61	We had no phones (cell or landline), television, or computer connections. We did not lose electricity. That was for two days (Mon & Tues). We heard radio through our battery-operated lantern that has an transistor radio.	10/29/2017 6:45 PM
62	I could not receive notice of the fires because no one could reach me by cell or Internet..I would not have know if I needed to evacuate!	10/29/2017 4:21 PM
63	It did not affect me because my heat and water equipment are not dependent upon electricity. Long term loss however would have resulted in somewhat uncomfortable & dangerous conditions.	10/29/2017 4:19 PM
64	Brief power outage...three days without cell phone, internet or cable.	10/29/2017 8:30 AM
65	We left.	10/28/2017 1:18 PM
66	We only lost power for a few hours and we have a back-up generator so were not really affected. But we did lose Comcast so we lost our landline for several days.	10/28/2017 6:00 AM
67	Very dark. My landline did not work. My cell phones were functioning. No Emergency broadcast system. No amber alert. No nothing!!	10/28/2017 5:55 AM
68	All refrigerated/frozen food spoiled	10/28/2017 5:16 AM
69	We had a battery back-up for WiFi.	10/27/2017 12:02 PM
70	Food Spoilage. I Lacked news about the extent of the fire (this is a key item).	10/26/2017 5:23 PM
71	I have a portable charger that I always keep plugged in. When I left I had cell service and enough in my charger for a complete charge.	10/26/2017 8:13 AM
72	Lost most frozen and refrigerated food. By the time the evacuation order was lifted, power had been restored.	10/26/2017 7:55 AM
73	We evacuated to another place where communication was not distrupted	10/26/2017 7:24 AM
74	Lost all food in fridge/freezer.	10/26/2017 6:33 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

75	I Have my mom living down the road in our senior park. She has dementia. With the fires burning around us it was extremely hard having no power and all my food and her food is bad 5 days without power	10/25/2017 8:21 PM
76	I was able to re-charge my cell phone via my car charger. Fortunately Ford vehicles allow for low volume trickle charges when the car is not running.	10/25/2017 5:57 PM
77	I had no light to see what I needed to take with me.	10/25/2017 5:05 PM
78	We had lanterns & flash lights available, & the wonderful portable radio which kept us informed of where the fires were. I had a Cell phone & immediately phoned everyone in my contact list whom I thought was in harms way from any one of the fires as reported on the radio. I had good service at times, & sometimes I couldn't reach a party because I was connected to a business, not a home phone. The service was not dependable. I recharged my phone in my car.	10/25/2017 4:41 PM
79	Having only 1 flashlight slowed us from leaving quicker.	10/25/2017 4:26 PM
80	Food in freezer and refrigerator spoiled. Answering machine lost messages.	10/25/2017 4:05 PM
81	Refrigerator and separate freezer failed. Lost food and damaged floor due to thaw / leakage.	10/25/2017 3:36 PM
82	My wheelchair lift had to be manually cranked.	10/25/2017 2:42 PM
83	Could not tell which lights were on or off when power failed and we had to leave, so several lights burned out during the 9 days of mandatory evacuation (minor problem only).	10/25/2017 2:36 PM
84	Used crank-up radio to follow events during the night before we evacuated.	10/25/2017 2:24 PM
85	It was hard to see in the dark and smoke.	10/25/2017 2:18 PM
86	as regards locking systems, garages etc., all that falls under the situation within my son's home.	10/25/2017 2:06 PM
87	My refrigerator was full of toxic rotten food when I returned home.	10/25/2017 2:01 PM
88	It was in the middle of the night and there was no lights	10/25/2017 1:58 PM
89	I had to get out in complete darkness at 2 a.m. Took nothing but the meds in bottles I could feel on the counter	10/25/2017 1:48 PM
90	Iphone and flip top were with us.	10/25/2017 1:34 PM
91	There was no electricity in my house nor on the street. This made it difficult to evacuate.	10/25/2017 1:29 PM
92	Was totally off when we were evacuated.	10/25/2017 1:25 PM
93	I have a battery back-up on my garage door opener and because of this was able to open the door.	10/25/2017 1:19 PM
94	My many older neighbors who do not use the modern media will probably not be represented in this survey.	10/25/2017 1:16 PM
95	Unable to reach Oakmont friends by phone if they did not have a landline.	10/25/2017 1:09 PM
96	Food freezer stopped working	10/25/2017 1:08 PM
97	I have an independent off the grid solar system which was not affected, however my freezer runs off of the grid and I had to think about avoiding food loss while I was trying to help other evacuees.	10/25/2017 12:10 PM

Q12 Power at my residence was restored:(La energía en mi residencia fue restablecida:)

Answered: 570 Skipped: 442



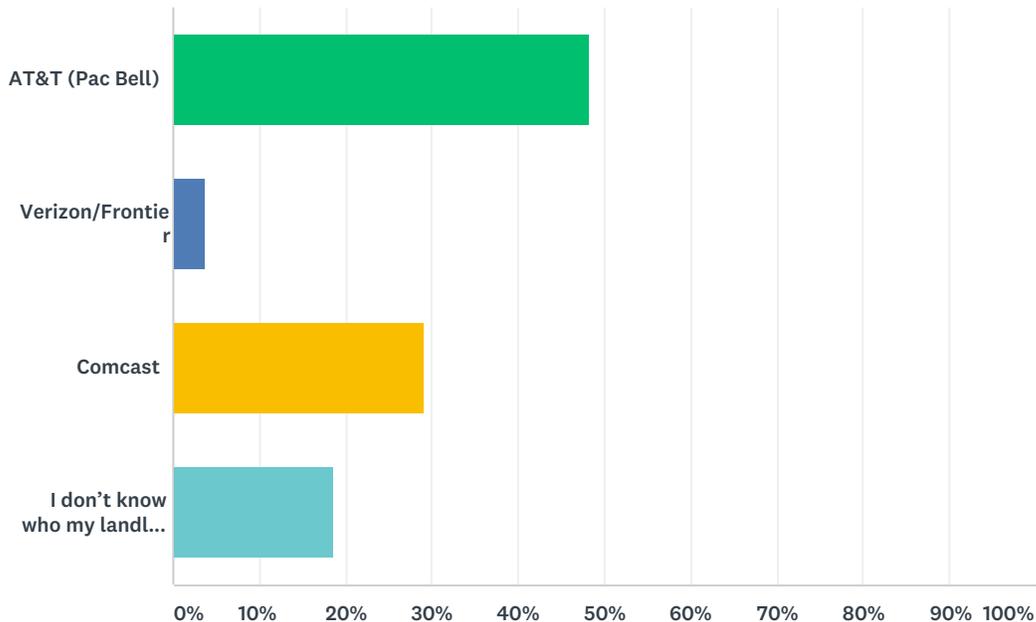
ANSWER CHOICES	RESPONSES	
Very quickly (it was out only momentarily or for a few minutes)(Muy rápido (salió solo momentáneamente o durante unos minutos))	2.28%	13
Within 1-2 hours(Dentro de 1-2 horas)	3.68%	21
Within 12 hours(Dentro de las 12 horas)	6.49%	37
Within 24 hours (1 day)(Dentro de las 24 horas [1 Día])	2.81%	16
Within 48 hours (2 days)(Dentro de las 48 horas [2 Días])	3.51%	20
Within 3 days(Dentro de los 3 días)	3.86%	22
Within 4 days(Dentro de los 4 días)	6.84%	39
Longer than 4 days(Más de 4 días)	48.42%	276
It has not yet been restored(Todavía no sido restablecida)	5.79%	33
I don't know(No lo se)	16.32%	93

TOTAL

570

Q13 The landline provider for my neighborhood is: (whether you have a landline or not)(El proveedor de línea fija para mi vecindario es: (ya sea que tenga un teléfono fijo o no))

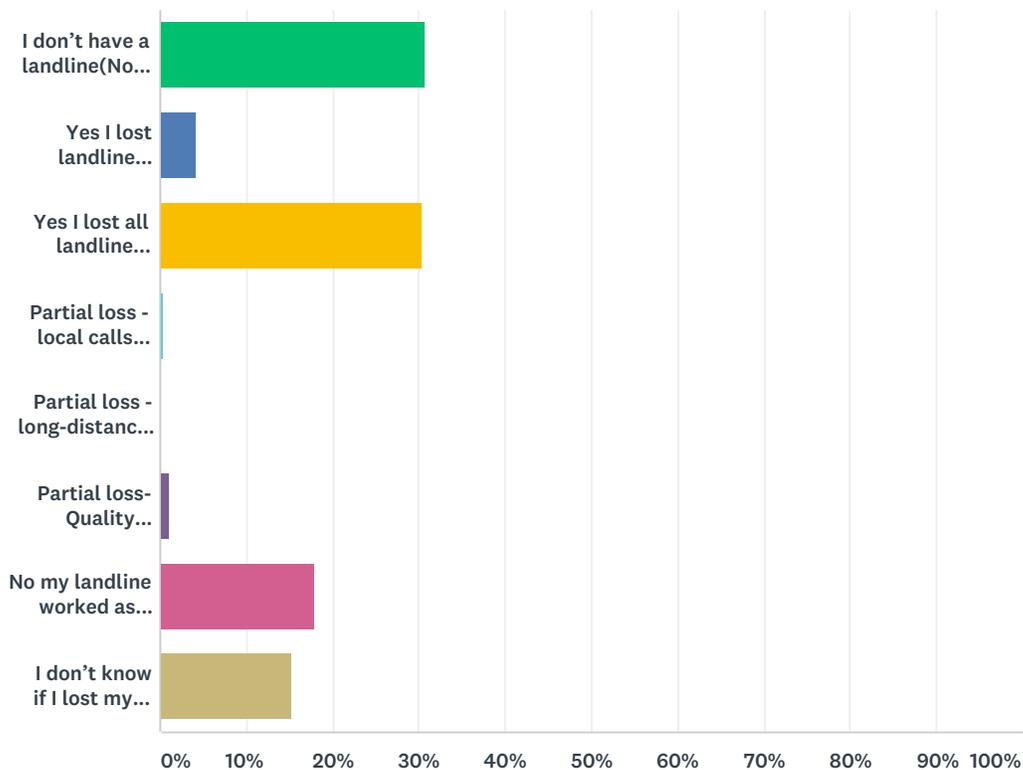
Answered: 938 Skipped: 74



ANSWER CHOICES	RESPONSES	
AT&T (Pac Bell)	48.40%	454
Verizon/Frontier	3.84%	36
Comcast	29.10%	273
I don't know who my landline provider is/would be(No sé quién es / sería mi proveedor de línea fija)	18.66%	175
TOTAL		938

Q14 Did your place of residence lose landline phone service?(¿Perdió tu lugar de residencia el servicio de telefonía de línea/telefonía fija?)

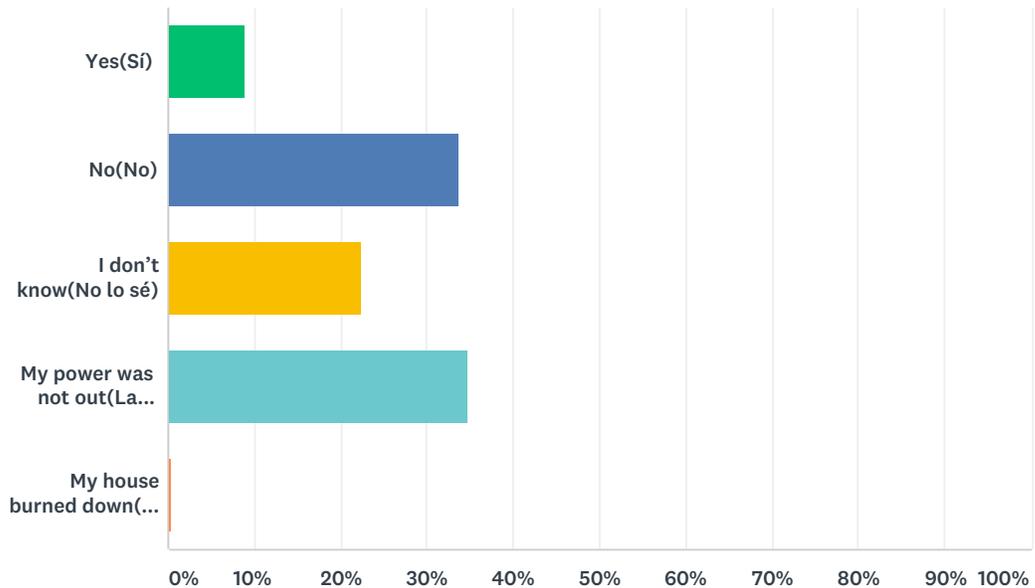
Answered: 942 Skipped: 70



ANSWER CHOICES	RESPONSES
I don't have a landline(No tengo teléfono de línea/teléfono fijo)	30.79% 290
Yes I lost landline because my house burned down(Sí, perdí el servicio de telefonía de línea/telefonía fija porque mi casa se incendió)	4.14% 39
Yes I lost all landline service and my house did not burn down(Sí, perdí todos los servicios de telefonía de línea/telefonía fija y mi casa no se incendió)	30.36% 286
Partial loss - local calls only went through(Pérdidas parciales - solo funcionaban las llamadas locales)	0.32% 3
Partial loss - long-distance calls only went through(Pérdidas parciales - solo funcionaban las llamadas de larga distancia)	0.21% 2
Partial loss- Quality degraded significantly(Pérdidas parciales - La calidad bajo significativamente)	1.06% 10
No my landline worked as normal(No, mi telefonía de línea/telefonía fija funcionó normalmente)	17.94% 169
I don't know if I lost my landline service or not(No lo sé si perdí o no el servicio de telefonía de línea/telefonía fija)	15.18% 143
TOTAL	942

Q15 If your power was out, did your landline phone service continue to function even though your power was out?(Si se interrumpió la energía, ¿siguió funcionando el servicio de telefonía de línea/telefonía fija a pesar de no contar con energía?)

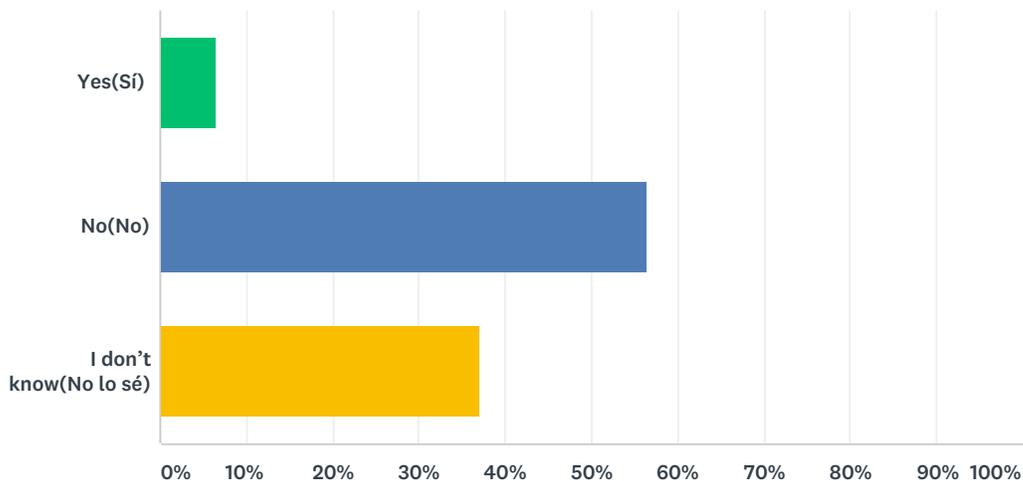
Answered: 613 Skipped: 399



ANSWER CHOICES	RESPONSES
Yes(Si)	8.97% 55
No(No)	33.61% 206
I don't know(No lo sé)	22.35% 137
My power was not out(La energía no fue interrumpida)	34.75% 213
My house burned down(Mi casa se incendió)	0.33% 2
TOTAL	613

Q16 If you have (or ever had) a landline, have you ever been notified by your telephone landline provider that your service has changed from copper to fiber/wireless technology?(Si tienes (o alguna vez has tenido)) telefonía de línea/telefonía fija, ¿has sido notificado alguna vez por tu proveedor de telefonía de línea/telefonía fija que el servicio ha cambiado de tecnología [de cobre a fibra óptica]?)

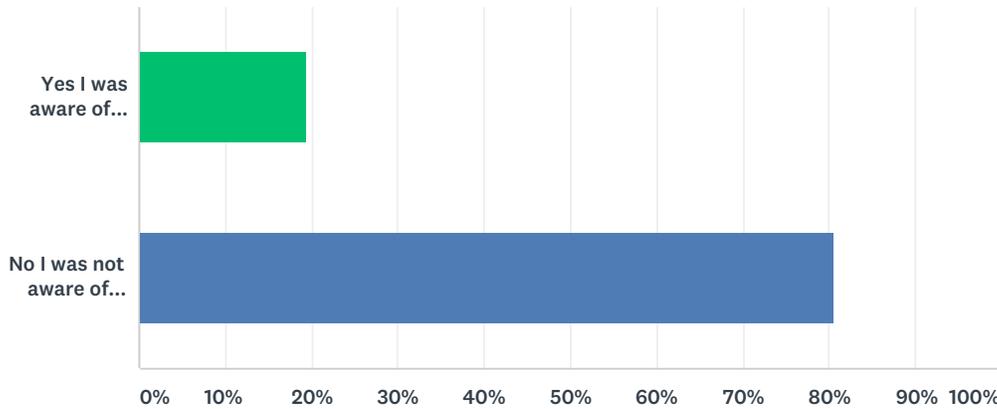
Answered: 919 Skipped: 93



ANSWER CHOICES	RESPONSES
Yes(Si)	6.53% 60
No(No)	56.47% 519
I don't know(No lo sé)	37.00% 340
TOTAL	919

Q17 Were you aware that if your landline service changed from copper to fiber/wireless technology that your landline telephone service would not work in the event of a power failure? (¿Sabía que si su servicio de línea fija cambiara de tecnología de cobre a fibra / inalámbrica, su servicio telefónico fijo no funcionaría en caso de una falla de energía?)

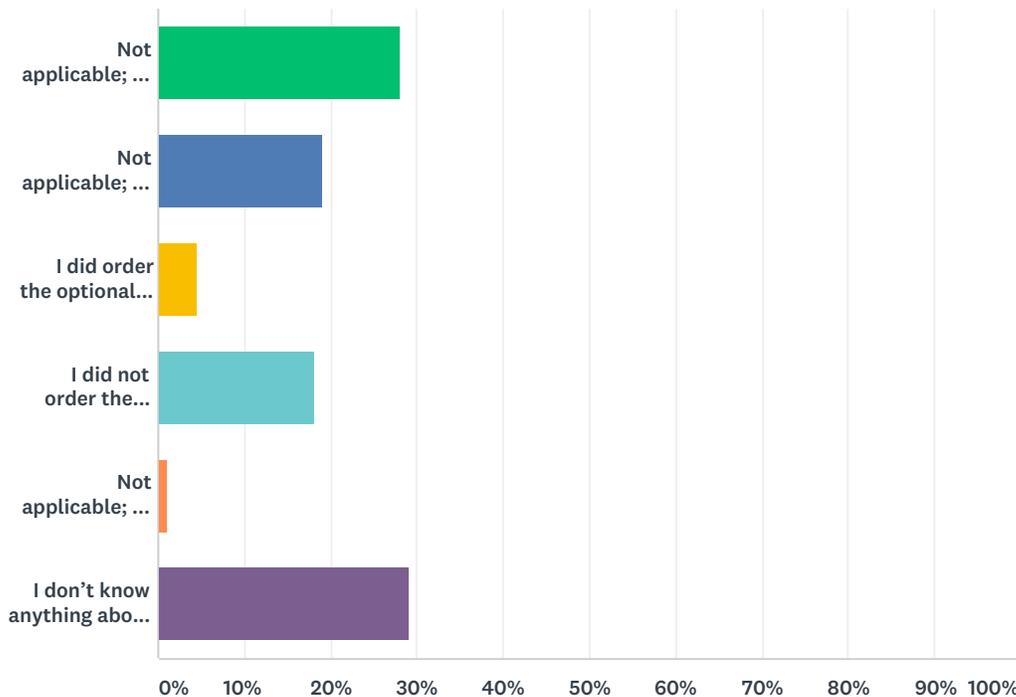
Answered: 916 Skipped: 96



ANSWER CHOICES	RESPONSES	
Yes I was aware of this(Sí, estaba al tanto de esto)	19.43%	178
No I was not aware of this(No, yo no estaba al tanto de esto)	80.57%	738
TOTAL		916

Q18 If your landline phone changed from copper-based to fiber/wireless based, did you order the optional battery to power your modem/router in the event of a power outage? (If your house burned, please still choose the best answer)(Si su teléfono fijo cambió de basado en cobre a fibra / inalámbrico, ¿solicitó la batería opcional para alimentar su módem / enrutador en caso de un corte de energía? (Si su casa se quemó, elija la mejor respuesta)

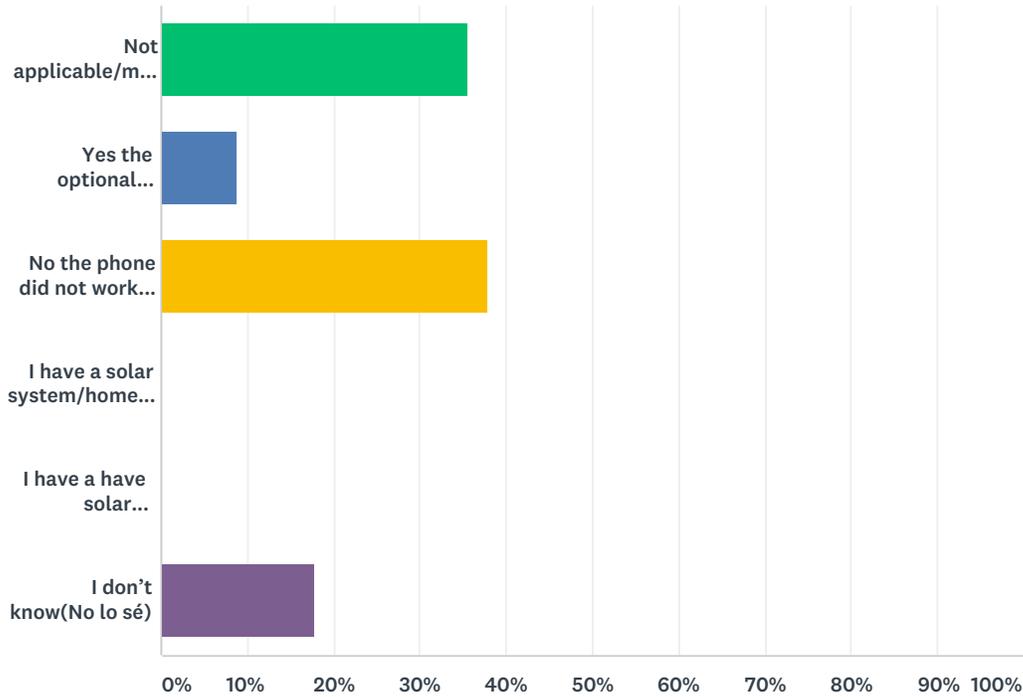
Answered: 912 Skipped: 100



ANSWER CHOICES	RESPONSES
Not applicable; I don't have a landline(No aplica; No tengo un teléfono fijo)	28.07% 256
Not applicable; as far as I know, my landline is/was still all copper(No aplica; por lo que yo sé, mi teléfono fijo es / todavía era de cobre)	18.97% 173
I did order the optional battery(Pedí la batería opcional)	4.61% 42
I did not order the optional battery(No pedí la batería opcional)	18.20% 166
Not applicable; I have a home solar system or generator(No aplica; Tengo un sistema solar o un generador)	0.99% 9
I don't know anything about my phone - I just hope it works when I need it(No sé nada sobre mi teléfono y solo espero que funcione cuando lo necesite)	29.17% 266
TOTAL	912

Q19 If your power was out and you had purchased the optional battery, did the battery and phone function as expected? Si se cortó la energía y compró la batería opcional, ¿funcionaron la batería y el teléfono como se esperaba?

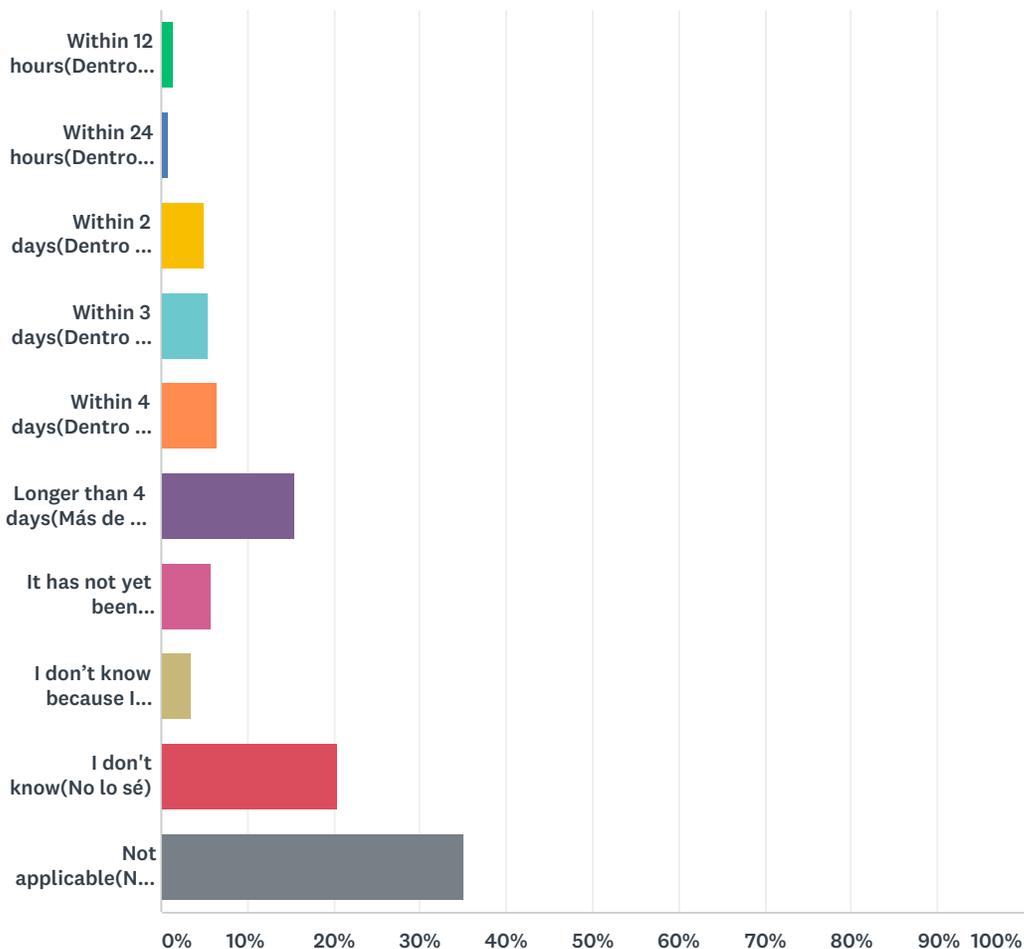
Answered: 45 Skipped: 967



ANSWER CHOICES	RESPONSES	
Not applicable/my power was not out(No aplicable / mi poder no estaba fuera)	35.56%	16
Yes the optional battery and phone functioned as expected and I had phone service(Sí, la batería y el teléfono opcionales funcionaban como se esperaba y tenía servicio telefónico)	8.89%	4
No the phone did not work even though I had the optional battery(No, el teléfono no funcionó aunque tenía la batería opcional)	37.78%	17
I have a solar system/home generator and so my phone continued to function(Tengo un sistema solar / generador de casa y mi teléfono sigue funcionando)	0.00%	0
I have a have solar system/home generator but my phone did not function(Tengo un sistema solar / generador doméstico pero mi teléfono no funcionaba)	0.00%	0
I don't know(No lo sé)	17.78%	8
TOTAL		45

Q20 My landline service/quality was restored:(Mi servicio fijo / calidad fue restaurado:)

Answered: 656 Skipped: 356



ANSWER CHOICES	RESPONSES	
Within 12 hours(Dentro de las 12 horas)	1.52%	10
Within 24 hours(Dentro de las 24 horas)	0.91%	6
Within 2 days(Dentro de 2 días)	5.03%	33
Within 3 days(Dentro de 3 días)	5.49%	36
Within 4 days(Dentro de 4 días)	6.40%	42
Longer than 4 days(Más de 4 días)	15.40%	101
It has not yet been restored(Aún no ha sido restaurado)	5.95%	39
I don't know because I didn't have power(No lo sé porque no tenía poder)	3.66%	24
I don't know(No lo sé)	20.58%	135
Not applicable(No aplica)	35.06%	230

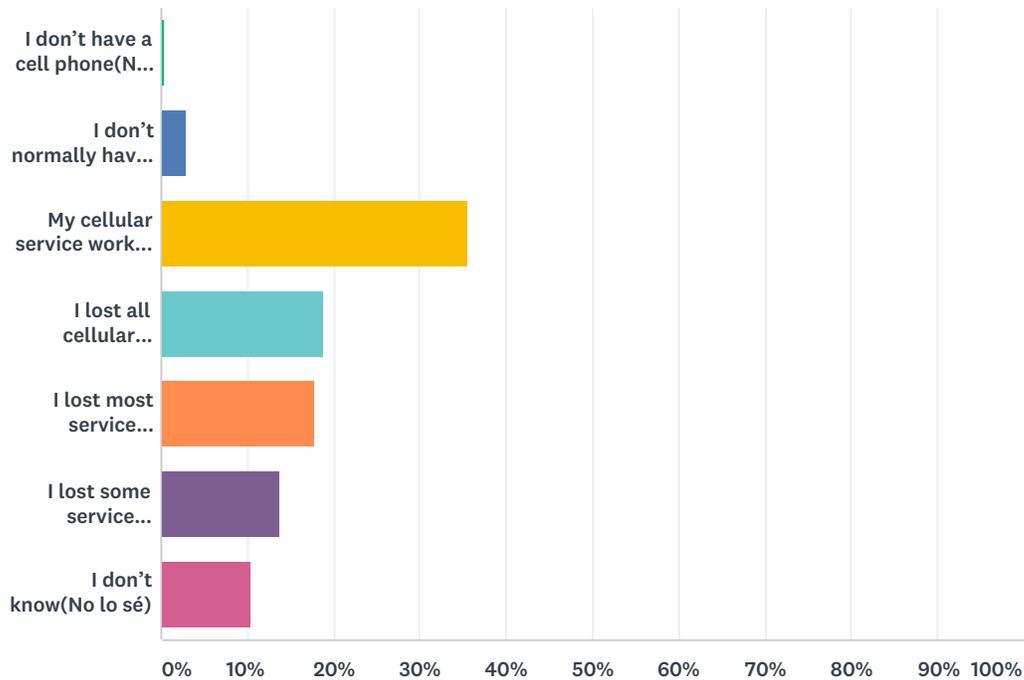
Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

TOTAL

656

Q21 Did you lose normal cellular service at your residence?(¿Perdió el servicio celular normal en su residencia?)

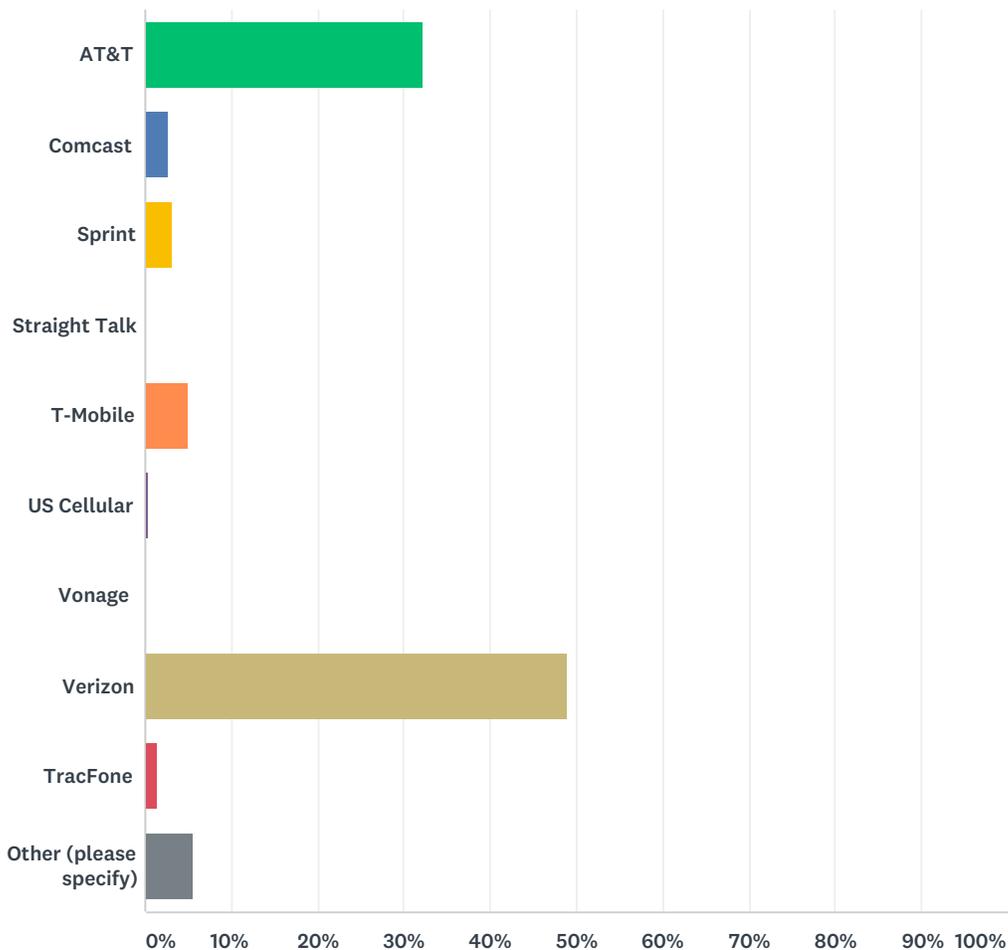
Answered: 901 Skipped: 111



ANSWER CHOICES	RESPONSES
I don't have a cell phone(No tengo un teléfono celular)	0.44% 4
I don't normally have cellular service at my residence(Normalmente no tengo servicio celular en mi residencia)	3.00% 27
My cellular service worked as normal(Mi servicio celular funcionó de manera normal)	35.63% 321
I lost all cellular service(Perdí todo el servicio celular)	18.87% 170
I lost most service (greatly degraded, reduced to text messages, no calls, slow speeds)(Perdí la mayoría del servicio (muy degradado, reducido a mensajes de texto, sin llamadas, a baja velocidad))	17.76% 160
I lost some service (slightly degraded, could make calls still)(Perdí algún servicio (ligeramente degradado, aún podía hacer llamadas))	13.87% 125
I don't know(No lo sé)	10.43% 94
TOTAL	901

Q22 My cellular service provider is:(Mi proveedor de servicio celular es:)

Answered: 904 Skipped: 108



ANSWER CHOICES	RESPONSES	
AT&T	32.19%	291
Comcast	2.65%	24
Sprint	3.21%	29
Straight Talk	0.22%	2
T-Mobile	4.98%	45
US Cellular	0.44%	4
Vonage	0.00%	0
Verizon	49.00%	443
TracFone	1.55%	14
Other (please specify)	5.75%	52
TOTAL		904

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

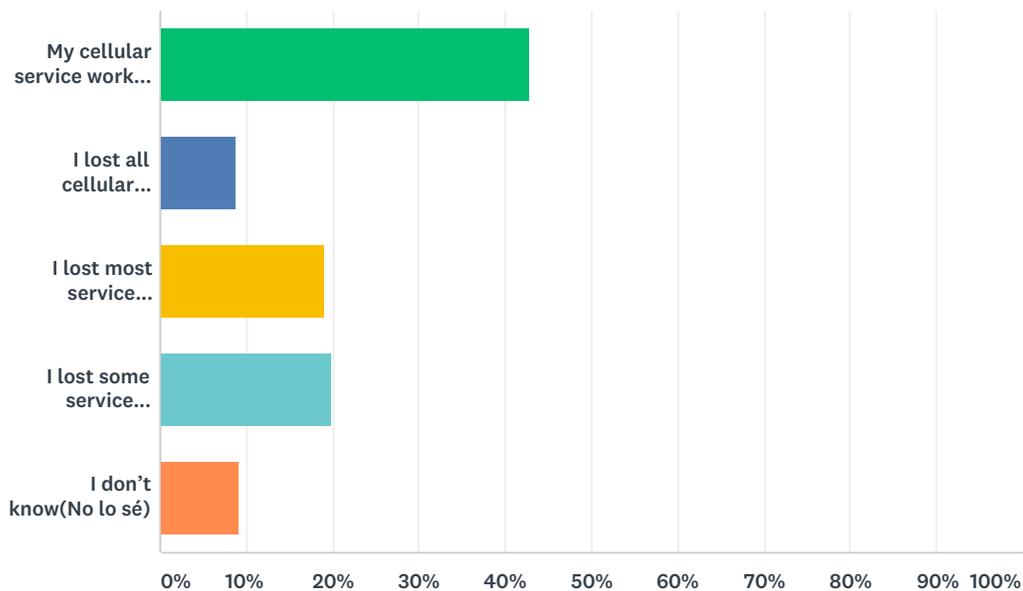
#	OTHER (PLEASE SPECIFY)	DATE
1	Google Project Fi (mix of T-Mobile, Sprint, Cellular One), during the firestorm I had full LTE in Cloverdale.	11/27/2017 9:59 AM
2	consumer cellular	11/22/2017 5:45 PM
3	Consumer cellular	11/21/2017 8:55 PM
4	PureTalk	11/21/2017 1:28 PM
5	NA	11/20/2017 5:58 PM
6	CREDO, but I think they use sprint	11/20/2017 4:40 PM
7	Metro PCS	11/20/2017 3:52 PM
8	Consumer Cellular.	11/20/2017 2:56 PM
9	Consumer Cellular	11/20/2017 11:20 AM
10	Credo	11/15/2017 12:06 PM
11	Google Fi	11/10/2017 5:50 PM
12	ting	11/8/2017 11:07 AM
13	Credo	11/7/2017 6:56 PM
14	Republic Wireless	11/7/2017 3:05 PM
15	Credo	11/7/2017 8:55 AM
16	Stand up wireless	11/5/2017 11:36 PM
17	MetroPCS	11/5/2017 6:10 PM
18	Sonic	11/5/2017 8:54 AM
19	Consumer Cellular	11/3/2017 8:35 PM
20	Virgin LTE	11/3/2017 12:24 PM
21	Project Fi (Google)	11/3/2017 9:55 AM
22	Sonic.net	11/2/2017 5:46 PM
23	I have a phone that uses t-mobile and one that uses att	11/2/2017 10:29 AM
24	Google fi	11/2/2017 9:10 AM
25	This facility is a hospital, Verizon, ATT and SPrint are all supported	11/2/2017 9:08 AM
26	Sonic	11/2/2017 9:00 AM
27	Virgin Mobile	11/2/2017 7:42 AM
28	My husband and kids have AT&T but my phone is Verizon (work phone)	11/2/2017 7:23 AM
29	Virgin Mobile - Assurance Wireless	11/1/2017 8:33 PM
30	Verizon and Sprint	11/1/2017 6:21 PM
31	Credo	11/1/2017 4:56 PM
32	Metro PCS	11/1/2017 3:44 PM
33	Consumer Celular	10/31/2017 7:41 AM
34	none	10/30/2017 8:52 PM
35	Boost Mobile	10/29/2017 7:40 PM
36	Project Fi (Sprint + T-Mobile)	10/27/2017 6:45 AM
37	Consumer Cellular	10/26/2017 3:06 PM
38	Credo	10/26/2017 9:43 AM
39	project fi	10/26/2017 4:37 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

40	Consumer cellular (at&t lines)	10/26/2017 3:00 AM
41	Boost mobile	10/25/2017 8:51 PM
42	Metro pcs	10/25/2017 8:25 PM
43	Consumer Cellular	10/25/2017 4:29 PM
44	NONE	10/25/2017 3:00 PM
45	Consumer Cellular	10/25/2017 2:31 PM
46	consumer cellular	10/25/2017 2:25 PM
47	Virgin mobile	10/25/2017 2:14 PM
48	Cingular celler	10/25/2017 1:55 PM
49	Republic Wireless	10/25/2017 1:34 PM
50	Consumer Cellular	10/25/2017 1:25 PM
51	Consumer Cellular, and I believe they use AT&T towers	10/25/2017 1:11 PM
52	Republic Wireless	10/25/2017 1:09 PM

Q23 Did you lose cellular service at places other than your residence (for instance, if you evacuated or when in town)?(¿Perdió el servicio celular en lugares que no sean su residencia (por ejemplo, si fue evacuado o cuando estaba en la ciudad)?)

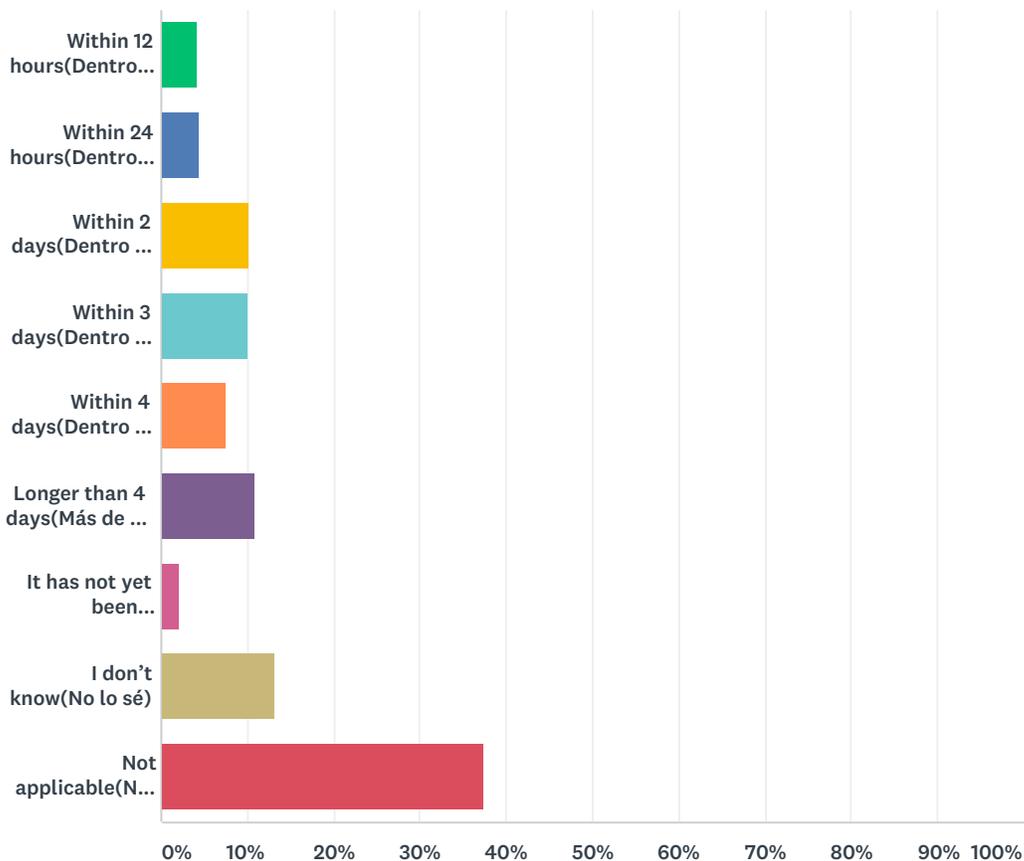
Answered: 902 Skipped: 110



ANSWER CHOICES	RESPONSES
My cellular service worked as normal at other places(Mi servicio celular funcionó normalmente en otros lugares)	42.90% 387
I lost all cellular service outside my residence(Perdí todo el servicio celular fuera de mi residencia)	8.87% 80
I lost most service (greatly degraded, reduced to text messages, no calls, slow speeds)(Perdí la mayoría del servicio (muy degradado, reducido a mensajes de texto, sin llamadas, a baja velocidad))	19.07% 172
I lost some service (slightly degraded, could make calls still)(Perdí algún servicio (ligeramente degradado, aún podía hacer llamadas))	19.96% 180
I don't know(No lo sé)	9.20% 83
TOTAL	902

Q24 My cellular service/quality was restored:(Mi servicio celular / calidad fue restaurado:)

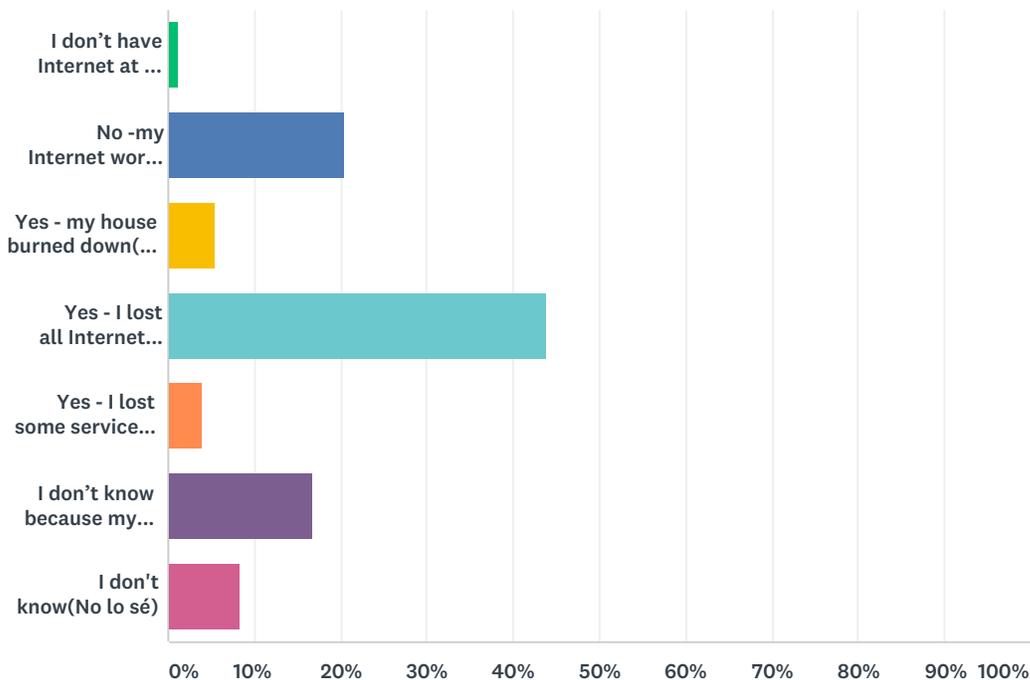
Answered: 899 Skipped: 113



ANSWER CHOICES	RESPONSES	
Within 12 hours(Dentro de 12 horas)	4.12%	37
Within 24 hours(Dentro de 24 horas)	4.45%	40
Within 2 days(Dentro de 2 días)	10.23%	92
Within 3 days(Dentro de 3 días)	10.01%	90
Within 4 days(Dentro de 4 días)	7.56%	68
Longer than 4 days(Más de 4 días)	10.90%	98
It has not yet been restored(Aún no ha sido restaurado)	2.11%	19
I don't know(No lo sé)	13.24%	119
Not applicable(No aplica)	37.37%	336
TOTAL		899

Q25 Did you lose your Internet service at your residence?(¿Perdió su servicio de Internet en su residencia?)

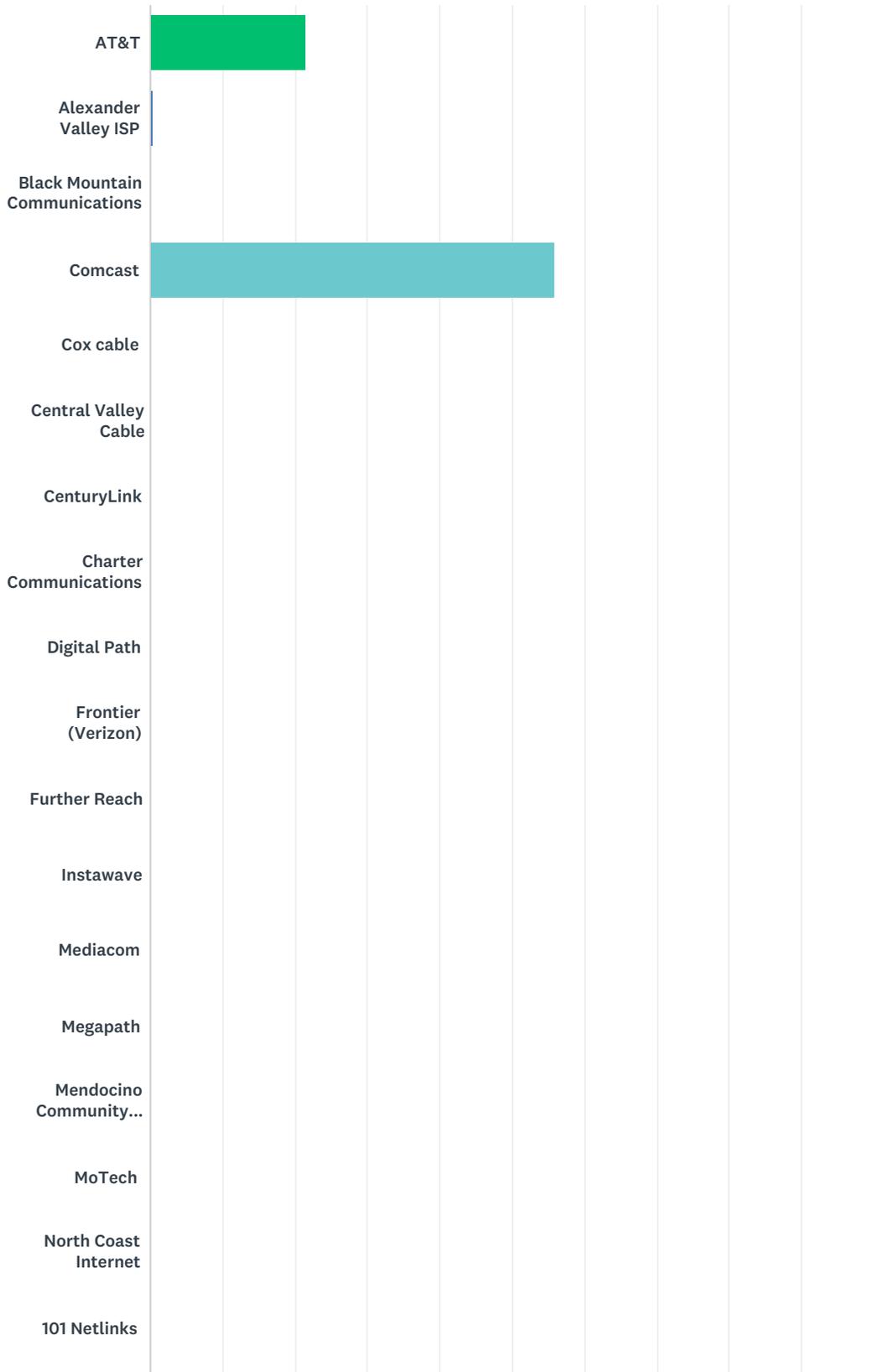
Answered: 901 Skipped: 111



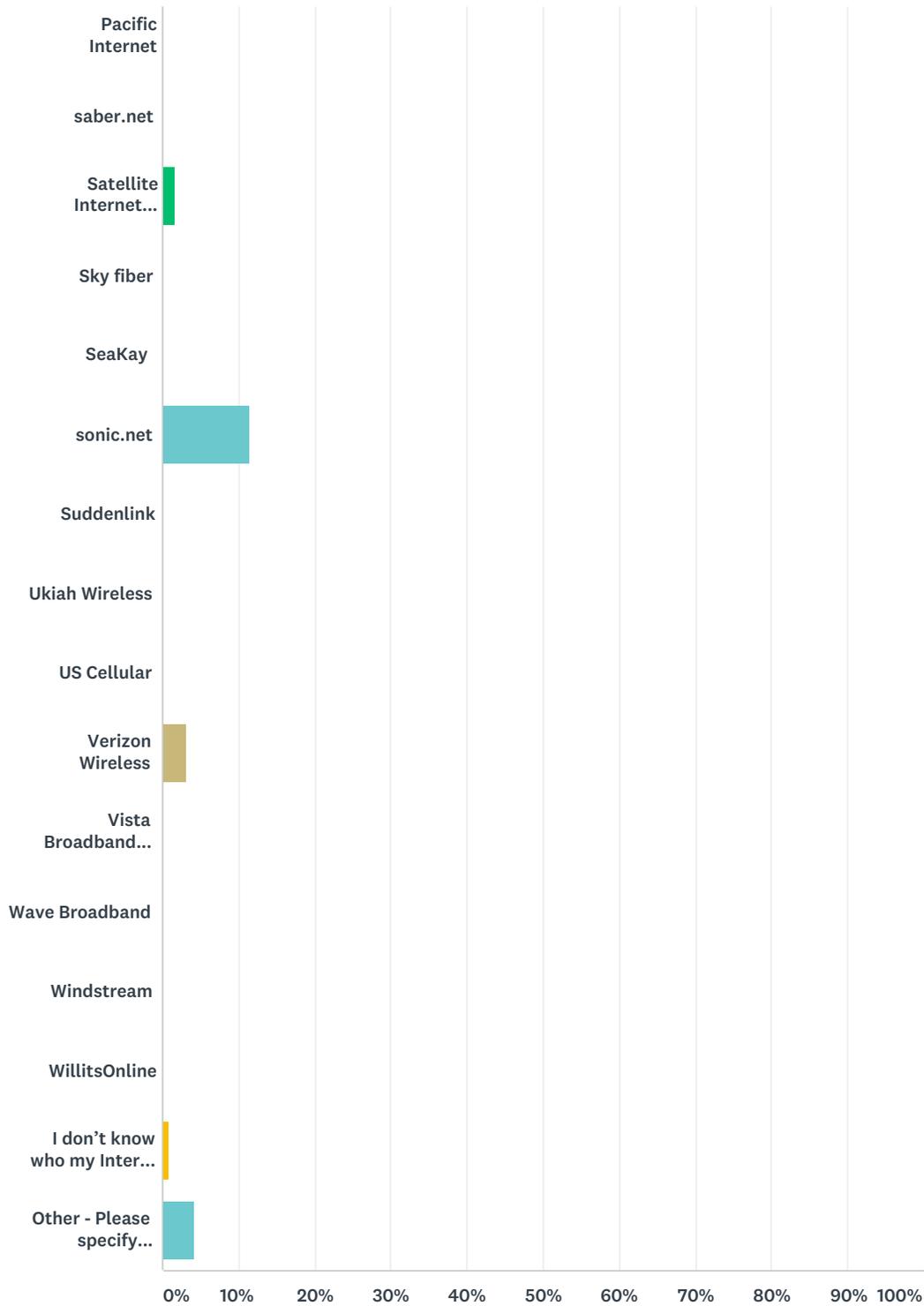
ANSWER CHOICES	RESPONSES	
I don't have Internet at my home(No tengo Internet en mi casa)	1.22%	11
No -my Internet worked as normal(No, mi Internet funcionaba como siempre)	20.42%	184
Yes - my house burned down(Sí, mi casa se quemó)	5.44%	49
Yes - I lost all Internet service and my house did not burn down(Sí, perdí todo el servicio de Internet y mi casa no se quemó)	43.95%	396
Yes - I lost some service (Internet was slowed down)(Sí, perdí algún servicio (Internet se ralentizó))	3.88%	35
I don't know because my power was out(No lo sé porque el poder estaba fuera)	16.65%	150
I don't know(No lo sé)	8.44%	76
TOTAL		901

Q26 My internet service provider is/was:(Mi proveedor de servicios de Internet es / era:)

Answered: 887 Skipped: 125



Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium



ANSWER CHOICES	RESPONSES	
AT&T	21.53%	191
Alexander Valley ISP	0.34%	3
Black Mountain Communications	0.00%	0
Comcast	55.92%	496
Cox cable	0.00%	0

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

Central Valley Cable	0.00%	0
CenturyLink	0.23%	2
Charter Communications	0.00%	0
Digital Path	0.23%	2
Frontier (Verizon)	0.00%	0
Further Reach	0.00%	0
Instawave	0.00%	0
Mediacom	0.00%	0
Megapath	0.00%	0
Mendocino Community Networks	0.00%	0
MoTech	0.11%	1
North Coast Internet	0.00%	0
101 Netlinks	0.00%	0
Pacific Internet	0.00%	0
saber.net	0.00%	0
Satellite Internet (Excede, Hughes)	1.58%	14
Sky fiber	0.00%	0
SeaKay	0.00%	0
sonic.net	11.50%	102
Suddenlink	0.00%	0
Ukiah Wireless	0.00%	0
US Cellular	0.00%	0
Verizon Wireless	3.16%	28
Vista Broadband Networks	0.11%	1
Wave Broadband	0.00%	0
Windstream	0.11%	1
WillitsOnline	0.00%	0
I don't know who my Internet provider is(No sé quién es mi proveedor de Internet)	0.90%	8
Other - Please specify below(Otro - Por favor, especifique a continuación)	4.28%	38
TOTAL		887

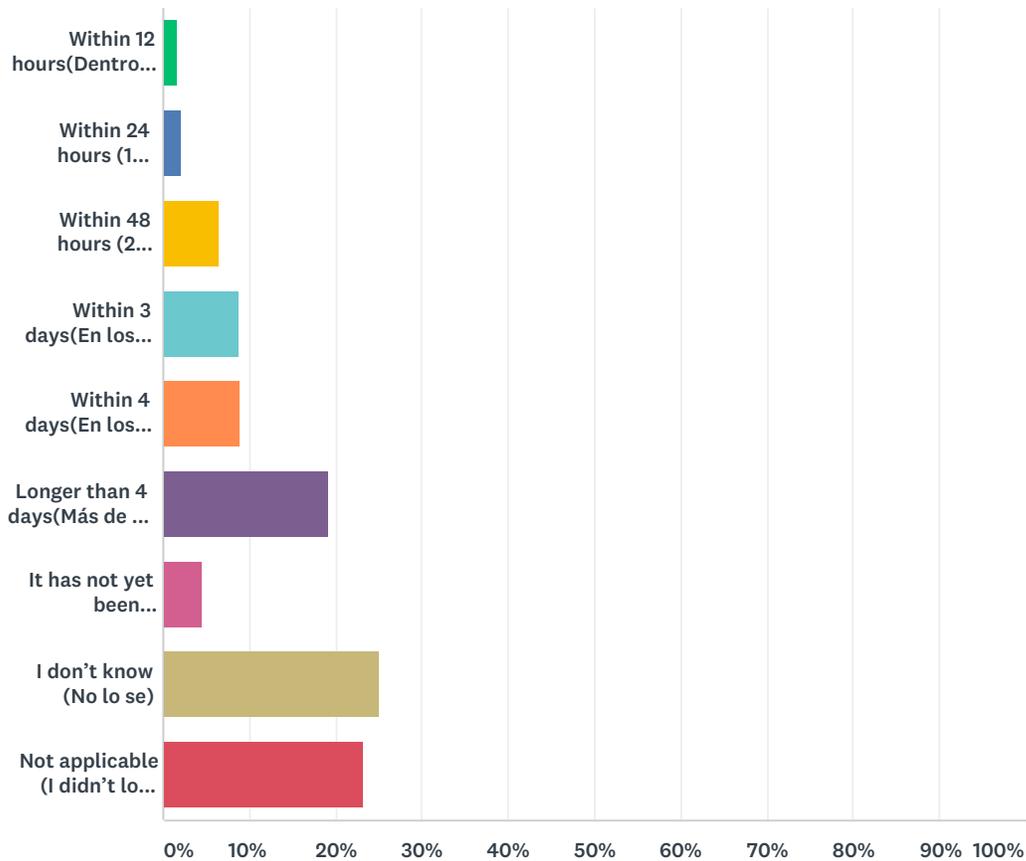
#	OTHER - PLEASE SPECIFY BELOW(OTRO - POR FAVOR, ESPECIFIQUE A CONTINUACIÓN)	DATE
1	CDS	12/10/2017 10:42 AM
2	CDS microwave link to sonic.net failed when CDS backup power ran out of fuel for 12 hrs.	11/29/2017 5:52 AM
3	Exceed	11/28/2017 9:12 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

4	CDS	11/28/2017 7:30 AM
5	CDS	11/26/2017 12:18 PM
6	Hughesnet	11/25/2017 4:55 PM
7	CDS	11/22/2017 8:06 PM
8	CDS (only lost internet because we had no power)	11/22/2017 6:42 PM
9	Exeed	11/22/2017 6:41 PM
10	RhinoBee Internet. You should also have CDS on the list. I used to use CDS	11/22/2017 6:19 PM
11	Rhinobee (radio based)	11/22/2017 5:17 PM
12	Hughes	11/22/2017 7:35 AM
13	Rhinobee	11/21/2017 10:12 PM
14	T1 line , forgot provider	11/21/2017 9:17 PM
15	rhinobee	11/21/2017 6:58 PM
16	Exceed	11/21/2017 6:47 PM
17	Rhinobee. Our router and the cell phone Verizon network extender need power.	11/21/2017 12:59 PM
18	AOL	11/20/2017 6:15 PM
19	CDS1	11/20/2017 12:39 PM
20	R-Tech internet service	11/20/2017 8:56 AM
21	Rhino bee	11/20/2017 7:03 AM
22	Rhinobee	11/6/2017 3:29 PM
23	Earthlink	11/6/2017 12:18 PM
24	Rhinobee and sonic	11/3/2017 8:01 PM
25	Rhinobee	11/3/2017 2:06 PM
26	Rhinobee	11/2/2017 5:54 PM
27	Sonic.net	11/2/2017 5:47 PM
28	Hospital facility, we provide our own Internet service via connections from ATT and Comcast (redundant)	11/2/2017 9:09 AM
29	Vista Broadband out of Santa Rosa	11/2/2017 8:48 AM
30	T-Mobile	11/1/2017 11:13 PM
31	Rhinobee	11/1/2017 5:24 PM
32	GSC www.gcsinstallers.com	11/1/2017 3:36 PM
33	Rhino	11/1/2017 3:33 PM
34	Rhinobee	11/1/2017 3:28 PM
35	CDS Wireless for the Larkfield area	11/1/2017 3:27 PM
36	Vibranz	10/29/2017 8:52 AM
37	Xfinity	10/25/2017 8:51 PM
38	Sprint	10/25/2017 1:25 PM

Q27 My Internet service/quality was restored:(Mi servicio / calidad de Internet fue restaurado:)

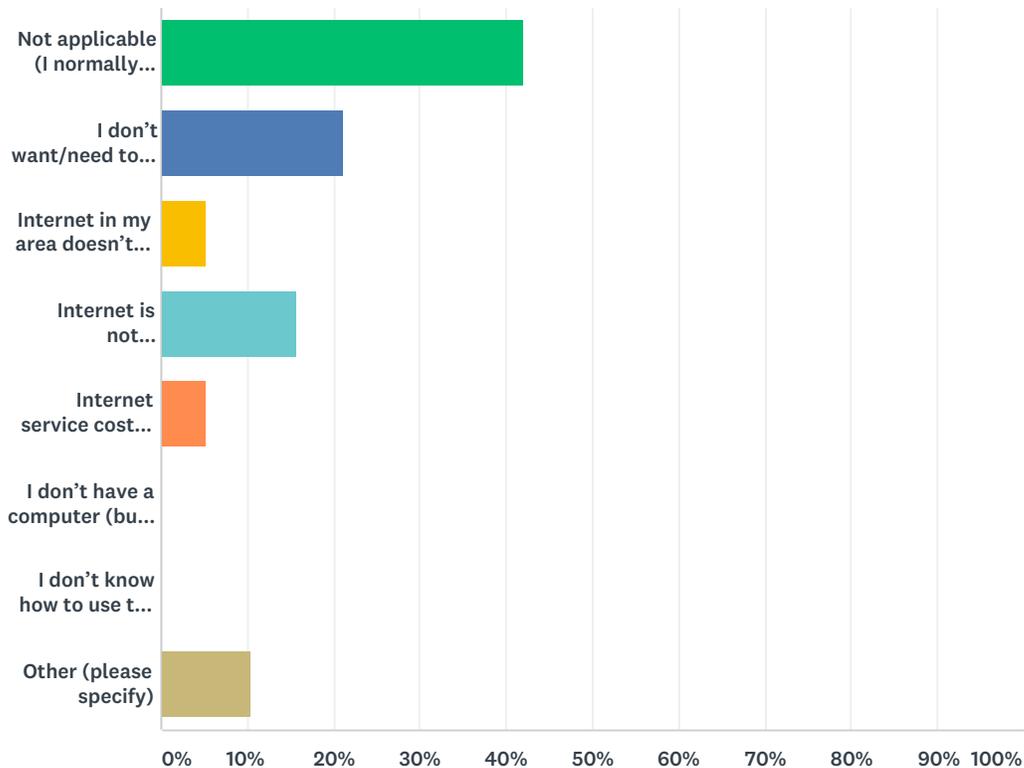
Answered: 879 Skipped: 133



ANSWER CHOICES	RESPONSES	
Within 12 hours(Dentro de 12 horas)	1.59%	14
Within 24 hours (1 day)(Dentro de 24 horas)	2.05%	18
Within 48 hours (2 days)(Dentro de 48 horas)	6.48%	57
Within 3 days(En los próximos 3 días)	8.76%	77
Within 4 days(En los próximos 4 días)	8.99%	79
Longer than 4 days(Más de 4 días)	19.34%	170
It has not yet been restored(Aún no ha sido restaurado)	4.55%	40
I don't know (No lo se)	25.03%	220
Not applicable (I didn't lose service)(No aplicable (no perdí el servicio))	23.21%	204
TOTAL		879

Q28 I don't have internet at my home primarily because:(No tengo internet en mi casa principalmente porque:)

Answered: 19 Skipped: 993

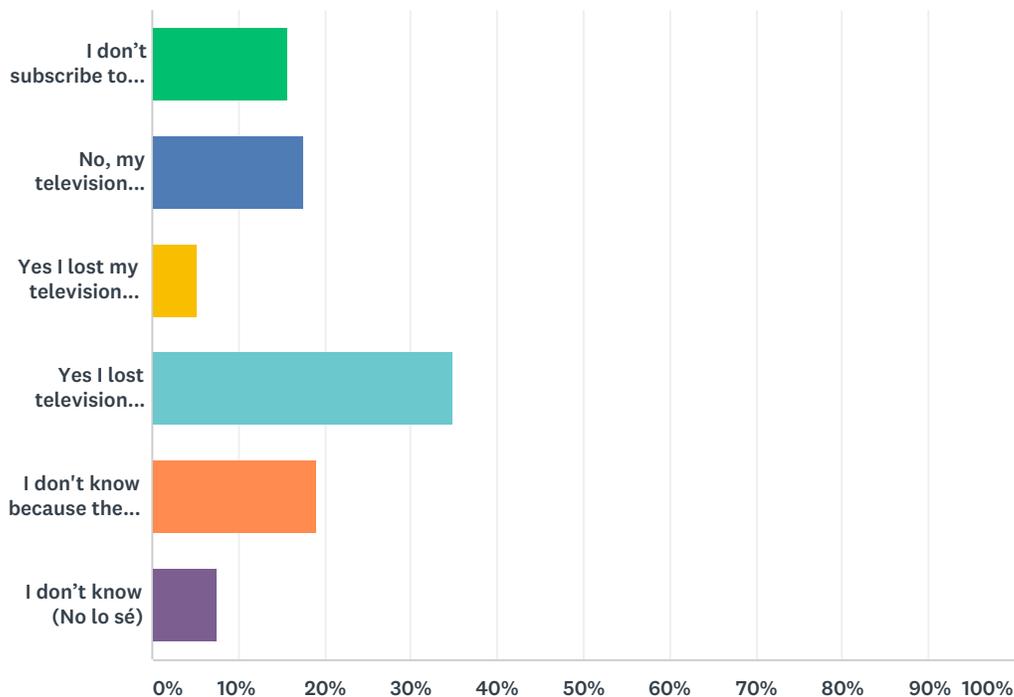


ANSWER CHOICES	RESPONSES
Not applicable (I normally have internet at my home)(No aplicable (normalmente tengo internet en mi casa))	42.11% 8
I don't want/need to have internet at my home(No quiero / necesito tener internet en mi casa)	21.05% 4
Internet in my area doesn't work very well(Internet en mi área no funciona muy bien)	5.26% 1
Internet is not available(Internet no está disponible)	15.79% 3
Internet service costs too much(El servicio de Internet cuesta demasiado)	5.26% 1
I don't have a computer (but would like one)(No tengo una computadora (pero me gustaría tener una))	0.00% 0
I don't know how to use the Internet(No sé cómo usar Internet)	0.00% 0
Other (please specify)	10.53% 2
TOTAL	19

#	OTHER (PLEASE SPECIFY)	DATE
1	I use my phone for Internet access	11/29/2017 7:56 AM
2	We have been trying to get Internet via At&t and Comcast but the lines are not available on our hill (Pressley Road), which we have always been concerned about. We would buy Internet service immediately if available to us.	11/2/2017 9:17 AM

Q29 Did you lose your TV service at your residence?(¿Perdió su servicio de TV en su residencia?)

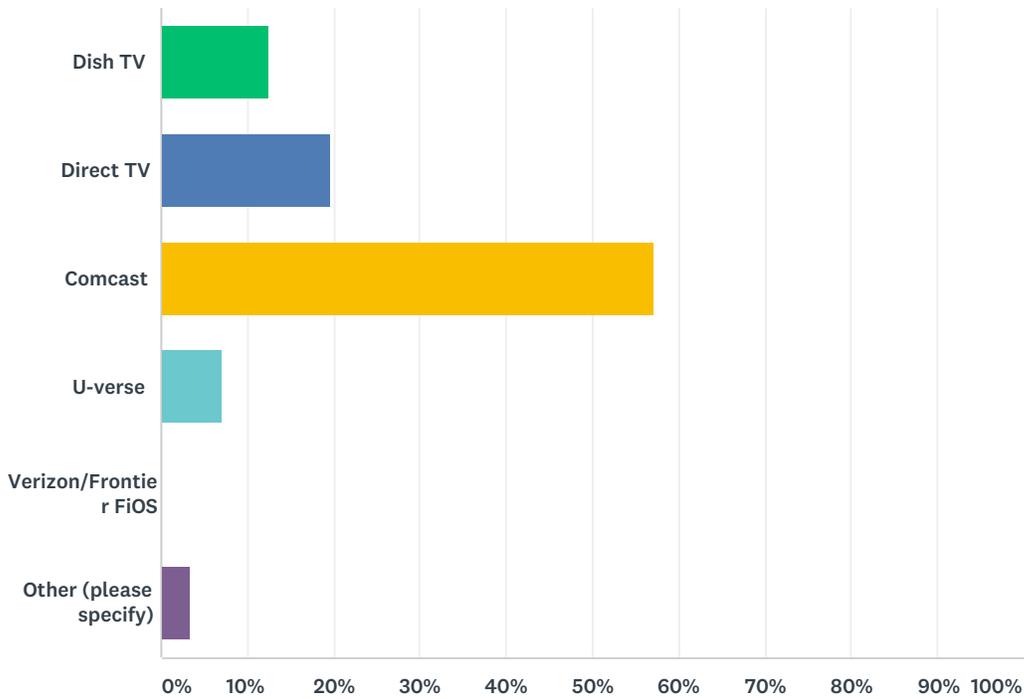
Answered: 895 Skipped: 117



ANSWER CHOICES	RESPONSES	
I don't subscribe to television at my home(No me suscribo a la televisión en mi casa)	15.75%	141
No, my television worked as normal(No, mi televisión funcionaba como siempre)	17.65%	158
Yes I lost my television service because my house burned down(Sí, perdí mi servicio de televisión porque mi casa se quemó)	5.14%	46
Yes I lost television service and my house did not burn down(Sí, perdí el servicio de televisión y mi casa no se quemó)	34.97%	313
I don't know because the power was out(No sé si perdí la televisión porque el poder estaba fuera)	18.99%	170
I don't know (No lo sé)	7.49%	67
TOTAL		895

Q30 My Television/cable TV service is provided by:(Mi servicio de televisión / televisión por cable es provisto por:)

Answered: 749 Skipped: 263



ANSWER CHOICES	RESPONSES
Dish TV	12.55% 94
Direct TV	19.76% 148
Comcast	57.14% 428
U-verse	7.08% 53
Verizon/Frontier FiOS	0.13% 1
Other (please specify)	3.34% 25
TOTAL	749

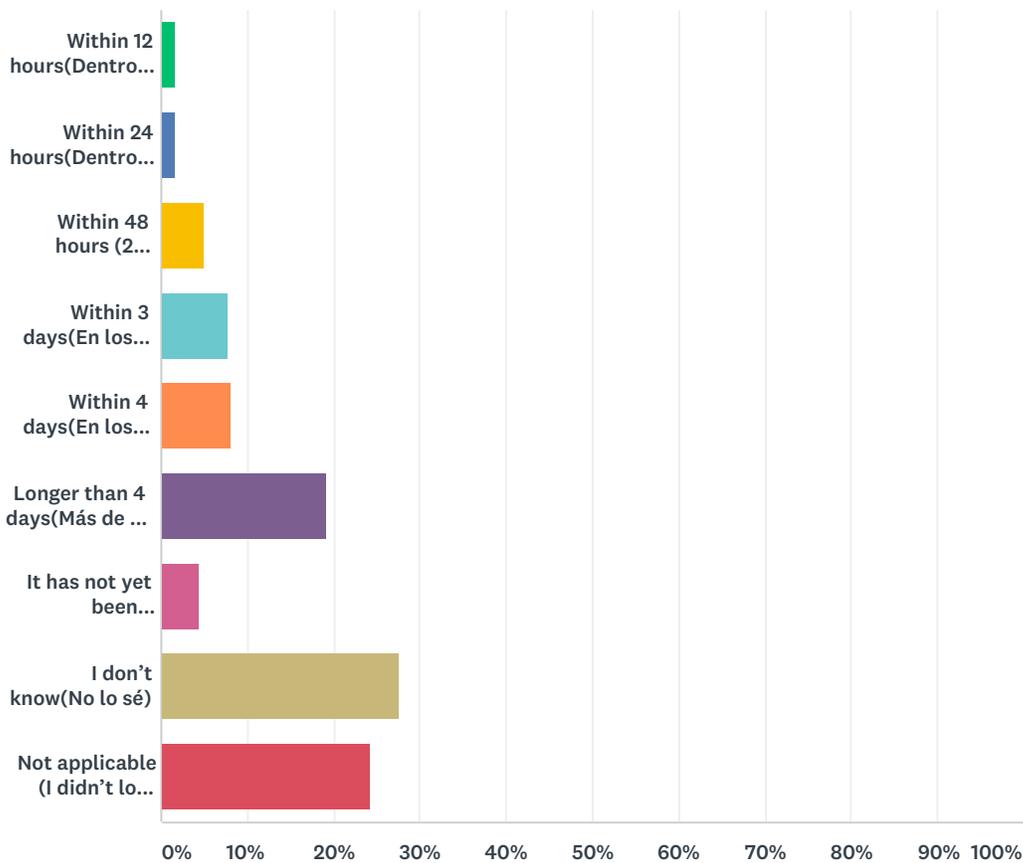
#	OTHER (PLEASE SPECIFY)	DATE
1	wireless via Sonic.net	12/4/2017 1:00 PM
2	internet	11/29/2017 1:13 PM
3	digital path	11/24/2017 7:37 PM
4	Not applicable	11/22/2017 6:35 PM
5	We just stream from websites or other streaming services (Prime, NetFlix, etc.)	11/22/2017 5:19 PM
6	no service at all	11/22/2017 9:54 AM
7	At&t	11/21/2017 10:37 PM
8	digital path	11/21/2017 8:22 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

9	No cable, antenna only	11/20/2017 2:08 PM
10	radio broadcast and wifi from home router only	11/16/2017 4:30 PM
11	sonic.net	11/7/2017 1:55 PM
12	AT&T	11/5/2017 8:54 PM
13	Other	11/5/2017 11:07 AM
14	OTA	11/3/2017 5:45 PM
15	Sonic- Roku	11/3/2017 1:52 PM
16	antenna and streaming	11/2/2017 7:08 AM
17	I think dish	11/2/2017 6:14 AM
18	Antennia	11/1/2017 5:18 PM
19	free over the air reception of television station transmissions	11/1/2017 3:37 PM
20	no tv	10/30/2017 8:14 AM
21	No television.	10/27/2017 4:26 PM
22	Roku	10/26/2017 6:41 AM
23	Xfinity	10/25/2017 8:52 PM
24	no tv - internet/youtube only via sonic.net	10/25/2017 5:13 PM
25	At & T	10/25/2017 1:39 PM

Q31 My television/cable TV was restored:(Mi televisión / televisión por cable se restauró:)

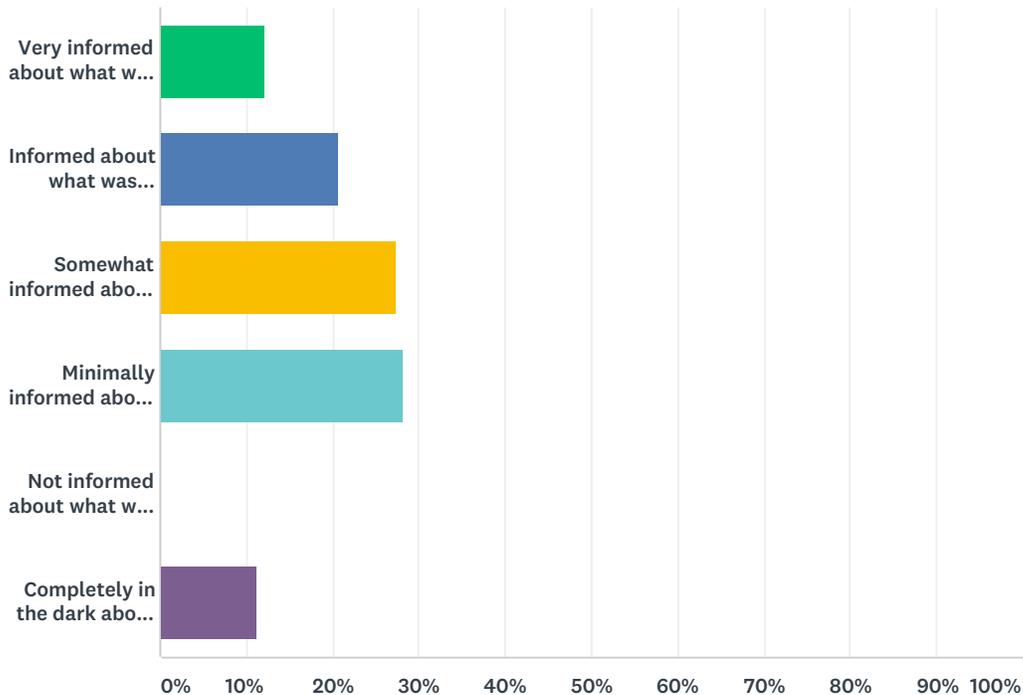
Answered: 742 Skipped: 270



ANSWER CHOICES	RESPONSES	
Within 12 hours(Dentro de 12 horas)	1.62%	12
Within 24 hours(Dentro de 24 horas)	1.75%	13
Within 48 hours (2 days)(Dentro de 48 horas)	5.12%	38
Within 3 days(En los próximos 3 días)	7.82%	58
Within 4 days(En los próximos 4 días)	8.22%	61
Longer than 4 days(Más de 4 días)	19.27%	143
It has not yet been restored(Aún no ha sido restaurado)	4.31%	32
I don't know(No lo sé)	27.63%	205
Not applicable (I didn't lose service)(No aplicable (no perdí el servicio))	24.26%	180
TOTAL		742

Q32 For the first 48 hours of the fire (Monday, Tuesday), overall I felt:
 (Durante las primeras 48 horas del incendio (lunes, martes), en general sentí:)

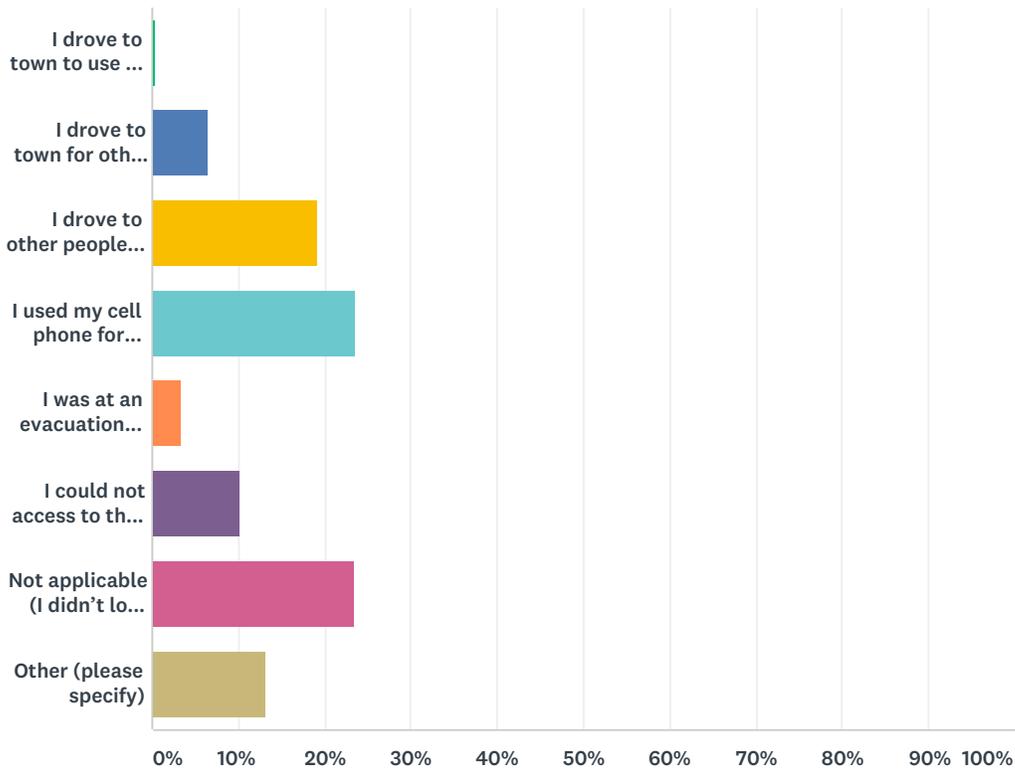
Answered: 822 Skipped: 190



ANSWER CHOICES	RESPONSES	
Very informed about what was happening(Muy informado sobre lo que estaba sucediendo)	12.04%	99
Informed about what was happening(Informado sobre lo que estaba sucediendo)	20.80%	171
Somewhat informed about what was happening(Algo informado sobre lo que estaba sucediendo)	27.49%	226
Minimally informed about what was happening(Mínimamente informado sobre lo que estaba sucediendo)	28.35%	233
Not informed about what was happening(No informado sobre lo que estaba sucediendo)	0.00%	0
Completely in the dark about what was happening(Completamente en la oscuridad sobre lo que estaba sucediendo)	11.31%	93
TOTAL		822

Q33 If you lost your normal Internet service during the first few days of the fires, how did you primarily access the internet?(Si perdió su servicio de Internet normal durante los primeros días de los incendios, ¿cómo tuvo acceso principalmente a Internet?)

Answered: 823 Skipped: 189



ANSWER CHOICES	RESPONSES
I drove to town to use the library Wi-fi(Conduje a la ciudad para usar la biblioteca Wi-fi)	0.36% 3
I drove to town for other wi-fi spots (ie, Starbucks, etc)(Fui a la ciudad en busca de otros puntos de conexión wi-fi (es decir, Starbucks, etc.))	6.44% 53
I drove to other people's houses for internet access(Conduje a las casas de otras personas para el acceso a internet)	19.32% 159
I used my cell phone for internet/as a hotspot(Utilicé mi teléfono celular para internet / como un punto de acceso)	23.69% 195
I was at an evacuation center that had wi-fi(Estaba en un centro de evacuación que tenía wi-fi)	3.40% 28
I could not access to the internet even though I wanted to(No podía acceder a internet aunque quería)	10.21% 84
Not applicable (I didn't lose home service, don't subscribe)(No aplicable (no perdí el servicio a domicilio, no me suscribí))	23.45% 193
Other (please specify)	13.12% 108
TOTAL	823

#	OTHER (PLEASE SPECIFY)	DATE
1	Drove to where cellular worked	12/5/2017 5:11 PM
2	I used the internet at work.	11/29/2017 2:57 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

3	I was evacuated for 12 days so I don't know if I had home cell service but probably not. Many towers down in my neighborhood.	11/29/2017 11:17 AM
4	Backup power maintained only internet service for 6 remaining in 2500 acres of evac zone.	11/29/2017 6:34 AM
5	used wifi at homes that I evacuated to and cel internet when driving.	11/25/2017 10:26 AM
6	From our other house in San Francisco	11/23/2017 11:05 AM
7	I stayed with friends and used their internet	11/23/2017 7:33 AM
8	I drove to the Peace and Justice Center where I could access power and internet	11/22/2017 9:47 PM
9	I self evacuated to a location with internet service.	11/22/2017 4:48 PM
10	I was evacuated for 10 days and stayed with family members who had internet service	11/22/2017 12:55 PM
11	no cell phone	11/22/2017 9:59 AM
12	We were on vacation out of state	11/21/2017 10:45 PM
13	Cell phone to access internet, as well as wifi connection for laptop at private evacuation home	11/21/2017 2:02 PM
14	I evacuated and used my cell phone extensively and listened to KSRO on a transistor radio. Once I evacuated to families' homes I was able to use Internet and TV.	11/21/2017 1:26 PM
15	East coast relatives kept me informed	11/21/2017 11:28 AM
16	I stayed with my sister in Oakland where there was access	11/20/2017 6:35 PM
17	I did not access the internet as I had my computer packed in case of evacuation. Did not bother to use my phone	11/20/2017 4:10 PM
18	Did not try to access internet elsewhere	11/20/2017 3:50 PM
19	Radio - KSRO	11/20/2017 2:31 PM
20	Was evacuated 80 miles away.	11/20/2017 4:22 AM
21	I accessed the Internet at my work place	11/17/2017 8:30 AM
22	I was out of town during the fire but still received Nixel text messages.	11/16/2017 4:49 PM
23	I was able to access the internet at my daughter's house in Petaluma.	11/16/2017 9:10 AM
24	Other evacuees had AT&T and had access at our house.	11/15/2017 12:00 PM
25	Car	11/10/2017 7:41 PM
26	drove to an area where I was able to get internet on my phone	11/5/2017 6:26 PM
27	Stayed at friend's house who had a tv. Minimal net access on phone.	11/5/2017 8:18 AM
28	evacuated to Healdsburg service was poor - friend had Comcast	11/5/2017 8:09 AM
29	Relocated out of the area	11/5/2017 7:09 AM
30	KSRO radio	11/2/2017 5:58 PM
31	We stayed at a hotel that had access.	11/2/2017 12:52 PM
32	We were evacuated, staying with family across town who had all services.	11/2/2017 11:31 AM
33	At work	11/2/2017 10:57 AM
34	Drove to Windsor	11/2/2017 10:49 AM
35	I was able to access the internet at my office, which remained fully functional (power, wifi, water).	11/2/2017 9:58 AM
36	One work laptop out, my sonic.net service worked continuously	11/2/2017 9:20 AM
37	Evacuated to a house with wifi	11/2/2017 9:10 AM
38	I was staying with friends who were not located in an evacuation area during the power outage.	11/2/2017 8:58 AM
39	Evacuated to Salsaulito and was able to use my cellphone. Facebook and friends that had access to the news texted me. Also used Nextel services to to keep informed	11/2/2017 8:50 AM
40	We had kzst and Sprint but radio is what helped	11/2/2017 8:17 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

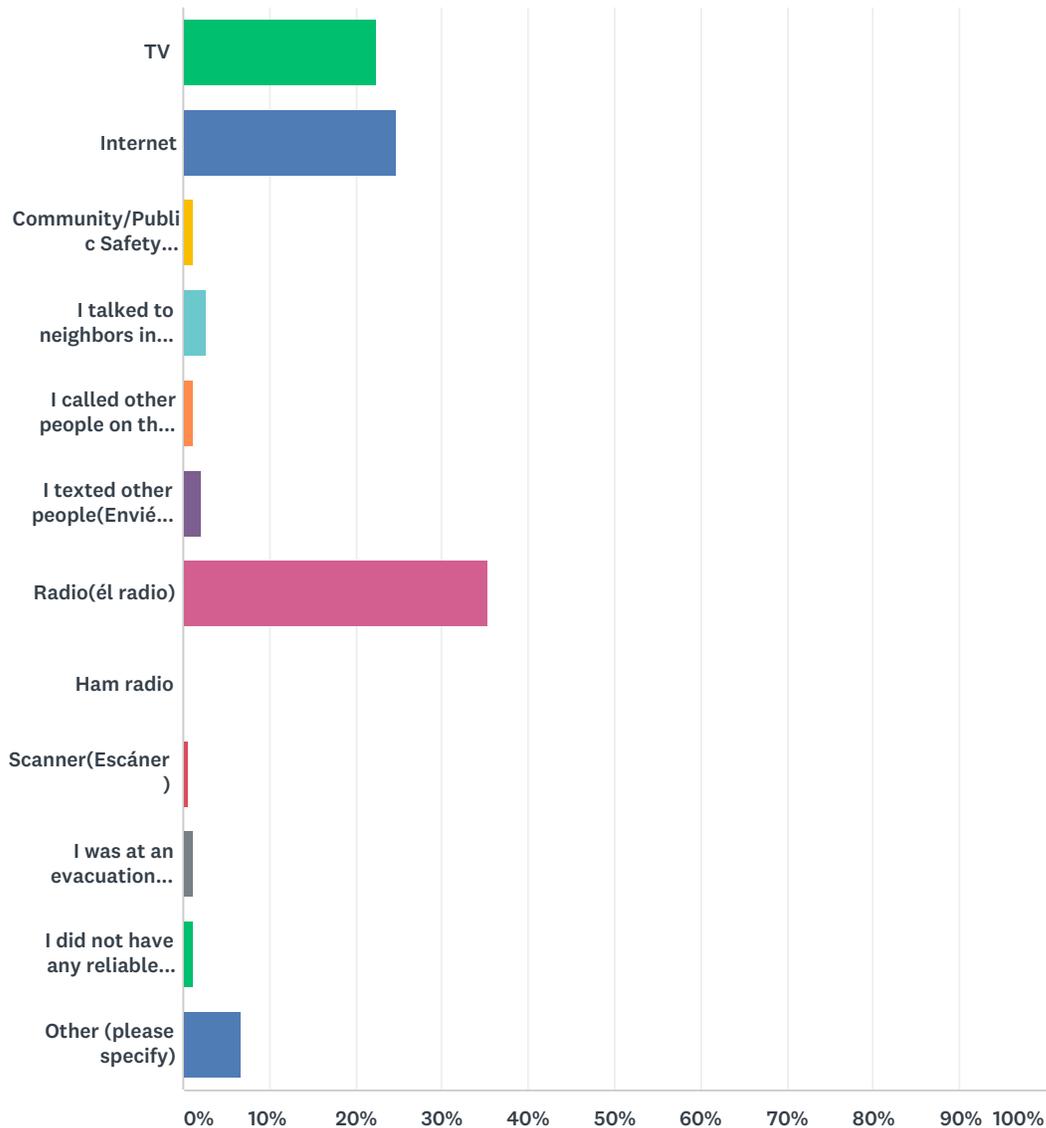
41	I drove to Rodney Strong and used their Wi-fi.	11/2/2017 7:55 AM
42	Listened to KSRO radio	11/2/2017 7:55 AM
43	Internet worked at my office where I was staying during the evacuation	11/2/2017 7:37 AM
44	We evacuated to friends in Fairfield and used the services there	11/2/2017 7:36 AM
45	we used a generator for internet	11/2/2017 7:15 AM
46	I did not access the internet	11/2/2017 6:59 AM
47	Left to Oakland	11/2/2017 6:26 AM
48	was able to piggyback onto my neighbor's sonic internet; was barely in range to his router.	11/1/2017 8:47 PM
49	I had enough service to check in and I used my cell phone	11/1/2017 7:09 PM
50	I evacuated to my daughter in Cotati and she has wifi and cable and I was able to use my phone and computer	11/1/2017 6:42 PM
51	Using my landline I called a relative out of state who gave me reports while looking at the internet	11/1/2017 5:36 PM
52	we evacuated to my husbands work	11/1/2017 5:26 PM
53	Radio with batteries	11/1/2017 5:22 PM
54	I used my office internet, which was at a downtown Santa Rosa location	11/1/2017 4:47 PM
55	Used cell phone at house we stayed at that had a different provider (ATT) that was still working.	11/1/2017 3:41 PM
56	I drove to a different town where I could access wifi.	10/31/2017 6:24 PM
57	WiFi at the motel where we were staying	10/31/2017 7:47 AM
58	Stay at friend's house Marin County, spotty service there.	10/31/2017 4:18 AM
59	At work	10/30/2017 6:49 PM
60	Wasn't home to know. Used cell and tvwhere staying	10/30/2017 4:24 PM
61	My home service went down momentarily 3-4 times, but was almost instantly back up.	10/30/2017 8:44 AM
62	I relied on KSRO	10/30/2017 7:13 AM
63	Radio	10/29/2017 7:48 PM
64	Drove to another town, Forestville to access cell service and internet connectivity.	10/29/2017 7:37 PM
65	We received information through transistor radio attached to our battery-operated lantern.	10/29/2017 7:01 PM
66	Drove to nearest town that had internet	10/29/2017 6:58 PM
67	I drove to work in Jenner ca	10/29/2017 6:41 PM
68	I used Satellite internet (Hughes.Net)	10/29/2017 6:23 PM
69	Most other places I went to in Sonoma County also did not have Internet due to this event. Only a few that had AT&T had Internet that I could use via their WiFi.	10/29/2017 12:23 PM
70	At my office	10/29/2017 8:09 AM
71	We traveled to Cotati to stay with a friend...we watched television & signed up for nixle which kept us apprised of our situation in Oakmont (Santa Rosa)	10/28/2017 2:42 AM
72	on and off service	10/27/2017 5:14 PM
73	at a hotel that had wi-fi	10/27/2017 6:52 AM
74	I evacuated to my daughter's house for 10 days	10/27/2017 2:14 AM
75	I was at familys home which had wifi	10/26/2017 10:46 PM
76	Evacuated to house in Berkeley and then in SF.	10/26/2017 4:15 PM
77	We were mandatorly evacuated for 9 days. We stayed with friends in Marin and used their internet service.	10/26/2017 10:34 AM
78	I was not at home - went to a friend's home in Petaluma	10/26/2017 10:23 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

79	Evacuated. Access in evacuation location.	10/26/2017 8:29 AM
80	I was at a private home out of the immediate area that still had service.	10/26/2017 7:16 AM
81	Was at nephew's home in San Rafael for 9 days during evacuation and used his internet service.	10/26/2017 7:14 AM
82	Having little information, I was concerned about leaving my home and missing a message to evacuate delivered by first responders, so I didn't seek out internet elsewhere the first 48 hours.	10/26/2017 6:08 AM
83	We went to Santa Cruz	10/25/2017 9:15 PM
84	Was evacuated & out of area.	10/25/2017 9:13 PM
85	I checked into a hotel room and they had internet, tv, and electricity	10/25/2017 8:20 PM
86	We were out of area traveling	10/25/2017 8:15 PM
87	was at son's house in San Jose and their TV service- mostly Channel 4	10/25/2017 6:28 PM
88	The place where they evacuated to had WiFi so we'll use that to connect to the internet	10/25/2017 5:32 PM
89	Was out of town trying to return. We own a separate data card used for internet access.	10/25/2017 4:42 PM
90	Hotel	10/25/2017 4:21 PM
91	I evacuated to another county and had wifi available there	10/25/2017 4:13 PM
92	used hotel in-room internet	10/25/2017 3:40 PM
93	evacuated to friends home in Sebastopol and Forestville.	10/25/2017 3:39 PM
94	I was at a hotel and used Ethernet	10/25/2017 3:35 PM
95	I evacuated to a friend's home which had internet service	10/25/2017 3:00 PM
96	stayed at russian river - internet was down there	10/25/2017 2:29 PM
97	we were out of town	10/25/2017 2:29 PM
98	I used a computer at the home where I was staying	10/25/2017 2:26 PM
99	My 'evacuation center" changed to Novato, CA and I had good coverage via channel 2.	10/25/2017 2:19 PM
100	I was evacuated and I have internet service at the place where I stay	10/25/2017 2:03 PM
101	I stayed with my daughter in Fairfield.	10/25/2017 1:55 PM
102	At a friend's/family's house and connected to their WiFi.	10/25/2017 1:39 PM
103	Monday at friends in Petaluma; Tuesday and beyond at Residence Inn, Pleasant Hill.	10/25/2017 1:39 PM
104	I evacuated to a relatives home and they had nternet	10/25/2017 1:28 PM
105	I stayed with friends in another city who did not lose their wi-fi.	10/25/2017 1:27 PM
106	i went to work	10/25/2017 1:09 PM
107	I was evacuated and used service at my daughter's	10/25/2017 1:02 PM
108	I accessed the Internet where I relocated (not an evacuation center)	10/25/2017 1:00 PM

Q34 During the first few days of the fire, what was the main source for your news?(Durante los primeros días del incendio, ¿cuál fue la fuente principal de sus noticias?)

Answered: 825 Skipped: 187



ANSWER CHOICES	RESPONSES
TV	22.30% 184
Internet	24.61% 203
Community/Public Safety meetings(Reuniones comunitarias / de seguridad pública)	1.33% 11
I talked to neighbors in person(Hablé con los vecinos en persona)	2.79% 23
I called other people on the phone(Llamé a otras personas por teléfono)	1.33% 11
I texted other people(Envié mensajes de texto a otras personas)	2.06% 17

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

Radio(él radio)	35.39%	292
Ham radio	0.24%	2
Scanner(Escáner)	0.61%	5
I was at an evacuation center(Estaba en un centro de evacuación)	1.21%	10
I did not have any reliable source of news(No tenía ninguna fuente confiable de noticias)	1.33%	11
Other (please specify)	6.79%	56
TOTAL		825

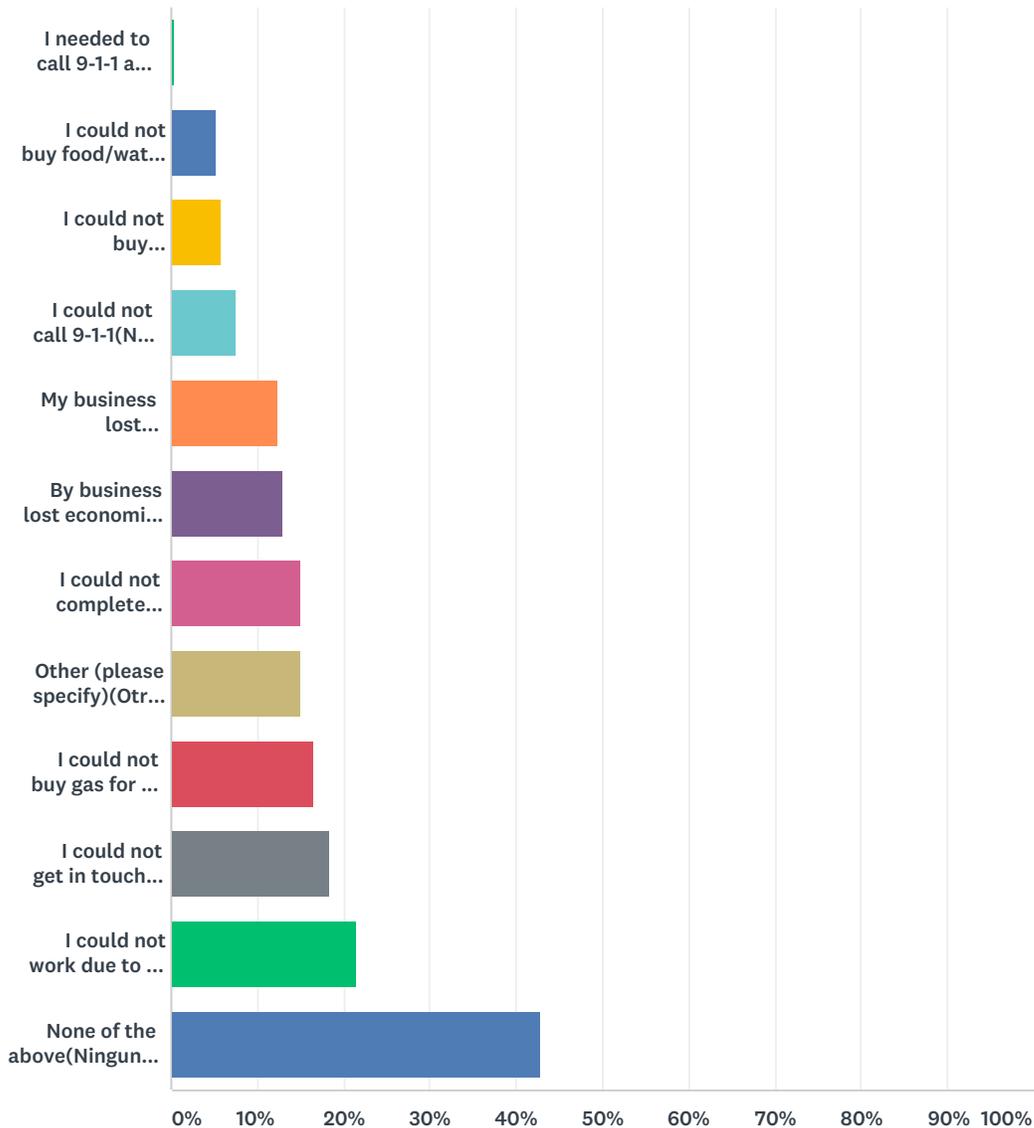
#	OTHER (PLEASE SPECIFY)	DATE
1	I for some reason could not get nixel notifications but I could get the emails though service is sketchy at best where I was evacuated to. My partner was able to get the emergency announcements so he kept me posted. Alpine club and Friends of the Markwest Watershed members who stayed on the hill and a neighborhood online news members kept us informed.	11/29/2017 11:17 AM
2	Internet, radio, TV, cellular only in higher elevations of evacuation zone.	11/29/2017 6:34 AM
3	Nixle	11/28/2017 12:29 PM
4	Next Door app	11/24/2017 10:17 PM
5	I am a volunteer firefighter with Mountain Fire and was working for the duration of the event...got news from the command center	11/21/2017 10:17 PM
6	Text, email, phone for personal connections. For news initially only radio, then Internet and TV.	11/21/2017 1:26 PM
7	Car radio	11/20/2017 7:07 PM
8	NIXL & Sonoma County text to my cell phone.	11/20/2017 2:41 PM
9	Had only Nixle alerts, friends and family.	11/20/2017 9:40 AM
10	Next Door app	11/20/2017 4:22 AM
11	Facebook	11/17/2017 3:15 PM
12	Nixel texts	11/17/2017 8:31 AM
13	social media accounts	11/17/2017 8:30 AM
14	My family in Napa	11/16/2017 5:26 PM
15	Flre fighter at the fires	11/16/2017 3:34 PM
16	radio and nixie from county	11/16/2017 1:12 PM
17	I am a first responder	11/16/2017 1:09 PM
18	Worked at EOC	11/16/2017 10:10 AM
19	Facebook	11/9/2017 2:47 PM
20	Internet, facebook, talking to other people online	11/8/2017 10:34 AM
21	Nixle	11/7/2017 4:37 PM
22	cell phone accessing the internet	11/6/2017 1:55 PM
23	Facebook	11/5/2017 10:40 PM
24	Sonoma County Scanner page on Facebook	11/5/2017 9:35 AM
25	Facebook unfortunately	11/5/2017 8:18 AM
26	I work at the Sheriff's Office	11/4/2017 8:59 PM
27	Main source was internet but we also streamed KSRO and KRCB which was invaluable	11/3/2017 4:22 PM
28	The morining addition of The Press Democrat	11/3/2017 2:07 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

29	Nixle and my work - i'm a police dispatcher	11/3/2017 2:02 PM
30	Firefighter father and firefighter next door neighbor kept us in the loop.	11/3/2017 9:59 AM
31	Drove to family members house to watch TV, and get internet service	11/2/2017 12:26 PM
32	Internet and Nixle updates mainly. I spoke with neighbors, friends, and coworkers.	11/2/2017 8:58 AM
33	Internet at my job, not in Santa Rosa	11/2/2017 8:29 AM
34	Facebook	11/2/2017 8:10 AM
35	nixle alerts	11/2/2017 7:42 AM
36	Facebook	11/2/2017 7:37 AM
37	The Press Democrat	11/1/2017 9:15 PM
38	(in order) Nixle (text and email), Other email alerts (Press Democrat, Sheriff, etc) , TV, Radio, Neighbors	11/1/2017 6:31 PM
39	I worked in the Command Center at Petaluma Valley Hospital.	11/1/2017 4:14 PM
40	County EOC and TV at work (I work at a hospital)	11/1/2017 4:12 PM
41	Nixle	11/1/2017 3:35 PM
42	Nixel	10/31/2017 1:39 PM
43	Drove to nearest town that had internet	10/29/2017 6:58 PM
44	Nixle	10/29/2017 12:53 PM
45	AM radio (KSRO) and ham radio (I am KB6UYP and volunteered at local fire station as a ham)	10/29/2017 12:23 PM
46	Social media, accessed on my phone	10/29/2017 12:06 PM
47	nixle information from other peoples services	10/29/2017 9:30 AM
48	Radio and neighbor's landline...(AT&T)	10/29/2017 8:03 AM
49	Nextdoor for information specific to our neighborhood and what was affected. During the first few days the news covered the general story but we were getting little info about Bennett Valley.	10/28/2017 6:21 AM
50	facebook	10/27/2017 5:14 PM
51	Nixle	10/27/2017 12:15 PM
52	Nixle	10/26/2017 7:53 PM
53	Cell phone	10/25/2017 6:35 PM
54	Nextdoor Oakmont emails	10/25/2017 3:00 PM
55	Immediately KSRO. Otherwise internet/Facebook.	10/25/2017 1:40 PM
56	Internet and radio equally...I was checking Facebook and listening to KSRO the entire time, texting came in second, then talking to people directly	10/25/2017 12:25 PM

Q35 During the week, I had the following experiences (check all that apply):(Durante la semana, tuve las siguientes experiencias (marque todo lo que corresponda):

Answered: 820 Skipped: 192



ANSWER CHOICES	RESPONSES
I needed to call 9-1-1 and could not(Necesitaba llamar al 9-1-1 y no podía)	0.37% 3
I could not buy food/water because of the outage(No pude comprar comida / agua debido a la interrupción)	5.24% 43
I could not buy prescription medicine because of the Internet outage(No pude comprar medicamentos con receta debido a la interrupción de Internet)	5.85% 48
I could not call 9-1-1(No pude llamar al 9-1-1)	7.44% 61
My business lost telecommunications(Mi negocio perdió telecomunicaciones)	12.44% 102

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

By business lost economic activity due to the telecommunication outage(Por actividad comercial perdida debido a la interrupción de las telecomunicaciones)	12.93%	106
I could not complete financial transactions due to the outage(No pude completar transacciones financieras debido a la interrupción)	15.00%	123
Other (please specify)(Otros (especificar))	15.00%	123
I could not buy gas for my car due to gas pumps not working/not taking credit cards(No pude comprar gasolina para mi automóvil debido a que las bombas de gasolina no funcionan / no aceptan tarjetas de crédito)	16.46%	135
I could not get in touch with immediate family(No pude ponerme en contacto con la familia inmediata)	18.41%	151
I could not work due to the communications outage(No pude trabajar debido a la interrupción de las comunicaciones)	21.46%	176
None of the above(Ninguna de las anteriores)	42.80%	351
Total Respondents: 820		

#	OTHER (PLEASE SPECIFY)(OTROS (ESPECIFICAR))	DATE
1	I was trapped in my neighborhood due to downed trees and powerlines	11/29/2017 8:10 AM
2	Remained in evacuation zone. Could not return if we left zone. Also, Kaiser closed, unable to obtain medications. Could not reach family members outside of evacuation zone on Verizon cellular because of lack of service in Santa Rosa.	11/29/2017 6:34 AM
3	I did not try to do any of this!	11/27/2017 11:05 AM
4	I could only talk to people by going up no a hill that was tall and using my cell phone.	11/26/2017 12:59 PM
5	That first night, I evacuated three times to different friend's houses - I didn't know where it was safe to be in the area - I had to keep moving west. Evacuating from our land on St. Helena Road, I didn't know which route was safe to use - if I should go into Santa Rosa or go to St. Helena.	11/23/2017 9:26 AM
6	All of the above were location dependent. I Had to drive to other locations to find gas, food, water, etc.	11/23/2017 7:33 AM
7	I had to refund vacation rental clients for our property- lost business	11/23/2017 7:22 AM
8	I marked Comcast as our internet provider at home, but technically we have Comcast for Business which is supposed to be "different/better" than Comcast Xfinity residential service.	11/22/2017 7:40 PM
9	I evacuated to a friend's house in Petaluma, which had power, Internet, cell, etc. I can work anywhere I have Internet, power and cell coverage.	11/22/2017 5:57 PM
10	I self-evacuated because I had no means of outside communication. No cable/telephone/internet/cell service.	11/22/2017 4:48 PM
11	Since I was not at home none of these affected me, however, if I had stayed at home, all of these would have affected me.	11/22/2017 12:55 PM
12	not	11/22/2017 9:59 AM
13	I think it should be noted that cell phone service AND land line service were out BEFORE the fire got to our Ranch. Power was still on when we left at 3:30 a.m.	11/22/2017 8:12 AM
14	As I was in a mandatory evacuation area and the power was out, nothing worked.	11/21/2017 11:59 PM
15	Had to leave my house the first few days before mandatory evacuation because of no power, no internet, no heat and smoke was very thick. Water pressure was very weak. Fire was slowly moving closer and we did not trust there would be any warnings to leave in time.	11/21/2017 11:42 PM
16	My brother in law insisted I use his cell phone for communication, otherwise I would not have had any outside communication. It was not a good feeling not having any communication!	11/21/2017 10:01 PM
17	I didn't have passwords to connect to bank and other accounts on line. Don't think I would have been able to get medication because my doctors phones were down but fortunetly, I had an emergency supply of medications.	11/21/2017 9:38 PM
18	I stayed with family out of the area.	11/21/2017 9:05 PM
19	We were forced to evacuate and none of our services were available.	11/21/2017 7:05 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

20	I left town	11/21/2017 7:03 PM
21	MY info came from my car phone	11/20/2017 7:07 PM
22	I could not work because the roads were closed between residence and work site.	11/20/2017 6:35 PM
23	We evacuated and left town so the above did not apply to us.	11/20/2017 4:38 PM
24	Counted on a neighbor who had satellite TV and on AM radio for information	11/20/2017 3:50 PM
25	Gas off October 9.	11/20/2017 2:44 PM
26	My neighborhood was under mandatory evacuation which was not lifted until Saturday, October 14, 2017. PG&E also came that evening and turned gas service back on and light pilot lights/checked all gas service. When I initially evacuated, my power, gas, landline, cable TV and internet services were all working. I had been following fires progress over television news and on the internet.	11/20/2017 11:33 AM
27	Could only not buy dairy products at my local store.	11/20/2017 11:19 AM
28	No power, no internet and therefore, limited access to info and updates. Only Nixle and friends/neighbors.	11/20/2017 9:40 AM
29	We evacuated to Marin county with friends.	11/20/2017 9:29 AM
30	we never left our home for over a week	11/20/2017 7:33 AM
31	No	11/20/2017 7:25 AM
32	We were afraid due to lack of information. There were four small fires in and around Sebastopol. There was a fire in Forestville. We did not have information regarding evacuation routes, how big or how close the fires were.	11/20/2017 7:11 AM
33	I had no services at all at my home, which burned down. I relied on my evacuation location service 80 miles away.	11/20/2017 4:22 AM
34	I evacuated the first week for 3 days. I did not work, shop, get gas or anything else-- I was out of town.	11/17/2017 3:52 PM
35	i could not get to work	11/17/2017 8:30 AM
36	Disruption in mail service.	11/16/2017 3:34 PM
37	Classes were cancelled for two weeks and I was without my laptop. I could have gone to a cafe or library maybe... libraries and some businesses were closed out of town.	11/16/2017 1:12 PM
38	I was safe but worried about my cat who I left at the house with water and plenty of food. I also had a neighbor feed him as I stayed away from the house longer than I expected.	11/15/2017 1:22 PM
39	I work in Calistoga and was cut off for over a week due to road closures and fires. The phones at work were still working.	11/15/2017 12:16 PM
40	university student- could not study or do homework due to Internet outage	11/5/2017 6:26 PM
41	Also lost business due to evacuation.	11/5/2017 9:15 AM
42	Our house could not be accessed for two weeks, but we had everything we needed at my brother's house.	11/5/2017 8:48 AM
43	Household member had no means of refrigeration for meds. STores were out of ice.	11/3/2017 9:15 PM
44	After the first day with only plug in radio with occasional power outages I voluntarily evacuated.	11/3/2017 9:16 AM
45	Could not contact friends who had lost service	11/2/2017 11:36 PM
46	My main source of news was a relative calling from San Diego where he had internet and was watching the news on the net and TV. Since I had electricity, I also listened to the radio (very good information). All of the neighbors used our landline phone. We have purposefully kept paying for the landline because we know if we stop, we will not be able to get it back and we live in an area where we do lose power especially during the winter storms. The land line is a life saver in times of emergency.	11/2/2017 8:23 PM
47	Evacuated to Santa Rosa. That house had power but Xfinity would not work and cell service was limited. Felt in the dark. Would listen to an old school radio.	11/2/2017 12:27 PM
48	We had no power at work until after noon on the 13th of October.	11/2/2017 11:05 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

49	I had my go bag and did not need gas or money but the lines at the grocery store stopped me from getting fresh food. Ate what I had	11/2/2017 10:54 AM
50	I was displaced to a friends house where we were able to have all basic amenities. We lost all food in refrigerator and two freezers at our house due to the outage. I could not work during part of the outage.	11/2/2017 8:58 AM
51	The loss of power at my business was the issue. I could get messages from my phone service I just couldnt use the phones in the office	11/2/2017 8:51 AM
52	We had very very little information how Windsor was notified or included. It's like Windsor was forgotten!!	11/2/2017 8:17 AM
53	Beginning Day 2 of the event I reported to the EOC to work 12 hours on and 12 hours off where I was fed and worked there for 2 weeks.	11/2/2017 8:10 AM
54	I work for a school district (in Rohnert Park). We closed the week of October 9 due to the fires. We didn't have internet at work until October 12.	11/2/2017 7:41 AM
55	We evacuated to Fairfield so none of this applies	11/2/2017 7:36 AM
56	I could not work because of power outage at work	11/2/2017 7:15 AM
57	Left to Oakland for a wk. we lost everything in this Tubbs	11/2/2017 6:26 AM
58	Retired	11/1/2017 11:23 PM
59	Many restaurants closed so difficult to find somewhere to eat with most power out in our neighborhood. Finally figured out olivers was opened.	11/1/2017 8:31 PM
60	Oncology appt cancelled in fountain grove and dentist appt cancelled	11/1/2017 7:48 PM
61	A false report of fire on my street (Bailhache) was called in to a radio station, causing false alarm and started evacuation measures until it was corrected. Unsubstantiated reports on the radio can spread panic and be dangerous.	11/1/2017 5:36 PM
62	I lost real estate transactions. The house was supposed to close escrow on Friday during the week of the fire. Total loss of \$10,000	11/1/2017 4:43 PM
63	Due to outages and confusion, including from employees and other businesses, my business lost economic activity.	11/1/2017 4:40 PM
64	The fires affected my att business phone voice mail. Calls are dropped without a message option. I believe it has not been repaired.	11/1/2017 4:34 PM
65	I am self-employed. Most of my clients lost power and/or lost Internet. Without exception, those who had power yet lost Internet where on Comcast. That includes the City of Cloverdale and the Fire Department of Cloverdale, and the Cloverdale Reville Newspaper/Sonoma West Publishers of Healdsburg who had power but lost Comcast Internet.	11/1/2017 4:17 PM
66	My husband is a fire captain & our children were traumatized that something happened to him as they weren't able to communicate with him for days.	11/1/2017 3:57 PM
67	We left for an out of state trip 10/8 and did not return until 10/16 so were not affected	11/1/2017 3:51 PM
68	The gas station near us only took cash but fortunately we had cash. Most stores and services in my area were closed.	11/1/2017 3:49 PM
69	Did not work as my place of employment was on mandatory evacuation.	11/1/2017 3:45 PM
70	We drove to Rancho Murietta on the morning of the 9th and stayed at our daughter's home. We have full access to the media and power. This turned out to be a very good decision to get out of Sonoma County for the next week due to intermittent power and poor air quality.	11/1/2017 3:38 PM
71	My business lost business due to smoke and traffic (construction industry)	11/1/2017 3:38 PM
72	Our phone signals were going in and out. Sometimes we could make/receive calls, sometimes not.	11/1/2017 3:32 PM
73	No clear information from anywhere!!	10/31/2017 4:47 PM
74	I had Verizon cell as wel. No service either	10/31/2017 1:13 PM
75	No cell service.	10/30/2017 8:49 PM
76	My business was damaged by fire.	10/30/2017 8:44 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

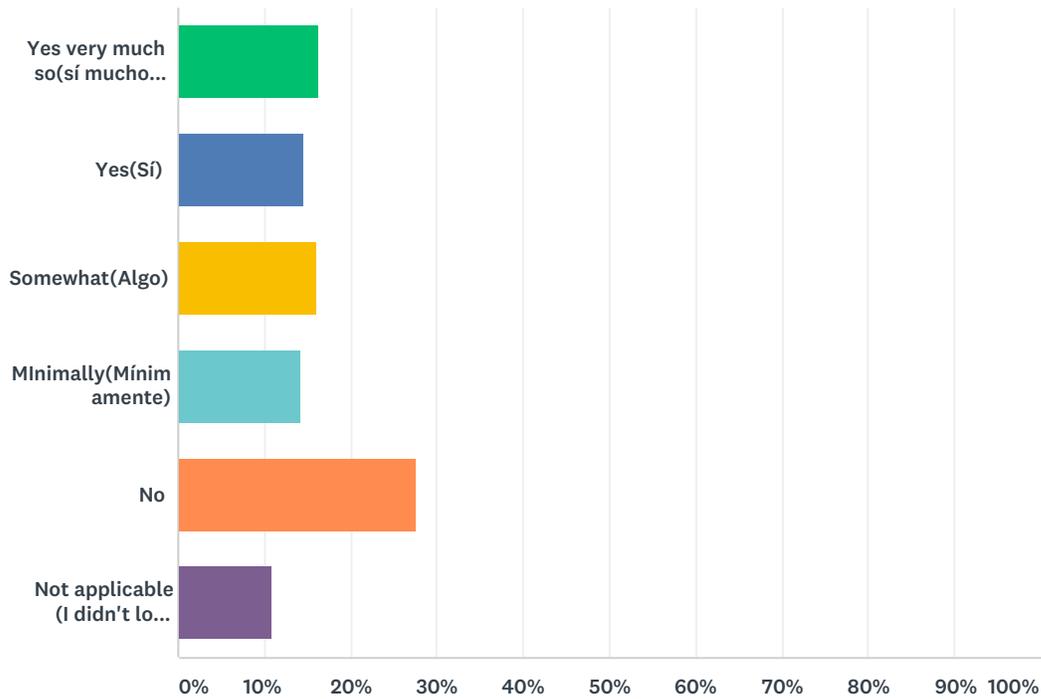
77	All 3 of my children were out of school for 1 week with no child care, which made it impossible to work even though we had no damage from the fire.	10/29/2017 8:41 PM
78	I live in Guerneville, and I walk to work at the Post Office. While my simple needs were not compromised, our neighbors came to our house to use our landline (Verizon cellular was down and AT&T is out of range) and WiFi (Comcast was down for several days). As the mail carrier for downtown Guerneville, I saw that many businesses were closed because of their dependence on Comcast.	10/29/2017 7:41 PM
79	Could not work because wirk was in an evacuation are without electricity	10/29/2017 4:59 PM
80	Long lines & shortage of gas in Guerneville & Jenner.	10/29/2017 9:53 AM
81	The first night and day there was no power not even at Safeway. I drove out of town and stayed with friends.	10/29/2017 9:30 AM
82	stayed home, huddled around windup emergency am fm radio listening to ksro talk radio. stayed with them for the days that followed and checked nixle alerts on my cell phone	10/29/2017 8:24 AM
83	More importantly the information from OES across HAM was inadequate. Lack of gis personell left us trying to figure out where fire was live to determine evacuation when on alert or voluntary.	10/29/2017 8:00 AM
84	I was in Bay Area at my son's house.	10/28/2017 8:39 AM
85	My family has two mobile phones both with Verizon. One of them worked pretty much continuously. Unfortunately the other one had an issue for the entire week and could not receive any messages, e-mails or phone calls. It was very scary since during one day I was in Half Moon Bay while my wife was at home and I received the alert for mandatory evacuation of our street while she was at the house and couldn't get ahold of her. I had to call neighbors who were thankfully at home and able to drive to our house and tell her to get out. Finally diagnosed that the phone thought we were out of cellular data so stopped working. I reset Network settings and the full week of messages flooded in. I have no idea if that was a Verizon issue or an iphone issue but it was terrible.	10/28/2017 6:21 AM
86	We stayed with a friend in Cotati...we were lucky	10/28/2017 2:42 AM
87	prescription meds not available because pharmacy closed.	10/27/2017 12:15 PM
88	I had to evacuate to San Francisco so I could do nothing at home.	10/27/2017 9:22 AM
89	we stayed at Jenner and there is no cell service had to drive to Guerneville or bodega bay	10/27/2017 9:22 AM
90	We were in Berkeley and then SF so didn't experience these issues.	10/26/2017 4:15 PM
91	Was able to accomplish most functions staying with friends outside the area.	10/26/2017 3:24 PM
92	My medical fluids were delayed via shipping routes	10/26/2017 3:02 PM
93	I WORK ALMOST EXCLUSIVELY IN THE EVACUATED AREA AND COULD NOT ENTER IT.	10/26/2017 2:07 PM
94	It was difficult to find a store with water, food not a problem, gas shortages caused me to drive far out of the area where I was able to buy gas and stay for duration of mandatory evacuation (8 days)	10/26/2017 12:41 PM
95	Upon evacuation we drove to Marin and stayed with friends. We did not stay in Santa Rosa so none of the above scenarios apply.	10/26/2017 10:34 AM
96	We were evacuated so were able to complete and buy the things listed above that we needed. Used iPad and iPhone for completing some financial transactions. TV and internet were our sources of update regarding the fire and lifting of evacuations.	10/26/2017 10:22 AM
97	retired	10/26/2017 9:49 AM
98	Went to my son's in SR. No power. Next day was able to get gas in stony point section of SR and then drove to my daughter's wedding in Oakland.	10/26/2017 8:46 AM
99	I evacuated to another city.	10/26/2017 5:24 AM
100	I left Sonoma County for 10 Days.	10/25/2017 9:48 PM
101	Gas lines and Rx lines were very long due to limited numbers of vendors being open. I could get only a 10-day supply of meds at CVS and initially was being grossly overcharged until my husband spent a full day dealing with Anthem and CVS to get a natural distaster override. While I waited in line at CVS 4th ST Santa Rosa I heard other people being overcharged when CVS should have gotten overrides for them as well.	10/25/2017 9:20 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

102	We were in Santa Cruz, and used the internet for all needs	10/25/2017 9:15 PM
103	I drove to a Petaluma Denny's to use my cellular iPad. Located a hotel that still had rooms. Drove to Windsor to the Hampton Inn, and plugged into their electricity to recharge equipment and watched TV for news. Stayed there for 6-days. The hotel did not have its gas, so we took cold showers.	10/25/2017 8:20 PM
104	We were out of area traveling	10/25/2017 8:15 PM
105	We were evacuated for 14 days before returning home. Went to good friend's in Discovery Bay where our dog & cat were welcomed. Stayed two extra days because my husband contacted a leg infection while we were there & we took him for an appointment at Kaiser Hospital in Antioch, CA. Also we were advised by friends who had returned as soon as possible, not to return to our home because the air quality was still horrible even though the evacuation orders had been lifted. We are not sorry we stayed longer.	10/25/2017 6:57 PM
106	I had to evacuate. All communication was through cell phone. Power was restored in 9 days. Tv, land line and internet was restored in 9 dayd	10/25/2017 6:35 PM
107	I was evacuated and stayed with my daughter in Cotati. Cotati had power so I was not affected.	10/25/2017 6:10 PM
108	I had to evacuate and left the county until I could return home 10 days later	10/25/2017 5:18 PM
109	Couldn't work due to power outage	10/25/2017 4:40 PM
110	I called 911 and local fire department in kenwood on night of fire... no answer	10/25/2017 4:29 PM
111	We evacuated and left the area; otherwise would have experienced many of these issues	10/25/2017 3:56 PM
112	I was displaced to a hotel;lost my Kaiser Medical Provider and I suffered smoke inhalation	10/25/2017 3:35 PM
113	Even though I was at an evacuation center, other than the newspaper there was little to no info provided about what was happening with the fires.	10/25/2017 2:55 PM
114	I had trouble getting replacement prescriptions.	10/25/2017 2:16 PM
115	Could not reach the doctor...their phones were out.	10/25/2017 1:59 PM
116	We were lucky to be away at other's house.	10/25/2017 1:51 PM
117	I couldn't work regularly. I cared for our kids/brought them to work to try and get a few things done. I needed to do my best to stay informed. Good thing for KSRO. Firemaps outdated. Oakmont fire (when 5 acres) known (via word of mouth) 12 hours before it was reported.	10/25/2017 1:40 PM
118	i stayed with friends that had all the above devices working and was able to keep up with the news while away from home.	10/25/2017 1:36 PM
119	On Monday with mandatory evacuation, all the smoke, and loss of cellular we went to Oakland for the next 10 days.	10/25/2017 1:35 PM
120	Had a pleasant, uneventful stay with my daughter on the other side of town.	10/25/2017 1:24 PM
121	I could not get some clothing supplies	10/25/2017 1:24 PM
122	Life completely disrupted.	10/25/2017 12:45 PM
123	I had to wait in long lines for gas. The smoke was so bad I considered evacuating for health reasons but did not. I did not go into work because my office does not have a standard HVAC system to ensure better air quality.	10/25/2017 12:25 PM

Q36 Did you feel like the lack of telecommunications services at any point in the fire endangered your life or that of your family?(¿Sintió que la falta de servicios de telecomunicaciones en cualquier punto del incendio ponía en peligro su vida o la de su familia?)

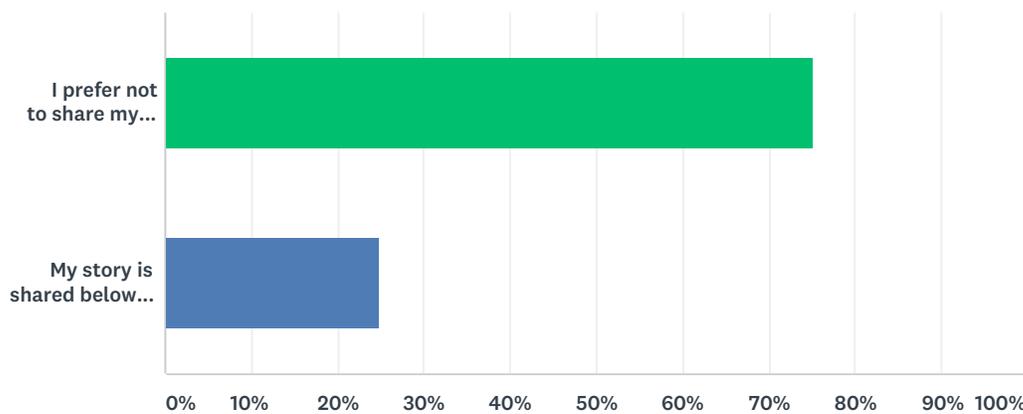
Answered: 823 Skipped: 189



ANSWER CHOICES	RESPONSES	
Yes very much so(sí mucho así)	16.40%	135
Yes(Sí)	14.58%	120
Somewhat(Algo)	16.16%	133
Minimally(Mínimamente)	14.22%	117
No	27.70%	228
Not applicable (I didn't lose any services)(No aplicable (no perdí ningún servicio de telecomunicaciones))	10.94%	90
TOTAL		823

Q37 Optional - If you want, please share your story of your experience with this fire. (Opcional: si lo desea, comparta su historia de su experiencia con este incendio.) Important: Your story may be made public but only anonymously (please keep personal details out). (Importante: su historia puede hacerse pública, pero solo de forma anónima (mantenga sudetalles)) However, if you want to have your name associated with your story (which again, may be made public) you may do so by typing your name at the end of your story, and your name will not be removed/redacted. (Sin embargo, si desea asociar su nombre a su historia (que, una vez más, puede hacerse pública), puede hacerlo escribiendo su nombre al final de su historia, y su nombre no será eliminado / censurado.)

Answered: 669 Skipped: 343



ANSWER CHOICES	RESPONSES
I prefer not to share my story (Prefiero no compartir mi historia)	75.19% 503
My story is shared below (please decide whether to include your name or remain anonymous) (Mi historia se comparte a continuación (por favor decida si incluir su nombre o permanecer anónimo))	24.81% 166
TOTAL	669

#	OTHER (PLEASE SPECIFY)	DATE
1	I would only point out that your survey doesn't provide a clear way to respond for households with "landlines" that are VoIP like those provided by Comcast. AT&T provides landline service to my neighborhood, but I don't know whether it was functioning or not. My Comcast "landline" was not working for the duration of my cable/broadband outage.	12/6/2017 11:42 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

2	<p>Around 12:30am on October 9 2017 my son came to my house to wake me up saying that I needed to go with him to look at the fire. At first I was hesitant because I thought he was just being a looky lou and trying to make me drive with him towards Calistoga to see the red glow that we noticed earlier that night around 10pm. I had to be at work the next day so I was trying to get my rest however after repeatedly telling me that the fire was coming our way I finally got into the car with him and drove to the 95409 area where I saw the fire traveling through rincon valley (reibli, porter creek and calistoga road area) at that point in the night it was about 5 miles away from us on middle rincon road. Once i saw how close it was we immediately headed home to wake up my daughter and begin packing the car with important items. As we began to drive south two blocks away from middle rincon road towards howarth park the power went out turning the entire 95409 neighborhood dark. As we were driving towards our home in the 95405 neighborhood I noticed a transformer sparking and starting a small fire on Montgomery Drive. I immediately called two households of family members whom live near the Montgomery Drive fire. We woke them up and told them about the fire and to start packing their kids and important paperwork into the car to evacuate. We then drove to another family members home to pick her and her baby up as their smoke alarm was going off and the entire building was evacuated on Summerfield Rd. We gave them a ride to our aunts house, where we had to wake them up to notify them of the fire as they did not wake up to answer our phone calls. Our aunts live by Montgomery High School in the 95405 neighborhood and had no idea of what was going on. After making sure everyone was safe my son and I then headed home to wake up my daughter and start packing. We evacuated my house near Bennett Valley Golf course around 4:30am. At that point in the fire we were surrounded three ways by the Tubbs, Nuns, and Crane Canyon Fires with only one route out of our neighborhood my family and I evacuated to a friends house in the 95407 neighborhood. We did not return home until day 4 of the fire.</p>	12/5/2017 10:56 AM
3	<p>We live in Windsor, on west side. There was a fire (turned out to be arson) during the day on Monday or Tuesday, I think it was Tuesday... We had no info about it, we didn't know where it was (turned out about 1/2 mile to south in a field). We heard sirens, but by then were in a panic after all that had happened. We were never told to evacuate but many in our neighborhood and surrounding did. Once we left the house, we had no cell service. My husband stayed at the house, we got out to Starr Rd so we would have a better chance of driving away and waited for him there. Eventually, we didn't see the column of smoke, so we went back and all was ok. During that entire time we were 'evacuated' we had no idea what was going on, it wasn't covered by news/radio because it was so small and no structures involved and we calls/txt were not going thru. Granted, this is minor compared to so many. We have Sonic.net for phones and internet. The only time we lost use of them and power at all was when PG&E disconnected power to restore gas. Sonic and PG&E did FANTASTIC!!! Our cell providers...not so much.</p>	12/4/2017 1:47 PM
4	<p>We were lucky. Our home didn't burn. We maintain a copper wire landline. We didn't lose power, cable, or internet. The utilities in our neighborhood are underground.</p>	11/29/2017 11:39 PM
5	<p>Anónimo</p>	11/29/2017 10:30 PM
6	<p>Monday ~1am: We live on Pepperwood Preserve off of Leslie Road. The evening of the fire we had our cell phones on silent and we got rid of our land line a year earlier. So my father had to inform us (he had a landline and was auto called). We were not prepared. My parents live right next to the Mark West Lodge and their home burnt down but we all evacuated safely. However while driving down Mark West to Larkfield there were small grass fire on the sides of the roads. Thursday: The fire came back to Leslie road but we have a 100' fire break that I mow each year (as well as most Leslie Road residents). The fiire stopped at our fire break. The Fire department said we were safe because there was very little wind on Thursday. We got home 2-1/2 weeks after the fire. Power was restored shortly after. Internet service was restored a week after that.</p>	11/29/2017 11:46 AM
7	<p>I received no emergency alert on my cell phone and was not given evacuation notice. Given the numerous alerts during the previous winter storms I was confused there was no public service alerts being made. -anonymous</p>	11/29/2017 8:10 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

8	<p>Received "prepare to evacuate" warning from opt-in SoCo Alert. No further information included. Upper Mark West Watershed community (Alpine Club) has local emergency alert phone notification system which repeated "prepare to evacuate" notice to 200 +/- club member phones. News that the fire was visible from upper elevations spread among those who had cell phone service (upper elevations only) and most all residents evacuated. Power went out before midnight. Hard wired propane fired backup generator provided power to buildings and pumps for next ten days. Learned of mandatory evacuation from internet. Laid out fire hoses (pool has 24,000 gals and storage tank 7000). Pumps still function with backup power. Neighbors also prepared hoses which are served by 35,000 gal gravity fed water system. Stayed behind in evac zone with handful of neighbors. We were able to monitor fire progress from high points and follow on internet and TV, so were able to assess risk and need to evacuate. Gathered two or three times a day to update and recharge phones using backup power, coordinate activities. Were able to feed livestock and animals, keep evacuees informed of conditions, patrol for looters, and maintain fire watch for embers and spot fires. Second day, fire personnel backfired from Calistoga Road into burn area stopping progress of fire into upper Mark West Watershed. Communication with evacuees was limited due to cellphone failures in Santa Rosa. Only able to stay back and protect our area because of back up power and coordination with neighbors. Evacuation not lifted for ten +/- days when others could return. Could not leave evac zone and return for entire period because of law enforcement blockades.</p>	11/29/2017 6:34 AM
9	<p>Received a call at approximately 11:30 pm on Sunday night (when the fire started) from a neighbor telling me that there was a big fire they were evacuating... I was in bed, and did not know anything about the fire at that time... I got up and starting loading items into my car and within 20 minutes I could see the glow and smell the smoke at my residence (Saint Helena Road)and immediately evacuated. I had been signed up for the Sonoma emergency warning system, but never received any notice about the fire, or to evacuate... Left the house approximately an hour or so prior to the electricity going out... and know the power was out for most of the time before the evacuation was lifted 12 days later because my T1 line provider kept sending me service updates that my internet line was down.</p>	11/28/2017 10:50 AM
10	<p>Never realized the blue type in the Nixle alerts was a link meant to be clicked on for more information. The text I got saying there was a fire in Calistoga didn't cause me much concern as Calistoga was not close to my house. If I had clicked on it I would have seen that fire was on Franz Valley and I would have reacted more quickly and evacuated with important items from my home. I'd recommend Nixle instruct people to click on the blue type for more info rather than assume people know that it is a link for more info.</p>	11/28/2017 7:49 AM
11	<p>The night that it started my friend had his scanner on and heard the call for a fire on Tubbs Lane in Calistoga. He went outside and could see the glow from the fire. He called and told me to look outside. Then he went up on the hill to look down at Calistoga and saw that it was into Mountain Home area. I stayed at my house and made calls to my neighbors about the fire. Then called our Emergency Preparedness Key Communicators to tell them about the fire. Then the lights went out and the phones were next. So, I went up on the hill and saw how bad the fire was and called some more people. I could see that the wind was sending the fire down the valley away from my area. The wind was so strong up on the hill that I thought it would blow me over. The first night I slept with my clothes on and the hand held scanner by my side. Luckily we have generators. The next day I had to go up on the hill to make phone calls to tell all my family that we were okay and safe. I did a lot of posting on face book. Then we went down our road and checked on other homes. Our road was lucky that the fire did not jump the main road.</p>	11/26/2017 12:59 PM
12	<p>Our biggest concern was not being able to communicate with elderly in laws in Oakmont. They lost power and we all lost cell service. The only way to communicate was to physically drive there to find out what was going on. At one point I couldn't get in touch with my child due to poor cell service although we live in an area that was not evacuated or burned. I did not receive texts from friends on the first night of the fire warning me about what was happening. Not until driving out to the coast several hours later did I receive them. The inability to call family or receive calls was a huge eye opener for us and left us feeling isolated and scared.</p>	11/26/2017 6:56 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

13	My wife, dog & I left home about 10 minutes after being notified of the Tubbs Fire by a telephone call on our landline from a neighbor. We left in a hurry as we could see flames and smoke about a mile away. We only took the clothes we were wearing, a passport, drivers license & wallet, a laptop computer and our pick-up truck. We were displaced for 15 days during which time power was out and landline telephone service was out, landline telephone service is still out 48 days later. We stayed with family & friends while we were displaced. We had to purchase clothes for work events and working was severely hampered without home office resources. Upon return we had to clean-out the entire contents of our refrigerator/freezer, losing well over \$1000 worth of consumable items, our homeowners insurance would only cover \$500 for refrigerator/freezer losses so we did not file a claim. There was extensive ash and downed trees clean-up required in our yard. The fire came to within 100 yards of our property, but our property did not burn. We are very lucky.	11/25/2017 1:59 PM
14	Verizon failed with bad to no cel phone connectivity. AT+T failed us due to no landline. A neighbor call first alerted me + we evacuated, then traveling away from fire in our truck the Alpine Club phone alert got thru to our cel phones. No county or govt agency notified us and that fire was 100 yds from our property after we evacuated.	11/25/2017 10:26 AM
15	I live 3 miles up Calistoga Rd. i was evacuated Saturday night and not allowed back in until almost two weeks later. While we were lucky and the fire missed us. We were forced to live elsewhere, coming home to a lot of spoiled food a large miss. Our phone is still out (as of November 24) and we don't know when it will be restored?	11/24/2017 7:59 PM
16	We posted our story and that of some neighbors on our blog: http://marcelsieglephoto.com/2017/10/santa-rosa-fire/	11/23/2017 9:44 AM
17	Please follow this link to see our story. It is on our photography Website's Blog and has some great photos at the bottom of the page. Feel free to share as needed: http://marcelsieglephoto.com/2017/10/santa-rosa-fire/	11/23/2017 9:18 AM
18	I was awoken at 11:30 on the night of October 8th by a phone alert call on my cell phone from a neighbor. The call mentioned the Tubbs fire and that we should plan to evacuate. There was no other information, direction of fire, immediate danger, speed at which we need to evacuate, etc. My husband and I took 30 minutes to get critical items, laptops, computer, documents and our dog into our car. We saw neighbors leaving in their vehicles and we soon followed. We drove west on St. Helena Road and were stopped within 500 yards of the intersection of Calistoga Road where a long line of vehicles were exiting from Porter Creek and Petrified Forest Roads. It took us about 20 minutes to reach the intersection. We were seeing the bright glow of the fire in the direction we were headed and I began to wonder if we made the wrong choice to head west to Santa Rosa instead of east to St. Helena. Due to the lack of information on fire area, etc we had to guess as to what would be safe. It was apparent once allowed to return back to our home, 10 days later, that the route we drove out was directly in the path of the fire. Had we waited an hour or two longer to leave we would have been caught on Calistoga Road as the fire ripped through. Anonymous	11/23/2017 7:33 AM
19	We as a community need to be better prepared with backup contingencies. (For example, we were able to use our cell phone as our backup internet provider.) We should have had easier access to an AM radio for KSRO broadcasts.	11/22/2017 7:40 PM
20	It's very clear that targeted communication could have saved many lives. It's not clear if communication would have made a large difference to fire fighting since most of the fire fighting resource took up to 6 to 12 hours to arrive, and the local fire fighter were swamped to the amount of work even after they had completed evacuations. Having non-optional amber alert style system which could target based on road section (I'd say 1/4 to 1/2 mile precision) could have made a huge difference. Given the gridlock situation that arose, I do understand the county's decision NOT to use the system they had, but that is more a reflection in the deficiencies in that system than a correct or incorrect decision. There is a second VERY IMPORTANT thing here, which is the the cell phone providers are not moving in a good direction WRT coverage and signal strength. In my area in particular after a solid 10 years of decent reception, Verizon's service has degraded significantly over the last 6 to 9 months. Since many people depend on their cellphones EXCLUSIVELY, these sort of services should no longer be considered a "nice to have" but rather be treated like the public services they are and be required to achieve some level of coverage in any area they service where the population density merits it. For example rural Sonoma county has a relatively high population density for a rural area and the cell system should be required to have reception has greater than some fraction of the residences in any given area (I'd break it into 1-2 square mile areas).	11/22/2017 6:31 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

21	The evening was unusually windy, and I was staying in a small structure in a little valley that is without cell signal nor internet. At around 11:00 PM, I became concerned with the wind and had an unsettling intuitive feeling, and decided to follow up on it by climbing to a vantage point. This is extraordinarily unusual for me, but my heart pounded as I saw the flaring glow in what must have been Porter Creek/Calistoga Rd. intersection. We immediately prepped for evacuation from our immediate neighborhood. I would not have been aware of any immediate danger if I had not listened to my gut feelings that evening.	11/22/2017 6:23 PM
22	10:59PM We received a call on our VoIP phone from a friend on our road that Petrified Forest, Porter Creek, and Franz Valley Roads had all been evacuated due to a fast moving fire and that a neighbor on Gates Road can see the flames. We then got out our cell phone and laptops to read the Nixle reports. 11:05PM Nixle (Sheriff) confirmed above evacuations and warned of downed trees on road. 11:14PM Nixle (Sheriff) new fire in Kenwood. 11:31PM Neighbor on Chalfant Road reports heavy smoke and visible flames. 11:41PM cell phone service becoming more intermittent. Switch to just using VoIP lines. 11:44PM a neighbor sends a message via our Alpine Club email listserv (now about 200 email addresses, was about 150 when fires started) re. above evacuations. 11:44PM I make the call to One Call Now to the Alpine Club's Phone Alert System. My message to 352 phone numbers in the area is about the above evacuations and that everyone should prepare to evacuate. 94% of the calls were delivered. 8 numbers were old (disconnected numbers), 12 numbers were either busy or no answer (e.g., due to power outage). Our PAS calls landlines, VoIP, cell -- whatever number participants give us. We evacuated to a friends' house in Rincon Valley, leaving home around 12:20AM 10/9/17. Didn't want to watch TV (young kids still awake), so depended on our AC listserv and Internet for news via our cell phones and laptops. Lost power in Rincon Valley about an hour or so after arriving. Went to a friend's house in Petaluma, where they have power, Internet, cell, everything. Tracked the fire there via TV, Internet, Facebook, etc. William C. Blake, Saint Helena Road.	11/22/2017 5:57 PM
23	Not really affected.	11/22/2017 5:55 PM
24	Although the fires did not reach West Sonoma County, we live in a wooded canyon with no view to the outside world. With no means of communication in or out, we did not feel safe sleeping in our home so we self-evacuated. There were too many fires and too much uncertainty in those early days. All communications rely on our Comcast router, e.g. telephone, cable TV, internet and network extender for cell phone. We purchased a battery to ensure telephone service during power outages, but this loss was unexpected and unprecedented.	11/22/2017 4:48 PM
25	We were up late and noticed the fire burning across the valley on nearby Hood Mountain. The electricity went out. We used our cell phones to call 911. We were told not to evacuate but wait for more info. The situation looked dangerous so we evacuated immediately and called many neighbors who were sleeping. We had difficulty getting out with no electricity to operate our garage door and gate. Our neighbor could not get her gate to open so we evacuated her. We could not contact some people who were awakened many hours later by the fire and barely escaped with their lives-they lost their homes. There was no siren from the local firehouse-no warnings. We were all very lucky to be safe.	11/22/2017 11:47 AM
26	i was safe	11/22/2017 9:59 AM
27	We live in Santa Rosa's Bennett Valley neighborhood near Hoen and Yulupa. We could see smoke coming down our side of the hills from the direction of the Bennett Valley Golf Course. Although we listened to KSRO radio and looked at the Internet news and had access to the www.Nixle notices, we still did not feel we had the latest news on what might be happening momentarily in our immediate vicinity. So we voluntarily evacuated because I thought that if we were told to evacuate, the thousands of people fleeing all at once would completely stop traffic on what would become a Hwy 12 bottleneck. I had visions of thousands of people completely stopped on the Hwy just west of Farmer's Lane engulfed by flames on both sides. As it was, when we decided to leave Monday afternoon, the street traffic clogged up Yulupa Ave. and Hoen Ave. as we inched towards the eastern most onramp to Hwy 12 heading west.	11/22/2017 8:43 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

28	<p>We own a large horse ranch in Glen Ellen, CA. I first awoke to the smell of smoke. I immediately checked the house to see if it were on fire, then looked out the window to check on the barns. At that time I saw the red sky, and was trying to decide how far away it was, when a fireman arrived with lights only, and said we had to get out NOW. My daughter came running down The Hill from her house, also on the Ranch to see why the trucks were there with lights....no horns or sirens..They had missed her house, so she thought we had an emergency, but she had also smelled the smoke, but had NO CELL NOR LAND LINE SERVICE at that time (before fire got to us)...so we could not have received an emergency alert in that fashion. Nor could we contact each other by phone. The only alert we could have received would have been Firestation Sirens, but there were none from any of the nearby stations. The firemen were going house to house to be sure everyone was evacuated. For that they are to be highly commended. Due to the fact we had no prior warning we were forced to leave our horses behind to fend for themselves. What a horrible thing for them to go through. They were all injured, frightened and one has since died of a heart attack. Just think what some people went through that didn't get out!...All for the lack of SIRENS being sounded.....the excuse was that those left at the station didn't know how to operate the switches.....If this process is too complicated for a volunteer to activate, we need to go back to simple PUSH BUTTONS ...OR PULL THIS HANDLE...and post directions over the switch. Note there were electronic failures that even closed automatic doors, and stopped emergency lights from working....we can't depend on ELECTRONIC SIRENS....just push buttons please. SIMPLE IS BETTER! All of us at the Sugar Hill Ranch, Glen Ellen, CA</p>	11/22/2017 8:12 AM
29	<p>I was fortunate that I was awake late Sunday night and was playing a game on my phone. A text banner from Nixel popped up on my phone saying there was a fire down the street at Petrified Forest/Calistoga Road and Mark West Springs. As the crow flies it isn't very far from my house. I grabbed my box of my important documents, meds and an extra shirt and pants (assuming that if I left I would be able to return the next day). I was just getting prepared in case the fire spread and was walking to my detached garage to get my pet carriers when cars started driving down our neighborhood's one lane road honking their horns and flashing their lights to wake up neighbors and let them know something was wrong. At that point tree limbs started falling and the power went out. It was pitch dark and the wind was blowing tree limbs down all around me. My wifi went out so I had no cell service. I left and drove to Oakmont to stay with my mother. There was fire coming over the hill from kenwood area but she had no idea anything was wrong. She is 87 and wears hearing aids, which she had taken out when she went to bed. I had to bang on her window until she unlocked her safety door. She was alarmed as had I not shown up, she wouldn't have known anything about the fire. Fortunately, it didn't get to her neighborhood, but it could have. She still had power so I was able to charge my cell phone and use her wifi. There was no news on tv, so I relied heavily on my cell phone for information. My mother has a basic cell phone for calls only and no computer.</p>	11/21/2017 11:59 PM
30	<p>The night the Nuns fire started I looked outside at about 11:00PM and saw the fire burning at what looked like to be a few miles away to the North. Extremely strong winds were blowing South moving the fire and smoke in our direction. We called the fire department and they said they are aware, but it was not our area. About an hour later we lost power, internet and cell phone service was very weak. We and our neighbors never had a call that there was a wildfire moving towards our area. My sister was in the fire area and escaped just in time because her landlord woke her and told her to get out. We had to leave our house the next day because of no power, no internet, no heat and smoke was very thick. Water pressure was very weak. Fire was slowly moving closer and we did not trust there would be any warnings to leave in time.</p>	11/21/2017 11:42 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

31	<p>I live in Glen Ellen. Did not hear the bullhorn that was to alert us of the fire on my street. Woke to the smell of smoke and saw nothing on the TV about a fire or anything. Thought about going back to bed. My brother and father whom both live in other towns near by, had somehow known there was a fire near me but didn't call me because they both thought that I'd have known and they didn't know where exactly it was. My landlords banged on my door shortly after I woke up to tell me to leave right away. However, they travel a lot and might not have been home to alert me. I had time to take my dog and a few things like my laptop and medications. As I rushed out, I was upset that others might not have known to go and wondered if I should honk my horn or knock on doors on my way out. Didn't know which way the fire was coming from or how close it was. I was disoriented and so I just kept driving without doing anything else. My landlord told me days later that he saw the fire on the hill across the street from our houses and that there was a bullhorn that was very muffled sounding at 2 am but many didn't hear it. I went to my brothers house in Agua Caliente Knowls near Sonoma, then had to evacuate there at 6 am. I tried to go back home to see if I could get some things from home but there was fire all along my street and throughout the neighborhood. Too many people had to get out without anything and leave pets behind. I'd like to see a siren system put in place that would alert people that don't have power or that can't hear well. A door to door neighborhood system of alerting one another would be wise too. I didn't know my neighbors but am going to make a point of meeting them now. It's amazing that lives in my town weren't lost with how little time and little warning we had to get out. Not so lucky for many animals and homes lost.</p>	11/21/2017 9:38 PM
32	<p>We had no warning whatsoever, I just noticed the smell of smoke at 11 at night. When I called 911 they could not tell me where the fires were in relation to my address. In fact, when I could see the fire through my neighbors ' trees I was still told by the fire department that I had called that I wouldn't need to evacuate until they told us to! When I asked how they would even know where we were because we are 1/4 mile from the road, the lady on the phone told me : oh, they will find you. Minutes later I saw fire coming down the Mayacamas south of us (the fire at the neighbors was north of us) and I just knew it was time to get out of there. We left without ever seeing a firefighter or police or any first responders at all. When my friend came to our drive 30 min later she couldn't get down the driveway anymore. Still no one (responders) around. They did absolutely NOTHING for us and if I had listened to their advice we would have been in real trouble.</p>	11/21/2017 9:28 PM
33	<p>I felt very uneasy, frustrated and very anxious not knowing where the fires were and how much damage had been done. We stayed home for the first two days and listened to the radio.</p>	11/21/2017 7:27 PM
34	<p>Neighbors told us to evacuate. We called others until the electricity failed. Could not get any information about the situation on local KSRO until 2:00 am--our only source of information was radio, as AT&T cell service doesn't work in our neighborhood. The only online access (provided by AT&T) is dial-up at 24kps! Landline is still out, after almost 6 weeks, however billing is uninterrupted. After numerous calls to AT&T, they could offer no assistance or options, even for me, a 95 year old with limited mobility!</p>	11/21/2017 2:52 PM
35	<p>On Sunday night (10/8/17, about 11pm), after a wonderful day at one of the best Glen Ellen Village Fairs ever, the winds began. I was doing a last check of email, was alarmed by the wind's intensity, told Tad this could be bad. Then the emails began pouring in from the Next-door list. At first they were about smelling smoke in the area. I turned the scanner on.....it was devastating. Our only warning that we were going to die if we did not flee, was the chorus of exploding propane tanks. It was a night of intense winds, smoke-filled air, explosions, and utter terror. We ran for our lives with precious little. Our neighbors drove by - maybe 6-8 vehicles. No one paused to see if we were OK. From the scanner I'd heard that the fire jumped Hwy 12 and was homes on Dunbar Road. Hwy 12 (northbound) was closed. As we drove out from Mound to Gibson, we saw flames some 20 feet in the air coming toward us from the west. Warm Springs Road, the homes in the hills above that road, all seemed to be ablaze. Our only path out was to the south. We drove out on Arnold Drive. The our left (east of us), it seemed that all of the Mayacama Mountain Range was on fire. Everything down to Sonoma was glowing orange through the dark. I heard on the car's radio (KSRO) that the race track, south of us) was on fire. We turned to head west and drove toward Petaluma. By Monday afternoon, we'd gone from a Petaluma parking lot (where we stopped to re-group after fleeing from the flames at 3am), to a funny little diner in town, the Boulevard Cafe, to a KAO camp group asking more than \$100/night to sleep in a tent, to the American Red Cross Shelter at the Santa Rosa Veterans Building/Grace Pavilion, Fairgrounds). I slept in my bra and street clothes long enough to develop sores here and there. We received no official notification of the fire danger that night. The firehouse, just around the corner, did not implement its alarm (although I heard a test of that alarm after the fact, on 11/3/17). The SoCoAlert/CodeRed service I enrolled in on June 22, 2016 (and updated on January 10, 2017) - was NOT implemented!!!! I did not receive alert calls to my home phone, my cell phone, nor did I receive an email notification of the pressing danger! One home, converted to a vacation rental, burned to the ground. The eight women staying there arrived via Uber, were unaware of the fire</p>	11/21/2017 1:52 PM

until a fleeing family stopped to save them! The property owner? Who knows...there is NO County policy requiring them to do anything around safety. "Called a Wireless Emergency Alert, the system is managed by the Federal Emergency Management Agency and has certain limitations, such as a message limit of 90 characters. The program is available to the Sonoma County Emergency Services division, housed within the county fire department. Emergency officials have said publicly they opted against using the program because they didn't want alerts to go out countywide and cause mass evacuations that could have prevented first responders from reaching affected areas." (Press Democrat. 11/3/17) 10/10/17 (15:14:55) 1CODE76127 (the first time we were formally alerted of need to evacuate!!!!!!) - see PureTalk record (page 14 of 15) - to Tad's cell. 10/10/17 (3:15pm) email from "Sonoma dispatch" with subject "REDCOM notification" & reading "Mandatory evacuations of your area....." (see copy of email). 10/11/17 (12:02am) community psych looking at events as insider, participant observer as recipient of services! Watching, as one the actors, the development of emerging community, born of duress, nurtured by a symbiotic community of providers (professionals, trained & spontaneous volunteers, donors of goods and services, students, military, ...). We are monitored: hugs & toothbrushes & offers of coffee seem to come just when most needed. We monitor each other. Comforting, supporting, allowing, 10/13/17: nine incoming texts from 1CODE888777 (after I learned about signed up for NIXL alerts - see 10/13/17, 08:05:26 SMS). 10/14/17: SoCo Emergency Preparedness - left 1 second message on Ooma/landline (no sound at all!!!) (see Ooma call record). 10/16/17: all went downhill yesterday. Many from Santa Rosa were able to return home. Guard #s & stations were reduced, visibly, by early evening & our safe place became a wet shelter as homeless addicts moved in. 5:25am: just finished visiting a nurse who turned out to be an old ally on the housing side. 10/16/17: see TWO bogus Nixle texts (12:08pm & 4:12 pm) from Sheriff "Welcome Home: Evacuation Orders Lifted" 10/17/17 drove toward home yesterday after lunch. Received notification from Sheriff that Glen Ellen was cleared for repopulating. We & many others lined up on Arnold, just north of Martin, in SDC. And we were turned away. What followed was further evidence that, while so much of the response to this disaster has been remarkable, evacuee treatment, the human side, has absolutely failed: Directed by officer at SDC to bathroom at gas station 1 block down. Business locked, tape up barring access to the property. Wandering off toward Sonoma, stopped at the Fairmont Hotel (desperate to pee, exhausted, filthy), hike ensued as we sought access. That done, we headed for the shelter at the Sonoma Vet's Building. Closed. Then to the police station where a woman told me the shelter was down at the High School. Drove off to find....nothing. The shelter was closed either earlier that day or one day earlier....depending on who you believe. Exhausted, we slept in our cars, in the police station parking lot. Various discussions with folks that night and this morning, I learned that the County Board of Education Board ordered the shelter's closure so school could resume. This afternoon, a press conference included info about school district closures. Sonoma Valley will remain closed for the remainder of the week. Call to Supervisor Gorin: lwtc. 10/18/17: Unable to find shelter or lodging in the Sonoma Valley, we returned to Santa Rosa, to the American Red Cross shelter at Grace Pavilion yesterday. I refused to sleep inside. Homeless drug addicts had taken over the place. The bathrooms were trashed and filthy than before. Belongings were disappearing. I slept in the back of the van for the next few nights. The temperatures dropped down into the 30's, but I felt safe. 10/19/17 (10:57am) c/El Pueblo Inn (800-900-8844) 129.00/night. 10/20/17: Day 12.... still in the shelter. As of 2 days ago, am now sleeping in smaller room. Our roommates seem to be folks w/MH issues. Very agreeable. Still no definitive word as to when we can return to GE. 10/23/17: Yesterday we received word (Nixle) that we could return home. Having been misinformed previously, we decided to drive to Glen Ellen to confirm we really could go home, to assess our home, with the idea of returning permanently today (Monday). Fourteen days after we said "goodbye" to our home, we were able to return. The only word is "overwhelming," with much more to follow.

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

36	<p>The article "County Ruled Out Alert System" on page A1 of the Press Democrat on November 19th reviewed the decisions made pertaining to the Sonoma County public safety alert system. The article provides options for improving notification in Sonoma County, but doesn't address a core issue. Rural areas are inadequately served by the cellphone and landline phone service providers. This is a safety issue not only during a major public emergency, but also in the event individual emergencies. I understand that the California Department of Forestry experienced first hand the lack of communication services as they attempted to coordinate evacuation efforts the night of October 8th. Rural Sonoma County residents struggle with inadequate communication services on an ongoing basis. The night of the fire, in our area of rural Sonoma County, PG&E power went out before 11:30pm. Not uncommon in the hills under windy conditions. The night of the fire landline phone service went down before midnight. The fact that our phone answering machine required power made it unusable as soon as the power went out. Our AT&T service still has not been restored as of today...scheduled to be fixed by December 9th (two months after the fire). The phone lines are old and have been inadequately maintained by AT&T for years. AT&T doesn't want to invest in the old landline infrastructure. AT&T was able to restore service selectively, to some individual homes a few weeks back. The night of the fire cell phone service was lost because cell phone towers were damaged. But we lost adequate Verizon service six months ago due to changes Verizon made to their cell phone tower configuration. (Verizon has been the only provider in our area for years.) The solution at the time was to route calls through the Internet. That worked for a while, but the connection quality has continued to drop and it is dependent on power which we lose frequently during the winter storms, and during the fire on the night of the 8th. Bottom line...we like many others in our area did not receive any notifications about the approaching fire or evacuations. This is in spite of the community based emergency alert system organized by the local Alpine Club which successfully alerted many in our rural area prior to the infrastructure failures. We need dependable phone service options in rural areas. It is truly amazing that even more lives weren't lost in the fire.</p>	11/21/2017 1:26 PM
37	<p>who is using the data; some attorney?</p>	11/21/2017 10:36 AM
38	<p>We went to the east bay Orinda for four daysh</p>	11/20/2017 7:07 PM
39	<p>I live in the Coffee Park area of Santa Rosa. By 8 pm I was smelling smoke, but only lightly - not disturbing. By 10 pm, the smoke was much stronger- enough to take me outside to look (could see nothing), to shut my windows and turn on my air purifiers and the news to see what might be happening. The news was full of information about the Atlas Peak fire with only brief mention of a couple of fires in Sonoma County. Because I work for Napa County, and knew I might need to respond to the emergency in Napa on Monday, I listened to the news until 2am. There was only one brief mention of fire on Mark West Springs Rd, but at a cross street I wasn't familiar with. I kept going outside to look, but could see nothing. Smell was strong, winds were strong, light ash falling, but still not concerning. I lost TV (Comcast) at about 2am and electrical power shortly after. Decided to go to bed at around 2:30 so that I'd be good in the morning to deal with work. About 15 minutes later, loud explosions had me back up and jumping into clothes. I ran outside and the light ash had turned into thick foggy smoke with huge embers falling in my yard. The fire appeared as a huge orange glow about 3 blocks away. Other neighbors came out and everyone was honking horns, knocking on doors and trying to help each other get out. I was able to put my dogs in crates and in the car, grab a change of clothes and evacuate with some neighbors within about 10 minutes. The fire was very close and wind blowing directly toward us, so there was no doubt about being in the path of the fire. First we evacuated to my neighbors relatives, but within 15 minutes of arriving, they were given an evacuation notice, so I called my sister at 4am and headed to her home in Oakland. A Berkeley vet boarded my dogs as evacuees and I stayed with her until I could relocate. By 7:30 am, I could see on the news that a house at the end of my block had burned down and internet response let me know my entire street had burned down. I feel grateful to have escaped and had a place to go. The whole experience was surreal and terrifying. The lack of power and TV made it even more scary, but it happened so fast I didn't really have time to think, just react. Because I knew right away that my house was lost, I with my support "team" began working immediately with insurance and housing, which has helped things move along fairly smoothly. A shocking and humbling experience. We definitely need to work on an evacuation plan and system of notification. If I'd been asleep, I doubt I'd have survived.</p>	11/20/2017 6:35 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

-
- 40 We had a VOIP phone, and my cellphone was on and next to my bed, because we had a power outage at around 10pm or so. The power was restored, and we were both sleeping. We were awakened at approximately 1:15am by my sister-in-law calling to tell us about the fire near her, and that she thought we should leave also. She advised us that the evacuation center was at Finley. At that point, our power was out once again, so we used a small flashlight and a cellphone to try and gather a few things. Once we saw the sky looked yellow and there was some smokiness downstairs, we kicked into high gear. We threw very few things into a suitcase, took cellphones (no chargers) and an iPad and not much else, and left about 15 minutes later. It was very very scary. Our street was totally quiet, even though we lived 5 houses down from the new firehouse on Newgate. Hard to believe, no one there alerted us. No one in authority alerted us. I have learned from some nearby residents that they were never notified either, and they left even later than we did, while their neighbor's houses were on fire. We never thought we weren't going to come back to our home. We had no idea of the scope of the fire, thinking it was localized and would be fought and controlled by firefighters. Just no idea how bad it was. We went to Finley, where we stayed until about 7 the next morning. No official news there either, just what others learned from whatever phone calls and texts could get through. The lack of information was really horrible. We didn't learn until hours later that our house was gone. We should have been notified by authorities. And it should have been hours earlier. We should have had time to gather some possessions and not have such a scary, life-threatening experience. People should not have died - if the people in authority had done their jobs properly, it wouldn't have happened the way that it did. It's still hard to think about, it really is.
- 11/20/2017 6:17 PM
-
- 41 We woke on Monday to a HUGE mess around our house from the previous night's heavy winds. We realized early on that we had no power, no internet and no cell service. At about 7:30 AM we were out in our front yard clearing the branches and debris from our driveway so that we could move our vehicles out. At around 8:10 AM a neighbor drove up the hill and talked to us about the numerous fires burning in Santa Rosa particularly around the Round Barn area. He had cell service at his home just down the hill. We could see the smoke in the distance but most of our view was obscured by the many trees around our home. We continued with our cleanup. About 20 minutes later the same neighbor returned to advise us that we were being evacuated. We had prepared a checklist for such an eventuality and loaded our 2 vehicles with most of the items listed. I ran next door to alert our elderly neighbors to evacuate. A vehicle was in their driveway and the garage door was open but no one answered the door. I closed their garage door to offer some protection from looting and in the process caught my fingers between two panels of the garage door as it was lowering on its own with great force. I yelled for my husband to come help free me. The panels were so tight and well built that he couldn't even get a crow bar in to release my fingers. I had no choice but to wrench them back and forth repeatedly to free them (I have since lost 2 fingernails). Now I was pumped full of adrenaline and anxious to just get out of there. As we were loading our cat in the car a motorcycle policeman came up our street and proceeded to knock on all our neighbor's doors. We left with both of our vehicles only to find wall to wall cars trying to evacuate Oakmont all at the same time we were. It was awful! There was only one lane of traffic on Hwy 12 and we had to wait for what seemed like an eternity for our turn. We felt that this was very poorly executed and could have resulted in many deaths if the fire had involved our area more quickly or completely. It seems that Hwy 12 should have been converted to two lanes going towards Santa Rosa by using the shoulders and some orange cones to mark off an extra lane. We never did see a single vehicle going in the opposite direction as the police were stopping all vehicles at Melita anyway. Any emergency vehicles could have hugged the shoulder or gone through via Channel Rd. It was very disturbing. We may not be as fortunate during the next emergency evacuation. Something needs to be done to address this issue soon. We stayed with our son in Grass Valley for the 9 days of mandatory evacuation resigned each night as we went to bed that our home would be gone by the next morning. It was only by the incredible efforts of the firefighters that our homes were spared since we were surrounded by 3 different fires that got as close as a block away from us. My son doesn't have TV service so we relied on the internet and nixle to provide us with maps of the fire and updates. It was a very traumatic and scary time. We were one of the fortunate ones. So many of our friends lost their homes completely.
- 11/20/2017 4:38 PM
-

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

42	<p>On Oct. 8, we went to bed around nine thirty pm. I had a bad feeling about the wind that night - I went through the fire in Sonoma Valley in 1964 and am terrified of fire. I could not sleep well, but remember hearing sirens. We woke up around three thirty am and there was a lot of traffic and we could smell smoke and see a glow in the sky but had no idea exactly where the fire was burning nor how bad it was. Fortunately, I keep a small battery operated transistor radio at the ready. It was extremely useful during the Napa earthquake (when you have a quake, you never know where the epicenter is and if it is worse elsewhere) and I found it extremely useful again and we got some very accurate information from KCBS. Later got the TV running by generator and heard more news, although the radio was spot on as far as information on where the fire was burning, what areas were under evacuation, what roads were closed, where to go if evacuated, etc. Prior to that, as it turns out, the fire had been raging about two miles away and we were totally unaware. When you are asleep, you are not listening to a radio or TV (the power was out anyway) and I do not keep my cell phone near me at all times. For something of this magnitude, there should be air raid sirens such as those used during WWII. Our telephone was down and we could not have been notified by phone nor by text. In disasters such as we just had, everyone in the county needs to be awakened and they can at least be up and dressed and possibly packed and they can evaluate their own situation in relation to the proximity and severity of the fire. Much better to be awakened unnecessarily than to perish in a fire and it is not feasible to be totally dependent on the government to tell you what to do.</p>	11/20/2017 4:10 PM
43	<p>We were packed and ready to leave but did not have to. We were inconvenienced but only in a minor way compared to others.</p>	11/20/2017 3:50 PM
44	<p>I live in the North Village Subdivision to the west of Coffey Park. I could hear popping/ crackling sounds after midnight sometime which sounded like a thunder storm (I was reading until almost two in the morning.) I could also smell smoke through open windows. Having heard one, lone siren I didn't think much about it. Woke up after three A.M. to the doorbell and knocking at the door. I was a little startled since, earlier, I wondered if I'd heard prowlers. Didn't answer the first time but listened to activity in the street and heard someone say the only reason she "found out about it was because her friend's house had burned down." I was still half asleep and thinking there was so many people out and a lot of noise for such an early hour. At that point the phone rang with a message telling me to evacuate immediately and that there was a shelter at Finley Center. I got dressed and my neighbors alerted me one more time by knocking and ringing the bell. I answered the door and saw the fireball and billowing smoke of Coffey Park. I turned around and left with basically the clothes on my back; it was probably about 3:20 by then. Fulton Road was a nightmare of cars. Thank goodness I was headed the other way toward River Road. Two different friends told me it took them over an hour to get to Piner Road through the gridlock. I returned late Monday afternoon to see our neighborhood had not burned. Burned debris was in the streets and in the yard. The power and gas were off and there didn't seem to be any cell service in the area. Traffic lights were out along Fulton Road. I had a place to stay the rest of the week but returned daily to check on my house and pick up things I'd left behind (papers, photos, more clothes.) Not sure when the mandatory evacuation order was lifted as I left that Saturday for a couple weeks. I am very grateful to say the least.</p>	11/20/2017 3:22 PM
45	<p>I was vacationing on the Mendocino Coast and was supposed to return home Oct. 10. I heard about a fire in Santa Rosa about 10pm Sunday, Oct 8, but did not know of the vastness of that fire. Monday, I began to prepare to leave Tuesday, but Cal Fire came to the camp to go should I have to evacuate. I checked outside regularly ground saying that they did not recommend returning to Rohnert Park as Hwy 101 between Windsor & Santa Rosa was closed. I contacted my son in RP to find out how our house was. He told me to stay in Westport and at that time, he and the house was OK but he was watching for the possibility of evacuation. Tuesday morning I heard that 101 in Sonoma Country was open... but Hwy 101 between Willits & Ukiah was now closed due to the fire. I arranged to stay another day (luckily at a discounted rate). Tuesday evening, I heard that all roads were now open for me to get home. I got home with my travel trailer and got my legal docs, my kids grad pictures, other valuables and other legal docs ready to go. I checked outside regularly smelling smoke but not able to see Sonoma Mtn at all. Not sure where the fire was but I am very appreciative of the text sent to keep me informed. I checked via the internet for friends and as a former School Bus driver, I was very concerned with the children & adults I have transported in the Coffey Park & Fountaingrove area. My daughter's boyfriends parents lost their house. Many people I know were evacuated. Some people I used to work with lost their lives.</p>	11/20/2017 2:41 PM
46	<p>We listened to KSRO radio on our battery radio and received updates from the Sheriff's office on our smart phones.</p>	11/20/2017 1:33 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

47	<p>My wife and I were woken up at 2am the first night of the fire by someone going around the immediate neighborhood. I checked the front and back door but the person left and came back. Told us about the fires and we could see the sky lit up in the north as we are on a hill in Rincon Valley. We got ready to leave but when we saw fires on the hill just north of our house, we got out and left. Unfortunately it took one hour to go down Calistoga Road to Highway 12 and we worried whether we would have to abandon our car and run carrying my small dog. Took over 90 minutes to get to the Veterans Building. That is where we stayed and found out about Nixle to put on our cell phones. We went back early that morning after a neighbor checked our area out and no fires. I did get gas and on the way home could see one of the hills burning up as it was heavy smoke. At home I would see black smoke move along the other side of Calistoga Road for hours. Fortunately we have gas so we had hot water and could boil water and cook on the stove top. I did have to go to the Safeway on 4th Street where they allowed me to charge our cellphones. And on Wednesday I bought an adapter for my car to charge the cell phones but need to run your cars as I have an older car. Thursday at night the electricity came back but we stayed prepared as I expected to be evacuated. That came on Saturday at 4:48am. Same issue on Calistoga Road but were told to turn around and go down Montecito Drive to Mission Blvd to Highway 12. Finally ended up at the Fairgrounds and put in Finley Hall for pet owners. The Red Cross and other volunteers were great. Fortunately for us we had a place to go in Oakland for two days so when we came back on Monday only had to stay in Finley Hall 2 nights. On Wednesday afternoon we were allowed back home.</p>	11/20/2017 1:16 PM
48	<p>After evacuation we went to our cabin in Forestville. Unfortunately, our Comcast internet and TV service was down when we arrived, and for the next three days. Our only info was from KSRO and KZST radio, and Ham Radio.</p>	11/20/2017 12:45 PM
49	<p>Just wanted to clarify that my internet is supplied by Sonic.net over AT&T copper and I have VOIP phone service also through Sonic.net. The questions didn't address this combo. In any case, we did not lose power, internet, VOIP service or T Mobile wireless phone service.</p>	11/20/2017 11:00 AM
50	<p>We were fortunate to be in a pocket with good communications. We were mandatorily evacuated the first night and again Friday night when the Oakmont fire blew up. Friday was even more terrifying since this time it was the police with bullhorns coming through the neighborhood and not text message alerts. I believe our neighborhood around Pepperwood was in an area of unclear status. Even the various police patrols were not sure if we were advisory or mandatory. Since the default seemed to be advisory, we did not have a police blockade at the entrance to the neighborhood thus allowing many people cruising through the neighborhood, some at 2am. There were many suspicious people causing the neighborhood a lot of anxiety. Many thanks to all of the law enforcement but there needs to be more specific definitions of neighborhoods and their status.</p>	11/20/2017 9:56 AM
51	<p>My (our) story will only deal with our self-evacuation and the unresponsiveness of our local fire department in Bennett Valley. We received no notification of the fire, either through land line or cell phone. We awoke to the strong smell of smoke and saw flames rapidly approaching. After notifying a couple of neighbors of the approaching fire, and telling them they should immediately leave, my wife and I evacuated. We had little time, approximately 10-15 minutes, and were able to grab little of value. After driving through flames, and reaching the Bennett Valley Fire House, we found it was manned by only 2 individuals and that both firetrucks were still in the building along with a pickup truck. I, along with several of our neighbors, argued with the two fireman to get those trucks rolling. They responded that neither of them were authorized to drive the firetrucks, and that they were from Santa Rosa, and not part of our regular crew. Naturally there were some rather choice words and ideas thrown around by several of us Bennett Ridge residents. One not even considered was to at least drive the pick-up around with the siren blaring in an attempt to warn residents to get out. Subsequently, we have learned that the Bennett Valley firehouse was staffed by two relatively unqualified individuals because the other two qualified fireman had been call away. Our acting fire chief is from Gold Ridge, many miles away, and it was apparent that he wasn't in regular communication contact with the two individuals on site at the Bennett Valley Fire House. John De Groot Resident of a devastated Bennett Ridge</p>	11/20/2017 9:46 AM
52	<p>I seem to have been one of the fortunate ones that received a phone call but I certainly wish I was notified earlier. My biggest complaint is that many people in my immediate neighborhood did not receive a call or notice of any kind. I went around and notified everyone I could but I strongly believe some sort of notification service that addresses everyone such as a siren or other reliable method is needed.</p>	11/20/2017 8:13 AM
53	<p>No</p>	11/20/2017 7:25 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

54	The most terrifying aspect of this fire was the lack of communication. I am amazed that there was not more life lost and I account that to neighbors helping neighbors. We definitely need a better emergency warning system!	11/20/2017 7:25 AM
55	We set alarms at night so we would wake up and assess whether we needed to evacuate. We knew we could not rely on any government warning system. Nixle works if it wakes you up at night and the Nixle alert tone does not.	11/20/2017 7:11 AM
56	I'm safe, that's where I tried to live. What I'm left with is how do our veterans return from a war zone and live a "normal" life. I have even more respect for our veterans than ever. I'm grateful and appreciative for our first, second, and continuing responders and community leaders who have stepped up in this disaster. And if it weren't for my transistor radio that kept me conned to KSRO, Pat Karagan and crew, who were my link to information 24/7, I would have been lost. Thank you all!	11/20/2017 6:57 AM
57	I awoke at 2:30 am to a NextDoor email that said the area immediately north/east of my home was on fire and to get out. At that time I was out of town, but was shocked by the news. I immediately turned on the television for more information. (Note: FOR SEVERAL DAYS THERE WAS NO NEWS OR VERY MINIMAL NEWS ABOUT MY PARTICULAR AREA BEING ON FIRE, EVEN THOUGH 75 OUT OF 100 HOMES BURNED THERE.) At about 4:30 am I received ongoing messages about power outages and my security system began operating on battery power. At approximately 5:30 am my security system reported an entry alarm, which signified my house was burning. It burned to the ground.	11/20/2017 4:22 AM
58	My neighbors called me and told me to get out of the house. That was the only warning I had. While leaving my house I knocked on the door of two of my neighbors houses to get them up and out and also telephoned two other neighbors. I am outraged that the county didn't send a cell phone warning to us. I lived in Fountaingrove and EVERYBODY needed to evacuate, so the reasoning of not notifying everyone to avert creating a mass panic is ridiculous	11/20/2017 1:58 AM
59	I used nexile communications with Sonoma County -- we were advised to evacuate and I did so. I came home on Saturday. The house and community were full of smoke, I turned on the air conditioner to help filter the air. I always felt informed through the nexile system.	11/17/2017 3:52 PM
60	We received a reverse 911 call and did not hear the message. We smelled smoke and woke up. We walked outside and could see active fire nearby as well as hear propane tanks explosions and ammunition cooking off. I got onto our roof to better assess the situation and determined we needed to evacuate immediately. I gave my wife 10 minutes to grab what she needed before loading up the family and dogs into the truck. I started watering down the house and began moving everything away from the sides of the house. I moved a water line to the roof and remained behind, watering down the hot spots. It was by the grace of God and great work by off duty fire fighters our home was saved.	11/17/2017 8:38 AM
61	I live on Adobe Canyon and has no power. When the fire began up my hill I evacuated. There was no notification and no support from police or fire. My home burned completely the first morning before 10:00 am. It took two weeks to be allowed to go back and when I did I found my car untouched in my separate garage.	11/16/2017 5:26 PM
62	I was out of the area for the first 3.5 days of the fire. I did not experience any loss of service but did notice issues when I called friends and family in the area. There were bad connections, static and breaking up or disconnecting of the call. Text messaging seemed to work well. After my return on Wednesday, I did experience dropped calls and slow internet via cellular data.	11/16/2017 4:49 PM
63	I did not experience any telecomm issues at my residence in Petaluma. However, while working in the Napa County EOC and while commuting, I did experience telecomm issues. My Verizon service was greatly compromised - internet access and texting were not reliable. Phone service, the few times I tried it, was actually pretty good.	11/16/2017 3:06 PM
64	We were given a call early in the morning from a neighbor a block away. They were evacuated before myself. I am thankful for her call it prepared me for the next two days. The radio was the best source of information about what was happening in the county fires. 1350 Am out of napa I think. Please do not share this information with anyone other than necessary in the survey.	11/16/2017 1:12 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

65	<p>My story is quick and simple due to concerned relatives who were more worried than me. I awoke about 7 am Sunday to an overcast sky and the smell of smoke. Neighbors were all in the street talking about what they were going to do. Most wanted to stay and did so. My brother called and said the roads were closed but he would drive as far as he could to get to my house. By then I knew the PGE was out but I hesitated to leave since I had a cat. Once I realized my car was locked in the electric gate and locked garage with my purse and ID, money, checks etc. I thought I would be stuck if I stayed. As soon as my brother reached my house we left the cat safely behind with food etc. thinking the Santa Rosa fire would be contained in a couple of days. Road closures were many but we got out of town and headed for Folsom, Ca. so I could stay with a cousin. We watched TV and primarily made phone calls to get information. I live near Glen Ellen so that danger came later in the week about Wednesday, Thursday and Friday. Overall, my experience was swift with no regrets. The house didn't burn but got pretty close! It was only after the fires that the severity of the damage hit me. Still in awe so many iconic homes since I arrived in 1968 are in ashes.</p>	11/15/2017 1:22 PM
66	<p>Not much of a story, I was extremely fortunate in my location, everything worked.</p>	11/15/2017 12:16 PM
67	<p>We had a power outage at 10:15 pm Sunday 10/8 that lasted about 1 hr. PG&E texted a message they were investigating the cause. At 1:15 am we got a reverse 9-1-1 land line phone message from the Sonoma County Sheriff saying "Evacuate immediately. Evacuate immediately. Grass Fire!" My husband turned on the television which said to go to the Finley Center for shelter. We gathered a few things in a suitcase and briefcases and left in two cars with cell phones on to communicate. Due to the chaos, extreme smoke, traffic congestion in Larkfield directly across from Sutter Hospital, we were directed to go North instead of South on Highway 101. We were able to communicate on our cell phones in our cars until we reached a temporary safe place, the Airport Club (which was not open) where we could regroup and determine how we could transit and where we should go. KSRO was a good source of information, as well as our sons in Oakland and San Jose communicating by text and phone calls which worked sporadically. After a number of hours we went to a friend's home in Windsor via Shiloh Road, until the smoke got too bad with the fire possibly coming down from Shiloh Ridge, went to the Healdsburg Community Center briefly, then to another friend's home in Healdsburg for the night. Because we were unable to return to our home in Larkfield and the roads had cleared, Tuesday 10/10 evening we drove to our son's home in Oakland and stayed until 10/18 when potable water and gas was available at our home in Larkfield.</p>	11/10/2017 10:48 PM
68	<p>We are well west of the major fire areas, but had a tree down on power lines that created a and small fire locally on our only access road at roughly 11:00 PM Sunday 10/8. Fortunately, numerous VFD personnel live on our ridge and were in the process of responding to mutual aid calls with a truck that is parked on our ridge. They contained the fire while waiting for PG&E to disconnect power so that they could remove the tree from the road. The west county above Bodega, thus avoided fires that could have spread, however power was out. As an area with very limited cellular coverage in general and without power and land line, we were unaware of the significance of what was happening to our east. Heavy smoke and red glow through Sunday night with very limited information was a stressful hardship. We decided to leave our property and stay with friends in Bodega Bay in order to get access to information and power. We did not really know how much had burned or how close. In Bodega Bay, we had reasonably good Cellular coverage and uninterrupted telecom and were able to stay abreast of information and actually read the content of the Nixle text updates. FYI, Nixle updates come as cellular message, but contain a link that requires cellular data access to read. As a result numerous nixle updates that we received were meaningless without access to cellular data. This was very stressful, getting an update that said there was updated evacuation information and a link that we could not open. Over time more info was being included in the message, but still incomplete. THis really needs to be addressed.</p>	11/9/2017 12:07 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

69	<p>I live in downtown Sebastopol. Before I went to bed around midnight on Sunday I read on an internet website, probably the Press Democrat, that a fire in Calistoga was approaching the Petrified Forest. There was no mention of the wind or any unusual conditions. At 6 am, my daughter who is away at college in San Diego texted me asking about the fire. I could smell smoke, but didn't think much about the fire because I had not received an alert on my phone (I get Amber Alerts), so I went to my home office to work. Eventually others in the house began to wake up. I was suprized to discover that it was 8 am because it was still dark outside. When we saw how much smoke was in the air and how much ash had fallen that we began to realize the extent of the fire. My kids (both in Southern California) kept texting "news" that they had heard: the wild animal park burnt down; an antique store in Sebastopol was on fire; a friend who lived near us had to leave her house quickly; and the fire was across the street from another friend in Rohert Park. By the end of the day, all of these bits of "news" proved to be false. However, at the time it became clear how panic could spread easily due to people getting snippets of news via texting. None the less, texting was the main tool to connect with friends for a daily update. Most everyone I checked in with replied fairly quickly. We did not get a reply from one staff member who had been evacuated from a Napa Valley neighborhood for several days. There was no news from the family of one of my clients who had refused to evacuate from their Sonoma Valley winery. Fortunately they were all safe despite having been out of power and cell service for several days. Unfortunately, another client lost his home. Eventhough we were safe, we still spent a lot of time on the phone talking to people who were either evacuated or in a "prepare to evacuate zone". Everyone seemed to want to talk about their situation. I had to leave on a business trip on day 3, but I was still stayed connected with everyone on a daily basis. It was nice when the Press Democrat began posting the chart of the progress of the fires. There were so many fires it was hard to keep them straight. Because so many agencies were fighting so many fires, the Press Democrat was the only place where we could get an update on all of the fires. We are all still baffled why there was no general alert. The only thing that saved the folks in Fountaingrove and Coffey Park was the strength of the community, and friends warning friends. The death toll would have been much higher if these ties didn't exist. #SonomaStrong: The love in the air is thicker than the smoke. So true.</p>	11/8/2017 3:18 PM
70	<p>While I did not loose internet or phone, many friends, neighbors and business associates did. Communication was very, very limited.</p>	11/8/2017 1:02 PM
71	<p>My household was woken up by a phone call from a friend in Larkfield. We are in North West Santa Rosa and have family in Coffey Park. Everyone we spoke to were woken up by their neighbors, the wind or phone calls. Phones were working until we had to evacuate and then we were not able to connect with each other. This was difficult as many people did not know where to go and were still trying to get in touch with loved ones. My parents in Windsor were without cable and internet for most of the first week. This was very frustrating for them. Not being able to use their computers reliably to gather information.</p>	11/8/2017 10:34 AM
72	<p>My family and I awoke on Monday morning around 1 am because our power went out and there was a strong smell of smoke in the house. I went outside and the winds where crazy with ash everywhere. You could hear explosions going off all over the place. We started calling family members and could not get a hold of some. My daughter & I stayed at the house not sure what was going on while my husband left to go check on family members. He called about half hour 45 min later said we needed to pack up and get out. He was at his parents house on Hemlock by Hopper said the neighborhood was on fire. We left to go and to go meet in Raleys Parking lot. My family, two of my brothers & my mom, my husbands family His parents and one brother and myself all live in Coffey Park area. We lost 3 houses total and the other 3 almost burned down. My husband his father and brother & my two brothers stayed to try and save their houses. It took them over 2 hours to meet up with us when they finally did leave since the traffic was so bad to get out. My house is still standing my mother and her husband our living with us right across the street from total destruction. We have a constant reminder of that morning every day, but I have a home.</p>	11/8/2017 5:51 AM
73	<p>I received no reverse 911 call on my landline or cell phone before the power went out. I signed up to use Nixle alert but there was not (much) news for Sonoma Valley (mainly for Napa and Santa Rosa).</p>	11/7/2017 7:07 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

74	<p>We live in Sonoma, near 5th Street and the bike path. On Wednesday afternoon, sheriff's vehicles went down our street broadcasting that our area was under an evacuation advisory. We had been anticipating that, so we were and continued packing our vehicle, ready for a mandatory evacuation. We decided to stay at the house and keep our window open while we slept, both to hear any public safety vehicles and announcements, and also to hear if it got windy. Just as we were about to go to sleep around midnight, we took one final look outside and noticed CHP vehicles and others, silent but with lights flashing, down on 5th Street. We also saw, on the other side of our street, coming toward us from 5th Street (1/2 a block from our residence), flashlights and a team of two uniformed people going door to door, knocking, waiting, and looking around the residences with their flashlights. There was another team coming down our side of the street. Eventually, someone came to our door in a uniform (I didn't look at what agency they were with, but it may have been CalFire). The gentleman told us that it was time to evacuate and that he couldn't make us, but we should go. We told him we could be out in a few minutes and then we left. It didn't seem as official as the afternoon announcement, and it wasn't 100% clear whether it was a "Mandatory" evacuation. We went to a friend's house in Boyes Hot Springs for the night and, after checking our information sources the next morning, decided to return home, where we stayed for the duration of the fire emergency. Although the afternoon sheriff's vehicles and announcements were quite clear, the midnight visit was not.</p>	11/7/2017 3:18 PM
75	<p>We subscribed to Nixle during the Lake County fires, so we got a text ... ONLY because I have a microcell and our WISP (Rhinobee) was still working. Our telephone service is best described as minimal. No cell coverage, and a 40 year old outside plant that's all copper and 48,000 wire-feet from the CO. No data. AT&T wishes to no longer support copper, or any "wireline" service, and push us all to cells. This is a technically unfeasible answer and ignores the billions of taxpayer dollars that have been spent over the last 100 years subsidizing their monopoly. They've still not restored our service, and I suspect it won't be an upgrade, like fiber, if and when they do. Fiber IS a viable alternative if its done properly with backup power. The FCC regulates wireline phone providers and requires them to have five 9's of reliability (this is why they hate it and want us all on cellular). If they're building out without backup power, they're building out contrary to regulations and the CPUC and FCC must hold their feet to the fire. BTW ... cellular services have no such requirements, and they can charge us far more for the service .. WIN WIN for AT&T. We are in the digital 3rd world out on Calistoga Road. Rhinobee is admirable in their attempts to bring (internet) service to our area, and they restored a destroyed relay site as soon as the roads opened, but wireless really isn't a long term solution to providing internet connectivity. Wifi doesn't intrinsically support the high reliability required for life safety, nor does it support ever increasing bandwidth needs for the large number of subscribers it takes to make the installations economically feasible. The story for cell-based internet delivery is profoundly worse. During the early time of the fires, we received no "amber" cell-based emergency alerts, no reverse-911, and of course, no bang on the door from a sheriff, or the like. We DID get a nixle and that was enough to get us moving. That only worked because I had installed a microcell, AND Rhinobee's relay was still working because power hadn't gone out yet.</p>	11/6/2017 3:54 PM
76	<p>On the morning of Wednesday, October 11, my wife and I decided to evacuate to stay with nearby relatives. We packed both cars with essential items and left Sonoma that afternoon. As we left, we received the text message that the sheriff issued an advisory evacuation. We learned power was restored October 16, and returned home October 17. Our power was out for 8 days, but our house was fine.</p>	11/6/2017 12:32 PM
77	<p>I was at family shelter downtown with my 2 daughters. Staff kept us minimally informed. They had set up shelter for fire victims and received many donations that week and ultimately started to turn them away, even though residents were in need. I had to evacuate my dogs that were boarding north of Fulton Road. I went up early in the night around 11 because i knew there was a fire close, was told it was in Larkfield. I had experienced the winds that evening and had a bad feeling so wanted to be close to my dogs in case anything happened. Boarding place was evacuated around 1:30. Flames and smoke all around as we were driving south back to downtown. No lights, massive traffic, poor visibility. Was the scariest night of my life....we were all ok.</p>	11/5/2017 11:50 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

78	<p>During winter 2016-2017, i received multiple emergency alerts that were pushed out to my phone about flash flood warnings. I opted out of amber alerts, but had opted to receive all "severe" alerts. When i went to bed on sun 10/8, i was aware of fires burning nearby in kenwood and calistoga and the dangerous dry air and high wind, but based on the regular use of the emergency alerts during recent floods, i had the expectation that i could rely on this system to provide warning if evacuation was necessary due to the fires. I few hours later, i was awakened by shouts of "Fire! Fire! Leave now!" in the streets of my neighborhood. I tried for 15 min to find any informstion. Nothing. I thought i would wait for an "official" evacuation notice until i went outside. I couldn't get a breath because of the thick black smoke, and i could see flames on the ridge above my house, being rapidly driven by the high winds. I quickly grabbed a few items from my house and left. The excuses I've heard about why the emergency alert system wasn't used (as it was during the floods) are inadequate and upsetting to hear. Use of that system during the recent floods created a reasonable expectation that we could rely on this warning system. I did notice a day later that i had received an email at 2:20 am on the 9th from the city of santa rosa about evacuation. Seriously? I was asleep. How would that possibly be helpful?</p>	11/5/2017 7:30 PM
79	<p>It was REALLY stressful and frightening the first day in particular, with no phone or Internet, trying to find out what was going on and how close the fires were to my residence. It was also very stressful because my children were evacuated from their father's house in the Larkfield area and it was very difficult to communicate with them with such limited cell service.</p>	11/5/2017 6:26 PM
80	<p>We were notified about fires in wikiup because my sister called saying no they were evacuated and were coming to our house in Bennett Valley. We were awake all night Sunday, getting news from the internet on our cell phones and Nixel updates. We had no power Sunday-Friday. We left Monday afternoon fearing the fires on our right (coming thru to Flamingo Hotel/Brush Creek Road) or our left (Bennett Valley) or our backs (Annadel Park). We had our three kids, no food in the house, no power to charge our phones or keep the kids distracted, gas in only one car, and we didn't want to get stuck in an evacuation traffic jam and burn to death- so we left. We didn't return home till the following Monday when services were back in place.</p>	11/5/2017 11:29 AM
81	<p>Sometime before 2am I awoke to the sound of the wind blowing, walls shaking and debris hitting the house and went back to sleep. I live west of Coffey park on the other side of the railroad tracks. At 2am my husband awoke to the smell of smoke then gradually I smelled it. He went downstairs to investigate, checking the garage and outside to see if the house was on fire. We turned on the news KRON4 was showing fires in NAPA and Sonoma counties. Looking out the bedroom window on the second floor the sky was filled with black smoke and glowing red. We had NO IDEA where the fire was exactly! We continued to watch and monitor for word on what to do. Then the loud booms began happening every so often. This began to really concern us. Then around 3am the power flickered. The news was now showing on the screen that our general area should be evacuated. Still not knowing where the fires were or how severe we grabbed what mattered most , thinking it was just a precaution, we headed out. On the way out I noticed the answering machine blinking and the message said "Vets building ". It took an hour and a half to go one block south to Piner. Eventually we made it out to Fulton and then downtown. We are fortunate to have a house. We were without power for four days and gas 9, but we had water.</p>	11/5/2017 9:55 AM
82	<p>We evacuated in the dark middle of the night thanks to the fearless firefighters! No power, through some stuff in a bag & followed fire truck to safety. Flames were on the crest of the hill across from our home & the road to 101 was closed as it was on Fire! 50 mph fire gusts surrounded us, It was Terrorfying!</p>	11/5/2017 9:21 AM
83	<p>There is so much wrong with how this was handled. As someone who grew up in the foothills of southern cal there is no comparison how Sonoma county handled fires and how wild fires are handled down south. My recommendations that you all go south and learn from the best. Never ever should we not be warned that an evacuation may be possible when a fire has started and appears to be moving in a direction where people are living. AND, why hell were 8 plus dogs allowed to be killed by fire because responders would not allow the owner take her dogs with her as they dragged HER out of the house. How sick do you have to be? Pets are like children. How would YOU feel if you had to leave your children behind and watched them be burned up in the fire. Do you all just hate dogs? Yeah your damn right I'm going to contribute to her legal fund.</p>	11/5/2017 9:15 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

84	Heavy winds apparently knocked out out electricity around 8:30 PM so we decided to go to bed early. Around 9:30ish the electricity came back on, so we got up to turn out lights. Approximately 12:45 our neighbir called my cell phone to alert us that they were going to evacuate becasue there was a fire. We did not have electricity but acted quickly. Went out side too confirm there was lots of smoke, wind and a fire directly across the street from us. We set up emergency lighting with battery powered lights, gathered our cats, jammed them into carriers, grab a few items. tossed everything into our cars and bolted away towards Santa Rosa. On the way to Santa Rosa, I called my brother and asked if we could go to their house and that's what we did. Two weeks later, we returned to our standing home(s). We have two homes on this property, we rent out the main house and live in the smaller cottage.	11/5/2017 8:48 AM
85	I called neighbors on cell phones to wake them 20 minutes before official evacuation, thank God they had their phones on as they were sound asleep.	11/5/2017 8:27 AM
86	Alerts should be mandatory by zip code just like Amber alerts	11/5/2017 8:09 AM
87	Wind was blowing really hard when we went to bed at 10pm. It was a east north east wind, came over the hill east of us by Shilo park. Received warning call at 1:30am of vegetation fire, be ready to evacuate. Packed suitcases, important papers, meds, important personal items, bedding, and some food, At 4am Sherriff deputies came with loud speaker, and pounded on doors for mandatory evacuation. Said to evacuate and go north, we are 1.5 mile north of Mark West Springs Rd. We made sure that all of our neighbors were aware of the first warning, so we were ready for the mandatory evacuation. We could see the flames on the hills east and south of us, could hear the propane bottles exploding. Could smell smoke at 1:30am, smoke and haze increased as time passed. When we left, smoke was pretty thick, but wind kept it from settling. Evacuated to my work site off of Shilo rd west of the freeway. There we had power, but no phone or internet. We received most of our information from KSRO radio, they did a fantastic job on keeping up with the current news of the fire and what we should or shouldn't be doing. By Tuesday morning we were allowed back into our neighborhood, we had all services except gas. That was turned back on 10 days later.	11/5/2017 7:59 AM
88	I specifically requested that my landline work during power outages when we switched to VOIP. While we didn't lose power during the fire, past power outages have rendered our landline useless despite the battery. I also just learned that reverse 911 doesn't work on VOIP systems.	11/4/2017 8:59 PM
89	Power out and restored prior to evacuating. Unable to return to home for over one week but home was safe. Were guests of friends during that period. Doug Williams	11/4/2017 7:44 PM
90	A truly life changing terrifying experience	11/3/2017 8:19 PM
91	Thankfully we still have a landline. That was the only way we could call for help to evacuate our horses the morning of October 9th. Our cell phones weren't working. My cell phone also did not work at the Sonoma County Fairgrounds in Santa Rosa, which was the location for evacuated horses.	11/3/2017 3:23 PM
92	We left our home at about 2:00 AM on Monday the 9th. We are in a rural area. There was a police checkpoint at a nearby intersection that prevented us from returning to our house until the 17th. Our house is about 1/4 mile from the checkpoint. We were allowed to walk in on the 17th, then later in the afternoon we were allowed to take our car in. At that time we had no power, telephone, running water or internet. We had a reserve supply of water in our tank which connected to a hydrant near the house. That allowed us to bucket water into the house to flush toilets, wash, etc. Power was restored at 5:00 PM on the 18th, which powered up our well. Our internet was restored at about 9:00 PM on the 21st. We still do not have a landline connection, and AT&T won't say when it will be on again. The checkpoint was removed on the 24th.	11/3/2017 2:24 PM
93	My wife and I were not at home when the mandatory evacuation was put in place. We had not have power for about 8 hours so we had gone to town to get something to eat and to obtain updates on news of the fire. When we attempted to return to our home, access to our home was not allowed. We had left our home with only the clothes that we were wearing, we left our house cat inside our home, and we could not gain access to my medications which are essential due to a serious blockage of an artery that I had several years ago. Thankfully, through friendships that we have, we were able to contact someone who worked inside the mandatory evacuation area. We were able to communicate with them after a couple of days to instruct them as to how to get into our home and get the precious items that I mentioned above. We will be eternally grateful to our friends who assisted us. In summation, that "community spirit" by friends, first responders, etc. is the vital and wonderful thing that has been exhibited during this devastating tragedy is truly an unforgettable treasure.	11/3/2017 2:07 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

94	In Guerneville, I awoke to a very red sky. There was no internet or cell phone service. My friend from a mile away came over to tell me that Santa Rosa was burning on Monday morning. I drove to work in Monte Rio and could use the land line there. Very scary. No notifications about evacuation or anything because of no internet or cell service at my house.	11/3/2017 11:53 AM
95	There is poor cell service here on Fitch Mountain. Without Comcast services we lost "land line", internet, tv, and cell. We use WiFi to boost our cell signal.	11/3/2017 7:45 AM
96	In Guerneville and Monte Rio, no one had cell phone service or TV, and most businesses didn't have Internet. A lot of rumors were going around and there was no way to check whether the rumors were true or false.	11/2/2017 11:36 PM
97	I awoke at about 3:00am on Oct. 9 hearing something that sounded like banging metal. I thought it might be associated with the overnight grape harvest. Then I heard cars speeding down my rural road. I knew it was strange but didn't think it was anything threatening until I got a phone call from a relative who had heard about the fire. I looked online and found out the fire was only a mile and a half away at Coffey Park. The sky was bright red. My husband prepared our camper so we could evacuate and I frantically gathered a few important things. Then the power went out and I was in pitch darkness. The flashlight I kept handy had dead batteries, so I had to find another by making my way in the darkness. I found our emergency lantern and was able to finish packing the camper. Once we found batteries for a radio, we learned that we were a mile away from the mandatory evacuation area at Fulton Road. The roads were clogged so we chose to wait with the camper ready to go if the evacuation notice was issued. It never came so we didn't evacuate. But the smoke was almost unbearable. We stayed closed up in the house listening constantly to KSRO radio. Our home survived, but just a short distance away thousands of homes were lost. I realized the banging sound I heard was cars exploding in Coffey Park. We had no power or phone service for two days and no gas for about a week. Our camper came in handy for showers and cooking. Some of our neighbors left because of the smoke. It was bad for at least 10 days. It was a frightening experience I'll never forget, and our county has a long road to recovery ahead.	11/2/2017 9:28 PM
98	Luckily, people close to us know our landline number, so were able to communicate. We had family who had to evacuate from very close to the fire and they were able to contact us and let us know that they were ok.	11/2/2017 8:23 PM
99	I have received Nixle service warnings for years. I received them during the floods last year-that's the last time I remember. Somehow I got disconnected and had to re-sign up with Nixle, I quit getting warnings. My husband has Nixle, too. He also received no warnings. A neighbor came by and knocked on our door. The rest of the time we got our information from Facebook. It's the fastest and pretty reliable eye witness, unfortunately. That and Channel 7 news.	11/2/2017 7:28 PM
100	We had Direct TV for tv service and it was available the whole week. Sonic was our provider for internet and it worked the whole time as well. Many of our neighbors came to our house to log on to their email and use the internet or watch TV because they lost service. Our combo proved to be a winner. Even our local Association Lodge was without phone and internet service! We also have a landline for our phone service with Sonic and it stayed in service as well.	11/2/2017 5:57 PM
101	We live on Barnes Rd. We awoke to the sound of what we assume were propane tanks exploding right around 1AM. Went out, saw the orange hillside, glowing as far north and south as we could see and continued to hear explosions. Returned inside, shut all windows and called the SR police department, where there was no answer. Called Windsor Police department and was told there were some absurd number of fires burning in SC or SR cant remember for sure what she said and it was like 12 or 16 fires noted. I asked her, started from what?! It just sounded like the biggest line of crap ever. I had only just gone to bed not long after midnight and had been sitting out on my porch until not long before that. There were sirens before I fell asleep approx 1220...but nothing very close and nothing out of the usual for our location....but other wise nothing notable except the wind and the warm evening beautiful (errie i suppose) bright stars clear skies and not a wiff of smoke. Anyway, i hung up and called buddies in law enforcement and national guard....I woke them. They hadn't heard a thing. Stepped out surveyed the sparse neighborhood street a few cars leaving, no one stopped, seemed rushed or other wise said boo. Sent the spouse out to the main road to get info....I Turned the car Radio was listing off all the closed roads so frantically called out of state relatives to find us a road OUT. Power was out and it was hard to get our smart phones to find helpful info. Ashes and embers started falling on the property and the explosions louder and I noticed that while I had heard a few earlier....since waking we had heard none. Spouse returned....saw no one to ask. Determined it was time to bail approx just before 2am (have to check call times) loaded the kids and pets and headed out, left everything else (including wallet, oops). Traffic was starting to pick up on Barnes, there were tons headed west from MW. The poor fireman at our intersection Barnes and river....who wasn't there on first scouting. Looked in our car said oh shit you have kids, he looked terrified, bless him...when we asked were to go which road	11/2/2017 5:14 PM

was open? He told us to find the nearest open field with green grass in it....my stomach dropped...i wanted to toss him on the roof rack and get out of dodge he didnt belong there bless him, wasnt doing anyone a bit of good. Over his mic we thought we heard Sutter was down, his eyes...ill never forget. Now i realize they must have been evacing, but then i was trying to wral my head around hiw it could possibly be gone. Told the spouse to go, trying to get a route from my realtives working the internet. Everyone was headed towars finley.....I said nope and we stayed on river road until we reached bodega. Our cell phones only worked intermitently by then. Pulled off the side of the road. We listened to the radio tried to sleep and about 4am traffic started hetting much heavier on hwy1. At sunrise we decided we better go the rest of the way to Bodega and get more info. Kids had to pee so we pulled into the wayside instead. Talking to realatives to coordinate a pick up. Happened to look out and see my side mirror, providing a view of our south side...the sky was black the edge just rolling out over bodega. We decided since we had zero warning, no alerts and no idea something like this was possible (without a little help) and from pieced together accounts and where we last saw the fire...we figured we didnt have anything to go back to. But no wallets wouldnt get us far on a bank holiday. We would meet oregon realatives in Point Arena. Close enough we could go back and forth but far enough not to ne in that cloud....right?! Well you learn quick no one trusts a credit card over the phone transaction. So we had enough gas to get there and not much else. Had a few snacks in the car and bless the pub on the warf for feeding our 4 that afternoon and refusing payment. Some where om the way to Point Arena we lost cell service and never got it back. We had to try and communicate with our south nound realatives by borrowing landlines and then having messages relayed to traveler. It was quite the circus. Kind of cut our legs out from under us forgetting the one wallet and thinking the other was in the car from shopping earlier that day. With no power and plenty of surreal panic it wasnt a great moment for prevailing minds.....considering it all still made zero sense. No warning had to mean something more catastophic then a wildfire right? And I had JUST gone to bed to all clear and when I gave a quick go at finding out if the sirens were due to a wreck right before midnight i found nothing. It just wasnt adding up. Through out the day more misinformation led us to believe our little corner of the world was gone too. A call in the afternoon from a neighbor who snuck back in painted a different tale. The rest of that evening and as we waited for the grandparents we didnt know which was the truth, by then coffee park was on the news (thankfully the hotel took payment over the phone!!) The news showed that our horrfic nightmare was truth and a very powerful truth at that. In the morning we got to SR at first light. Wanted to respect cerfew...no guards were present so we went and verified our home...all the homes on our street were fine...shocked and happy but wondering why things took a hard left, wishing it hadnt because our parcels are less dense....we hurriedly packed all the things we should have had time to get prior. Just in casebecuase even tuesday morninghaving been out of radio and cell service in point arena we only had a few.tv clips to piece things together. We tied up other loose ends and then i returned to point arena to take the kids and grandparents back to oregon until things died down. I needed to get to the bank now that it was open....for a new debit card or cash a check. Thankfully i had an hour before the RCU branch closed there.....not that it did me any good. When I got there their systems were down. But they told me the branches in SR were open.....wtf....gee thanks....how long is that drive and we were what then 20 minutes till close. Wishing my car hadnt just had work done so that the usual emergency stash of cards, money and suppulies usually hidden in there were excessible. And getting a full dose of reality and education on how rushed exodus and crippled communications really...made it tricky to navigate our family to safety. We have improved our readiness, I sure hope city of SR improves theirs. Looking at these time lines things DO not add up. We are what? 3/4 nw of Coffey park....we heard and new it was time to go by 130am. Many didnt leave until there accounts until 3 and 4! Thats plenty of time to decide not that not making an emergency call to avoid mass panic was the wrong choice and to then make it! It is beyond pathoming that someone would allow people to burn in their beds to aide congestion. Why have a system if you are not going to use it. Nixel is inadequate (especialt since no one knew what it was before 10/10) and irresponsible form of mass alert. Opt in services are NOT enough for that for a dozen reasons. I am angry the lives of my family meant nothing to the people making that call.....but I am heartbroken that the lives of first responders were jeopardized so heavily. Knocking door to door?!?!?! Like this is the stone age. Just wow.

102 The first day I was as an evacuation center that had electricity and WIFI so I was able to stay in touch with my family. Stayed with my son until there was a threat of evacuation. As soon as I could get gas for the car I drove to my daughter's in Oakland. Life was pretty normal there. Was out of my house for 10 days. Had expenses because of the short time I took to leave. Left in a panic and only took my cat.

11/2/2017 3:41 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

103	I live in guerneville and was getting ready to go to work in Santa Rosa when a neighbor told us about the fire. Due to communications being down, we had no clue that the fire happened or that the next town over, Forestville, was evacuating. We packed and went to town to get gas but weren't able to use our cards for payment. A lady generously gave me some cash for fuel. Also, I think that emergency alerts should be automatic and be loud when there is a emergency. We shouldn't have to sign up to receive alerts. Due to the communications being mostly done, I am surprised that more people didn't perish. Thank goodness for good neighbors!!	11/2/2017 12:54 PM
104	We live near Hood Mountain and evacuated before it was considered a mandatory evacuation. This was due to having NO power which meant no cell phones, no TV, no landline and only ONE way to exit down the mountain. Our neighbors woke us up. I had already signed up for Nixel alerts but none were sent that night and we probably would NOT have gotten them since power was out and our cells phones work off wifi which only works if there is power. AT&T needs better communication systems. The tower still has not been restored so there is no cell signal at all (before we had a faint signal). Our neighbors are still without cell and internet (all through AT&T). We evacuated to a home in Bennett Valley which had power, however, Xfinity wasn't working so there was no way to get communication there either other than old school radio or driving to find a cell signal. Most of the communication we received was via social media when we had a cell signal.	11/2/2017 12:27 PM
105	I woke up early Monday morning to absolutely no communication means. Home phone, internet and TV were all non working even though I had power (Comcast). My cell phone (Verizon) was not allowing me to make calls, access the internet or text at all. I had no clue what was happening. I drove to my parents house to find out what is going on and to let them know I had no means of communication and that's when I found out about the horrible fires. My parents have Dish TV and Sonic for their internet/home phone. They didn't lose any of their services though the whole week and the only time I could communicate with other family members in the affected area and with family out of the area to let them know updates was when I was at my parents house. By no means was this inconvenience measurable to what the people who were in the fire experienced and I don't want to sound like I'm selfish that I'm not happy that I lost all communications at my home. I have 3 children at home and my husband travels for work (and he was away on business at this time also). Being able to communicate, especially in a time like we were experiencing seems like it would be attainable with the technology we have. I also did not receive any of the Nixle notifications until Verizon restored service 4 days later then they all came through. How am I supposed to know if I need to evacuate during a disaster if ALL communications are non working? There needs to be a better system at least for the emergency notifications and that can save lives.	11/2/2017 12:26 PM
106	In Windsor it felt like we were surrounded by fires (Geyserville, Shiloh Regional Park, Coffey Park), yet it felt like we had little to no communication with the outside world. Very cutoff feeling. Worried that we'd need to be evacuated and not have enough notice due to the lack of communication available.	11/2/2017 12:05 PM
107	The issues with the fires for me is the inability of the medical field to keep up during "normal" times then half there structures disipire They do not even attempt to balance for 2 weeks. And they blame in part there com providers. I require very little from life the meds that the state licensed drug dealers AKA as Dr's have forced me to I do require. You and your republican backers that wish CA cannabis law against the fed and at the same time say no to the pain med that works. I see the disasters in CA this year as the fed first strike against it's own people like we did with nukes before we used them against our enemies. David Lloyd jr	11/2/2017 11:36 AM
108	I am a single mother of 2 children and suffer from profound hearing loss. I was lucky that my teenage son was still awake doing homework or so he says...when he received a text from a friend telling us about the fires late Sunday night/early Monday morning. She indicated that the Reibli/Mark West area and Fountaingrove were on fire and we should consider evacuating. We woke our neighbors and headed across town to my parents' home. We had to leave our home immediately because when our home suffers lost power, I lose the rechargeable function of my cochlear implant and I am rendered completely deaf. When the power was restored, we were still under an advisory evacuation and went home for the night following a late night vet visit. The following morning early, my hearing dog woke me and I realized the evacuation had become mandatory. The police banged on our door a short time later. I read about a mother who drove to her deaf daughter's coffey park home to alert her. So thankful her hero mother, made it in time! Made me wonder and worry.... My concern, is for the deaf and hard of hearing community that they receive the proper initial response when time is of the essence. I am hopeful as time goes on and immediate needs are met, I might be able to find out how those that have vision or hearing limitations can be alerted timely.	11/2/2017 11:31 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

109	<p>I was awakened in the middle of the night with my nose and throat burning because all my windows and doors were open. I then tried to figure out where all the smoke was coming from. There were several neighbors out in the street, all of us trying to figure out what was going on as our phones and televisions were not working. I received a text from a fellow employee who did have tv and other services. I found out that 101 was closed and immediately dialed my boss and then had to text or call all our employees. I work in a law firm by the Sonoma County Airport. Unfortunately, I kept having to go to people's homes who had Dish Network or Direct TV. My son is a fireman, so I texted him but he had to answer when and if he could. My son was getting married on October 28th and we were not sure that he would be able to attend but he was released on October 25th and his best man (also a firefighter) was released an hour before rehearsal on the 27th. Another fireman in the wedding was released on the 26th. We received a call from where my new daughter-in-law's dress was being readied for the wedding to tell us that it had burned in the fire on Piner Road. This was during the week of the fires. She was devastated and then a day or two later we heard the dress had survived but just had smoke damage. The bridal salon paid for the dress to be cleaned and the smell of smoke was faint. She decided that as she was marrying a fireman and that a little smoke would be okay. Great news was that we had a beautiful wedding and everything came together at the last minute and no one even smelled smoke on her beautiful gown!! More great news is we all survived to tell our story. Very saddened for all those who lost homes (3 co-workers). Then Friedemann Goldberg LLP (where I work) reached out to those who lost homes to help them sort through their insurance policies for free and guided them in the right direction. Our firm did this free of charge and I am so happy to say I live in this community!! Debbi Davis - Cloverdale resident and works in Santa Rosa.</p>	11/2/2017 11:05 AM
110	<p>Comcast service restoration was excellent. They gave a due date for restoration from the beginning and beat the target time. Verizon support was weak to non existent. They told me the issue was my phone and that they did not have a problem. I told them that no Verizon phones worked in Healdsburg and I was calling from Windsor where my phone worked fine. They argued it was a phone problem and had to test it. At the completion of the test they said they couldn't find the problem and would have to refer me to level 2 support. Believe to or not level 2 had the same dialog and at the end indicated that there were no problems in Healdsburg but they would open a ticket and get back with me within 48 hours!</p>	11/2/2017 10:49 AM
111	<p>This survey was sent to Sutter Santa Rosa Regional hospital and was answered by the IS Director. Our story is available through our media relations department or as seen on TV</p>	11/2/2017 9:13 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

112	<p>On Monday, October 9th, I awoke to the high winds and smell of smoke. I turned on my phone to receive multiple text messages from Nixle about the fires in the area (time stamped at 2:23am). The power was still on in our neighborhood at that time (1913 Garrett Court, SR). I turned on the TV looking for more information and, thanks to ABC7 News, I was able to get better information and updates. I learned where the fire (Tubbs) was burning and I was not concerned at first, because where we were was not a known fire area). But then I saw on the bottom line on ABC7 news that the fire had "jumped the freeway". That's when I knew it was time to worry. My neighbor knocked on our door within a couple minutes following to let us know that Coffey Park was on fire (1/2 mile from our house) and that they were evacuating. My husband and I frantically grabbed all we could to head out and evacuate our home. As we were walking out the door our landline rang with the Reverse 9-1-1 call (time stamped 2:40am), which left a message on our answering machine to evacuate. That's when panic kicked in and we got in our cars to drive to the Raley's grocery store parking lot (I am still not sure how we knew to go there first). The evacuation process was already in full affect, as it took us 45 minutes to drive 1.2 miles to the Raley's parking lot. We stayed in the Raley's parking lot for a little while before the power went out there. My husband and I got on the road, with everyone else going south, and headed to our friends' house in Cotati. While we were on our way to Cotati, our friends voluntarily evacuated, since they live so close to SSU. (I learned later that our neighbors that stayed at the Raley's parking lot were then told to relocate to the Safeway parking lot in Sebastopol.) My husband and I, along with my friends, ended up in Petaluma at my husbands place of employment where we created a day shelter for all employees and families of that company. It was around 8:45am by this point in the day. Around 3:30pm-4:00pm, one of our neighbors called me to let us know our neighborhood was still standing. Such a relief! My husband and I stayed with friends until the following Friday, October 13th, when power was restored to our home. The gas was restored the following morning, Saturday, October 14th. My husband could still work since his company was located outside the fire area. I was able to work (we didn't get much done) a couple of days in Santa Rosa, but the smoke was so bad in our building (located near Sonoma Airport) that we were finally sent home for the remainder of the week. I am grateful that the weather cooperated and that the first responders were so many! This experience will be with me for the rest of my life and I know it will take years for so many of us to recover. I am just very thankful we live in a community where strength and humanity is something to boast about and that the rebuilding and recovery will have the efforts of so many. Sonoma County Strong! Napa County Strong! NorCal Strong! Love to all.</p>	11/2/2017 8:58 AM
113	<p>I was never in an evacuation zone as I reside in Sebastopol; however, I have family in the Northwest region of Santa Rosa (the Coffey Park neighborhood). My family was notified of the fire from a neighbor around 2:30AM Monday morning--they never received any official evacuation notice. They safely evacuated to the Finley Center. I woke up around 5:00AM at my residence where I saw a text from my coworkers telling me to not come into work that day--and to contact them ASAP. I looked up local news on my phone to see if there was something happening, which is how I found out about a brush fire off of Hopper in Santa Rosa (but details were sparse). It was not clear to me if there had been any evacuations--so I called my parents who lived in the Coffey Park neighborhood. I called their landline first, which didn't go through. Next, I called my mother on her cell and was able to get through. I found out how they had escaped in the early morning, but didn't know what was going on. I checked in with my family every 30 minutes to an hour for most of that day--sometimes my calls wouldn't go through to them at all or were dropped. Texting wasn't much better either. We eventually found out later that morning that the their house and the rest of the neighborhood burned down. We found out through one of our neighbors who had stayed behind to fight the fires.</p>	11/2/2017 8:54 AM
114	<p>Anonymous please I live in the hills on Sweetwater Springs road. We use ATT and get internet from Vista Broandband with equipment on the cell tower on Mt Jackson. Most of our friends are in the main residential areas of Guerneville on Verizon and Comcast. They all lost connectivity. My house acted as a communicate hub so people could get information in and out.</p>	11/2/2017 8:53 AM
115	<p>We were within one mile of a mandatory evacuation area (Palomino Lakes) and two days later within 2 miles of the active Pocket Fire. It was very difficult to get any news of the fires on the Cal Fire website and later depended on Facebook updates from Supervisor Gore at the Geyserville Fire Station. Nixle (which I only learned about on Tuesday from a neighbor) was very good as was the Sonoma County Sheriff's updates. We were ready to evacuate but fortunately that was not necessary as proactive fire suppression began on Weds. afternoon.</p>	11/2/2017 8:17 AM
116	<p>Windsor was essentially left out of the news! Pleasant Ave, Faught Rd and Chalk Hill all border Windsor but all reported was Santa Rosa.</p>	11/2/2017 8:17 AM
117	<p>I was one of the few citizens who experienced no tangible affects from the fires and my family was safe. Therefore, I was dedicated to fulfilling my civil servant responsibilities to the best of my ability.</p>	11/2/2017 8:10 AM

118

11/2/2017 8:10 AM

I'm deaf, when I sleep the only way I can wake up is with flashing lights and lamps on timers. My cell phone flashed twice. In annoyance I wondered who would be texting me in the middle of the night, as everyone knows not to do so. I had a sense something was wrong with my mother. I grabbed my phone saw one message was from her husband. I thought perhaps he took her to the hospital, at about the same time I saw a text from her as well, as I became aware of my surroundings, I smelled smoke. Not uncommon in our rural area. Both text said "wake up, wake up, there is a fire by you". I went outside, saw the ridgeline on fire. I saw what appeared to be an ocean, waves of flickering flames. I woke my twin daughters, I then raced around to alert the neighbors, at this point I didn't have my hearing aids in, the effort to communicate was a challenge. My neighbors said we should all leave. No cell service, no wifi, no way... to know the rest of the county was also on fire. The skies were red in every direction. Towards Crane Canyon, towards Glen Ellen, red skies, I grabbed a suitcase, I hadn't yet unpacked from a recent trip, grabbed old and new laptops, old and new cell phones and 3 client files. Told my kids to grab their backpacks and some clothes. We drove past a long line of cars parked near the Bennett Valley fire department. Some seemed to be taking photos. Knowing (instinctively)...there was only one way out. I simply wanted to leave, did not stop to take photos or inquire about the fire. I asked my girls to call my sister, however I have parental controls on their phones preventing use between 11pm and 6am. I asked them to use my phone, however I hadn't any service. When we approached Bethards stop sign at Bennett Valley Rd. I looked up, saw Fountaingrove on fire. Screamed a little. All of Bennett Valley was black, no power. I asked my girls if they wanted to go wake up their father, it meant turning right towards Summerfield or go to my sister's in Windsor, straight, or turn left (our usual route towards hwy 12). For their peace of mind we went to their fathers home to wake/ alert them. I also alerted the neighbors. He lives off Stonehedge area. We then headed toward my sisters home in Windsor. As we approached Hwy 12 from Hoen, The. Valero gas station was backed up 20 to 30 cars all lanes. I told my girls we have half of a tank, however we should fill up, just in case, but not there. We also had 2 cases of water in the trunk, which I pointed out to them. I then said see the long long line of cars trying to get onto 101 South, we aren't getting stuck in that, let's head to Windsor. Still trying to call, didn't yet know Larkfield was on fire. Hwy 101 was black, not a car insight, warily dark and quiet.... At Bicentennial police directed us off the highway. I pulled into the Coldwell Banker parking lot knowing I could log onto their wifi or the Fidelity National Title wifi, as I've already connected in the past. I was able to post on Facebook we were safe, I started receiving text. We were able to call my sister, no answer, called her husband no answer, no landline. At that point Kaiser was evacuating, sirens and ambulances racing out. Finally, got a call from my sister, she said come Through Coffey and Barnes. Headed over the freeway, looked at Round Barn and Hilton fully engulfed in flames, cried a little. My daughter said don't cry mom, if you cry I will cry. She then said ok let me drive. That woke me up from my trance.. Cleveland Rd was on fire, Piner Rd was on fire. Got to Coffey, that area was on fire. Went Piner towards Marlow, saw Smart train employees on the tracks. The tracks looked like a tunnel of fire. Got turned back by police/first responders at Piner and Marlow. Went back towards Coddington, power was out. Made it to Valero on Steele, got gas. We told my sister we were heading to downtown SR. Once there I logged onto the free wifi. Saw a friend posted she had coffee, shower and open door. She was blocks away. We went there for tea and a shower. Logged onto wifi in downtown to tell everyone we were ok. Sat at old court house square using wifi. Finally reached a few people who said come over. Took my girls to their dad (it was his day, technically) bounced through a couple of friends homes, until I got an escort around the backside to Windsor to my sisters, cried hard and heavy. Once there had very limited cell service but was able to use wifi. Stayed up to date on what was happening via facebook and Nixle alerts, news wasn't very helpful. Due to small grass fire near Windsor High we evacuated to Healdsburg, no wifi, no cell service. The following day, I went back to get my girls in Santa Rosa, their dad was evacuated, fires were still burning at 7pm on Hwy 101. No gas, just power in Windsor, had to go back to Healdsburg on Wednesday for showers, Healdsburg had the Fitch Mountain scare, we all went back to Windsor. At one point 14 people, families everywhere at my sisters. Thank god, she's our safe haven. As people left, another group came from another evacuation area. Thia went on for 10 days.....Within those first few minutes....Not being able to communicate my first thought was what's going on, arson? How can there be so many fires so far away? Is Korea bombing us? I had no idea where the fires were, where we could go or how to stay safe, while protecting my children, keeping a level head, those first few hours aged me 10 years. The scariest night of my life..ShaSha Logadi 707-480-8772

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

119	My family received NO notification from authorities - other than what we heard on the radio - KSRO - regarding the fire and evacuating. Although police drove through the neighborhood as people were evacuating, no sirens or loud-horns were used - only flashing lights on the cars. During the evacuation, my family traveled in separate cars and we used our cell phones to communicate. The phone with Verizon lost service several times so there was no means of communication during that time. I don't believe the AT&T service was ever affected. Once we were out of the area (out of Sonoma into Solano County) the cell service was fine.	11/2/2017 7:36 AM
120	We live at the western base of Fitch Mtn and where packed and ready to evacuate for 10 days	11/2/2017 6:59 AM
121	Like I said in the comments. We ran out with our kids around 12:20,lived in larkfield.. I was awake for about 30min. Trying to figure out what was happening, looking out the window seeing fire trucks after fire trucks cops never one stopped to say what was happening... we got out our selfs made noise to wake up neighbors... as we were being box in with fire... I just don't Understand why no one stopped use the speaker I could of safe pictures of my kids that I will never get back!!! I don't care about material never have never well!! This is really frustrating because I know you guys could of stopped! To Warren as what was happening if we weren't awake I wouldn't be writing this now.	11/2/2017 6:26 AM
122	Sonoma Conroy FAILED to use the cellular alert system - WHY? People died from this irresponsible decision! MUST D BETTER!	11/2/2017 4:45 AM
123	I was evacuated for almost 2 weeks. Everything was difficult during this time.	11/2/2017 2:53 AM
124	Comcast went out for 4 days.If it wasn't for AM-KSRO over internet I would have had nothing. Nixle worked good once signed up.	11/1/2017 11:23 PM
125	A phone call early Friday morning alerted me that Santa Rosa was on fire. I had no TV or Internet, so I listened to the radio. Updates were spotty, but by early Thursday, the fire was still out of control and getting closer. A friend about a mile away texted me that they were told to evacuate; he suggested that I get out as soon as possible. Fire was visible on some hills around me. My feline and I evacuated to Penngrove and stayed away for 10 days. I had time to pack up my car and take some things that were important to me, but the entire experience filled me with dread, and I felt numb each time I listened to updates and got the horrifying information that many homes and some lives had been lost.	11/1/2017 9:54 PM
126	Getting Out of the House The power went out just before 11:30 pm Sunday night. We all went to bed with the wind howling and its strength literally shaking the house. Sixty to seventy mile-per-hour wind gusts will do that. The three of us were roused from our sleep in the middle of the night with a loud pounding on the door - bang, bang, bang, a pause, then, bang, bang, bang, a pause, repeating until Yvonne made it downstairs in the pitch black darkness to open the door for a shouting police officer. Both she and Lindsay had just heard the siren of the police cruiser as it parked itself in the center of our cul-de-sac with an ensuing bullhorn command demanding an immediate evacuation of all homes in the area. Our power-deprived home was lit only by the beam of the police officer's flashlight, with him using an aggressive, but firm demand that we immediately evacuate. "How many are in the house?" "Three," Yvonne replied. "We have to evacuate right now because of the fire," he insisted. "I'll light the way," as Yvonne told him she must get her glasses from upstairs. "I'm blind," she implored. His flashlight settled on her eyeglasses on the bedroom dresser and soon thereafter, her purse, which they found with the glaring flashlight in the downstairs closet. Meanwhile, the policeman ran down the hall to move Lindsay along. He barged in on her as she was getting dressed. He insisted, "No time, no time." Lindsay shouted, "I'm putting my pants on!" She grabbed her purse and iPhone and she and her Mom bolted down the stairs in the dark. Once out the front door, Lindsay received a text message from a friend, 'Are you evacuated? Are you OK?' Back in our master bedroom, I was dazed just trying to wake up and process the banging sounds. Was it the garbage can lid slamming open and shut in the 60+ mile-an-hour wind gusts? Did I hear "fire?" Was the neighbor's house on fire and now we were being forced to leave out of an abundance of precaution? All of this was running through my mind as a struggled out of bed at 3:00 am. The officer met my confused look with a bright beam of light and he said, "Let's go!" I darted into my closet and grabbed where I expected one of my polo shirts to be. I had no idea what I was putting on, but it was one of my favorite polo shirts. "Let's go, let's go." We ran down the stairs. I led the officer and his flashlight to where my wallet and keys were in the kitchen and we retrieved them. I ignored his insistent request to leave and went into the family room to grab a pair of glasses and stepped back into the kitchen to fetch my laptop. Things were moving too fast and there was no time to think. Yvonne and Lindsay were already by the car as I left the house and the officer shouted to his colleague, "That's three." The police were keeping tabs on how many people they were evacuating in compliance with their assigned mandatory evacuation orders for Fountaingrove. The officer instructed Yvonne and Lindsay to get in the car. Yvonne replied, "My husband has the keys." I arrived at the Volvo in the	11/1/2017 9:15 PM

driveway and realized I hadn't locked the house door. I ran back, locked the door in an effort that would later prove pointless, and jumped into the car. "Where's the fire?" Yvonne asked. "Behind you," the officer replied. "Which way do we go on Fountaingrove?" "Down the hill." The officer, receding from view in the car mirror, leaned forward, spray-paint can in hand, and rapidly formed a letter on the sidewalk outside of our house. His task, to leave a mark – "O's" at empty homes, and "V's" if they were occupied. This would make it easier to identify likely locations of the dead later. We drove off as three other fellow officers continued to leap frog from home to home in our cul-de-sac, demanding that people leave now. We had left Lindsay's car behind on the driveway and the old white Prius inside the garage. There was little choice as to what vehicle to take. We could only find one set of car keys in the dark. The Chanate and Cleveland Avenue Escape It felt eerily quiet and dark, despite the howling gusts of wind that buffeted our car. We navigated through the side streets and reached Fountaingrove Parkway where two vehicles lingered in front of us, one stopped in the center median. The smoke was thick. I paused as we tried to figure out what these possible lookyloos might be doing. Yvonne recalled the officer instructing us to turn left, down Fountaingrove, and avoid making a right turn to go up the parkway. That unknown police officer, saved our lives. It turns out, that everything on the northwest end of Fountaingrove Parkway was already engulfed in flame, and even Santa Rosa's two-year-old Station 5 firehouse would soon be destroyed by fire. How ironic! Looking to the east as we descended the parkway, at least four bright orange glows illuminated the darkness. That meant we were surrounded by approaching firestorms. We avoided branches and debris as we entered Chanate Road and wound our way to Mendocino Avenue. I chose to go right, thinking we could make it to McDonalds and Chevron, to use the restrooms and fill the tank with gas. I immediately discovered my mistake. As I approached Bicentennial Ave., it was blocked by the police, their parked vehicles denying access to reach our intended destination. Again, by then, and unbeknownst to us, both of these stops – the McDonalds and Chevron gas station – were engulfed in flame. I made a quick U-turn in front of diverted traffic and headed back down Mendocino Ave., making a right turn onto Guerneville Ave. We passed under Hwy 101 and reached the Coddington Mall area to secure gas for the car. Ooops. A huge lineup of cars met our gaze as I looked to make a left turn into the Cleveland Avenue entrance. Apparently everybody had the same idea, which included finding a gas station with power so the pumps would work. We simply passed this station and proceeded down Cleveland Avenue. Meanwhile, the smoke was getting thicker and our eyes began sting and water. A strange sight next appeared. To our left, along Highway 101, we could see a crew of firefighters putting out a car fire. It wasn't an engine fire, but a fire inside someone's car. So, we had fires outside and inside; simply everywhere. We continued driving down the smoky street and arrived at College Avenue. Traffic was severely backed up as folks tried to get onto the Hwy 101 South onramp. Instead of taking that lane, I picked a left lane and got onto College Ave and quickly discovered, much to my delight, a lit gas station with few cars at the pumps. We pulled up and I exited the car. A gasoline attendant waved me down and said the power had just come back on about ten minutes ago, but the gas pumps had not yet reinitialized. That's when I decided we had to get out of Dodge, er, um, Santa Rosa. I backtracked down College Ave. and then made a left turn onto the Hwy 101 South onramp. We drove all the way to Johnnys Java in Cotati where we settled in for the next six hours, using the facilities, drinking water and coffee/chai, and consuming some remarkably fresh pastries. We waited for the traffic to subside, so we could continue south and get out of Sonoma County. We wondered what would come next as the sun rose and became nothing more than a bright orange ball, mostly blocked out by the thick, acrid smoke. We waited and pondered our future, most grateful for still being alive.

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

127	<p>Spouse Heard TV flick while sleeping. Got up and realized we lost power about 1:30am. Back to bed but heard lots of noise outside. Got up and saw lots of traffic on road which is unusual. Ready to go back to bed then neighbor knocked on door and told us about fire coming from north (Tubbs). Far away at that time. Started gathering dogs and other items deemed important. Decided to go east on 12 since we figured most people going west. Neighbor then told us 12 was closed at Kenwood due to fire. Turned around and saw fire coming from southeast (Nunns). Surrounded! All I could think of was "how will we evacuate close to 100,000 people at one time?" Thought we had some time so got in traffic going west. Could see the Tubbs fire growing. Lots of traffic moving slowly. Decided to go to daughter's place in Roseland. Stayed until later on Monday afternoon when we returned to spend the night: just didn't have power and have 2 dogs. Spent Monday night at home. Had surgery scheduled for Thursday at Sutter and figured it would be postponed. Surgeon called Tuesday and schedule in Novato on Thursday. Got hotel room for Thursday and Friday. Power came on at home Friday evening and planned to come home Saturday but mandatory evacuation put in place for our area if Rincon Valley due to Oakmont/Nunns fire at Mt Hood. Stayed with sister in Petaluma for Monday and Tuesday nights then mandatory evacuation lifted. So glad for KSRO!! THEY PROVIDED INVALUABLE INFO FOR OUR COMMUNITY DURING THE ENTIRE ORDEAL. Also, thanks to a local SF ABC and Fox channels for great coverage. Allowed us to feel that we were in touch with our community while in San Rafael. Seeing the devastation was difficult and surreal. All my family and homes were safe. So lucky. Son-in-law works for city and was doing 12-hour shifts at EOC while our daughter took care of our dogs. She teaches at JC and they were closed. In the end, we were SO LUCKY. Know about 30 or so families who lost everything. It will take it so long to rebuild. We hope the city does everything it can to get these homes rebuilt with expediency.</p>	11/1/2017 8:31 PM
128	<p>We were close to the evacuation so left to avoid traffic if it became mandatory. Also air quality was so poor we left.</p>	11/1/2017 7:48 PM
129	<p>My husband and I were not directly affected by the fire. Indirectly, we housed some evacuees and know friends that lost houses.</p>	11/1/2017 6:31 PM
130	<p>Sonic service continued to work as my ISP. Verizon was OK during this time. HOWEVER, a community-wide siren would be quite helpful as well as defined evacuation routes depending on fire location.</p>	11/1/2017 5:55 PM
131	<p>During the critical first two days in our neighborhood in Boyes Hot Springs, we were lacking enough information to determine whether or not to evacuate. There was a lot of smoke and Hwy 12 was closed. Our TV was out, internet was dead. We had landline which worked on and off. The cell phone mostly worked, but also had spells with no service. We got most of our information from radio since our power had not gone out. I do not have a text plan so didn't get any texts. My partner has a cell phone with text plan so we relied almost 100 percent on his phone for alerts about evacuation. We never got any landline alerts. People were very uncertain and some people fled, others didn't. I fled when the advisory evacuation covered our area. I went to my sister's in Petaluma on the third day where I was able to access the internet and see TV for the first time. In general, it was ridiculous that the very technology we need to get information failed (internet, TV, intermittent landline and cell) right when you needed it the most.</p>	11/1/2017 5:50 PM
132	<p>Because the radio was my only source of news for the first day, and because the radio announcers had no official information, but were constantly reporting hearsay from callers all over the county, it was difficult for me to know if my house was in danger from the fires, or not. Early Monday morning it was quite confusing to hear from a county official on the radio that there were seventy five separate fires burning in the area but not to have them pin pointed. The most accurate information I was able to obtain came from calling my brother in Oregon who could look at current satellite maps and NOAA weather reports on the internet to tell me where the fires were and which way the wind was blowing.</p>	11/1/2017 5:36 PM
133	<p>I feel like there was a huge disconnect between the information that was given the information that wasn't given the Nixle reports the Nixle bad information that was given out the County Supervisors had no information for several days. I'm pretty disappointed with the County Supervisors I'm disappointed in the governor. I feel like the city Fire Department was unprepared and I felt that Cal Fire was overwhelmed. I feel as though the EPA shares some of the blame because they do not allow people to have control burns which used to happen every winter and it would burn the extra fuel on the ground so there wouldn't be a wildfire problem.</p>	11/1/2017 4:43 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

134	<p>We live in the very north part of the Santa Rosa Junior College neighborhood. I woke up at 3:00 a.m. to the strong smell of smoke. I checked out our house then went out front. There was long finger of smoke over the house and I could hear explosions. The smoke seemed high up though the smell was strong. I thought a large commercial building north of us must be on fire. I wasn't very aware or I would have turned on the radio, but I remember thinking if it was something that could affect us I would get a call on my land line. I closed all of the windows and went back to bed, but not sleep, until a neighbor knocked on the door. Once we were told to leave we were out of the house in less than an hour. We had supplies for a week for us and our six animals. We evacuated to my work in Sebastopol. We had no idea where to go, but my Waze app showed that the road was clear and it was. We went home Tuesday and stayed home from then on. Throughout the next few days we were concerned about the Tubbs fire coming towards us. Later we were more concerned about the Nunns or Oakmont fires coming west through Montecito Heights or other wooded areas and into our neighborhood. It was hard to understand the locations and directions of these fires. Was our house in danger? The Nixle alerts were helpful, as was 1350 KSRO, but there was no full source of information. For instance, I knew people west of Calistoga Road who had a mandatory evacuation on 10/14 and there was no Nixle alert for their area. It would have been great to have more specific information about what was going on. Maybe the lack of detail was on purpose, still many of us would have been calmer and LESS panicky if we'd have known where we stood.</p>	11/1/2017 4:40 PM
135	<p>My first fire notification came via Nixel just before 11:00 pm on Sunday night. We were two blocks from mandatory evacuation and were packed and ready to go, as were our neighbors. When the power went out Monday morning we were prepared with LED lamps, flashlights and headlamps. We used a battery operated radio to get information while at home. We also have a generator so we were able to maintain our refrigerator and freezer. Our cell service at home was degraded and worked best on the second floor but it was only intermittently reliable. When we went a mile or so south of us our cell service worked as normal. Regardless of the circumstances we should all be prepared for outages with planned redundancies until services are restored. We were impressed that our community infrastructure addressed issues as well as they did considering how quickly the fires moved and as spread thin they were initially. But the infrastructure, to all appearances had built in mutual aid plans and redundancy where necessary - it appeared seamless. We also felt that considering the circumstances the communication via Nixel and radio was really good throughout the disaster. Rob Giordano will be getting my write-in vote for sheriff!</p>	11/1/2017 4:24 PM
136	<p>Sonic is the only broadband company in the nation worth a darn.</p>	11/1/2017 4:17 PM
137	<p>I was unable to call my uncle who lived in Santa Rosa. One day later I was told he made it out alive but his house completely burned. The cell tower was either destroyed or was overloaded with other emergency calls. My calls would not do through. Cell communication during the fire was severely hampered.</p>	11/1/2017 3:57 PM
138	<p>We were out of state during the fire but had neighbors looking after the house and suffered no losses. We did get the evacuation notices on our cell phones.</p>	11/1/2017 3:51 PM
139	<p>We live near the Petrified Forest where Verizon is usually just 1 bar and sometime 0 or 2 bars. The weak cell signal is a problem that could easily be fixed with an additional tower. Our power and ATT land line went out as did our GSC internet. High wind storms often take down trees and it is several days to restore power and land line.</p>	11/1/2017 3:49 PM
140	<p>We received text alerts from Nixle on my phone at around 1:30 a.m. but didn't hear them due to phone being in bathroom next to bedroom. We awoke when our daughter called, that was loud enough to hear phone. Then we discovered text messages alerting us to evacuate. We woke my elderly in-laws who live with us, collected them and their medications. As we prepped a neighbor banged on our door to alert us to evacuate. We went to our daughter's in Bennett Valley, where we had no Verizon coverage and her Comcast wifi and Internet was not working. She had ATT phone for her mobile, so our sole source of information was to listen to KSRO live stream, or to go out in the car and listen to them on the radio. This lasted 4 days until Verizon got towers back up and Comcast got its Internet working. No libraries in Sonoma county were open during this time so I don't understand why the option is included in your survey. Nancy Persons</p>	11/1/2017 3:41 PM
141	<p>I wrote this email to a colleague of mine in Michigan on October 11th. I emailed it out to as many family and friends around the country I could think of since everyone was well aware of the devastation Santa Rosa sustained. I realized I couldn't keep up with individual emails and texts to all of the concerned friends and family. You may use "My Story" as you see fit and may include my name. Tim Delaney ***** My family are all fine. We did lose our home in Monday's fire. I have decided to chronicle the disaster in this email to you Brad and am bcc'ing clients and friends. This is my story of what happened. Leigh Anne and I were planning on flying to New York on Monday morning to see a 401k client. The power first went off at</p>	11/1/2017 3:38 PM

11pm which caused the house alarm to go into test mode and make a sound. I got up, reset the alarm, reset our alarm clock and went back to bed. At 12:47am, the power went off again. I got up to reset the alarm clock and heard the front door bell ring 5 or 6 times. I thought that is odd, so I got some clothes on and with a flashlight, went to the front door. No one was there. I walked out to the street and everything look ok. I then turned around to walk back to the house and saw the orange glow to the north. I could hear distinct low base sounding booms, which were propane tanks exploding. The explosions were coming every 15 to 30 seconds. I now realize we have a serious problem. I went back in and woke up Leigh Anne and told her what was happening. At that point, I was not sure if the fire would come our way so I checked the wind direction at the airport. The wind was blowing our direction. I told LA to start packing because we will probably be evacuating. Time now 1:05am. I looked out our bedroom window and could see more orange glow, no flames yet. Power now came back on. I went to the garage and opened both garage doors while we still had power and backed the two cars out and got them ready to go. Power went off again, so had to get the flashlights again. The power never come back on after this. We start packing using our flashlights. We were both somewhat in a fog as to what to take. We grabbed clothes and other items. I kept thinking we will be back so I left stuff I now wish I had taken. LA did too. She was crying being so scared. I too was scared. Around 1:30am, I looked out and could see the flames were just about to cross the ridge to the east. Distance to the ridge is one mile. Kept packing the car. My neighbor Sandy (age 68) across the street came out to say her husband was out of town and she couldn't open the garage door (power was out). I told Sandy I would come over to get her door open manually. When I did, I could see she was not moving too quickly but was really in a panicked, paralyzing fog. She had two dogs and two cats she needed to get. I got her car backed out and ready to go. I helped her get her two dogs in the car but the cats were not about to be picked up by anyone. They were in a frenzied state of mind. I looked outside and could now see the flames. I pleaded with Sandy to let's go and leave the cats. She was adamant about getting her cats. I told her I had to go. We were now down to minutes before the fire would get to us. A house around the corner was now on fire. I continued to plead with Sandy to go and then said, I'm leaving. Please go. I left Sandy not knowing if she would leave. (Post script-Sandy did make it but without her cats) I ran back across the street and told LA to get in her car. Ash was falling all around us. Burning embers too. I closed the front door and locked it. But the garage doors were open (power still off). How crazy is that to lock the front door when the rest of the home is open. You do silly things in a panic. Time now 2am. We drove down the hill and entered the traffic jam. So many people leaving. We were not in eminent danger but just so many people evacuating. Leigh Anne was following me in her car, trying to not get separated. She does not do well with directions and given the panicked state she (and I) was in, was absolutely scared to death of getting separated from me and lost in traffic. I decided to turn around and go a different direction. I rolled down my window to yell at LA to turn around too. She did. We drove the back roads to Matt's home. We got there around 2:30am. It took forever to wake them up (about 5 minutes). Sound sleepers. Finally, Matt came to the door. Once he realized what I was saying, we both looked to the north and could see the glow now in the north part of Santa Rosa. We could hear the low rumble again of exploding propane tanks. Some other friends showed up at Matt's home. At 3 am, we could now see flames, barely but they were there. It was time to evacuate from Matt's home and get out of Santa Rosa. I helped my 11 year old grandson pack his stuff. He told me to grab his Warriors t-shirts (that's my boy). I grabbed many of his collared shirts...I was later told by Connor he doesn't wear collared shirts. Oh well. We loaded up their cars and left town. The freeway was a mess so we took more back roads. LA was following me closely but really concerned about getting separated. We kept talking on our cell phone. Matt and Allison went a different route, but both of us heading to Sacramento, which is a 2 hour drive in normal conditions. This was, however, not normal conditions. Fortunately, we always keep our gas tanks above the half full mark most of the time so we had the gas to get out of town. Many of the gas stations had long lines for those needing gas. As we headed south on the back roads, I could see flames to the east in Rohnert Park, which is 5 miles south of Santa Rosa. I'm thinking this is crazy. Epic disaster. And it's only 4am. We are only into this disaster for 3 hours and yet it has become epic. We continued to drive south and trying to figure out using Google Map which roads are open. (There is no direct way from Sonoma County over to Sacramento. Lots of back roads to take). We got on the freeway in Petaluma, which is 15 miles south of Santa Rosa. The freeway is jammed. We get off to take a back road, but then hear on the radio that Highway 37 might be closed. I call LA to turn around and go back to the freeway. Once we get to Novato (30 miles south of Santa Rosa), I could see flames to the east over at Sears Point. We continued driving and eventually made it to Michelle's home in Ranch Murieta. Matt makes it too. We are safe. Praise the Lord. Matt's home is not (yet) in the fire path so it is ok. Matt and his family are staying with his brother in law' family, also in Sacramento. Our youngest son Chris and his pregnant wife drove last night from San Luis Obispo to us just to be with us. I told him he didn't need to take time off from work and drive 5 hours to see us, but if it was important to him, then do it. And he did. I haven't heard specifically if Irv's place made it. It is called Varenna. My mom's place, called Villa Capri and is

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

across the driveway from Varena, is gone. A client of mine lives in Varena and knows Irv. He told me he saw flames two or three doors down from his casitas when he evacuated Monday morning. Based on anecdotal comments, I believe parts of Varena survived. My mom and her assisting living residents made it out safely too. My brother Joe was able to pick Mom up Monday from the shelter in town. We are working on finding her an assisted living place. I am also scrambling to find a rental. With lots of people now homeless (burnt home count is approaching 600), the rental market is going to be crazy. Here is some irony. We lost our home on Monday October 9, 2017. October 10, 2017 was my 40th anniversary of starting my professional working career at Peat Marwick Mitchell. And now we are homeless. Fortunately, we have good homeowners insurance. LA and I have already decided to rebuild our home. But who knows when that will happen. We now know over 50 friends and clients who have lost their homes. One of them lost 5 homes. The mom, two sons and two daughters. 5 homes. All gone. Since the fires are on round 2 in Santa Rosa, we are not sure when we will go back. Today, I am going to buy a metal detector and mask to go look for jewelry and other metal stuff in the ashes. I'm hoping we will go home this weekend, Lord willing. Part of me wants to go and will go, but part of me is scared of seeing our home gone. I have never been through something like this. It will be very emotional for Leigh Anne and me to see what was our dream home, now just ashes. The entire neighborhood and little shopping center is gone. It is teaching me a tremendous lesson of continuing to trust the Lord. Things on earth are temporal, even though we placed great value on such things. Lives matter. We can rebuild, but we cannot replace a life. Fortunately, we have not heard of anyone we know of losing their life, but that could change. Death count last night was at 11, but expected to climb. The fire torching Santa Rosa is called the Tubbs Fire, because it started on Tubbs Lane in Calistoga, which is 8 miles to the east in Napa Valley. I just got off the phone with our claims adjuster with Traveler's Insurance. He said this may become the worst disaster in California of all time. Epic Disaster. Tim Delaney, CPA/PFS Partner & Wealth Advisor

JDH Wealth Management, LLC Building trust.

Guiding investment behavior. Educating our clients. sent from my iPad On Oct 11, 2017, at 6:11 AM, Brad Wasserman <bwasserman@WassermanWealth.com> wrote: Tim, When you have time, please let me know how you and your family are doing? Where are you staying? Is your son's home OK? Were you home and had to evacuate immediately? I'm so sorry....this is devastating... but at least you are all alive and safe. Have you heard anything about Irv and whether he is OK and the status of his home? Me, my wife and our firm share our thoughts and best wishes. Again, I wish there was something we could do to assist or help you. If there is anything we can do, please let us know. We care about all of you!!!! Good luck and hang in there!! Brad Bradley A. Wasserman, CPA Wasserman Wealth Management, LLC Weekly blog and website: wassermanwealth.com Twitter: @wassermanwealth 31700 Middlebelt Road, Suite 130 Farmington Hills, MI 48334 T: 248-626-3900 F: 248-626-3903

142	We know of 17 families who lost everything.	11/1/2017 3:35 PM
143	We still do not have internet at our house. Will CDS replace or repair their tower in Larkfield?	11/1/2017 3:33 PM
144	Just to clarify previous responses: My landline is provided through Comcast. I don't know if Comcast is actually the main provider in my area. I think AT&T is. My mobile phone provider is Verizon. My internet is also provided by Comcast. On the Monday of the fires, my internet, landline and mobile phone were all down. They got restored on Tuesday evening. I have a network extender, that works through the internet, for the mobile phone. So that was down since Comcast was down. However, usually I can get a minimal signal from Verizon even if the network extender is down, but I was not able to get that either. In order to get internet (on my tablet) and mobile phone service, I had to drive to Occidental, where I could pick up signal.	10/31/2017 6:24 PM
145	I was in the process of moving to a new place. Comcast came and hooked me up DURING the firestorm, which surprised me. I was out at the coast near Jenner, and there was no known fire threat here. The way I knew there was a fire is I looked out the window Mon morning and the sky looked smoky high up. Then I turned on the radio, and later my room-mate's TV. My room-mate kept getting update messages on his phone, including 2:30 am, about evacuations, even though we were not in any danger, and far from any evacuation areas. I got none (no need).	10/30/2017 9:06 PM
146	I was notified by the CodeRed mobile alert on my phone before 2 am. I smelled smoke and started using my phone to find news. When I saw the extent of the issue, I got up and turned on my computer, and the tv for news. I had the fire scanner broadcasting from my mobile phone, news on the internet, and news on my television. I was not in a fire zone, and the voluntary evacuation zone was 1.4 miles away, and I evacuated for 1 night to Guerneville. As I arrived in Guerneville on Tuesday evening, they were just getting cell and internet service back. My agency has several campuses in Santa Rosa, and one was damaged by fire, smoke, and water, and will be closed for 6-12 months. The location where I work only had phone service partially restored on 10/23, and full fax service restored after that.	10/30/2017 8:44 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

147	Monday morning, my cell service, Internet, and TV all stopped and were not restored for three days. I walked to the Coffee Bazaar to use their Internet and found a crowd there for the same reason. Neither the Coffee Bazaar nor anyone else there had any service. It was there that I learned of the fires. I eventually drove to Sebastopol to be able to tell my family I was OK. I send my children a text every morning. When they didn't hear from me and they heard about the fires, they were very worried. I am grateful that I and my neighbours were spared the fires. So many lost everything and so many went through horrible ordeals. Carol Marks	10/29/2017 10:12 PM
148	Woke up to no tv no WiFi not know what was happening. Comcast did not notify any one on how long service was to be out . 3 days no tv no cell phone service, NOTHING	10/29/2017 9:53 PM
149	My children and I were packed and ready to flee at a moments notice for an entire week, which was very stressful. Communications were totally knocked out and I had to keep my children with me at all times. I waited in line for gas with many people cutting in line and fighting. At one point the both gas stations ran out of gas in our town. Our plan was to go to the coast if we had to evacuate but as the week went on we learned the coast was completely inundated with evacuees and that didn't seem like a good place to go. I was unable to make any other plans to get my family out due to finances. At one point my aunt Facebook messaged me that my children and I could fly to the east coast and come live with her if we had too. The kids were out of school for an entire week with no child care, we ate out almost every night which was expensive. We have no damage and we don't qualify for any help. Luckily I had just put \$1500 into repairing my car, so I felt like I could drive us out of here... but my car is still not that great and if I had not had the repairs completed last week I think I would have had a nervous breakdown thinking that we would be trapped and burned alive if the fire came our way. We had no cell service, no phone, no internet, no tv to get any news of what was happening... all we had was ksro 1350 am on the radio which was on all day long. I am disgusted and angry with a multitude of issues that have resulted from these fires and uncertain of all the future impacts it will have on my community.	10/29/2017 8:41 PM
150	We were fortunate to suffer no more than some smoky air at our home. We chose to maintain a landline and DSL internet through Sonic.net and did not lose any communications. Our cell service is AT&T, and while we typically have weak-to-no service at home, we continued to be able to use WiFi calling on our internet.	10/29/2017 7:41 PM
151	We don't have much of a story, other than what has been expressed. I misinformed you about our cell phone carrier - it is Verizon.	10/29/2017 7:01 PM
152	We self evacuated from the hills in the Wikiup area just before 2 A.M. Monday October 9, 2017 after smelling thick smoke, hearing explosions, seeing the intense orange glow from flames just up the street and private vehicles exiting from that direction. We had no electricity after 10 PM, Sunday October 8. We recieved no warning whatsoever by phone or loudspeaker, heard no sirens or flashing lights and did not see any firetrucks. The first Police and Sheriff's vehicles we observed were directing evacuation traffic on Redwood Highway. We drove towards Mark Springs Road where we observed a wall of flames coming up that road behind us towards the intersection with Redwood Highway as we headed towards the 101 onramp going north. We later found out about the Nixle and emergency alerts for cell phones a few hours later from internet postings on a community app called Nextdoor. As newer residents we were disappointed by the lack of information and emergency evacuation preparedness. We did not learn our home was intact until 3 days later, when a resident nearby accessed the area saw it while checking their own property. We have been in a fire emergency evacuation situation before in the Big Bear, a San Bernardino Mountain community in Southern California, where civil air raid type sirens were used to notify residents well ahead of approaching flames with good success.	10/29/2017 6:16 PM
153	I required the use of my cellular device to call for an ambulance and it was not working. Thankfully a near by resident had a landline that worked. Note; cellular works normally in that area. The person that needed the emergency services may have lived if cellular service was working. The area in question is guerneville,can.	10/29/2017 5:57 PM
154	I live 45 minutes away from my retired parents. Their information was not up to date and so it was important that I connect with them so that they could be aware of a need to evacuate, if called to do so.	10/29/2017 4:13 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

155	<p>I manage the local Community Radio Station. We had a very difficult time getting legitimate information to broadcast. We got a lot from Nixel or Facebook feeds from Sonoma County, Sonoma Sheriff and Sonoma City Facebook pages. That was the most dynamic government sources. Vital information about Sonoma Valley in itself was sparse. The best sources for that were word of mouth from citizens who had been on location or had been evacuated and reported what they knew after they exited. Simply they called in and helped report. There were a few local politicians who stopped by and helped with what they new. Mostly we gelled several resources together from various places and tried to make it coherent and accurate. We have a very large senior population who are not tech savvy who simply watch TV or listen to the radio. My biggest frustration is our inability to give updates on fire progress and the directions it may have been headed.</p>	10/29/2017 12:53 PM
156	<p>We live in rural Guerneville and (thankfully) were not in the fire's path. But if the wind had changed direction, we could have been. For the first four days, we have no home phone, Internet, or TV service (all three are from Comcast). My Verizon cell phone also did not work in most of Sonoma County. Our only source of information was KSRO. Even my ham radio doesn't work in the canyon we live in. My wife is recovering from surgery and can not drive. So whenever I left home to go to the Guerneville fire station to volunteer (and get information), I had to leave her alone, with no way to ask for help and no way to evacuate (and no way to inform her if evacuation became necessary). So every few hours, I drove back home to check on her. We really need some reliable communication during a disaster. I depend heavily on the Internet for work, banking, email, etc. I have UPS battery backups and generators to keep our computers and lights on during power outages. During this fire, we did not lose power but still had no Internet because Comcast stopped working. It looked like our Comcast modem still connected to the Comcast server, but their server did not have Internet. I have noticed in previous disasters (flooding and storms) that if our power is out for more than a day, we lose Internet (even though our computers and Comcast modem are running on backup power). I suspect that Comcast has a server/central station somewhere nearby in Guerneville that runs on some sort of backup power and stays on during a power outage. But Comcast's backup power runs out after a day or so. I would very much like to find out from Comcast if that is true and insist that they find a way to keep our Internet working during lengthy power outages.</p>	10/29/2017 12:23 PM
157	<p>I am an elder, living alone and as I stated above it was the smoke, lack of any power and the wind that motivated me to leave my home in a hurry at 2am. I was watching, pacing and wondering what to do since 10p but when everything shut down, I grabbed important papers, camera, car keys and drove west from Kenwood. That is when I saw that Kenwood was a blaze and knew the importance of leaving. As I continued driving there were trees across the road. The car in front of me turned around but I persevered on the other side of the road where the tree branches were smaller and able to drive over. When I reached Calistoga Road I pulled into Safeway parking lot to get some water at least. While walking down the isle, all power went off as well as all traffic signals. I continued west to Guerneville where I had friends that welcomed me for the 2 weeks of evacuation. I am one of the lucky ones --my little wooden cottage is still standing. In gratitude. Thank you very much!!!!</p>	10/29/2017 9:30 AM
158	<p>On Monday, Oct. 9, I woke up with several text messages from the Sheriffs department. They started at 10:52 pm on Sunday night, after I had gone to bed and silenced my phone. When I scrolled through the messages, I got increasingly scared/worried/anxious because I had no idea what was happening, and, since I had no internet service, I could not click the link in the Nixle messages from the sheriffs department to get more information. That was the most frustrating think. I received a text from my boss who told me that she and other coworkers weren't coming in because they had been evacuated. I spent a frenzied 20 minutes texting back and forth with her getting information about the fires. Those texts were the only information I had for one full day before I was able to get to my workplace and use their internet.</p>	10/29/2017 8:09 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

159	<p>Power went out at 1:20 AM Monday 10/9. Landline was working at that time because we called PG&E at 1:30 AM about the outage (and they already knew about it) and the Bennett Valley Fire Department non-emergency line to report smoke. We evacuated about 3 AM. When we returned to the house on Tuesday morning (there were no roadblocks at that time on our road) we discovered that the landline was not working. It is very easy to request a repair status report from PG&E on their website. You just put in your address. However the estimated repair time and date proved grossly inaccurate. Every day after the first couple of days it said that power would be restored by the 16th if I recall correctly. But the 16th came and went and every day thereafter it said the power would be restored by 10 PM that night; that is, shortly after 10 PM each night the forecast would change to 10 PM the following night. Power was finally restored the evening of 10/19. I had asked to be notified by text, email and voice on my cell phone and my wife's cell phone when power was restored, but that never happened. I learned my power was restored when I checked the status of my address on the PG&E website and it finally said "no outage reported at this address. Also, the PG&E website had a map of the all the outages and it gave a different forecast for when power would be restored at my location than the page where I entered my address. AT&T, on the other hand, has an ATROCIOUS system for initiating a repair request. Their website just sends you around in circles and tries to sell you DirecTV and extra lines on your phone service plan rather than making easy to enter the phone number affected and describe what the root cause of the problem is (wires or phone pole burned or blown over) as opposed to the symptom (no dial tone). Their assumption is always the problem is with your phone or the wires in your house, not their equipment. Trying to call 611 is no better. In one attempt I used my cell phone to call about my landline. I got an AT&T employee in Georgia who was not able to help me at all, he could not even make contact with his own landline people. But he dutifully read his script about "How's your day going?; got any kids?; can I interest you in DirecTV?," etc., etc. On about the 3rd attempt I finally got hold of a local person, seemingly just by luck, who knew the fire situation and admitted that our first repair request had been mishandled and incorrectly closed. He was able to expedite a new request and landline service was restored the evening of 10/21. Gordon Boulton</p>	10/28/2017 5:28 PM
160	<p>We live less than half a mile from the Bennett Valley fire station. At around midnight we smelled smoke and called the station to ask if there was a fire in our area. They said it was far away, not to worry. So the speed of the fires surprised even the fire station. We were notified of the fire by a friend who called us at 3am on Monday to say that they were being evacuated from Fountaingrove (their home ended up being burned down). We are in Bennett Valley. We looked out our back window and saw only a glowing orange rim on the ridge behind us and started evacuating (me, my wife, my Mom, two dogs and two cats). We have many other animals (llamas, sheep, chickens) but had no time to do anything about all of them at 3 in the morning. Much later I saw that I had received a text and a voicemail from SoCo alerts. That did no good at 3:21am since it didn't give an audible alarm and my phone is silenced at night. If that alert should have come in like Amber alerts or other urgent alerts and overrode the phone silence mode, at a minimum. Also when we were evacuating we started yelling fire and honking our horn to wake up our neighbors. We saw a fire department vehicle driving down our road totally silent, no audible alarm to wake people up. That vehicle should have made an audible to wake people up! Also the fire department needs a warning signal like many other cities have. Everyone would have heard it and woken up to start checking what to do. We were lucky, the fire didn't reach us. But the smoke absolutely did and could have been just as deadly (I have asthma). My family has two mobile phones both with Verizon. One of them worked pretty much continuously. Unfortunately the other one had an issue for the entire week and could not receive any messages, e-mails or phone calls. It was very scary since during one day I was in Half Moon Bay while my wife was at home and I received the alert for mandatory evacuation of our street while she was at the house and couldn't get ahold of her. I had to call neighbors who were thankfully at home and able to drive to our house and tell her to get out. Finally diagnosed that the phone thought we were out of cellular data so stopped working. I reset Network settings and the full week of messages flooded in. I have no idea if that was a Verizon issue or an iphone issue but it was terrible. We were able to get back in on Wed. to evacuate our llamas and some chickens. This was thanks to Animal Control and the VERT team out of UC Davis. It was just lucky that after waiting for two hours at the checkpoint that my wife happened to spot that team. Very stressful time but thanks to these folks we got many of our animals to a safe and smoke free place for the week. Animal Control was awesome and came back to check on our other animals and ensure they had food and water. We were out of our home for almost three weeks, 11 days under mandatory evacuation and the rest of the time waiting until we could get in to clean out smoke, have ducts cleaned, and make the place liveable.</p>	10/28/2017 6:21 AM
161	<p>The lack of communication/cell towers in Hidden Valley!! Land lines did not work! No home back up generator! Lack of readiness on the part of our city governments. No warning system set in place!!</p>	10/28/2017 6:12 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

162	<p>We woke up around 2:00 am on Monday morning. There was an alarm going off in our home probably due to power outage. We have a nest carbon monoxide notifier, a nest thermostat, internet, a c-pap machine as well as Apple iPhones. My husband was the first to wake up & this woke me up. We have a large picture window in our bedroom that faces west. I saw flames ?? in a large hill across from Oakmont on Hwy 12. My husband thinks that we were seeing Coffey Park, most of Fountain Grove go up in flames. It was a most disturbing sight & I strongly suggested we leave. In the dark & with flash lights we got dressed. My husband called 911...couldn't get thru...they called back in about 2-4 minutes. My husband told them what we saw & she didn't know what to say. We captured our two cats, put them in a large pet caring case, grabbed a box with important papers, grabbed clothes, underwear, etc for both, enough for 5 days. My hubby woke up our next door neighbors who had a land line. He said they told him to evacuate! He notified the remaining neighbors (4) on our cul de sac & they all were out like Flint. I think we were the last to leave. Our son lives on Brush Creek & he was evacuated! We met he & family for breakfast in Petaluma & after breakfast, he proceeded to Walnut Creek to stay with a friend & we went to Cotati to stay with our friend. Immediately upon returning home we made a list of what we would do the next time...like take my car & pack more of our valuables...we got the important things this time. ?? Lynn Tuft</p>	10/28/2017 2:42 AM
163	<p>My husband and I live up on a hill on Clear Ridge, just south of Fountaingrove Pkwy in Santa Rosa. It is an easy stroll to Sweet T's from my home. We are new to Santa Rosa, knowing only immediate neighbors. We retired to Santa Rosa to be with my daughter and her husband who were starting a family. Sunday night was very windy and our electricity was intermittent and then went out completely late in the evening. My husband thought he smelled faint smoke but we felt it was due to the Napa fires near American Canyon and the high winds as well as candles that we had lit. Nothing threatening showed on the Cal Fire app my husband has on his cell phone. We closed all windows due to the high wind and went to bed. At 2am, I was opening a window as the inside of the house was stuffy and there was strong smoke in the air. I checked on line and the Press Democrat stated there was a fire at Mark Springs Road and Reibli Rd which was approximately 2.5 miles from our home. I awoke my husband and he said immediately that the fire was much closer based on the amount of smoke. At that time we had no electricity. My mobile phone rang and my daughter, who lives in northern Bennett Valley, stated, "Mom, you need to evacuate now" I asked her what was happening. Her brother-in-law is a PA for a local orthopedic firm and was on call Sunday night. He stated that Sutter hospital and Kaiser hospitals were being evacuated. He did not have our mobile # and said she better notify us and have us evacuate. We were concerned that our exit at the bottom of the road joining Parker Hill would be blocked by fire, so we grabbed purse, cell phones and a few financial files - all with the use of flashlights. As we exited our home we found neighbors in pajamas putting children, pets and belongings in cars. At no time, did we receive ANY official notification- emergency notifications by cell phone, bull horns or loud speakers-No updates on the Press Democrat- no emergency alerts via cell phones, no encouragement to evacuate. My husband even has a cal fire app on his phone which did not display updated information. The city and safety officials of Santa Rosa and Sonoma county failed their citizens. They did not just fail- they were severely negligent in their duty and they should be held responsible for deaths and loss of property. They did not want to send emergency cell phone alerts because they did not want to panic the citizens who depend on them, so they gave no warning that cost people their lives, cost me my belongings that I have accumulated for 60+ years. I lost my children's baby photos, family heirlooms, all my clothing, all my furniture and my house that I painstakingly remodeled over the past year. I am not just angry, I am appalled to think I could retire in this area and feel safe in my twilight years. They have robbed us of our trust in local government- in their ability to make just and ethical decisions on behalf of the citizens who live in Santa Rosa and Sonoma county. I applaud the first responders who put their lives on the line. However, lives could have been saved if officials had responded promptly and aggressively to this fire that threatened Santa Rosa, if they had just WARNED people a deadly fire storm was fast approaching and would soon destroy their homes and evacuation routes. I would still grieve, but I would be more accepting. City and County officials have a responsibility in this horrendous outcome- they should apologize, accept their role in this historical tragedy and resign. Is anyone surprised that local citizens are now unable to trust their officials in their recommendations regarding current debris removal planning. Pamela Barth</p>	10/27/2017 5:22 PM
164	<p>At 2am, I woke up to missed called and txts telling me that our neighborhood was being evacuated. I told my husband, who pulled up the shades to see fire tornados in the valley behind us. We then jumped in car with 3 year old daughter and left as quickly as we could. Power was out since 1030pm the evening before. Sandy Barragan</p>	10/27/2017 5:01 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

165	<p>I had been awakened by a power outage that lasted for perhaps 1 hour. In the dark, I discovered my iPad worked (we have a battery support for the WiFi). I read there was a fire that had started in Calistoga and was now at Porter Creek and Ribili Road. I'm only vaguely familiar with street names since I don't drive. But I did recognize the names and wondered if the fire was nearby. When the power was restored, I walked the dog and noticed the smell of smoke, which I assumed (hopefully) was a neighbor burning a fireplace for illumination during the power outage. I returned to bed. I kept hearing what sounded like someone pitching 2x4's at a building site. Thinking it was a neighbor I finally went outside to find out who it was. By then ash was raining down, a hot wind was blowing, and to the Southeast there was a bright red glow over the ridge. I realized the sound I had heard were explosions within the spreading fire that were either trees or cars. There were too many explosions for it to be propane tanks. I panicked. Loaded the car with the dog, pet food, and my medication. My partner was on the East Coast, so I had to muster up the courage to drive the automobile both to escape and possibly save the car. Before leaving, I knocked on many neighbors' doors who also didn't know what was happening. One said she had received a "prepare to evacuate notice." I wondered why she was still in her house or didn't notify anyone else. Two neighbors were already loading up their cars. I fled our house shortly before 1:00 a.m. and drove West across the Interstate to a cinema's parking lot. I was surprised the parking lot was already nearly full. I could see flames reaching over the Ridge above our home. Resigned to losing the property, the wind suddenly changed to due South, moving the fire South and, I hoped, away from our property. I watched the fire with others until 5:00 and waited for daylight to see if I could observe where the fire had hit. I saw many homes alight, but daylight obscured everything due to heavy smoke. I spent the next 48 hours trying to find gas for the car. Barricades went up on our neighborhood, and I didn't see our home again for 8 days. We were to blocks from the burn zone, and we returned home. Things seemed normal but we are surrounded by burned out neighborhoods. My wish is that some type of reliable warning system be installed. Sirens, like those in the Midwest warning of tornadoes come to mind. I left early enough not to get ensnared in traffic. Other neighbors said that was a problem. Orderly plans for evacuation need to be discussed, both so that people can leave and emergency vehicles can arrive. Throughout the night of watching the fire, I saw no emergency vehicles enter our neighborhood, either firetrucks or ambulances. Police cordoned off areas and exits on the Interstate, but as we watched throughout the night, we wondered why no one entered our neighborhood to stop the spread from the East or the South. High winds were clearly making things difficult. The 888-777 Sheriff's notifications were misinformed early on, so I became wary of their notices. Later in the week, however, they were useful warning people of contaminated water, when neighborhoods were opening, etc. An AM radio station 1380 (?) which a neighbor directed me to was particularly unhelpful with misinformation and "hysteria" about what was happening.</p>	10/27/2017 12:35 PM
166	<p>Nixle.com kept me up-to-date quite regularly. I was thankful to be able to have a sense of what was going on.</p>	10/27/2017 11:22 AM
167	<p>I left the house suddenly when police drove through neighborhood of Oakmont blaring on loudspeaker "Evacuate now! Fire coming! Evacuate right now!" I panicked and left with only the clothes on my back and my purse. I truly thought I'd be back later that day...I ended up at my daughter's house in East Bay for 10 days before mandatory evacuation was lifted. Some of the questions asked I didn't have answers to because I was not at home.</p>	10/27/2017 2:14 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

168	<p>The power went out about 10:30 pm Sunday night. Without power to do anything, we just went to bed. My wife woke up at 8 am to find the power still out. So, she went outside to get the newspaper to find out why the power was still out. However, there was no paper, which was quite odd. She noticed a group of neighbors talking nearby, so she went to investigate. They were talking about our community of Oakmont having active fires on three sides of it. She then looked around and saw all of the smoke and realized how bad the situation was. She immediately came back into the house to wake me up so we could evacuate before it was too late! She roused me with difficulty, partly because I was having severe hearing difficulty at that time. It was so bad that she had to yell to me several times that there was so much fire around before I was able to comprehend the situation. Compounding the whole evacuation situation for us is the fact that I am disabled and I exclusively use a wheelchair to get around. I got out of bed, got myself dressed and got my medications together while my wife organized everything else. We got in the car and discovered that the garage door did not work because of the power failure, so she had to open the door manually. We backed out, she closed the garage door and now I could see the situation for myself. We left the house and discussed whether we had everything we needed and discovered that we did not. Since we had only driven a few blocks, we turned around and went back. We left again and continued the same discussion...we got farther this time, but turned back again...and then a third time! Finally, we left. Since we left without breakfast it was necessary to get some. We tried at a local restaurant, but everyone else was already there. So, we contacted my sister who lives nearby and spent the next day there...watching the news trying to figure out if our home was going to burn and if my sister's home was safe too. The next day, it was looking like my sister's home may require evacuation so we all left and went to my parents home near Occidental where we spent the next week and continued to monitor the fires.</p>	10/26/2017 10:46 PM
169	<p>We were evacuated the first time by a cell phone call from a relative who was in N.Y. and received info from neighbors. We then went and knocked on neighbor's doors to notify them. We spent the night at the parking lot at Montgomery Village because of traffic gridlock we couldn't go any further. We came back to Oakmont the following morning and after an hour there was a car with siren driving around. This could not be heard by most of our elderly neighbors. I went out and stopped a car to find out what was going on. I was told that we were under mandatory evacuation as the fire was 1/2 mile away. I woke my husband, our elderly neighbor and packed them and our 2 cats into the car and we left. We went to Petaluma, was able to unite our neighbor with her daughter and we tested at a friend's home. We left there and spent 3 nights with relatives in Berkeley. We then moved to a friend's place in SF and stayed there 5 nights. We heard on TV, Nixle alert and email that we could return to Oakmont. Due to the high winds, beaches fell on our roof causing a hole. We're lucky, however, because thanks to the fire fighters working endlessly, our house was spared.</p>	10/26/2017 4:15 PM
170	<p>I was evacuated for 10 days, so I don't know what was happening at my home. Thankfully my home and my neighborhood in Oakmont was/is fine.</p>	10/26/2017 3:29 PM
171	<p>Power went out about 10pm. Slept through the nights. Woke up in a normal fashion just before 7am. My cell was in another room. Did not hear 3:15 am Code Red alert or 2 calls from a friend an hour earlier. Have an ATT home cellular line and did not get call a neighbor made to us around 2am. In addition to 2 mobile phones that were in another room, we have an ATT cellular home phone connected to a wireless phone. All the cell lines are supported by a cellular signal booster from ATT that stopped with the power failure.</p>	10/26/2017 3:24 PM
172	<p>MY NEIGHBORS WERE NOT WARNED AND ALTHOUGHT I TRIED I COULD NOT REACH MANY OF THEM UNTIL MUCH LATER IN THE MORNING. EVEN THEN THERE WERE PEOPLE WHO DID NOT KNOW OF THE EVACUATION DUE TO DEAFNESS AND NO POWER/PHONESERVICE. WE NEED A SIREN IN OAKMONT. COPE FAILED.</p>	10/26/2017 2:07 PM
173	<p>Relatives and friends in Coffey Park and Fountaingrove had little or NO warning to get out. They were pretty much on their own with no time to prepare.</p>	10/26/2017 12:41 PM
174	<p>I live in Oakmont. While watching TV the elctricity went out at about 10:35 PM Sunday evening (10/8) in a terrific windstorm. I went to bed. About 7:30 AM I arose & saw smoke in the distance & after talking to neighbors I had 3 hrs to fill boxes with items and leave. I went to my daughter's home in west Santa Rosa, and was safe there for 9 days. I used my cell phone and my laprop computer while evacuated. I signed up for alerts from SR police & fire and from PG&E. The Oakmont mandatory evacuation order was lifted Tues 10/17 and I came home that evening with my daughter. We cleared the house of smoke by opening doors & windows & using a big fan and threw out food in the refrigerator & 2 freezers. The house was untouched.</p>	10/26/2017 10:55 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

175	We were not greatly inconvenienced despite the fact we were mandatorily evacuated for 9 days. Two things do come to mind, however. First, there are two OEPC members on our 1/4 mile long street. One wasn't present prior to or during the evacuation process and her husband seemed as clueless as everyone else. The other was standing on the sidewalk with some of her neighbors, none of whom looked like they were preparing to evacuate. As we drove by per the evacuation instructions, I stopped and spoke with her. She said she wasn't evacuating because she didn't know where to go! Total lack of leadership. Second, once we drove west out of the evacuation zone, there was no indication what we should do, which direction was safe or where we should go. We decided to head to Montgomery Village. There we discovered other evacuees and a church that had opened its doors to offer shelter. Ultimately, we learned of the extent of the fires and made the decision to drive to Marin and stay with friends for the duration.	10/26/2017 10:34 AM
176	I and two friends went to Petaluma and stayed with my daughter and her family until Friday. When I returned to my home the inside was not damaged and outside there were a few fallen branches and lots of leaves around my home but thankfully no damage.	10/26/2017 10:23 AM
177	I learned to NOT bundle services. I have Comcast, and had NO landline, internet or TV. The radio was my only source of information. I am making changes for the future. My cell is Verizon and that did not work, either.	10/26/2017 9:35 AM
178	Power went out Sunday night, therefore all outside emergency notices (TV, and phone service) did not work. The way my family found out about the fires was through cell phone messages the next morning, left by family members that reside in the Bay Area. I called 911. Woman who answered was short with me and said, "call 211." I called 211 but was directed to leave my number for a return call. Approximately 20 minutes later I received a call from a woman at 211. She was kind and patient and encouraged me to pack a bag and evacuate. Approximately 30 minutes later, a police officer appeared knocking door to door and advised all "you have 30 minutes to 1 hour to evacuate." My husband and I made sure neighbors were awake and informed right around the time the police officer appeared.	10/26/2017 9:20 AM
179	I'm one of the lucky ones. And I'm extremely grateful. Went to an evac center for only half a day. Son was on vacation and left his garage opener so I could feed the cat. No power couldn't get in his house. He rushed back and was there early evening. We were in touch all day by cell. Stayed there for day and half and then went to my daughter's in Oakland where everything was normal. Got back into my home after 11 days. Minimal damage, lots of smoke, threw out 8 full trash bags of food from 2 refrigerators. As expected in a time like this many many inconveniences. Emergency medication prescriptions, expected deliveries lost, air reservations changed to help a sick relative, And the list goes on.	10/26/2017 8:46 AM
180	Oakmont was protected and we were so thankful. Just heard limited information during time about anything specific. Felt in dark about status of our community. Think the people in charge could have done a better job communicating information about Oakmont	10/26/2017 6:02 AM
181	I woke up at midnight and smelled smoke... I stupidly didn't think anything of it... At 12:30 our neighbors drove around the neighborhood honking, Honking, honking... I went outside I notice every mountain around me was on fire... I went back to the house to wake up my partner, and by the time I got out the fire had doubled in size. We put our clothes on, we grab your animals we each grabbed a car and we left... Our first evacuation route was blocked by the fire, so we turned around and started driving into the town of Santa Rosa. We drove to a friends house in Cotatiand watched the fire from there... Returned on KSRO to find out what was going on.	10/26/2017 6:02 AM
182	We just did not know if we needed to evacuate or not until very late Monday morning while others got word late Sunday night? We looked for info on social media and internet but found nothing for Oakmont. We packed the car to be prepared but went back to bed. Only knew to leave when neighbor knocked on door and said police were canvassing homes to evacuate. We did find evac center info via internet and went to Sebastopol without incident. We never lost cell reception but never received any notifications until we got info at the evacuation center to sign up for Nixle using our zip code. Then we started seeing regular updates. Evacuation center had WiFi and live streaming of tv news after day 2 but not at first.	10/26/2017 3:31 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

183	<p>About midnight, I smelled smoke while I walking outside, and saw a glow. I thought it might be a nearby house fire, and started walking, then realized it was more than 2 blocks away and came home to get the car. I heard no sirens. I tried calling 9-1-1 three or four times on my land line, with no success. So I drove up to Howarth Park (slowly -- a lot of debris on the roads) where I could see a smoke plume (I thought it was Annadel, but it must have been Kenwood.) I could also see the glow to the north. I called 9-1-1- on my cell and got through, asking if they knew about the fires. They did. Still no sirens. I drove over to Montecito Blvd (toward the glow), and saw the flames coming over the hill from Calistoga. I tried calling a friend who lives that direction at around 1:00, but couldn't get through, but I was able to send a text message. (I later heard from her that a sheriff had knocked on her door about midnight, and she'd gotten out within 2 minutes of his knock. Her house burned.) I then tried calling my son, who was with friends in Anguin. Again, had to text. I returned home, and I kept texting until he responded. He had no internet. I think he got one of my texts and drove somewhere where he could call our landline. (He thought I was kidding about the fire.) Woke up my husband, and discussed the fire. Not sure he believed me, but we decided to stay put. I packed some stuff and went to bed for an hour. Was awakened by my daughter in my room about 4 a.m. -- she couldn't reach me, but they were evacuating -- they also live in 95405. We kept in touch via the landline and texts. My daughter and I both signed up for the cellular text alerts. She would sometimes get alerts that I did not receive. At first, I watched the local TV stations, but they seemed more image-oriented. I found the best info on KSRO, and on the Press Democrat website. The NextDoor website was also helpful. I posted a "We're okay" notice on Facebook. We had evacuees staying with us, and people who would come to charge cell phones or shower and do laundry. I eventually found a map put together by Robin Kraft, and another map done by Bailey Morrison. They were helpful, as we had friends who were out of the country, wondering if their homes had survived. I could Chrome-cast the maps to our TV, and people could ask me to look in specific places. Not all good news, but it's terrible not knowing. I was also responsible for a gentleman with limited mobility living on his own in an apartment. I would bring him over to our house when the fire was approaching Rincon Valley. He would stay for a while, but then would want to return. I promised him I would come get him in the case of an evacuation, and hoped I'd hear about the evacuation in time, and would be able to get in and get him. By the end of the 2nd day, or the 3rd day, I felt I had my information sources lined up, and could make informed decisions. A good moment was when I was driving on Farmers Lane, and saw maybe 10 fire trucks from Ventura County and Oxnard heading toward the fires. I also was happy when I started hearing helicopters flying overhead. In all, quite a few of our circle of friends lost their homes. One knocked on, I think, eleven doors and got people out before leaving. It was so odd to see the mailman drop mail through our door slot on Monday, and to have the garbage picked up later that week. It felt like a war zone, so why were normal things still happening? Thanks for this opportunity. We all need to tell our stories.</p>	10/25/2017 10:49 PM
184	<p>I found out about fire by checking on overturned flower pot on front step due to wind and saw Kenwood flames. Could not get thru to 911 to see if they knew of fire. Very scared to see that fast moving fire so close to me.</p>	10/25/2017 10:37 PM
185	<p>I made it out just in time because a friend called me on my cell phone to tell me to get out!</p>	10/25/2017 10:36 PM
186	<p>We were awakened by a text from my nephew's wife in Austin, Texas, at 7:00 a.m. worried about us because she saw on her TV there were horrendous fires in Santa Rosa area. We looked out both the back and front windows of our house and saw it was black with smoke. Our power was out. In our pjs we ran to the car to listen to the radio and quickly understood this was a firestorm and whole neighborhoods (Coffee Park, Fountain Grove, Glen Ellen, and parts of Kenwood) had already been lost. We ran back inside, threw on our clothes, grabbed family pictures off the wall and almost nothing else. There was fire to the North, East, and South of us as we left Oakmont. Without advisory, we therefore headed West on Hwy. 12, driving what seemed to be alone through thick smoke and a dark canyon and finally reached Bodega Bay where there were maybe 200-300 people congregated who had escaped ahead of us. From there, we drove South to Novato to family of our nephew's wife who are firemen. We spent the night with a close friend in Novato. We are still evacuated because the odor is so strong in our house. ServMasters is coming tomorrow to clean everything: ceilings, walls, rugs, furniture, surfaces, refrigerator, paintings, bedding, towels, clothes. Mattresses and pillows may need to be replaced. We have been in the house for short periods with N95 masks on and get sore throats, burning eyes, hoarseness even with air purifier running. We are in our 80s and need the help we are getting, grateful for having survived and that Oakmont survived because of heroic firefighting efforts, but deeply saddened by the many stories of those who lost everything. We have friends who lived in Fountain Grove who lost their home and then their young daughter died on the 21st of pancreatic cancer. Our hearts are broken for them.</p>	10/25/2017 9:20 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

187	<p>We have lived in Kenwood for 20 years, investing blood, sweat and tears in our property. We awoke on Sunday night a little after midnight to heavy smoke, embers flying everywhere outside the house and 10' flames on our property about 20 feet from the house. There were no phone call, no sirens, no loudspeakers to warn us even though, according to reports now, the fire had started over an hour previous to that time. As a result of the authorities failing to issue ANY sort of warning, I lost every single thing I have ever owned or cared about in my entire life. I didn't have even a minute to grab my purse or documents and not even a single cherished photo or momento. That decision made by the authorities has left me a ghost without a trace. A house can be rebuilt but the erasure of my existence is something that I can not come back from.</p>	10/25/2017 9:06 PM
188	<p>I live in the Oakmont section of Santa Rosa. My electricity went out between 11pm to 12:30pm on Sunday night, Oct 8th. Internet, TV, and Landline was out because it needs electricity and internet to work. We were unaware of a fire until a neighbor woke us up around 2am to ask for help with her garage door. She pointed out the fires on the other side of the Annadel park mountain ridge. We did not think it was dangerous because it seemed far away, and we went back to sleep. Next morning (Mon, Oct 9th), we heard a police car horn around 10:30 am, but could not make out what was being said. I decided to turn on my cell phone and saw that Oakmont was supposed to be evacuated. My husband and I packed up our essentials and left with 2 cars by 2pm on Monday. We knew Annadel had a fire, but were unaware of the massive fire in Fountain Grove and Coffey Park. We tried to go to the downtown library to get internet to see what was going on, but it was closed. We had less than 40% charge on our cell and iPad, so we conserved use. Then we went to a Safeway that was open and bought some ice for some food in an ice chest and some water. We decided to go to Petaluma to get away from the fires, and figure out our options. We went to Denny's in Petaluma and used my iPad with a cell connection. We knew we needed a hotel room because my husband had a bad back and I had a bad knee. No way could we be on cots at an evacuation center because we would be in paid. We heard on the car radio that the 101 freeway to Windsor was open, after being closed for most of the day. I used my iPad to locate a hotel, and the only hotel left with rooms was in Windsor. Called the hotel and got the last room. Drove to Windsor. Once at the hotel, we could connect to electricity to charge our phones, iPads, and laptop. We were stunned at seeing the fire devastation in Santa Rosa on TV. For the next 6-days, we stayed at the hotel and were glued to the TV for news. I signed up for the Nixle alerts, and was glad to get all the updates. Then for the next 4-days we went to a relative's home in Sunnyvale, CA. We finally were able to return home on Oct 18th to Oakmont. Note: 1. We did have problems getting prescriptions filled because our pharmacy, Walgreens, had to close its stores in Santa Rosa due to a lack of electricity. We drove to the Walgreens in Cotati, but they were out of the medications we needed. Luckily, we were able to transfer the medications to CVS and they were able to fill. 2. We also had a hard time finding N95 face masks. We checked several places. Finally, the CVS Yulupa store suggested we try the ACE Hardware store across the street. Luckily they had a large supply and we could buy some. 3. My take away from all this is to always keep my cell phone on and charge it every night so that we can get alerts when the electricity goes out. We probably should get some kind of backup battery that lets us charge phones and iPads when the electricity is out. We are going to put together a check list of things to pack, should we ever need to evacuate again. While at the hotel, we realized we forgot things that we wished we had taken with us.</p>	10/25/2017 8:20 PM
189	<p>I live at the top of Oakmont on Oak Mesa Dr. In the first few days I received info from friends, TV, radio, that the fire fighters were spending time on my street trying to keep the fire from entering Oakmont. The fire surrounded my home and my neighbors homes but we are all whole. We are all so very, very, thankful.</p>	10/25/2017 8:04 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

190	<p>Because we closely followed the horrible Valley Fire up in Lake County 2 years ago & all of the following tragic fires, & had friends who lived up there who had to evacuate, we knew ahead what we needed to have prepared to grab in a moment's notice. I went on the internet & found a list of items that are important to take in case of an evacuation, & shared that with our Lake Co. friends when they were quite sure they would receive evacuation orders. It is better to be prepared before a crisis happens than after reality sets in when it's difficult to think or there's just not enough time. We were emotionally stressed & felt anxious, but tried to think on our feet since it sounded like we had more time from listening to KRSO We had a wonderful large LED lantern from Costco (behind French doors) & flashlights in almost every room. Even the small colorful LED flashlights are great to see in the dark. But we also had some strong flashlights outside our back slider on deck's shelf, because we use them at night before our dog goes out for last potty trip to make sure their aren't any night creatures in our yard--especially skunks. My portable radio always is up to date with fresh batteries, & that was the first item we pulled out after lanterns were on. We had a wonderful neighbor knocking on our door at 4:00 AM. Our electricity was out, so the loud doorbell didn't work. Neither my husband or I heard the knocks. Our Golden Retriever, knowing that it was not the usual time to hear knocking at our door, barked continuously until my husband got up to hear the message our neighbor who was rushing door to door to tell people to evacuate. My husband went across the street to wake & inform a neighbor of evacuation orders. He was alone, had suffered a stroke recently, & wasn't able to talk yet. We had no other physical signs to evacuate. I spent 45 minutes on my cell phone with a shaky voice waking friends & relatives who I thought could be in harms way from the radio reports. My husband grabbed important papers, wedding album in the same place in the office, & hurriedly turned vehicles around to face the street in our driveway. I was using a lantern to gather items in light portable bags with handles.....prescriptions, changes of clothing, dog & cat food, bottled water & Gator Ade stored in the garage for emergencies, framed photos that were out on furniture, toiletries, blankets, towels, jackets, our address book, etc. Since we had a cat & 2 Golden, we weren't sure if we would need to go to The SR Fairgrounds if HW 12 was opened in front of Oakmont Village. KSRO gave up to date clear directions & information as quickly as possible. Those voices became comforting friends. Many roads were closed so we couldn't evacuate to friends & relatives. And they were either evacuating themselves or preparing for the notice. A good friend in Discovery Bay, 60 miles East of SF, invited us to come stay with her. We had been boarding her GR dog for 5 days while she was at the Delta with her boat club. So in the final minutes, when we knew there was no possibly of staying here, we decided on evacuating to DB, not the fairgrounds. We already had 3 dog crates of different sizes in my SUV, & added the small cat crate for our small calico who likes to ride, thank goodness. We returned 14 days later, 3 days after our evacuation notice was lifted, because my husband developed a leg infection & had an appointment at Kaiser in Antioch. Also we had been advised that the air quality was still terrible, & not to return if we didn't have to. We feel that HW 12 needs to be widened. It's a dangerous road, especially in times of fires, accidents, & all the tourists going to the many hundreds of wineries. We feel horrible about friends & people who lost their homes. We hope as a community & individually, we can reach out & help in the best ways possible. Thanks to all the first responders, firemen, peace officers, air personnel who were dedicated to perform first class help & their life saving jobs. Did finally notice two SR motorcycle cops just as we were leaving who were going around taking the time to kindly tell anyone was still at home to evacuate & they answered all of our questions. The radio informed us which roads were closed due to fires. When we told the officers we wanted to go to Discovery Bay, & the route we planned to take, they said they were sure we could get on the HW 101 South to San Rafael & take HW 37 to Discovery Bay. W listened to helpful KRSO continuously on portable radio until we were on the road in our two vehicles. Then listened to the station on car radios.</p>	10/25/2017 6:57 PM
191	<p>We were not notified about mandatory evacuation. Nothing was working because we lost power. We left house almost immediately when police knocked on our door. Left everything behind(document, valuable, etc). It was a nightmare. Thank you first responders to save our home. You are our heroes.</p>	10/25/2017 6:35 PM
192	<p>I received an evacuation recommendation as a text on my cell. It said to evacuate but did not say where to go! There should have been an emergency response alert (like an Amber Alert). If I had been asleep I would not have heard the alert!! My daughter in Napa County (St. Helena) had no cell, phone service or power for several days. She left the area because she had no way to communicate. Very scary!!!</p>	10/25/2017 6:32 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

193	My story is probably similar to many others who live in this community. I was evacuated 4 times during the first week of the fires, as different fires in various parts of the county became expanded and drove us out of different homes and hotels. The end result was chaos, lost personal property, exhaustion, accidents, and total demoralization. The entire physical displacement from our normal lives and homes took almost two weeks. None of us expected such a long displacement, and we should have probably evacuated to more distant locations for a much longer time if we had anticipated the prolonged nature and extent of the active fire.	10/25/2017 6:32 PM
194	We left Sunday night because did not like the red sky (spent the night in Walgreen's parking lot at Mission and 12), returned in am and went to bed! Never expected to have what happened happen... Had no idea evacuation was ordered. No cell messages received. Home power gone in evening. Neighbor pounded on door in early am and we packed up and left Mon am to son's in San Jose. No problems there. Home is fine so we were very lucky!	10/25/2017 6:28 PM
195	I live in Oakmont. A neighbor banged on our door at 3 a.m. shouting "evacuate". We had no power. My husband and I dressed quickly using a flashlight to see what we were doing. We put our two cats in carriers and left. We drove to the Graton Casino and waited until 9 a.m. to contact our daughter. We then went to her house and stayed with her until the evacuation was lifted. We were with our daughter for nine days. anonymous	10/25/2017 6:10 PM
196	My daughter in Larkfield woke me up w/a phone call; her house was on fire at 2:37 a.m. Oakmont adult community had absolutely NO warning system; I left the house in 5-7 minutes with dog, medications, computer, cell phone and coat. I stopped at 5 hours and woke friends up and I called 6 homes to alert them. No emergency system, no police, no siren, no warning at all. Some people in my neighborhood found out hours later; I honked my horn on my way out as did others that were on the road. I drove up 101 without warning it was on fire going North to Windsor and a burning redwood fell in front of my car, I swerved and did 80 miles an hour to Windsor safety. In the age of telecommunications that we live in, Santa Rosa and Oakmont itself should and MUST have some sort of alarm system. We are an over 55 year old community of over 4000 people and it should be a crime we pay what we do for city and county taxes as well as homeowner's dues with no warning system!!!!!!!!!!!!!!!!!!!!!!	10/25/2017 5:35 PM
197	My neighbors woke me up at 2:30 a.m. 10/09 and told me about the fire. I don't think I was fully awake because I wasn't alarmed, and fell back to sleep. At 6:15 a.m. I heard my cell phone ring, and answered it. It was a friend who had been calling since 4 a.m. I then went outside and talked to people about what was happening. Many were leaving. Some thought the police had started going door to door telling people to evacuate. I decided to leave, and packed a few things, and my cat, and left for my friend's house in downtown area of Santa Rosa. I was able to return 9 days later.	10/25/2017 4:50 PM
198	My wife and I couldn't call her parents because power and cell phone service was out. Even text messages weren't sending! It was distressing not knowing if they made it out from evacuation zone. The not knowing was tormenting as to how others were. With cell phones and text messaging not working came s a shock.	10/25/2017 4:40 PM
199	Very surprised no answer to numerous 911 calls, fire dept calls and city of Santa Rosa police department Night of fire 11pm - 1 pm No answer at all	10/25/2017 4:29 PM
200	I live in the Oakmont neighborhood in Santa Rosa. I awoke at 1:30am Monday morning to find no power, smoke and a fiery sky. I packed my car with my pets and some important documents etc. and self-evacuated. I met up with neighbors in the parking lot in Montgomery Village and then we took shelter at the nearby Church of the Roses. When a mandatory evacuation was declared for Oakmont, I took shelter at a friends house in Bennett Valley. When that neighborhood was threatened I relocated to my daughters apartment in San Francisco. We were evacuated for 9 days. My home was surrounded by 3 fires- Kenwood, Annadel State Park and Hood Mountain. It survived with no damage.	10/25/2017 3:46 PM
201	Under mandatory evacuation for eight days and allowed to return home once the fires in the area were determined to be pretty well under control. I believe that was handled efficiently and appropriately based on the conditions. Law enforcement did a good job notifying people of the evacuation and plotting the area from any type of looting.	10/25/2017 3:40 PM
202	Evacuated when told to but wasn't given a timeline to leave. Sky around me was red so I didn't hesitate to leave and I could smell the fire. I was away 9 days (mandatory) so I don't know anything about when power was restored only that it was working when I returned.	10/25/2017 3:39 PM
203	At 3 a.m. October 9th I heard my security alarm beeping because of a power outage. When I walked out of my bedroom to the security alarm I noticed my living room was full of smoke so I thought there was a fire in my house. I couldn't find the fire in my house and noticed it was very windy outside; more than usual. When I opened the double doors, thick Smoke came into the	10/25/2017 3:35 PM

house which I inhaled. I immediately dialed the direct phone number for our local Oakmont fire station but it was busy. And then, I called the Santa Rosa Police Department and that line was busy. Finally I called 911 and told them there was a lot of smoke at my house but I don't know where it was coming from. He asked me where I lived and when I told them I lived in Oakmont Village, he said "get out NOW!" Just as I hung up my phone, my neighbor sent me a text that said, "there's fires everywhere! get out! and please alert our neighbors We're in Petaluma." So I grabbed my cats and went to my car. I had already packed months ago, emergency pet supplies and evacuation supplies next to my car in the garage. However the garage was full of smoke and I had to manually lift the garage door causing me to inhale more smoke which is why as of today, two and a half weeks later I'm suffering from smoke inhalation unable to return to my home until it is cleared of all smoke and smoke odors which will take a few weeks but I'm alive. Since my Sonoma County emergency response alert did not alert my phone, I called all my friends and Neighbors and left a messages to evacuate. I went to the homes of my most disabled neighbors and help them evacuate. The elderly neighbors did not know how to manually open their garage doors or close them. In assisting my neighbors I suffered more smoke inhalation but it was worth it because they are alive today. since I just moved to my house a year ago, I did not know where to go and there were no instructions of where to go. upon exiting Oakmont Drive, most of my neighbors went towards the fire going south on 12 towards Sonoma County. Since I don't know any shortcuts or back roads, I decided to go in the opposite direction towards San Francisco where I have one family member that could help me. once I reach the intersection of 12 and Los Alamos, the traffic was at a standstill and getting to that intersection, there were a lot of Fallen trees but I decided to take a Less Traveled route (Montgomery Road) as a better chance to escape the fires behind and all around me. I went to another disabled friend's house to help her evacuate; driving illegally in bike lanes along lines of cars stuck in traffic, to get to her home. after I knew that she would be okay with her husband, I left for San Francisco. I will never forget, to this day, the fires that were everywhere in the sky, even as I drove along 101, seeing fires in the distance. I had no idea what happened. as I drove with my two cats I knew it would be difficult for me to find a place that would accept all three of us. when I try to access the internet there was no service until I reach the city of San Rafael which is just North of the Golden Gate Bridge. every Hotel I called told me they were already completely booked and had countless evacuees in their lobbies seeking shelter. So I filled my car up with gas and head to San Francisco where I had to pull over due to the numerous emergency vehicles heading up to Sonoma County. as I waited in my car, I was able to call hotel chains, most of which had nothing available for me for 50 miles! finally, a central Hyatt reservation center said I could check in within the hour at a location in San Francisco that would take pets; including my cats. When I arrived at the hotel at 6 AM the staff told me that my reservation had been booked for 2018! all of San Francisco was full of smoke, including the entire Hotel, all 35 floors! so much so that guests were coming out of their rooms asking if the hotel was on fire. when I told the front desk that I had just evacuated from the massive fires of Sonoma County, the Grand Hyatt Hotel manager. Joe, immediately gave permission for me to check in. I fell asleep and finally received my Sonoma County alert to evacuate at 10 a.m.; 7 hours after I received a text message from my neighbors and called 911! My next door neighbor was missing for two and a half weeks and was located in Hayward. She had no ID, none of her medications and has dementia. My girlfriend who is one of the company caregivers, evacuated Doris with her wheelchair and flagged down a police officer who had to call an ambulance since his police car could not accommodate a wheelchair As Maureen left to help other clients of her company, she asked the officer where he was taking my neighbor and he said he didn't know yet. For whatever reason, Doris was not listed in any of the evacuation centers and I still do not know how someone found her in a temporary Assisted Living center in Hayward, 90 miles away in another County. I have another girlfriend whose 27 year old daughter was killed in the fire. she is handicapped, depends on a wheelchair and lived in a granny unit in the back part of her father's property. He was found wandering the streets carrying their dog. He had 3rd degree Burns over 50% of his body and in shock. I'm telling you these stories and details because none of this should have happened to the dramatic extent it did because somebody or some committee made the decision NOT to alert everybody in the county wanting to avoid a panic But, many lives were lost and many injured along with the nearly 7000 structures. I am a retired physician who lives in a 55+ community that I love dearly and protect. I'm also one of the youngest home owners of this community of 5000 residents with an average age of 65-70yrs. I personally worked with our own Emergency response team in our community and Sonoma County Alert; specifically to help my neighbors survive something like this. What was the point of encouraging all the neighbors to sign up for Sonoma County Alert if we were not going to be alerted of a life threatening disaster? my final note is regarding the irresponsible lifting of mandatory evacuation orders for our community. Less than after a press conference where a representative from the fire department said he was "cautiously optimistic" and concerned about fires jumping with the upcoming "winds", the mandatory evacuation was suddenly and shockingly lifted without consulting or discussing it with a single physician other than myself, the next morning where I was told by the Sonoma County

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

Emergency Services that the evacuation order was lifted to allow insurance Representatives to enter Oakmont Village and begin the claims process. Many elderly residents with multiple medical conditions went back into the community that was filled with smoke still burning from a UNCONTAINED fire and a back burn. There were no policemen or National Guardsmen posted anywhere checking ID for people entering the community to prevent looters an arsonist who were infiltrating the other communities. Should any of these neighbors need emergency medical help upon returning prematurely, Kaiser hospital was still not going to be opened for another 2 weeks despite the announcement at the press conference claiming that Kaiser had "reopened". Having just spoken personally, a few days earlier, with the Kaiser hospital administrator in charge of reopening the Santa Rosa Kaiser Hospital, I knew for a fact that was not true; misleading residents into thinking they would have emergency/urgent care access. Th closest Hospital available would have been Memorial hospital which was already running at 150% capacity with decrease staffing due to all the doctors and nurses who lost their homes. This must change or more lives will be at risk or loss....again. 1) The alert system alerting everyone and giving everyone a chance to evacuate and make a decision whether they should live or die 2) The lifting of a mandatory evacuation area order when it truly cleared with good quality air, no safety or health hazards with clear instructions given or made available to ALL residents on how to clean their home or leave it for FEMA /insurance agents or other professionals to inspect or clean for them. All residents, especially elderly residents, cannot rely on their sense of smell as some sort of professional testing for the safety of the air quality of their homes. Older people lose their sense of smell and are more likely to feel anxious away from home and will be the most eager to return to a dangerous environment. And last, I want to express my undying gratitude for the real heroes of the Sonoma fires. Every firefighter from Australia to Canada to all those who came from all over the United States. Thank you! Thank you a million times. Thank you! Belita Anatalio, M.D. Oakmont Village

204	<p>Resident I knew that VOIP wouldn't work in a power failure, but assumed that cel towers would have backup power so my phone would still work and would receive emergency alerts. I still don't understand how we could lose 73 cel towers in the first few hours. I was wakened by a neighbor pounding on the front door and, after helping rouse other neighbors, I voluntarily evacuated from the Oakmont community around 3 am Oct 9th. I was fortunate in being able to evacuate in our RV, and to get a ride back into Oakmont early morning (before the mandatory evacuation order) to retrieve a car also. Once I reached areas of Santa Rosa which had power, my cel-phone also worked. Between KSRO radio, and streaming news video from KRON4 and KTVU (via cellular hot spot), I was able to understand what was going on. Firefighters did an outstanding job of keeping flames out of our community and we returned to our undamaged home when the evacuation order was lifted on Oct 17th. Based on shows recorded on our DVR, it appears that power was restored sometime on Oct 13th, meaning we were without power for 5 day.</p>	10/25/2017 3:33 PM
205	<p>I was woken by my landline phone ringing. All electrical power had been lost some hours before because there were high winds in the area. My husband had placed something on top of the phone so we couldn't find it - and reckoned it was probably some telemarketer from India, so we went back to sleep Our neighbour pounded on our door at about 2:00am, pointed out the glow of fires nearby, so I grabbed my purse, put on my shoes, grabbed my husband and drove West. Woke up family members in Sebastopol and headed to Guerneville where my son has a resort. We let ourselves into the lodge and listened to reports on the radio becasue I couldn't figure out how to turn on his TV. We were evacuated for 9 days from Oakmont, and came home to a smelly but intact house. So we feel immensely grateful, considering all the people we know personally who have lost everything. In fact we have a couple staying with us while they figure out how to handle the loss of everything in their Riebli Valley house.</p>	10/25/2017 3:32 PM
206	<p>Although I understand the staged evacuations, in order not to have 500,000 people clogging the roads all at once, perhaps a future historic wind/fire event of this nature should necessitate calls for earlier mass evacuations (not a criticism, but a lesson learned)? Also the lack of siren warning systems makes people living in a digital age more vulnerable, as I did not have any of my devices turned on in the middle of the night. Wind and smoke woke me up and I left, fearful of becoming trapped, if not by fire, then by falling trees. However, by daybreak and continuing on a daily basis, I was receiving many alerts, so I do have high praise for the various telecommunication systems that were working for us.</p>	10/25/2017 3:00 PM
207	<p>I did not receive any notice that we were under a mandatory evacuation order. I could not get any specific notice of where fires were and drove into fire area while driving to evacuate.</p>	10/25/2017 2:55 PM
208	<p>I had no idea our cell phone would not work during a power outage. It is implied in your questions that there is a work-around ("optional battery") that would make our "home phone" work as a land line in the case of a power outage. This is news to me. Not a good thing that we could not communicate with anyone prior to our evacuation.</p>	10/25/2017 2:41 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

209	A blessed neighbor came over and invited us to go with him to stay with his daughter and family in Alameda, Ca. for the entire eight days.	10/25/2017 2:29 PM
210	I feel extraordinarily blessed and have no reason to talk about it among those who have lost so much.	10/25/2017 2:19 PM
211	Feel that I would not have a home here in Oakmont if it wasn't for all the good work of the firefighters. Fire was very close to Oakmont but they kept it from our area. Great job!	10/25/2017 2:04 PM
212	Overwhelming gratitude to all the hard working first responders.	10/25/2017 1:59 PM
213	The neighborhood COPE program failed big time. My daughter saved me by calling me at 2 a.m. Monday morning.	10/25/2017 1:55 PM
214	I went to my daughter's in Fairfield. Then we had to evacuate to her friend in Galt for two days. I came back to Oakmont on Wednesday because I had a dental appt. Didn't hear about evacuation being lifted on Tuesday. Michele Ingham	10/25/2017 1:55 PM
215	We were fortunate enough to leave as the patrol car arrived to request evacuation. Unfortunately, we only took the clothes we had on and a few nonsense things. We drove directly to SFO and stayed there for 3 nights, awaiting news regarding our home. After 3 nights, we drove directly to San Jose to stay with our son. After nine nights away from home, we returned with much trepidation. Fortunately, our home was still standing, our double paneled windows kept much of the smoke smell out. We are extremely grateful to have a home. There were many nights we went to sleep praying that our house would be safe, but acknowledging the fact that we may have to start over in our 70's.	10/25/2017 1:51 PM
216	I watched my childhood neighborhood burn to the ground from a hilltop 10 miles away. We evacuated to the ocean and everyone else had the same idea to do so. Gas stations, parking lots, ocean viewpoints were packed with scared people. My girlfriend had no cell service through AT&T to call family in Santa Rosa. Fortunately I had service through Sprint, surprising since it barely works anywhere else. A man pulled up next to us along the coast out towards Bodega Bay asking where he should go. He was traveling on business from Sacramento, evacuating from his hotel in Santa Rosa, and didn't know how to get home because he didn't have service, and nobody else knew which roads inland were safe to travel from the coast. I told him to travel Northbound on Highway 1 since it goes all the way towards San Francisco. From there he could probably cross over. My girlfriend and I went to my brothers in Petaluma since they were in a safe zone and had stable telecommunications. The ability to have access to efficient telecommunications kept us informed on what was happening, allowed us to call family and friends to check on them, and overall made us feel safe. The stories of inadequate telecommunications services spread regionally across Northern California causing major issues for evacuation and public safety.	10/25/2017 1:49 PM
217	I heard a police car driving by at 8 am telling us to evacuate immediately due to fire. We did not know how to open our garage door. A kind neighbor told us how to. We left not knowing where to go or what was really happening. Spent the first night sleeping on a chair in a friend's office, then were invited to join another neighbor at her son's home where we remained for 9 days. Through Nextdoor we got connected to emergency alerts. I later found out most of our community (Oakmont) was notified to evacuate hours earlier. We are all so grateful to all who responded...thank you!	10/25/2017 1:43 PM
218	Thank you KSRO, neighbors who helped get garage door open, first responders.	10/25/2017 1:40 PM
219	We relocated to the Residence Inn Pleasant Hill/Concord. They were extremely accommodating with their room pricing. We originally reserved 3 days. They advised there would be no penalty for early checkout, so we reserved through 10/24. They waived the pet fee. Outback Steakhouse treated us to our first dinner; Pet Food Express gave us all the dog food and supplies we needed. Inspired Beauty Salon refused to accept any payment for services. In general we felt everyone we encountered was gracious and generous. Judy Duport, Oakmont	10/25/2017 1:39 PM
220	Called all the neighbors on the block. Most did not pick up the phone (landline down?). Went and banged on their doors to wake them up. Could hardly breathe because of the heavy smoke. We need an air raid alarm!!! Shouldn't have to rely on other people to wake up neighbors. If the fire had been moving any faster and closer many people would have perished in this community! Telephone alert to evacuate did not come soon enough. Most of us felt we were in danger well before we got an emergency alert. System needs to be improved.	10/25/2017 1:30 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

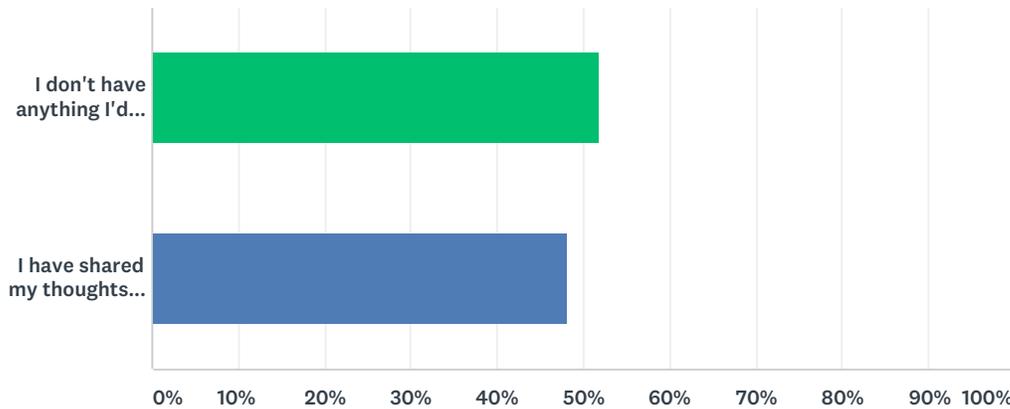
221	<p>I was evacuated three times from my home; all three times it was because neighbor's showed up at my door insisting that there was a mandatory evacuation. There wasn't; it was only voluntary advisory, but my neighbor's are quite fearful & easily jump to worst case scenerios conclusions. I live in a senior mobile home park near Maria Carillo High School. The first "evacuation" I took my time packing my car; 2-3 hours total while keeping my eye on the fire, which I could see in the hills to the North (off Calistoga Road). It was mildly smoky. I went to a friend's on the Southwest side of town. I came back 1 day later, on the 10th. The second time, October 12th, I was concerned about the smoke; it was very thick so when the neighbor's went into a panic, claiming that we were under mandatory evacuation, I left. I had not unpacked my car, so it only took me about 10 minutes to leave. I again went to my friend's on the Southwest of the city. I returned the next day. The third time I was evacuated was early Saturday morning, October 14th, when the neighbor's freaked out again & insisted that I should leave. There were fire trucks & police sirens out on Calistoga Road, lots of pandemonium; I left within 10 minutes; went to the fairgrounds evacuation center for 36 hours. I didn't know about the nixle alerts until October 10th & got most of my news online at work, which was 8 miles from my home. Using sirens again would be smart. We should use every possible way to warn people; not everyone has Internet or texts or uses a smart phone. Once the power went out on that first early morning, I could not get WI-FI or a reliable signal on my smart phone.</p>	10/25/2017 1:30 PM
222	<p>A neighbor awakened me, I woke other neighbors and helped w/their garage doors (I'm a COPE Coordinator). I evacuated in the dark (text from Sherriffs Office) and went to a relatives out of the area. There could have been more direction on moving people out. I felt people evacuating out Hwy 12 were very courteous and patient with signal light outages. First responders were amazing and did a terrific job under the circumstances. Having been through two other Incident 1 fires, I know that the personnel needed don't arrive out of thin air. I was much more confident and optimistic once the command center was operational, air support was in place and addition firefighters/hotshots, etc arrived. This was an overwhelming event for everyone.</p>	10/25/2017 1:28 PM
223	<p>We didn't find out about the evacuation until 8 hours after it started. Power was down so voip didn't work and cells had low battery so were turned off. I woke up and went outside to survey the damage and a police car drove by saying the fire is on its way, evacuate immediately. Therefore, we only took about 10 minutes to gather a few things. Didn't take any clothes except what we were wearing. Couldn't get garage door open. Asked a neighbor's son to help with that. Asked him where we should go and he said "head to the casino" which we did. Spent the first night on a friend's office couch. Checked in with elderly neighbors the next day. They had gone to their son's home in Burlingame. She invited us to join them. Good coverage of the fires from SF stations so we were informed. And, we subscribed to Nixle which was very helpful. Stayed in Burlingame for 10 days and returned home the day after the all clear was given.</p>	10/25/2017 1:27 PM
224	<p>The night the fire started was frightening because at the recommended meeting point in Oakmont there was no reliable information or communication from or with any one in Oakmont emergency groups or leadership. Many of us finally went back to our homes at daylight until a Sheriff's deputy using a bullhorn ordered immediate evacuation where we found an hour long wait to exit Oakmont on our one avenue of escape (Highway 12) to where we did not know, or if it was really safe we did not know. Scary as hell!</p>	10/25/2017 1:24 PM
225	<p>I was awakened about 12.30am by a phone call from a friend who lives around the corner, as someone had banged on her door. I was not able to raise anyone from our emergency team (of which I am a member) so we debated whether it was safer to stay in Oakmont at the main activity center (Berger) to await information or attempt to evacuate. We were concerned that highway 12 might be backlogged as we could see the fire in the Kenwood area and assumed people would be evacuated from there. We thought that highway 12 could become a deathtrap in such circumstances with the trees that overhang the highway. We, therefore, stayed at the Berger and listened to KSRO on an emergency battery operated radio. It appeared that the fire was dissipating as it got towards dawn, so once it was light, we went home. The police car came around about 8am and said that the Kenwood fire was possibly about 15 minutes away, and to leave immediately. After contacting the immediate neighbors, I took the dog and went to the Veterans Memorial building where we were very well looked after.</p>	10/25/2017 1:22 PM
226	<p>My land line worked fine, but nobody to call</p>	10/25/2017 1:20 PM
227	<p>We did not evacuate immediately from Oakmont because we did not know how bad the fires were, having been through many fires when we lived in SoCal. More information would have been helpful in making the decision to evacuate and that it might be for 10 days, not just hours or a day or two.</p>	10/25/2017 12:45 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

228	I was not directly affected by the fires in terms of losing my home or property in any way. However, I did lose substantial income by not being able to work my part-time job since my employer lost power and not being able to work my self-employment job due to other people's losses. No one wanted to meet during the week of the fires so therefore no personal business was closed during that week which makes it difficult to function financially right now. I am stressed and showing signs of PTSD having to go through a long recovery period and not having money to do so right now.	10/25/2017 12:35 PM
229	The Sunday night winds kept all of us up that night, and the next morning I woke up to the smell of fire. My cell phone didn't work, there was no Internet access, the power was off, and no one in my neighborhood knew what was going on. I immediately evacuated to the nearest Fairgrounds, where most people didn't know what was going on either. I finally was able to get some information by walking into town to a bar that had the local talk radio station on (KSRO), and the TV on silent with captioning. Another local business person told me about the 888777 text messaging option (I had no idea it existed before hand). It took another two days (Day 3 of the fires) until I was able to access reliable maps of the fire, evacuation areas, and road closures that were being updated regularly. But my cell service still was not reliable, and I could not get Internet access to work. As an online university instructor, this greatly impacted my ability to teach my class. I am also involved in online training courses, and I was unable to complete work in any of them. On Day 4 I evacuated 70 miles distant to the city of Davis, and remained there until evacuation orders from my area were lifted.	10/25/2017 11:48 AM

Q38 What would you like to tell the California Public Utilities Commissioners and your elected officials with regards to this fire and telecommunications? You can choose to put your name after your comment, but this may be made public. To keep your comment anonymous, don't include your name.(¿Qué le gustaría decirle a los Comisionados de Servicios Públicos de California y a sus funcionarios electos con respecto a este incendio y telecomunicaciones? Puede elegir poner su nombre después de su comentario, pero esto puede hacerse público. Para mantener su comentario anónimo, no incluya su nombre.)

Answered: 708 Skipped: 304



ANSWER CHOICES	RESPONSES
I don't have anything I'd like to say(No tengo nada que me gustaría decir)	51.84% 367
I have shared my thoughts below(He compartido mis pensamientos a continuación)	48.16% 341
TOTAL	708

#	OTHER (PLEASE SPECIFY)	DATE
1	We clearly need more cell towers. If cell companies are enjoying record profits and stunning growth, they can be compelled to build out redundancies in their networks to protect the citizens who are their customers. If radio frequencies and landlines can be commandeered and mandated as emergency options, these companies should be subject to the same provisions. Regulate the cellular providers in a way that protects citizens, if not from excessive rates and profiteering, then at least by constructing a viable emergency network using technology that 90% of adult Californians voluntarily put in their pockets already.	12/6/2017 11:42 AM
2	we should go back to utilizing the old style emergency horn system similar to the one still used in the town of graton, ca we cannot rely on technology to notify the public of emergencies	12/5/2017 10:56 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

3	We've lived through plenty of fires without having cell phones, but now we are all VERY reliant upon them. These fires, and other disasters, show how much people rely on them and how important they are to our survival (very nearly). I would ask that CA PUC find a way to make sure cell service is possible ALWAYS. The cell companies like to charge big money for the service, but whenever disaster happens, cell service is usually the FIRST thing to stop working! Just when it's most needed! Creative solutions are needed - such as the low satellites that are being used/experimented with in third world countries. We should have something like that on standby all over CA and throughout the world. Thanks	12/4/2017 1:47 PM
4	My out-of-state family was panicked because they couldn't reach me for hours. Radio reception in our valley is very limited. I had to leave my home to call, text, and access the internet. It was very difficult to stay informed and contact loved ones. I feel Comcast and Verizon let me down.	11/30/2017 1:26 PM
5	Redundancy and requirements for providers and alternate pathways to back up internet capability needs to be a priority for the CPUC.	11/29/2017 5:22 PM
6	ATT: ATT has been extremely difficult to deal with from day 1 of setting up our land line. It has taken at least 14 phone calls since June 2017 and a lot of waiting to just get the land line set up this summer--they gave us the wrong phone number and have still neglected to fix it. After returning home post evacuation, it took days to get the phone working again. It works minimally--and is full of static and not clear. My husband and I are so exhausted with dealing with this company, that we have given up calling to try to get the line fixed. We have no other resource for fixing the land line--extremely frustrating and just a stunning level of incompetence.	11/29/2017 1:21 PM
7	My wife and I (as residents) were not prepared. While i'd like "agency's" to be better prepared for natural disasters ... We chose to live in an isolated area that we knew had not seen fire since 1964, and only two evacuation option (Right on Mark West & Left onto Porter Creek Roads). I take full responsibility for my fears and concerns. We knew 6 years ago we were in a dangers area and chose to live where we do. I needed: A land line. We got rid of ours last year. I did not need a cell phone. As useful as they are ... in 'our' case it was a convenience.	11/29/2017 11:46 AM
8	PG&E needs to be held accountable for lack of tree and line maintenance and dodging the high risk area mapping. Lack of amber alert put lives at risk. Some sort of alert system must be developed especially in high risk area that does not rely on phone service or power supply.	11/29/2017 11:17 AM
9	Discretion to activate an emergency alert should not be at the discretion of one or two County emergency response directors. The State should provide standards and systems as necessary. - anonymous	11/29/2017 8:10 AM
10	We have had could cellular coverage in most of upper Mark West Watershed from Verizon for years until about 5 months ago. Verizon modified equipment and we lost service to all of the area except for the uppermost elevations. We have been attempting to get Verizon to restore the service level we had (numerous contacts with Verizon, asked County Supervisor for help, etc). Were not able to get service restored to previous levels, so at the time of the fire area communications were severely limited putting lives at risk. Evacuation notifications were limited because of lack of service. Need to have previous level of service restored.	11/29/2017 6:34 AM
11	There must be some kind of notification system in place and some better way to get out information. I was near where the tubbs fire started and was awoken by a call from a friend who happened to be out late and heard something about the fire. Other than that, we would have slept through the night. While our house didn't burn, had the wind blown in a different direction and it crossed Calistoga Rd, we could have been in a similar situation to those in Fountaingrove and may not have been able to escape. We were searching all over the internet after we were awoken and couldn't find any news indicating the severity. We decided on our own to evacuate and by then, most of the people in our rural mountain community were fleeing. When we left we could see the flames at the tops of the ridges. The lack of information and notice was frightening.	11/28/2017 9:27 PM
12	If local government is going to use Nixle for unimportant alerts (re: Rohnert Park's most recent), people will unsubscribe making it useless in an emergency. The EAS should have been activated, at targeted regions. The path of the Tubbs Fire down Mark West Springs Road is a well known historic fire path. Had the proper officials who could activated the EAS known this, lives would have been saved.	11/28/2017 8:54 PM
13	There needs to be better outreach to the community—text messages, outgoing phone calls, a siren system—to at least alert people about the impending danger. A website with more current and detailed status maps of the fire areas would be extremely helpful.	11/28/2017 12:29 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

14	The decision not to utilize the amber alert system leaves me scratching my head... even though my residence did not burn down, it was only by the luck of the wind... we were threatened by both the Tubbs and Oakmont fires, with each coming within 1 mile and 3 miles respectively. There needs to be a policy of notification utilizing the amber alert system and investment into some kind of audible warning system such as the air raid systems of my youth.	11/28/2017 10:50 AM
15	The cell phone towers need to be extended into rural areas. The roads that connect Santa Rosa and Calistoga have dead spots for long expanses, i.e. Mark West Road, Calistoga Road and Porter Creek Road. When Porter Creek Road is closed Franz Valley Road and Franz Valley School Rd are used as detours and both of those roads are dead zones. When there is an accident one can't call 911 on those roads. In regards to internet service, those of us on Franz Valley Road have been told we will have high speed internet cable installed "in two years" for the past 17 years that I've lived there. Now with new cables being installed it would be the perfect time to put in new high speed internet cables. We've been told by the workers hanging new lines that they are only replacing cables with old technology and no internet cables for us. WHY?	11/28/2017 7:49 AM
16	It breaks my heart to know that these horrific fires could have been avoided. We knew hours ahead of time that the winds would be high and would be extremely dangerous for fires, especially given the dryness of the area and the amount of vegetation that had grown due to heavy rains. Why weren't power lines turned off? Why did we act as if Santa Rosa (and Sonoma County) were immune to wildfires? Why didn't we have a plan for communicating to residents that a deadly fire was coming? The fire started at 9 pm in Calistoga - we had hours to prepare and respond, if we had known about it; if we had been told about it. A power outage is definitely preferable to losing 6K thousand homes and \$3 billion in damages. I hope city and county officials are using this as an opportunity to learn from. I hope additional pressure is put on PG & E to make their equipment safer, or to force them to turn off power during highly dangerous situations. The relationship PG & E has with the Public Utilities Commission is way too cozy and is not serving us.	11/27/2017 2:06 PM
17	In my opinion, Sonoma County is NOT prepare for an emergency like this. this event should be a learning lesson.	11/27/2017 11:05 AM
18	The lack of cell phone service in our area is frustrating to the tune that we might consider hosting a cell phone tower on our property. Landline through ATT on our road is deplorable; our neighbors use land lines which are mounted through our dead trees, hanging at places 6-8 feet off the ground - service is frequently interrupted in storms and crackly sound quality from what they have told us (which is why we have opted for satellite phone). Service team who have responded to calls have been less than empathetic, offering few solutions aside from "call us out again when the tree takes out the line again". Our overtures to offer solutions (wire a pole already existing, offer location to install new pole on our land etc) have not been met with much support. I would welcome options for high speed internet in our area; currently we use satellite for that as well. The Commission has much to consider and I thank you for undertaking this review. I believe the utilities infrastructure can be expensive and fraught with logistical challenges, and that since we are in a low population density area "wiring" our community is not as attractive an investment as serving higher density areas. Having said that, it does seem that we are under-served in our area. Katy Long	11/27/2017 10:34 AM
19	Utilizing any service such as Comcast has proven to be non redundant. I have spoken with Comcast representatives in the area, each representative has stated Cloverdale has redundant connections (did not state origin of connections) but as soon as Old Redwood Highway was burned all Comcast connections North of that were down. I also happen to have Comcast Metro Ethernet connections at work (6 total) and all were down as a result of Old Redwood Highway being burned. I cannot stress how important this redundancy is to the tax payers of any community, you cannot have any survivability if you have a connection coming in from only one source. Comcast, AT&T, and all other providers should be held accountable for the mishap and should also be transparent in regards to how each residence has been connected. Obviously each residence will not have a redundant connection but equipment connecting the Town or City should be redundant.	11/27/2017 10:07 AM
20	The wind was the main problem and did not help the fire. If the wind had not been blowing so hard I don't think the fire would have gone as far. This is why people need to clear around their land and under power lines and poles. PG&E had power back up within 10 days. Today is the 26th of November and we do not have phones and were told it may take up to 2 months are more to get our phones working. AT&T did not have any cables to cover the 2 miles of line that was burned. But they have cable to do places that can get cell service when we can not. So, all the older people that live in the country and in valleys have NO phone are ways to get help.	11/26/2017 12:59 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

21	Please take careful consideration of what happened to our ability to communicate during this natural disaster. We need to do better with back up plans. Take advantage of this opportunity to involve people in creating a better system during natural disasters.	11/26/2017 6:56 AM
22	Once we lost electricity I was cut off. No TV, no internet, no wireless phones.I was able to keep my cell phone charged in the car. I evacuated but I was not aware of good local information on the radio until several days had passed. The only warning I got was a "prepare to evacuate" notice by TEXT. Once the electricity went down, I had no more notices.	11/25/2017 5:02 PM
23	We must do better. The choice by the Office of Emergency Management NOT TO send out an alert to all cell phones in Sonoma County has cost many lives, many who were 67 years old and older. The fire department didn't sound the sirens. Not once. They should have. The sheriff of Sonoma County was very defensive when asked about sending out an alert. He should be fired. I also heard that two of the Emergency Team members were out of town when the fires started. We must look closely at all decisions that were made or not made. We must find a way to alert our communities when we're in danger. No warning from our government officials makes me think we might need to clean house of all these government members who chose not to clog the roads or confusion to give first responders the roads. Well, I'm sure first responders prefer that people get out alive. Many lives were lost unnecessarily. Shameful.	11/25/2017 2:46 PM
24	We need better landline phone service and cell service coverage in the Alpine Valley area of Santa Rosa for emergency notification services.	11/25/2017 1:59 PM
25	Verizon and AT+T need to give us better, faster, dependable service for phones and internet for safety reasons. The towers need to have safety clearance around them and equipment needs to be fire hardened. PE+E needs to have safety hardened equipment also. Alerts need to be able to go out on all cel and land phones so people have time to react and evacuate. Messages need to be more informative and specific to areas. Thank you, Lauren Lockwood	11/25/2017 10:26 AM
26	The Nixle system failed us, or was it the person in charge? I did not receive all the evacuation orders. I evacuated before the first advisory because the fire was getting too close to highly populated areas of Agua Caliente. Then I received an alert that the mandatory evacuation of Agra Caliente was an error, it was advisory only. But I didn't receive the first one. Then my street was evacuated by law enforcement going door to door but the mandatory alert was never resent. What the hell? It was a scary confusing time. I'm grateful to be safe and only have smoke/ash damage.	11/24/2017 9:37 PM
27	Both AT&T and Verison have done a terrible job of keeping us informed about there status, even now weeks after the fire. Main phone lines are still laying on the ground on Calistoga Rd. and we have know idea when service will be restored or if we will be charged for the time we have been out of service.	11/24/2017 7:59 PM
28	Even though I was aware the fire may come through the area (Reibli Rd) and prepared, I can't believe there was no information about the fire coming! I looked on the Cal fire web site at 10:30PM the night before to find out where the smoke smell was coming from. The Cal Fire web site only had the Atlas fire listed at that time. If I knew there was a fire in Calistoga, I would have been more concerned as I was aware of the 1960s fire that came through to Santa Rosa under the same conditions. I don't know the details of listing the fires on Cal Fire web site, but I was under the impression they are listed immediately, even the smallest fire. BUT I GUESS NOT!	11/23/2017 12:05 PM
29	The fires and subsequent outages and evacuations have shown many short comings. 1) Wireless services stopped working 2) Many gas stations and supermarkets did not have power. Some had backup systems but did not get it to work. It seems obvious that the county is not prepared in case of a larger catastrophe like an earthquake. Gas stations and supermarkets should be required to have working back up systems! 3) there where other things that could have been done better, but since this is about communications	11/23/2017 9:44 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

30	Some months ago, the cell coverage for our area degraded. Multiple calls to Verizon never resulted in a clear explanation about why our coverage changed. Many neighbors have complained with no result. Now I have minimal coverage (no service or 1 bar) in my home or on my land where, before, it was very good before (3 or 4 bars). I frequently miss calls. No other carrier other than Verizon has ever had good coverage where we are located. During the night of the fire, our only source of notification came from our local phone alert system which was compromised because of this poor access to a signal. The only message we were given is "prepare to evacuate" and that the phones were not working well. We were lucky. Had the fire been a little further south, we would have been in harms way without any notice. Later, we found that a call from the sheriff had come through onto our answering machine - which is connected to an internet line, but we did not get that message. We did not hear the phone ring, or the message come through. We absolutely need a stronger cell signal up in our area for our safety. We need help to solve this problem with Verizon. We had a strong signal before - why not now? What changed? Why can't it be changed back? Our safety depends upon good cell coverage. We live 6 miles up a narrow rural roadway - we have to have good information to keep safe. We need real time information about when and where to evacuate. Thank you.	11/23/2017 9:26 AM
31	Updates were vague and not that informative regarding the fire itself. Better graphics and perhaps Arial photos with street/road overlay would inform people of the fire location. Also, providing past like photos would inform the public about how the fires were progressing. Horrible information on CalFire's website. With an event like this, better and clearer information should be front and center. Had to navigate endlessly for poor and vague information. This was their Super Bowl and regarding public information, it was mediocre at best. Fire suppression was great, but caused great concerns when back fires were not publicized in advance.	11/23/2017 8:28 AM
32	It is my belief that the lack of emergency alert info resulted in unnecessary deaths. It's a miracle more deaths did not occur. In the first few and most critical hours of the fire the complete lack of information was terrifying.	11/23/2017 7:33 AM
33	The lack of communication during the first few days was very frustrating and confusing.	11/23/2017 7:22 AM
34	Although my cell phone service (via ATT) worked well for me, many of my rural neighbors are not well covered by ATT. Many of my rural neighbors can only get cell reception via Verizon, and the Verizon coverage is intermittent and undependable. We need cell phone coverage in all rural areas of California, and that cell phone coverage should be reliable. My understanding is that some emergency responders and fire fighting agencies also had poor communications while fighting fires in our area. This is a life threatening situation, and Verizon, in particular, is not providing adequate coverage to their customers.	11/22/2017 10:07 PM
35	What is reverse 911 and how do I access it?	11/22/2017 9:47 PM
36	The cell phone and internet coverage we have in the rural part of Santa Rosa are abysmal. We are treated like second rate citizens. The incumbent Network operators have no interest in providing us with proper services as we are too few with too little population density. I have visited many third world countries with better infrastructure than we have access to.	11/22/2017 8:11 PM
37	Some people fared a lot worse than I did. My personal experience was ok given the situation. But there needs to be a better or faster way to alert people in imminent danger....especially in the middle of the night when they are sleeping.	11/22/2017 7:32 PM
38	Cell phone service in the area of Saint Helena Rd. is horrible. If cell phone service was at least restored to what it was a year ago we would have received warning of the fire. We have to use poor satellite internet that is slow and has minimal available data. Overall, cell coverage and internet availability in our area is unacceptable!	11/22/2017 6:52 PM
39	We live in a rural, forested area 7 miles east of Santa Rosa. Our sole cellular provider has been Verizon. Approximately 9 months ago, our signal strength dropped in half. We no longer can effectively generate or receive calls and text messages. The solution to this, according to Verizon, is for us to use "WiFi Calling," which is effective when we are in, or close to our homes. But this solution only goes so far: if our electricity should be disrupted, we lose contact with the outside world. This can be a life or death situation in the advent of wildfire. WiFi calling is also no help whatsoever when we are on our properties, dealing with livestock, gardening, etc. etc. We desperately need intervention from Sonoma Broadband to mandate a provider to give us the cellular coverage so that we can remain safe. Ken Zukin Joan Linney	11/22/2017 6:48 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

40	1) cell providers MUST provide decent service in rural areas. This is no longer a "luxury" system, it's a public safety system. This is the primary mode of communications for MOST people. In my rural area more people have cell phones than land lines DESPITE that service is often poor to non-existent. 2) targeted amber alert style alerting needs to be prioritized and made mandatory for counties. The fact that sonoma county's system was apparently behind the times is a travesty.	11/22/2017 6:31 PM
41	Please work to actively improve cell signal and internet access issues in our area (rural Mayacamas), as those avenues of communication are critically important for our safety and communication.	11/22/2017 6:23 PM
42	1) Unacceptable that the "Amber" alerts weren't used and that the Sonoma County officials appeared to be unaware of the current (since 2013) technological offerings. 2) Unacceptable that cell companies aren't required to report on their (detailed) cell tower coverage so as to help Amber users make the best possible informed decisions. 3) Unacceptable Verizon cell service (in our case, via TracFone) for more than 6 months due to an acknowledged Verizon technical problem with the cell tower that serves our area. (AT&T's towers aren't "seen" by many in our area and are therefore not an alternative option.) Combine that with the slow repair of AT&T landlines and the fact that some people (e.g., in deep valleys) have no fast Internet option (no satellite option, no radio option, and obviously no cable or DSL option) means that some people have no way to communicate. William C. Blake	11/22/2017 5:57 PM
43	Communication in a major disaster has to be improved. It seems there was time for some notification to evacuate or prepare to evacuate. Communication within the Santa Rosa city limits should be pretty straight forward compared to the geography of the unincorporated areas. Need to get in touch with Sonic, Comcast, Google or any one of these because, I am certain, they could assist in what and how to work with the social media and cellular services.	11/22/2017 5:55 PM
44	Although the fires did not reach West Sonoma County, we live in a wooded canyon with no view to the outside world. With no means of communication in or out, we did not feel safe sleeping in our home so we self-evacuated. There were too many fires and too much uncertainty in those early days. All communications rely on our Comcast router, e.g. telephone, cable TV, internet and network extender for cell phone. We purchased a battery to ensure telephone service during power outages, but this loss was unexpected and unprecedented. It has never been explained to us why our Comcast service was interrupted. Nor do I know if AT&T service was interrupted as well. (I have heard that telephone and cable run through the same lines. Is this so?) Had the fire entered our canyon, we would have been in a life threatening situation. It is essential that this issue be carefully examined.	11/22/2017 4:48 PM
45	I don't know if there is truly anything that could have been done to better communicate the eminent danger of the fires. With so many people not having land lines and people not knowing what the settings are on their cellphones - how are you supposed to be able to contact everyone? The radio was the best tool we had and thankfully we had one that was battery operated. This became our life line to what was happening. But as far as a system that could alert people to evacuate.....an old fashioned siren is about the only thing that would truly work in my opinion.	11/22/2017 1:47 PM
46	It seems as though every communication channel was compromised in my rural area. We were fortunate to get a call from a neighbor before electricity and land line went down, not all our neighbors did. No electricity took out our internet access. We are in a cellular dead zone, so cell service is not available. There are no emergency siren(s) or other audible outside alert system for our area.	11/22/2017 12:55 PM
47	I firmly believe in high risk areas that all cable which could potentially ignite a fire should be required to be put underground.	11/22/2017 11:47 AM
48	I have given my thoughts in the previous report. To sum it up....Keep the Siren operations SIMPLE for anyone to operate in an emergency! I would rather be alerted to a false alert and go back to bed than to NO ALERT and die in my bed! Sugar hill Ranch Marylyn Harshman	11/22/2017 8:12 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

49	I was horrified to learn that while Napa used their cell phone emergency notification service, Sonoma chose not too. People died because of this decision. It is incomprehensible that they had this service available and didn't use it. My landline (which is the only phone that works for calls from my home) was hooked up to an answering machine. I checked when I got home and there were NO emergency messages. My mother never received one either. Had I not been awake and on my phone, I wouldn't have seen the nixle message. By the way, most people I spoke with during the evacuation and later had never heard of nixel. I only had it because of several accidents on Calistoga Road and a neighbor mentioned it was a good idea to sign up. My landline is still not up (a month plus from the fire) and as my cell phone can't be used for calls here due to a lack of nearby cell tower, I need the phone in case of emergencies. When the power goes out, I don't have wifi, so I can't send emails or texts.	11/21/2017 11:59 PM
50	Everybody I have talked to in the fire areas believe that this could happen again because of the very strong winds through the valleys in the Fall and there needs to be a better warning system. Many have suggested a siren system along with a local emergency radio. It would need a well thought out emergency plan. Glen Ellen has a disaster siren at the fire station, but it was not set off because the person that new the code was in Santa Rosa fighting other fires.	11/21/2017 11:42 PM
51	Hopefully we will not have a horrific event like we just had from fires ever again. It would be nice to know that in any future disaster that we can be assured we will have emergency communication available within hours of event. It was a really bad feeling to not know what was happening. My husband & I both had no idea the fires were even happening. He left for work & went North on 101, my son came to my door at 5:00 AM to tell me that Santa Rosa & geyserville we're both on fire.. fires everywhere. (My husbands cell phone did not work either.)	11/21/2017 10:01 PM
52	Don't know else to say right now but may later.	11/21/2017 9:38 PM
53	PLEASE use the \$&@!% Amber Alert system to warn people of nearby fires. Had we been asleep we'd be dead now. The loud, terrifying phone alert would have helped.	11/21/2017 9:28 PM
54	We live in a wooded area and often have power outages. These utilities should be underground, but this is probably cost prohibitive.	11/21/2017 7:50 PM
55	I believed that our internet carrier, Comcast should have moved quicker to restore our landline and internet. I also feel that Verizon, could have provided quicker response to getting in mobile towers.	11/21/2017 7:27 PM
56	It is unacceptable that we do not have access to emergency services when there is a critical incident in Sonoma Co.	11/21/2017 7:05 PM
57	Cell service has still not been fully restored. ATT service has significantly deteriorated. It is my only source for phone and WiFi.	11/21/2017 7:03 PM
58	I don't like the fact that pac bell wants a higher rate for the old fashioned land line if you want to urn to it vs. digital which doesn't work if the power goes out.	11/21/2017 6:53 PM
59	The diamond lanes on the freeway should have been open to all traffic during the evacuation period and should continue for the coming months, maybe years to help ease congestion and help expedite the recovery process.	11/21/2017 6:51 PM
60	I live around the corner from the fire station. They did not set off their alarm. I've heard their excuses - there is no excuse. I registered with a county service, CodeRed, in 2016 & updated my registration 1/2017. I have a landline that works via the Internet (VOIP). I chose this service provider, Ooma, for two primary reasons: If my service goes out, calls are forwarded to my cell phone & "911" calls (inbound & outbound) are directed to my local emergency operators. There were no emergency calls to either my landline or to our cell phones until Day 5 of our evacuation. That call came into my husband's cell phone on 10/10/17 from "1CODE76127," notifying us that we were under an evacuation order. By then we were in a Red Cross shelter in Santa Rosa! Most of our community burned to the ground. Our primary evacuation warning came from nearby exploding propane tanks! We were utterly failed in terms of any sort of emergency notification. Utterly. The surprise is that more people didn't die in those first few, horrendous days.	11/21/2017 1:52 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

61	<p>The article "County Ruled Out Alert System" on page A1 of the Press Democrat on November 19th reviewed the decisions made pertaining to the Sonoma County public safety alert system. The article provides options for improving notification in Sonoma County, but doesn't address a core issue. Rural areas are inadequately served by the cellphone and landline phone service providers. This is a safety issue not only during a major public emergency, but also in the event individual emergencies. The California Department of Forestry experienced first hand the lack of communication services as they attempted to coordinate evacuation efforts the night of October 8th. Rural Sonoma County residents struggle with inadequate communication services on an ongoing basis....cell phone, landline phone and internet. The night of the fire, in our area of rural Sonoma County, PG&E power went out before 11:30pm. Not uncommon in the hills under windy conditions. Power was restored prior to the evacuation order being lifted on October 19th. The night of the fire landline phone service went down before midnight. Our AT&T service still has not been restored as of today...AT&T service is scheduled to be restored December 9th (two months after the fire). The phone lines are old and have been inadequately maintained by AT&T for years. AT&T doesn't want to invest in the old landline infrastructure. AT&T was able to restore service selectively, to some individual homes a few weeks back. The night of the fire cell phone service was lost because cell phone towers were damaged. But we lost adequate Verizon service six months ago due to changes Verizon made to their cell phone tower configuration. (Verizon has been the only provider in our area for years.) The solution at the time was to route calls through the Internet. That worked for a while, but the connection quality has continued to drop and it is dependent on power which we lose frequently during the winter storms, and during the fire on the night of the 8th. Bottom line...we like many others in our area did not receive any notifications about the approaching fire or evacuations. This is in spite of the community based emergency alert system organized by the local Alpine Club which successfully alerted many in our rural area prior to the infrastructure failures. We need dependable phone service options in rural areas. It is truly amazing that even more lives weren't lost in the fire.</p>	11/21/2017 1:26 PM
62	<p>If it wasn't for radio station KZST, we would have had no info at all. I'm old enough to remember "sirens". Where we live, cellular service is unreliable. There has to be a better solution than what we all experienced.</p>	11/21/2017 11:28 AM
63	<p>Need to install a mass alert system.</p>	11/21/2017 10:36 AM
64	<p>I was very disappointed that my Internet service was disrupted for the first two days of the fire. I contacted my Internet service provider, Comcast, but was not given any reliable information about when the service will be restored. Fortunately, the local radio station (KSRO) was a very good resource for information about the fire.</p>	11/20/2017 10:26 PM
65	<p>Having a husband with Brian cancer with a full time caregiver, we were very vulnerable. Since we bundle with Comcast we had no communication with the outside. We felt very vulnerable.</p>	11/20/2017 7:07 PM
66	<p>It is perplexing to think through this whole episode. If the cause of the fire had to do with lack of prudent maintenance, that's a problem. The area was so large and the wind so fierce, it's hard for the common person to know if it could have been preventable. It's disturbing to see lawyers lining up possible lawsuits and leaves one torn between trying to approach this objectively and jumping on a bandwagon (is it really for the victims or for the lawyers benefit?). Too much to process, too quickly and way too much emotion. I lost everything except my two dogs and a change of clothing. Everything from my 66, almost 67 years, mostly not replaceable. I couldn't return to work for a month. And yet I feel that many are far worse off than me. How do we understand all this??????</p>	11/20/2017 6:35 PM
67	<p>Very happy I didn't lose power, landline or TV. I did lose gas service. No heat or hot water. I don't sleep with my cellphone. It isn't even in my bedroom, so any notice sent on it would have been lost on me. If I had just the cell phone and no power I would have been completely in the dark about what was happening. I wasn't aware of Nixel and had yet signed up for SoCoAlert. Because my cell phone wasn't working I couldn't sign up for Nixel when I found out about it. I feel that something like the old fashioned air raid sirens would be a good idea. I found out about the fires from a neighbor who pounded on my door at 2:00am</p>	11/20/2017 6:33 PM
68	<p>Follow the emergency plan!! Don't have all people in authority out of town at the same time!! If you don't like the plan, then change it before there is an emergency. Clearly telecommunications isn't foolproof, and shouldn't be relied upon as the only way to notify people in the event of an emergency. Bring back sirens - those work!! Please fix this NOW. Before anything else happens. Your lack of proper planning and failure to follow procedure, as well as over dependence on technology cost lives.</p>	11/20/2017 6:17 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

69	I wish they had used the emergency alert system or Amber alert, which could have been done on a regional basis. Many lives were put in danger because of the Emergency Operations agency did not train properly for a major fire, did not understand how to use the emergency alert system, and decided not to use the alert system. Lives, businesses and homes were lost due to these errors.	11/20/2017 4:46 PM
70	We need our cell phones to provide evacuation alerts, whether we've signed up for them or not. Satellite feeds need to be employed when ground systems aren't functional. These alerts also need to override any "Do Not Disturb" settings on our phones. Amber alerts need to include emergency evacuation information as well. There needs to be a way to determine, in real time, where all the road closures are.	11/20/2017 4:38 PM
71	Utility companies need to start "undergrounding" their electric transmission. Look at old photos from the 1920's and 1930's - it is utterly insane that utility companies are still delivering electricity by poles and wires as they did back then. Everything else has modernized - no one uses a wringer washer or a crank start auto, but the poles and wires are still there. Start replacing in rural areas most prone to fire danger and eventually in cities. A horrendous fire started in 1964 in the Nuns Canyon area in Glen Ellen and now another one in 2017 in Nuns Canyon, Glen Ellen. And another started in Calistoga and burned all the way to destroy whole neighborhoods in Santa Rosa, just like in 1964. And there were other fires that night also - Napa and Rohnert Park and the Sears Point area. After the recent fires, along came PG&E hauling new poles to replace those that had just burned. The power was already out - all that damage should have been replaced with modern underground methods instead of the same old thing that had just burned. All we hear from utility companies is that it "would cost far too much to upgrade and underground". What in the world do they think those fires cost? Billions of dollars! People's lives were ruined, sadly not counting those who perished in the fires. Perhaps it is time for these companies to be publicly owned as are some in Southern California and then the shareholder's profits would not have to be considered. Public Utilities Commission? What an oxymoron as they certainly do not look after the public! As for telecommunications, we are told to be sure to have a "landline" phone in our homes in case of an emergency. I do have one - but apparently it is "VOIP" and does not work in the event of an emergency! In addition, the lack of air support during the fires was horrendous. One TV reporter was talking to the head of Calfire and he said that planes could not fly due to the smoke. The reporter said that their news choppers had been in the air all day. Calfire had no response. Air support could have been brought in from other states within a couple of hours - someone really dropped the ball on this one.	11/20/2017 4:10 PM
72	copper landlines are critical to maintain communications in an emergency. My ATT landline was one of the few working in m y neighborhood - all the neighbors were using it to contact family. Many of them were unaware that by going to the digital phone service they ran the risk of losing all communication with the outside world. Copper landlines are so important - and more people should be having them installed.	11/20/2017 3:45 PM
73	Despite the phone call I think my neighbors made a bigger difference in getting my attention. I would have ignored the phone call at that hour and I'm not a cell phone junkie..... However, with the gridlock on the roads, if the fire had jumped to our neighborhood, most of us would have been running for our lives in the fields to the west on foot while our cars and remaining possessions burned on Fulton Road.	11/20/2017 3:22 PM
74	Please think more about the Elderly, handicapped, non-sighted, and non-hearing when considering any changes. We saw a hearing-impaired man at Safeway, and when CDF asked him how he found out about the Fire, he signed, "I saw the flames..." There has to be a way for Incident Command to use the TTY system for Emergency Alerts. I know that non-sighted persons also have talking telephones; there must be a way to work in Emergency Alerts? No more leaving the Elderly behind, either. Some still have Rotary telephones, no computer, no cell phones. Think Around that, please. Same with the Handicapped. Thank you very much.	11/20/2017 2:44 PM
75	From this survey, I am now concerned for my land line and is it copper or fiber? I have trusted AT&T's land line service as it has held up through storms and earthquakes and I will be very upset if that was changed without providing a communication option so my family have access to information to protect lives and property. I have also spoken with friends concerning not having any notice to evacuate for the City or the County...instead, getting that info from friends via hurried calls in the middle of the night warning them that the fire was coming their way. And they only knew because cops & neighbors pounded on their doors to alert them of the urgency to evacuate within minutes.	11/20/2017 2:41 PM
76	We are leaving Comcast and switching to AT&T	11/20/2017 2:31 PM
77	Perhaps doing a mandatory shut down of all utilities might have been a good idea.	11/20/2017 1:36 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

78	Some time ago, We received a notice that we could sign up for notifications of news and emergency notices from the Sheriff,s office and we signed up.	11/20/2017 1:33 PM
79	that everyone should have one type of alert system on your cell phone for these 9/11 type events.	11/20/2017 1:16 PM
80	review the P&P emergency phone service. Add Siren raids to our emergency evacuation plan	11/20/2017 1:08 PM
81	We need to learn from this horrific event and find better ways of alerting people to potential dangers. Less energy should be expended on trying to "place blame". Instead, let's all work together to figure out better ways of utilizing available communication methods to send out timely warnings, and also to educate the public on just what warning systems are available to them now. We also need to be mindful of those who don't have internet, cell phones, or sometimes even a landline. Neighborhoods should be encouraged and educated in setting up neighborhood groups so we can reach the biggest number of people the fastest.	11/20/2017 11:33 AM
82	It would appear, in hindsight, that there could have been a better implementation of existing alert systems to warn of the impending conflagration. Our first notice of a problem was at 7:00 AM when our radio alarm went off to silence (KZST off air) and we turned to KSRO for news. Luckily, we were not in the direct line of the fire, but certainly could have been and without warning.	11/20/2017 11:00 AM
83	Because of the fragility of telecommunications, something needs to be implemented that is not dependent upon wireless, landline, or cable means of communicating. I'm in favor of the use of sirens and of roving vehicles with loudspeakers giving information, advice, or orders that can easily be identified as legitimate public safety messages. Even during non-emergency times, I've noticed areas in town that are poor reception spots for my carrier (T-mobile). Our internet provider is very consistent, so when we lost both television and internet on the second day of the fire and did not get it restored for three days, it was surprising particularly when our neighbors with AT&T did not experience any outages. We relied on neighbors with uninterrupted internet service for a good deal of the news we received during that day. Although this may not be in your purview, I felt that some of the reporting from a San Francisco station that we did see on the first day of the fire was poorly implemented. An example is the newscaster who turned to her colleague and said that it seemed like all of Santa Rosa was burning (in concerned tones). That was not news, was not true, and although it certainly dramatized the event, it was poor reporting for her to express a reaction to the video they were broadcasting, which of course was of the worst examples of the fire. It could only make friends and relatives of Santa Rosa residents more anxious and fearful. At a time when clear, responsible reporting was necessary (as at all times), this was an example of doing just the opposite. I hope that the news programs are reviewing how they reported on this particular event in order to improve their communication. Our local radio stations, on the other hand, did a fine job keeping us informed, and I found their broadcasts to be calm and informative - exactly what we needed.	11/20/2017 10:16 AM
84	There needs to be a low tech alert system such as air sirens. Also, everyone with a cell or landline must be automatically signed up to receive emergency alerts.	11/20/2017 9:56 AM
85	Besides my "story" above, here are several other comments intended for the PUC and Sonoma County officials. With the broadcast warning technology available, it is absolutely wrong that a decision was made not to initiate a warning to the populace in Sonoma County of the fire maelstrom. Additionally, having only one person responsible and what appears to be no vetted protocols in place to make that call (not to make a broadcast warning), lives were lost. Telecommunication between various agencies and fire departments was deplorable. After attending meetings with responsible county & fire department "heads", and attended by an elected County Official, self admittance was made to the degree of a lack of overall communications. Published statements of defensiveness and rear-end covering only serve to deflect criticism and are inappropriate. A root cause analysis should be undertaken to identify what went wrong, why, who was responsible, and what should be done in the future. This should not be an exercise in finger-pointing.	11/20/2017 9:46 AM
86	I don't wish to criticize because it was a disaster/event. I do not have full knowledge. Perhaps PG&E was at fault to some degree, I believe that agencies, CalFire, EOS, local evac centers, Nixle provided great service.	11/20/2017 9:40 AM
87	I feel that it was a disgrace on the part of county officials to not use the Amber alert type of warning. People I know died because they had not warning that the fire was at their door.	11/20/2017 9:31 AM
88	We need a complete investigation of emergency communications to ensure that public communication companies are able to provide service in all types of emergencies with reliable backup. Also, that they work to upgrade the ability of officials to reach everyone in an emergency.	11/20/2017 9:29 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

89	The first week the Nixel messages were confusing and often contradictory. We were not notified of the first back burn at Bennett Mountain, behind my house, which was frightening. The news did not help as there was often conflicting information there, too. I ended up only listening to the daily briefings, which were extremely helpful because I got the information from the source. I think that the miscommunication during the first week was due to the fact that we have never experienced something of this magnitude and everyone did the best they could. The news, well, they always look to sensationalize so officials broadcasting the briefings was most beneficial. Thank you, all of you, who did your best during a frightening and chaotic time.	11/20/2017 9:17 AM
90	I lost all phone, text contact via Verizon phone during the fire. Others in my household were able to contact the outside via AT&T and comcast Internet. At no time did my landline go off service., but I was unaware that I might need a battery back up. Thanks to Nixle, I was able, through AT&T, to keep up with immediate alerts.	11/20/2017 8:29 AM
91	Alerts by landline or cell phone would have helped we only woke up because PGE went out and we had a battery back up for our computer which beeped every 30seconds.	11/20/2017 8:18 AM
92	While I don't know what can be done to improve this, I found my wireless provider, Verizon, was useless. This loss of service was extremely frustrating and a major concern. Luckily those close to me had AT&T service so I could make some connections to others. Is there anything that Verizon could do to improve their reliability in these types of situations?	11/20/2017 8:13 AM
93	we need a siren system to tell all of us there is danger near.	11/20/2017 7:33 AM
94	No	11/20/2017 7:25 AM
95	We need a better emergency warning system in place!	11/20/2017 7:25 AM
96	The lack of communication services redundancy was a major concern. I volunteered at the temporary shelter in Guerneville and we didn't have any way of communicating with people except for a landline. The fire station lost their Comcast-run phone service! The banks couldn't operate and the local postal outlet shut down due to lack of internet service. We live in a remote hilltop between Guerneville and Cazadero. Our land burned in a fire in 1961. We are very concerned about the lack of communication during a future event-whether it's a fire or an earthquake. We are getting licensed to run a ham radio as a form of communication redundancy at our home. This will not address the lack of robust internet in this rural community. I urge the CPU commissioners to invest in improved communication options for our community.	11/20/2017 7:17 AM
97	It is beyond outrageous that there was no warning other than deputies and others going from door to door. How dare someone make that decision not to send a warning. We need sirens in all of Sonoma County that are tested once a week and we need a law that requires the sirens be used in emergencies so no one can make a decision not to use the sirens. In addition, we need the Amber Alert system used to immediately warn us of emergencies and a law that requires that it be used. The Amber Alert sound does wake one up from sleep and the Nixle sound does not. We need real time information about road closures during fires and during the winter storms. Our elected officials need to focus on safety of Sonoma County. That is their job. There is no excuse for not having a warning system in place. The recent fires swept through the same area as the fire in the 1960s and fire in that area was a known danger. People died who could have evacuated if they had been warned. The decision not to send out a warning should result in immediate firing of those responsible for that decision and a full transparent investigation.	11/20/2017 7:11 AM
98	I realize so much was out of anyone's control once the high winds stoked the fire but I'm left to wonder, why aren't wires buried? And other thoughts that I've seen/ heard-- shutting down the grid in high, hot and dry winds; using warning sirens.	11/20/2017 6:57 AM
99	There was no official warning to me about this approaching fire. The only news available to me was via the NextDoor email. I feel if I had been at home I would have perished. I do not think there was any fire team response at the time of the fire.	11/20/2017 4:22 AM
100	If Lake County had in place the technology to send warnings to specific areas via cell phones, why didn't Sonoma County have that!!!	11/20/2017 1:58 AM
101	The CPUC needs to do their job right and protect customer's from Private utility's like PG&E. The CPUC is corrupt. There is proof online of the CPUC accepting donations from PG&E before presenting a rate increase proposal. They allowed a private company to have a 10 year extension on fixing the wires and lines. PG&E claims it was unnecessary meaning a waste of money. We need PG&E to be more public with their finance. PG&E had a tax break of 5.3 Billion dollars from 2008-2015. Where is all this extra money going to? They have no excuse. They were greedy paying their shareholders. And now they are being investigated.	11/17/2017 3:15 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

102	I live in the small city of Sonoma. There was little to no communication at the City level to tell us if the fires were headed to town or not. There was little to no communication about the horrible smoke, which ultimately is why we left.	11/17/2017 9:23 AM
103	Please mandate Napa and Sonoma counties to use cellular telephones to override all settings for loud mandatory notifications and save people's lives in the future.	11/17/2017 8:38 AM
104	Telecommunications companies should have had a faster response to set up temporary towers, etc. They do this frequently for large events and 3 or 4 days without this response is unacceptable in an emergency situation. I had cell service at home but had to leave my husband and kids and respond to work as County employee and because my job takes me away from my desk and I was responding to the emergency in Napa there were significant amounts of time where we were not in contact and I did not know how the situation in Sonoma was unfolding or if they or our home were in harms way.	11/17/2017 8:36 AM
105	have evacuation orders be on radio and tv as well as fire and safety staff knocking door to door. have the emergency broadcast system activated as well as using iphones because some people do not have iphones. have county and local governments get news out to radio and tv to be broadcast. more communication not less. and more direct communication not vague.	11/17/2017 8:30 AM
106	Please work on getting an emergency notification system which will work for all technologies without people having to opt in. At the time of the fires, a very small percentage of the county occupants had signed up for Nixel or So Co Alerts.	11/16/2017 4:49 PM
107	I appreciate what this survey is trying to do by getting a sense of vulnerabilities based on disruptions in services, particularly since coverage information is not widely available and the way we as a community and society have adjusted with new technologies. I would encourage Commissioners and elected officials to study this further, since this survey may illuminate but will unlikely paint the full picture. Then, given a reasonable understanding, please consider actions to improve real-time information about affected people for future emergencies, so that first responders and emergency managers can plan and respond effectively. In addition, please consider ways to ensure redundancy capability for getting emergency information transmitted in both directions (to and from responders and the public) during different types of emergencies. Thank you!	11/16/2017 4:42 PM
108	Need to have backup cell service in case of disasters, fires, floods, power outages. It took me driving an hour away from my home to get cell service. I was unable to leave my area (spent the night in my car with all other Knights Valley neighbors on Highway 128) until 12 hours after evacuation due to fire, closed roads and down power lines and down trees from the winds. We lost cell service about 30 minutes after we evacuated so no one (not my family or friends) knew if we were alive or what. We assumed the cell towers burned, but we do not know this. We were never told what happened or had any idea when we could communicate. We finally got to drive out of the burning area and about an hour away we regained cell service and got in touch with family. We did not return home for several days (17 days to be exact).	11/16/2017 2:30 PM
109	All notifications need to be push style. Not Opt-in.	11/16/2017 1:38 PM
110	I'm concerned about the Deaf community. I at least could listen to my car radio to keep informed, Deaf people were in the dark for the most part.	11/16/2017 5:59 AM
111	Thank you for your hard work in containing the fires, PGE and the roads. How can one be critical in times like this? No complaints! First responders were well trained and many departments from all over the area arrived prepared and willing to go into unfamiliar territory. Bravo to you all. What I learned: to be prepared with a "to-go box" of important papers or ID and to take with me money, clothes, checkbook. My last minute thinking was a blank but in retrospect I should have had such a box. Animals can take care of themselves very well although being abandoned is never something you want to do with living creatures. That was a hard call for me but my cat survived through the uncertainty. Leave an escape route for your car. Locked behind an electric gate and garage door proved a liability but adjusting and adaptation is the name of the game. Thank you Again!	11/15/2017 1:22 PM
112	I would much rather have notification via emergency sirens or other means - relying on phones hasn't worked since ma bell was dissolved. AT&T is a joke! A bad one.	11/15/2017 12:16 PM
113	The limited emergency alert system was highly inadequate for the immensely growing firestorm as many people had no communication at all nor direction to immediately leave their residences. We have always maintained a landline and have one non-electronic/electric phone in case there was a power outage so communications could continue, which was extremely helpful to us since the fire came within two blocks of our home in the section of Larkfield just north of Sutter hospital.	11/10/2017 10:48 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

114	Comcast is our only phone service at home, and it was down for over 4 days. If we had an emergency during those days, there would have been no way to call 911. Cell reception was greatly reduced or completely nonexistent in the surrounding areas so we would be completely on our own in the event of an emergency. We did not feel that Comcast worked as quickly as they should have to remedy the problem and in multiple press conferences it was stated that Comcast was not being as cooperative as other public utilities. We feel that Comcast does not care about quickly fixing an outage because they have no competition in our area, they are the only option for internet.	11/10/2017 5:59 PM
115	There needs to be a better evacuation/ warning system in place. Even if you have not signed up for anything on your cell phone.	11/9/2017 2:47 PM
116	We would not have received any notice of the fire 1 mile up our road due to lack of power and telecom. The Occidental VFD fire personnel that were up here would have had to go door to door in the small fire they were addressing got out of control. No power from damaged pole meant no communication, no water for suppression, etc. We did not feel safe and left for a few days. Local radio stations were covering the fires as news with very limited information and were not operating in emergency information sharing mode. Limited cellular coverage that cannot support data transmission was also a broken information channel.	11/9/2017 12:07 PM
117	Why was there no general alert? Why didn't a public office create a central website for fire information and updates?	11/8/2017 3:18 PM
118	I received no alerts about the fire on either my cellphone or landline. While not in the actual burn area, I would have appreciated a heads up.	11/8/2017 1:02 PM
119	I understand why an alert system was not set up and that many weather factors went into the spread of the fire. But we need to learn from this experience and discuss future scenarios in which an alert system would work. Lives could be saved. In a world where we are increasingly connected and rely on our phones, tv, and internet for knowledge - we need to make sure the infrastructure is there to respond to a disaster such as this.	11/8/2017 10:34 AM
120	We needed better notification to get out and what was going on.	11/8/2017 5:51 AM
121	Since I received no reverse 911 call on my landline or cell phone before the power went out. I signed up to use Nixle alert on my cell phone but there was not (much) news for Sonoma Valley (mainly for Napa and Santa Rosa). I relied on the Nextdoor app and neighbors providing shared info. There was confusion in our area/neighborhood as to whether evacuation was voluntary, advised, or mandatory, depending on which agency (local firefighters/Fire Dept.; Calfire, etc.; local sheriff/sheriff dept.; police/police dept.) was nearby. Also the yellow 'stick-on notes' and colored/dotted taping on doors and mailboxes were unclear as to what they meant, and to whom?	11/7/2017 7:07 PM
122	We need to have a better evacuation warning system in place, many people fled with just their lives and the clothes on their backs. We were fortunate and did not lose our home but only because of the path the fire took. We learned of the fire by waking up choking on smoke.	11/7/2017 4:37 PM
123	I feel the Redwood Complex Fire, and subsequent communication failures could have been avoided by having electric lines buried. This is what all areas in fire dependent neighborhoods NEED! Allowing PG&E to run wires above ground is negligent and irresponsible. Let's make sure we don't experience this again!	11/7/2017 1:57 PM
124	I live close to Shiloh Park where we were on "advisory evacuation." I contacted the Town of Windsor leadership to ask that they remove the yellow barriers from the through street that blocked one of the outlets in our neighborhood. With this block in place, there is only one exit for the entire neighborhood of 100+ houses. They declined to remove the barriers saying doing so would cause panic in the neighborhood. It seems that if the neighbors are being told to be alert and prepared, that the town should have been preparing us for a smooth, safe evacuation, should it have become mandatory.	11/7/2017 12:51 PM
125	Much of what I said above should be shared with the CPUC. In my opinion they're not doing their job regarding the maintenance of the telephone system. They should also be demanding system UPGRADES for the rest of us. I find it hard to believe the PG&E could be held responsible for this event ... what I experienced were winds that were like nothing I'd ever seen. PG&E also had power restored very quickly ... at least 5 DAYS before the evacuation order was lifted in our area and roads opened. Further, I'd like to see some real introspection on the decisions about how and who to notify. The way we're going to reliably notify people of major events like this is with multiple redundant channels. They already exist, so use them.	11/6/2017 3:54 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

126	When the electricity is off, there is NO television, no landline (Comcast), very poor cell phone service, because everyone else is using cell phones. Close to total lack of communication. Radio in automobiles was the best info solution. Also city of santa rosa was OVERWHELMED, police, fire, etc. You were unable to get an ambulance in an emergency or even ask for help for over 72 hours! People driving were not following the laws, it was the wild west for several days. A suggestion, when the weather forecast is for high winds low humidity, maybe government should try to be PROACTIVE, knowing at any spark will cause a fire that can't be caught or fought until the weather subsides. Ask any old firefighter, they know.	11/6/2017 1:55 PM
127	We continued to receive incoming calls on our landline, but when we tried to call out, we kept receiving an automated message saying "All circuits are busy, try your call later." We had continuous service using our cellphones, with service provided by Verizon.	11/6/2017 12:32 PM
128	I respectfully assert that we should have siren alerts in our town similar to those in areas with tsunami or tornado prone areas. I also believe the city should have used an emergency alert similar to the flash flood or amber alerts. Doing so may have saved lives and certainly would have allowed our friends more time to gather treasured belongings before losing their homes. It would also have reduced a lot of the trauma that both adults and children are experiencing due to harrowing escapes they made on almost no notice.	11/5/2017 10:29 PM
129	I credit the first responders - law enforcement, fire fighters, medical teams, shelter volunteers - for doing life saving work for my family, neighbors and community. I have praised my local elected officials for doing the best they could in trying circumstances. As I am a volunteer with C.O.P.E. (Citizens Organized to Prepare for Emergencies) in Oakmont, I better understand how first responders work to help us all. I only wish others also would volunteer.	11/5/2017 9:07 PM
130	During winter 2016-2017, i received multiple emergency alerts that were pushed out to my phone about flash flood warnings. I opted out of amber alerts, but had opted to receive all "severe" alerts. When i went to bed on sun 10/8, i was aware of fires burning nearby in kenwood and calistoga and the dangerous dry air and high wind, but based on the regular use of the emergency alerts during recent floods, i had the expectation that i could rely on this system to provide warning if evacuation was necessary due to the fires. I few hours later, i was awakened by shouts of "Fire! Fire! Leave now!" in the streets of my neighborhood. I tried for 15 min to find any informstion. Nothing. I thought i would wait for an "official" evacuation notice until i went outside. I couldn't get a breath because of the thick black smoke, and i could see flames on the ridge above my house, being rapidly driven by the high winds. I quickly grabbed a few items from my house and left. The excuses I've heard about why the emergency alert system wasn't used as it was during the floods are inadequate and upsetting to hear. Use of that system during the recent floods created a reasonable expectation that we could rely on this warning system. I did notice a day later that i had received an email at 2:20 am on the 9th from the city of santa rosa about evacuation. Seriously? I was asleep. How would that possibly be helpful?	11/5/2017 7:30 PM
131	My Internet, home phone, and cable TV were out for 4 days despite living in the Russian River area of Forestville (not in the immediate fire area), and my cell service was almost non-existent throughout much of the first week. It was REALLY stressful and frightening the first day in particular, with no phone or Internet, trying to find out what was going on and how close the fires were to my residence. It was also very stressful because my children were evacuated from their father's house in the Larkfield area and it was very difficult to communicate with them with such limited cell service. I found it unacceptable that Comcast was so slow to provide service updates, and when we received the latest bill from Comcast, we were not automatically provided a credit for the four days we went without service (I was given a credit of \$15 off a future bill only after I complained).	11/5/2017 6:26 PM
132	The lack of telecommunication services could have caused many tragedies. My elderly parents had no phone, cell or internet service for 3 days. I wrrued the whole time about their safety and, as my mother has a chronic illness, that theyd need 911 and not be able to access help. They have ATT and Comcast.	11/5/2017 6:09 PM
133	What about old fashioned church bells or evacuation sirens at each of the fire houses? For each community there is usually one within hearing distance???	11/5/2017 11:29 AM
134	Not being informed by the emergency alert system almost cost us our lives and it DID cost us hundred of thousands of dollars in the future rebuilding costs and all of our families memories that can never be replaced. How would you feel if the only photos of your father or grandfather was burned in the fire?	11/5/2017 11:10 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

135	As tax payers and citizens we deserve to be notified in the event of disaster.... feel as if there was no one on watch or at least the wrong individuals were in charge of alerting our community. I feel as if I and so many others were subjected to more stress than required. Fires happen yes but shit planing on city and state level are apauling, the fact that the utility companies drag there ass on maintenance yet are capable of amazing feats when being reactionary just shows the whole scenario was a shit show..... more so considering the same fire took place in the past.	11/5/2017 11:02 AM
136	Wake up and smell the smoke! You blew it big Time! Our home phones should have ringing off the wall. Our cells should have got amber alerts WEA.	11/5/2017 9:55 AM
137	A mass alert system would have been the best option. So many people had no information because of outages or hadn't signed up for alerts. Nixel was no widely know about. The only reason I had Nixel was because of a robbery a few years ago in my neighborhood. Before I lost service Nixel was keeping me informed. I knew there was a fire, I knew it was getting closer, I knew it jumped 101, but so many didn't! There was so much panic and Misinformation on social media. No one knew what to do. I'm so grateful I had time to leave, but so many didn't.	11/5/2017 9:54 AM
138	It is ridiculously hard to get information about fires when they are happening - and this has always been true. There is no central place to go and the individual fire stations don't report anything real time on their social media feeds.	11/5/2017 9:35 AM
139	Communication about the fires progression was extremely poor. Even though it seemed like the danger had moved else where it that the fire seemed to finally start to be contained, we kepted our belongings packed and by the door just in case we had to leave on instinct again. Even into Thursday and Friday, we didn't know exactly where the fire was or where it was progressing to unless we waited for the news to show it at their scheduled times. The county failed in communicating appropriately.	11/5/2017 9:25 AM
140	We need underground communications & an Emergency Alert System as these fires will continue in The Tubbs fire area again!	11/5/2017 9:21 AM
141	I don't understand this question. It's not the PUC the screwed up its really stupid decisions made by county and city officials.	11/5/2017 9:15 AM
142	If our neighbor hadn't called us, I'm not sure what would have happened to us. Some kind of public alarm would have been helpful, and perhaps allowed more time for us to gather a few more important items like blood pressure cuff, medications, insurance papers, etc.	11/5/2017 8:48 AM
143	Leete Generators witnessed countless properties saved by backup generator power powering pumps... Our work was very encouraging although we lost our home.	11/5/2017 8:27 AM
144	People lost their lives, this is a very serious issue.	11/5/2017 8:09 AM
145	We were evacuated in a safe and sane way, we had the land line warning then 2.5 hours later we had the sheriff telling us to evacuate. My home is in the county just south of the Windsor city limit. I'm thankful that we were not in the city limits of Santa Rosa, I understand from friends and family living in the Coffey Park area, that they were not notified at all or with very little warning.	11/5/2017 7:59 AM
146	A non optional emergency alert system should have been used. While I understand concerns of starting mass panic, it seems there should be a way to target smaller areas to warn of evacuations. Perhaps giving the system the ability use more words so more info can be relayed would be helpful.	11/5/2017 7:23 AM
147	It would have been very beneficial to have received some notification that there was an out of control fire and to turn on our radio/TV for more specifics, before we became a mandatory evacuation area. To be able to asses the situation, people need to be awake and aware. I was going around my neighborhood, knocking on peoples doors at 1 AM, just to let them know there were fires all around the county. I could have used this time to gather more belongings and emergency supplies, just in case of evacuation. If the smoke had not woke me up, I would have been totally unprepared. We did not lose our house, but we live very close to Annadel.	11/5/2017 7:14 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

148	Zach Hamill and Chris Helgren should be found criminally negligent in their duties as emergency service overseers and protectors of the citizens and should be prosecuted to the fullest extent of the law similar to a military trial. Many people died due to their negligence and lack of reasonable decision making in the failure to alert the population to impending conflagration. These comments are not issued lightly. I am typically a very forgiving person but this incidence of flagrant failure of duties by Hamill and Helgren that caused the loss of lives is inexcusable and the most extreme punishment must be delivered expeditiously. With a heavy heart that will never be the same. Yours truly, Kevin McGrath 2009 Rolling Hill Drive Santa Rosa CA 95404 Homeowner and Taxpayer (55 years old) Tel (Comcast landline): 707-843-4315 Cel (Verizon): 508-782-0439 Email: kevinmcg@gmail.com	11/5/2017 7:10 AM
149	The emergency response system needs to be more aggressive during disasters such as this. I did receive an automated phone call but ringer on my phone was off. Many turn their cell phones off at night and there needs to be an override for situations such as this.	11/5/2017 7:09 AM
150	Please make communications companies clearly advise clients of pros/cons of copper landlines vs VOIP systems. Consider a public education campaign about the differences.	11/4/2017 8:59 PM
151	Though not related to the fire AT&T service it Alexander Valley ihas been spotty during the past six months	11/4/2017 4:05 PM
152	There must be a better way to alert, warn and direct residents, AND VISITING/VACATIONING/TRANSIENT persons of impending danger, escape routes and check points. I don't for one minute believe the B.S. put out by Sonoma County for not using available resources, because they thought it would cause general panic. You CAN SPECIFY THE AREAS AFFECTED in a general notice. The national weather service does it regularly, and a general notice alerts the unaffected to expect changed conditions and to stay alert. I realize the magnitude if the fires was unprecedented, but any response/warning to unsuspecting residents/occupants would have been better than none!	11/4/2017 2:30 PM
153	I belong to a family of survivors. Cancer, disabilities, abuse, mental illness. We have learned to rely on instinct rather than government entities. We did what we needed to protect ourselves. This reality check comes from a mother with two disabled children and an elder parent who is 93. I have seen it all in dealing with the government. Not that California has done a total bad job. Some of you do the best you can. Some of you are there for the opportunity to enforce your personal discriminations and agendas. That's the thorn in your side. They will always make you imperfect and flawed. You will never be effective until you are empathetically interested in the needs of others.	11/3/2017 9:15 PM
154	After the fire - the night of the first rain - a transformer fire occurred at my family ranch and sparks almost caused another fire - the power was out for two days We were told most of the transformers in our area were all over 50 to 60 years old! These need to be replaced. The tree service only trims every year. I would like to have trees near homes on my family ranch removed next time Dave tree comes.	11/3/2017 8:19 PM
155	Now that I know temporary cell towers can be put up in emergencies, I would like to see the phone companies be more prepared to erect these towers within hours of losing permanent towers.	11/3/2017 3:23 PM
156	Overall, the telecom situation wasn't too bad as far as cellphone (Verizon) was concerned. When we were awakened around 1:30 AM on the 9th, cell service was off, but it appeared to be on again in our area a day or so later. The landline (AT&T) is still not restored as of today, November 3rd, almost a month later. I hope our AT&T bills reflect this.	11/3/2017 2:24 PM
157	I'm not sure what is behind this survey, however the social media blitz on finding blame and suing PG&E for letting this happen is absurd. There is no possible way to know which power lines are in danger of falling before hurricane speed winds set down. If we were to expect crews to inspect each one once a year to prevent downed lines and sparks, our rates would be un-affordable. It was an act of nature, just like earthquakes. It's too soon to know if there was any known issues that should have been addressed, but if that is the case, I hope it doesn't take a class action suit to make things as right as possible. Nature has no mercy - and this county rose to the challenge.	11/3/2017 2:02 PM
158	Comcast took almost a week to restore service in our area. At no time were we evacuated or threatened by the fire. Unacceptable especially given they had no response or reason for the extended outage.	11/3/2017 11:08 AM
159	We must have alternatives for communication and accountability by telecommunications. To start a PR campaign that there are WiFi hot spots available was not helpful. We could not find any hot spots.	11/3/2017 7:45 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

160	Allowing large swaths of the county to have only one functional cell phone service provider and one functional cable service provider means that communication is cut off for most of us precisely during the time it is most needed. Either there needs to be the appropriate combination of incentives or license requirements to get more private-sector providers to ensure complete and overlapping coverage areas -- or there needs to be a publicly funded communication provider of last resort.	11/2/2017 11:36 PM
161	When my power went out I had no way of knowing when I needed to evacuate. I was awake because of the wind, but if I was asleep I might not have gotten my family out in time.	11/2/2017 10:21 PM
162	This was an extraordinary disaster and I completely understand why I lost power and telecommunication service and was actually surprised that we got it back within 48 hours. But thank goodness for old fashioned radio!	11/2/2017 9:28 PM
163	The Alert System should have been engaged and used consistently. When we had heavy rain and flooding last winter, my cell phone went off many, many times with alerts. The system SHOULD HAVE BEEN USED. A major mistake by all government institutions!!!	11/2/2017 8:50 PM
164	I was surprised that we did not have any service at all. Our communication system is fragile and we were reminded how much we rely on it. I also realized that since we do not have local phone numbers (land lines) so much any more, many people would not have gotten a warning. The people who actually had to evacuate seem to have done so as a response to neighbors knocking on doors or emergency personnel driving by with loudspeakers. I don't know what the solution is, but maybe we need to figure out an alert system...go back to sirens? I hope there is a solution. After internet came back on, the information flow was pretty amazing.	11/2/2017 8:23 PM
165	I think it's criminal that the authorities chose not to send out Nixle warnings. They could have used neighborhood warnings and saved a few more lives! I cannot believe they chose not to use them!	11/2/2017 7:28 PM

166	<p>My thoughts are many. AND I hope to attend SEVERAL meetings to come about Emergency Planning and Implementation. But regardless of what is to be determined to be the cause of these firestorms.....maintenance and infrastructure issues need to take a front seat! We pay through the nose taxes of every shape and design...to have the worst roads and the worst weed abatement schedules I have seen anywhere. I would very much like to see a roads or pge maintenance schedule....who is responsible for clearing the brush and trees and who is holding them ACCOUNTABLE? Because lets be real here for a minute. As a ten years Santa Rosa citizen, I have one time.....once seen roadwork done (piner and fulton) I ha e never seen a mower or brush cutting crew. I do see the chip trucks so I am aware they must be used somewhere....but no where on my daily drives through 95403, 95404, 95405 and I believe 95401. I have made several inquiries over the years the first few resulting in a ridiculous phone tag because no one even knew which dept. The road in question belonged to....one what? 3 blocks from 101. Driving around AFTER the fires (just our daily driving) I lost count of the number of trees touching powerlines. Maybe its just the ones 50 feet away that fall onto the lines though?! Back when we were loving near Joe Rotanda Trail i recieved i letter from the city? Fire dept? stating we had to take care of brush that was a fire hazard by x date or we would be fined. I looked around in confusion. My horses cobbled up every last sprig i couldnt figure what they were talking about....then i realized they were talking about 10days worth (we had bee. On vacation) of dry grass that had grown through the gravel between our perimeter fence and the road in the area where the mail boxes and garbage cans rest. I chuckled and considered myself offically welcomed to SR. And took care of it. That was 10 years ago. Where is that PERSON?! Who fired them or ?????!!!!??? The past ten years I have marveled at the way things really take ofd around here with a little rain and how no one appears to do much about it. Ironic, rememberingf my first love note from the city over...literally 100 blades of knee high grass spread over 250 square feet of gravel?? I know this was a deck stacked so hard against us that it was going to run its course regardless. But how far and how hot.....every citizen of this county needs to come to terms with their role in that. The Valley fire, well geez right?! Tinder box....what is done to prevent these kinds of things from happening. I have never heard of controlled burns haopening here like they do all the time in other states. Do we just not hear of these tjings happening or are they not happening?! What measures are taken annually to slow these things down?! What has happened after aside from rebuilding?! Where does a person start to get information, to help, to become a active watch dog instead of just a frustrated observant? Because all calls placed go nowhere?! I dont want to point fingers because we are all guilty of complacency but while I am busy taking my kid to UCSF, and noticing things as i go along....i am hoping the persons whose job it is to be noticing and correcting these things are noticing them too and that their hands are not cut off by funding, beuracracic red tape and profit margins to take action or hold people accountable with consequence when they are endangering a community. Drive around what is left of Santa rosa, write down the few neighborhoods with defensible space.....dont write down the ones without And to the supe who wants to pack in dense population dwelling units and add granny units everywhere....I get it I do...BUT you wouldn't warn our families because you were afraid of we died in our cars instead of our homes that would fall back on "you".....what happens when you further burden these roadways with greater populations, roadways were not designed to accomodate. Opt in notifications are NOT acceptable, clearly. Especially if no one knows they exist but even if....the elderly, the towers being wiped out, the broke, the uncharged. But now that I have nixel, we get notices customizeable i know....for everything....that is supposed to sit by my bedside st night with the volume up enoug to wake us?! Notifications from every other service and app as well. PLEASE even with tight customization this is just silly. Not to mention it is a scientific fact that it is not recommented to have your cell phone on and near your bed for health and sleep reasons. Just hole galore in this thinking. It must be exhaustivley reasssed. At very least supported in other more dependable ways. As a person whose house stands (thank god for vineyards?! Or not did that tighten the funnel? Speeding the beast?) I still cant heal because the people who were supposed to warn us...left us to fend for our selves, sending heros who should have been formulating attack plans ans support.....knocking door to door like we lived PRE stone age era. Its just top to bottom an infuriating disaster despite having such brilliant and strong members of these teams working for us....so who is making it hard for them to do their jobs....those people need to step forward...be uncovered and habe a little chat with Nor Cal and be held accountable for their neglegence. And not using a emergency system to warn people of the biggest emergency to ever come our way.....why have it? And if you are going to habe it, perhaps some training to go along with how and when to use it. Hopefully these questions will continue ro be asked & addressed because there will certainly be more after they are. The basics.....it is always the basics....and yet we all push on and ignore them??</p>	11/2/2017 5:14 PM
167	<p>I was upset that I lost my internet, tv and cell phone connectivity, but once I found out what was going on I understood. I was surprised that my services came back on within 48 hours. I am happy that Comcast did everything they could to get my devices restored and I am happy with the support that they gave to the community.</p>	11/2/2017 4:04 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

168	It is critically important to establish 1-3 methods of emergency communications that people know about ahead of time, so that folks know where to go to get their news. EX- many did not have radios, and AM radio was the best for up to date information in the first days of the fire. Nooone knew about nixle, until this event, and there needs to be an emergency notification siren system for disasters, etc. Sound the Alarm, LITERALLY!!!	11/2/2017 2:51 PM
169	Thank God for KSRO	11/2/2017 2:23 PM
170	I am extremely upset that the county wide emergency was not immediately used. Had I not been awakened by my motion sensor on my porch, I would have died. The light woke me up and I went to investigate and found the barn behind my house on fire. I had less than a few minutes to get out taking nothing but my dog. I received no notice, no text, no one came down my road. I was one of the early places to burn - house across from Cardinal Newman but we should have been warned. The lack of communication and chaos that night could have easily caused the loss of many lives. It took 25 minutes to get from Alba Lane to River Rd to escape. I know this is something we don't plan for but it needs to be different. That emergency system should have been activated. Total failure on the shoulders of County or City officials.	11/2/2017 2:13 PM
171	I think it was only pure luck that I evacuated in time. The notification systems were not adequate. We got a text from Nixel that we should "prepare"to evacuate, but no follow-up. I think the alert should offer more definitive instruction. Such as, you do not need to evacuate at this time, but you should pack your car and be ready to leave. And then, when it was time to leave it should have stated clearly and unambiguously that you must evacuate immediately.	11/2/2017 12:56 PM
172	See previous written comments.	11/2/2017 12:54 PM
173	The swiftness with which we lost both cell and landline service (and internet and cable) and were completely cut off with no way of knowing what was happening was terrifying. In a matter of 20 minutes, from the time my friend called to warn us that we were close to the fire, we were completely cut off. We evacuated first because we had no idea if we had to or not, and then stayed gone for two more days because we still had no phone service of any kind at the house and knew we would have no way of being alerted in the event of a change in fire path, etc.	11/2/2017 12:52 PM
174	Our community was miminully affected and yet Comcast did not have phone, internet or tv available for 4 days!	11/2/2017 12:37 PM
175	Why does PG&E NOT use underground systems, similar to Southern California and most other areas of the country? Why are there not emergency plans in place for additional cell towers/satellites/service when this happens? Why did county officials NOT send a Nixel alert the first night? Why can't it be geo-targeted?	11/2/2017 12:27 PM
176	I woke up early Monday morning to absolutely no communication means. Home phone, internet and TV were all non working even though I had power (Comcast). My cell phone (Verizon) was not allowing me to make calls, access the internet or text at all. I had no clue what was happening. I also did not receive any of the Nixle notifications until Verizon restored service 4 days later then they all came through. How am I supposed to know if I need to evacuate during a disaster if ALL communications are non working? There needs to be a better system at least for the emergency notifications and that can save lives. There should be a way that a notification can be sent from a cell tower to ping all cell phones within a radius or every town/city should reinstate sirens to notify people of an need to evacuate to save lives. That's the main point, notification is needed to save lives and not put the lives of our first responders in such danger as they had to be in during these fires.	11/2/2017 12:26 PM
177	Both my work and my home never lost electric service. However, both were served-POORLY--by Comcast. Comcast went down for almost 4-days at both! At work: we are a multiple state company and were unable to process payroll due our inability to access the internet. All of our servers relied on the Comcast connection, so email as well as EWS was out of service. At home: our Comcast service was also out for just under 4 days. In addition to no TV, wireless or internet access, the outage somehow affected our cell phone connectivity. Therefore we were forced to self-evacuate due to the inability to have reliable information access from our home. We are seriously considering ending both relationships with Comcast.	11/2/2017 12:17 PM
178	Need to ensure better methods of communication are available.	11/2/2017 12:05 PM
179	Comcast was a big disappointment in reacting to customers and dangers -- when are we going to get credit for loss of week tv?	11/2/2017 11:51 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

180	I would like to know about an initial alert system for those that are hard of hearing for deaf, please. I do appreciate the text message updates, they were very helpful and felt informed when my home was in peril, thank you.	11/2/2017 11:31 AM
181	To Comcast: I was saddened to learn that my landline had somehow changed to a digital line without notice of this happening!!!! Also, to not have the news on made me feel like I was in the dark. I had to constantly go to my daughter's or co-worker's homes just to find out what was going on. I will be changing everything to Dish or Direct TV as they did not go out. I also heard that Sonic stayed on. I now know that in case of a disaster Comcast let me down. Debbi Davis, Cloverdale, CA	11/2/2017 11:05 AM
182	I am concerned that in a disaster communication is lost and people cannot be contacted. If I had depended on reverse 911 my cell was out. Nixal my phone was out and text message signal would not wake you up. I would be willing to have an emergency radio or other system in the house that alerted to community disasters.	11/2/2017 10:54 AM
183	Cable and wireless service providers should have to provide detailed outage locations and projected restoration times immediately outages are know. For reports of new outages they should be investigated within 12 hours.	11/2/2017 10:49 AM
184	I feel we need to greatly improve our communication technology. This was an epic fail.	11/2/2017 10:31 AM
185	Our best source of information came from our County Supervisor James Gore. He posted on Face book. Giving updates and live post. Also nixle was helpful. This was our only source. So much miss information was being going around. James Gore kept us sane. Being evacuated was a scary ordeal. Not taking away from the horrible loss many experience.	11/2/2017 10:24 AM
186	I realize that this fire was extraordinary and certainly, unforeseen. However, the complete and utter breakdown of Comcast and its services cannot be allowed to happen ever again. Utilities (i.e., phone service) are a vital communication link and if Comcast cannot maintain its system so that phone service remains available in times of disaster, there needs to be a major re-think about allowing Comcast the privilege of provide telephone services. I felt I had done "my part" in disaster preparedness by having an old-school wall phone that did not rely on electricity to work. The method that Comcast brings phone service into our home (apparently not on copper lines) negated my plan to have phone service available. Going forward, we will be changing from Comcast for all services (phone, internet, television) and splitting the services among multiple providers. If Comcast is going to be the biggest provider, it needs to take steps to be the best - even in times of extreme circumstances. Comcast failed us.	11/2/2017 9:58 AM
187	There needs to be more robust backup of systems by the cell phone and cable providers. Because both Comcast and Verizon Wireless were out, the only source of information was the radio.	11/2/2017 9:36 AM
188	I did not know anything and the fire came to our neighbor's house on Pressley Road. We evacuated voluntarily after the power went out at 1am on Oct 9, winds were blowing so bad, we smelled smoke and I saw a photo of Fountaingrove burning from a local photographer who I am friends with on Facebook. I had no idea at that time, that there was another fire already on my hill and all around us in Glen Ellen and Bennett Valley, too. I was lucky that I drove down the right way towards Roberts Road, Petaluma Hill Road and onward to Petaluma. But I had no idea where to go really. No communications, no news alert on the Internet or or through the phone (I had not subscribed to nixle yet, did not know about that). We have a landline but got no call. Very scary. I am glad that my smartphone connection still worked, otherwise I don't know what would have happened to us.	11/2/2017 9:27 AM
189	We need a cellular warning system much like Amber Alerts	11/2/2017 9:26 AM
190	Sonomafireinfo.org was most useful, do what they did next time. Jim Gore's video interviews were also most useful and informative, do what he did next time. NEXLE was minimally useful. We needed more maps online to track the fires' proximity. More satellite pictures, sooner. Not having TV was useful in that all they do is scare people with dramatic scenes over and over. I had to tell family out of the area to stop watching that shit. Sonic.net was successful, comcast was not. We also needed info on Air Quality tracking much sooner. Info from Sonoma County about masks was not that helpful.	11/2/2017 9:20 AM
191	I believe we should all be required to have landlines that work even when no power -- the batteries should have been included. Some kind of early detection of all fires so everyone knows where the fires are located. And then alerts sent out on cell phones, land phones, radio, etc. Some kind of loud alarm system (either in homes or in the neighborhood) to blast in areas of quick, mandatory evacuations.	11/2/2017 9:12 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

192	From what I understand, there was an opportunity to send out a mass evac order to residents in Santa Rosa. That opportunity was passed over, and I'm not sure I understand why. I've heard the argument that it would have caused unnecessary mass hysteria...which to be honest, that's what happened anyway. It is better to keep your citizens informed. I'm greatly disappointed in the lack of information in the early hours of this disaster--nevermind the perpetual misinformation in its immediate aftermath. For some reason, my neighborhood, which is literally one block from a fire station, burned to the ground. The fact that there weren't any SIRENS going off for people to hear...is beyond me. I wish I could focus the blame on one person or entity, but the fact remains that my childhood home is gone, along with the neighborhood. I would urge my elected officials to do everything in their power to ensure that should a disaster like this happen again, they need to have a working system of communication in place. In any case, I will do everything in my power to ensure I know what to do for myself and for my family should something like this happen again.	11/2/2017 8:54 AM
193	There needs to be greater redundancy in communication lines. It isn't acceptable to have a single point of entry via fiber where an isolated disaster can impact communications to non affected areas.	11/2/2017 8:53 AM
194	Returning home after 10 days, we found that there were automated calls on voice mail. They were unintelligible, only partial messages, obviously intended as warnings to leave. They were only partial voice messages & of no value/use.	11/2/2017 8:20 AM
195	Comcast failed us....no warning calls...system down solo long	11/2/2017 8:17 AM
196	I would like to see County and City officials publish consistent rebuilding guidelines for fire victims in a timely fashion.	11/2/2017 8:10 AM
197	I think our community did extremely well in coming together to help, to commiserate, to band together in an effort of strength. I'm very proud of how our local first responders, elected officials, the men and women with local utilities stepped up. My only hope is our community stands strong through the rebuild, quickly, efficiently with integrity and compassion. ShaSha Logadi	11/2/2017 8:10 AM
198	We should have been notified that the fire was coming. I had nixle and did not receive a message. There was no cell phone notification. What is the point of having emergency notifications if they are not used in an emergency?	11/2/2017 7:50 AM
199	Update your telecommunications systems! MANY people, myself included, do NOT have landlines. Reverse calling for CELL PHONES is vital. Internet Providers (Comcast in particular) were down for LONG periods of time, leaving people in the dark about updates!!	11/2/2017 7:50 AM
200	I don't understand why I didn't get a phone or text email alert to evacuate? No one knocked on my door. I just happened to wake up when I heard one emergency vehicle announcement outside my house on a bullhorn announcing to evacuate immediately due to fire. If I hadn't heard that, my family and I would be dead. Thank you.	11/2/2017 7:47 AM
201	I think everyone did a great job considering the circumstances.	11/2/2017 7:45 AM
202	Thank you for your efforts to restore power and connectivity to those impacted by outages during the fires! Hard work in horrible conditions and your efforts are much appreciated.	11/2/2017 7:44 AM
203	This was a natural disaster. Crazy winds helped the fire mover faster than anything that could have been foreseen. It's not PG & E's fault. When a tree falls over, they take out everything in its path.	11/2/2017 7:43 AM
204	i feel like if you weren't up late watching the news and went to bed - with the crazy wind storms that I would have had no idea their were fires. when I had a down power line within a mile of the house I received an alert from my landline telling me to stay indoors. I am not sure why this didn't happen with the fires alerting. I know they were fast and swift but they knew calls were going to 911 of people reporting fires. We get flash flood alerts, amber alerts on our phones and extreme weather. some how the fires did not alert us. Very sad for my friends who lost their homes and were never told of the fire, fleeing in the middle of the night.	11/2/2017 7:42 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

205	If we had been given notice earlier to evacuate, we may not have lost as much as we did to the fire. We would have had much more time to evacuate. My daughter had received a text from a friend in Calistoga telling her they had been given notice to evacuate. Since we did not receive any warning, we did not believe we were in danger. It was only after turning on the radio and hearing about the fire through KSRO that we became aware of the imminent danger and made plans to evacuate. All in all, I believe we had about 30 minutes to pack our bags, grab a few important items and flee the scene. We did not lose power during the event - only briefly - so we don't understand why a phone alert did not go out to our landline. We also do not understand why sirens or loud speakers were NOT used to alert us that we needed to evacuate. We lost our home and everything in it. We are grateful to be alive since it would have been very easy to have slept through the blaze.	11/2/2017 7:36 AM
206	The one bright spot from the moment we were awoken at 3:00am on on Monday, 10/9 was AM radio! KSRO and at least one other local AM radio station jumped into their usual activity of 1) broadcasting official news from city and county authorities, 2) taking phone calls from individuals in the area who provided localized information about the condition of street closures, fire locations, etc. The radio staff did a great job of trying to vet all these calls to ensure they were as accurate as possible and 3) the on-air staff provided emotional comfort and empathy continually through 7-8 of the worst days of the fire. I can't say enough about how important AM radio is to the community during these types of emergencies! Walt Chesbro	11/2/2017 7:13 AM
207	Comcast didn't send any notifications to inform their customers that we had lost service. I couldn't find any information on their website either. When I called to ask when I will have internet access again they couldn't give me the date. They told me wasn't going to be charged for the days I didn't have service, and when I got my bill I noticed that they had charged - my the regular amount. They didn't deduct the days I had no service	11/2/2017 7:00 AM
208	Mike McGuire and James Gore are doing a great job of communicating. Radio KSRO was invaluable we are still listening to them for information.	11/2/2017 6:59 AM
209	The nixle alerts were great but only worked if you had a direct cell connection- if you were getting texts through imessage the nixle alerts did not go through Very dangerous!	11/2/2017 6:53 AM
210	I would LOVE to see all wires (power, cable, phone) put underground. My expectation is that this would mean we would retain those services in most disaster situations and it would be less likely that "sparks" or "explosions" would cause fire in a wind event.	11/2/2017 6:50 AM
211	The Internet should be considered a utility that is necessary to the conduct of ordinary life in my community. As such there should be just as much redundancy built into the Internet connectivity as there is for power. My community was 15 miles away from the fire but because the communication trunks used by my providers (Comcast and Verizon) were destroyed by fire, we were COMPLETELY disconnected - however, AT&T and other providers were not affected. In times of emergency, providers should be required to share their trunks to allow at least minimal amounts of communication for as many people as possible, even if that means some services (like streaming Netflix movies) will be degraded or even unavailable.	11/2/2017 6:49 AM
212	No communication up to Mendocino county. Very un-safe for people who live there.	11/2/2017 6:32 AM
213	Never in my 65 years have I felt so vulnerable. I did not sleep for the first few days because I did not have confidence I would be informed of the fire hitting our retirement community during the night.	11/2/2017 6:13 AM
214	I believe that AT&T and other Internet providers should compensate organizations who needed to get a connection to Internet up for their customers because many of us had to switch to a viable provider so our customers and employees could work and do their jobs. We had to close for 9 days because we had no connectivity.	11/2/2017 6:09 AM
215	Verizon Wireless absolutely dropped the ball. Epic failure. Lack of service for days is inexcusable. I am switching to Sprint.	11/2/2017 4:23 AM
216	There needs to be some way of letting all residents know about disasters. It was extremely smokey and we did not know how close or whether we were in any danger. None of our normal ways of receiving information and communicating was working.	11/2/2017 4:00 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

217	I believe telecommunications is one piece of the puzzle. If I understand the situation correctly, a general warning was not given because the notification system for my area (Santa Rosa/Sonoma County) was "all or nothing," meaning that either everyone got notified or no one did. Compounding the problem was the conglomeration of communication technologies (landlines, cell phones, varying internet service providers and television programming providers, etc.). This fragmentation makes me think that one notification system using our current communication channels would be impractical. As I reflected on our dilemma, I found myself thinking of the tsunami warning sirens in Hawaii and, I believe, along parts of the Oregon coast. I believe that a grid system of these warning sirens (similar to the civil defense sirens used for bomb warnings in England during WWII and nuclear fallout drills in the US in the 50s and 60s) might be one type of "old" technology to explore. Such a system could permit zoned or neighborhood warnings that would not necessarily be dependent on coordination or cooperation among private communications vendors (phone, internet, satellite or cable TV vendors, etc.). If an independent siren system could work in conjunction with emergency responder's satellite communications (and maybe also notify area radio broadcasters and ham operators as a second tier notification), perhaps some of the problems we faced could be avoided in the future. Thank you for asking. I sincerely hope that your survey yields some practical solutions for use here and in other fire-prone communities. -- Jane Braynard Barr, Santa Rosa	11/1/2017 9:54 PM
218	1. Why didn't PG&E remove trees and branches near the power lines that sparked. 2. Where were the firefighters? Not a single engine was seen or hear in the Fountainghrove area of Santa Rosa in November 8-9, 2017. Besides, their newest fire station burned down, which should have been a safe haven for residents.	11/1/2017 9:15 PM
219	From my limited perspective, most companies did a great job. But several people I know had major complaints about Comcast.	11/1/2017 8:38 PM
220	Although I feel this disaster was one of a kind, city and county need to stay on top of tree abatement either by homeowners or utilities. Homes need to have larger set backs than 5 ft in town. Lack of more than one large east/west (hwy 12) corridor is an issue. Bennet valley road and fountgrove obviously cant do the job. It would appear we need some form of fire alarm that does not depend on electronics!! Our pgone number did receive a notification via our landline but AFTER the power went out so we actually never heard until we returned after power back on and listened to our phone messages!	11/1/2017 8:31 PM
221	I thought communications was excellent	11/1/2017 7:48 PM
222	Underground utilities	11/1/2017 6:38 PM
223	The power outage made me lose most of my food. I also had no heat. I could not cook. Paul Adelman	11/1/2017 6:38 PM
224	I was proud to see local leaders emerge and looked forward to and trusted what they had to say. Specifically, Acting Sheriff Rob Giordano and Mayor Chris Coursey.	11/1/2017 6:31 PM
225	Community-wide awareness (esp. after Santa Rosa) should be promoted by requiring NOAA or SAME radios (with aux.battery back-up) in all homes as well as community wide sirens as were common through the Civil Defense Air Raid model.	11/1/2017 5:55 PM
226	It is ridiculous that the very telecommunications that we rely on for emergency information mostly failed right when you needed it the most. I support the idea that we need to go back to old fashioned emergency sirens for situations like this fire for those who had to flee immediately. The TV, internet and phones should not go out first thing. But I also do not want to see huge numbers of new cell or TV towers going up all over the place. We need to improve the technology or provide less technical options during natural disasters as much as possible.	11/1/2017 5:50 PM
227	I would like to have had some sirens aloud speaker going thru the neighborhood giving us some directions. Not having cell service was a huge handicap but, you could find areas that had hot spots. All in all, I think that everyone did a admirable job and has stayed positive. This is really " key" at this time!	11/1/2017 5:49 PM
228	Texting could have been used to alert us. Radio stations could have been taken over ems so it was less talk show and more public service news. Sources of information - too many. Too many different names being used - Bennett valley, Bennett ridge etc. there was no no no community alert about the biggest fire ever. We got up at 5:00am and looked north and the catastrophe. We got more news, better news from friends on the east coast. Overall D+ for communications.	11/1/2017 5:42 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

229	A friend told me about the County Sheriff NIXLE texts and that was very helpful. Also, once the internet was working it was helpful to go to the Sonoma County Sheriff website and check their TWEETS. In the future there needs to be a chain of command and up to the minute reliable source of information based on facts as soon as possible. Some system of neighborhood warning would be good, too. That said, I have nothing but respect and gratitude for all first responders and government officials having done a great job in the face of horrific circumstances.	11/1/2017 5:36 PM
230	Very poor or no information on the location of the fire and where they eere head on the tv news. If you didn't have Internet you were lost and uninformed	11/1/2017 5:27 PM
231	Improve cell service, eliminate dead zones. Add power backup to cell towers to eliminate lack of service.	11/1/2017 5:23 PM
232	Why was there no mass communication via text?	11/1/2017 5:08 PM
233	I am concerned about above ground electrical poles and wires contributing to the chance of fires. As much as possible electrical utilities should be underground.	11/1/2017 5:01 PM
234	I understand tough decisions needed to be made about when and how to alert the public during the immediate crisis. I don't have much information about those choices, so I recognize I am not qualified to comment on what was or wasn't done. Perhaps sirens and horns did blare, perhaps fire departments did sound their alarms, and I do know first responders and neighbors were pounding on doors, but I am shocked we did not lose more lives. How so many folks were able to be roused and evacuate in the middle of the night is a mystery to me. A blessed mystery. I hope we are able to develop a system where targeted neighborhoods can be alerted in the event of an emergency, that there can be some mechanism where we can reach people with and without wireless or cellular technology, whether or not we have a power failure. Best wishes to all of us! Pam Davis	11/1/2017 4:49 PM
235	I feel like there were so many disconnects. 1. the Telecommunications. 2. getting the information out. 3. Nixle. Why did the County Supervisor not step up till couple days later and then start sharing information. Why are First Responders relying on Nixle to get the information out. I don't really feel safe in this County. The supervisors are more interested in their marijuana grows then Public Safety.	11/1/2017 4:43 PM
236	We live in the very north part of the Santa Rosa Junior College neighborhood. I woke up at 3:00 a.m. to the strong smell of smoke. I checked out our house then went out front. There was long finger of smoke over the house and I could hear explosions. The smoke seemed high up though the smell was strong. I thought a large commercial building north of us must be on fire. I wasn't very aware or I would have turned on the radio, but I remember thinking if it was something that could affect us I would get a call on my land line. I closed all of the windows and went back to bed, but not sleep, until a neighbor knocked on the door. Once we were told to leave we were out of the house in less than an hour. We had supplies for a week for us and our six animals. We evacuated to my work in Sebastopol. We had no idea where to go, but my Waze app showed that the road was clear and it was. We went home Tuesday and stayed home from then on. Throughout the next few days we were concerned about the Tubbs fire coming towards us. Later we were more concerned about the Nunns or Oakmont fires coming west through Montecito Heights or other wooded areas and into our neighborhood. It was hard to understand the locations and directions of these fires. Was our house in danger? The Nixle alerts were helpful, as was 1350 KSRO, but there was no full source of information. For instance, I knew people west of Calistoga Road who had a mandatory evacuation on 10/14 and there was no Nixle alert for their area. It would have been great to have more specific information about what was going on. Maybe the lack of detail was on purpose, still many of us would have been calmer and LESS panicky if we'd have known where we stood.	11/1/2017 4:40 PM
237	Never realized how stressful it would be when you use the cell phone for communications and it does not work. We were in the no internet zone in HBG and could not figure out what was going on. Finally a call came thru from a friend that gave us a heads-up on the extent and range of fires that were in progress. Another friend drove to the HBG Police Station so that we were better informed of what to do. This traumatic event has so informed us that we were personally NOT READY and the county systems were NOT READY to respond to this extent of an emergency. We need to get in gear and it served as a definite wake-up call. Be better prepared about what to do and how to stay informed to keep yourself and your family and your animals safe, sound, and evacuated!	11/1/2017 4:27 PM
238	We need to have a way to communicate emergencies to individuals living in specific areas regardless of the type of technology they own. We need to consider the specific needs of seniors, the disabled and those in remote locations with limited access to cell communications.	11/1/2017 4:25 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

239	I live in Coffey Park. Note you have Larkfield as 95403. Coffey Park is also that same zip. As far as the phone and other items in this survey, I thought everyone did a great job consider the magnitude of this fire. But as mentioned before, I live in Coffey Park.	11/1/2017 4:21 PM
240	I only knew about the emergency when a neighbor knocked on my door as I was getting ready for work Monday morning. My cell phone was functioning all night, but I received no warning (like I do in case of flooding, for example). I believe it is extremely important to remedy the lack of warning about an emergency first. I was not aware of Nixle service at first, then signed up a day or two into the emergency. Many in the city of Sonoma felt we did not receive information about our city in a timely manner, and I agree. Fire was all around us, but updates from the County seemed to mention everywhere but the actual city of Sonoma. I know the City EOC was active, but I saw no updates from them for several days. Neighbors reported they heard police with bullhorns announcing evacuation. This was on a main street; however, in the back of our apartment complex, I could not hear the announcement at all. The neighbors fled in panic, and I didn't find out until I evacuated that it was just an advisory evacuation.	11/1/2017 4:12 PM
241	It is ridiculous that the only infrastructure update we have is when a large company comes in and lays in fast cable lines for profit. We should be notified that phone lines do not work if power goes down. I was not told this when I changed to an IT line. I will be changing back as soon as I can get a hold of ATT. It was very scary when we couldn't reach our elderly parents who live in Annadel Heights, Santa Rosa. We evacuated from our home to rescue them, with flames surrounding their home. They were sitting in dark in their home with candles listening to the radio and had no idea flames were on the ridge behind their home. They didn't believe us that they had to evacuate until they looked outside. When we returned to our main home in West Santa Rosa, the only communication we had was on the radio, and intermittent internet on my cell phone that was plugged into my car so the battery wouldn't go dead. Our family (6 families in Sonoma County) feel we were left stranded until Federal help arrived. Makes us want to move from this area to a community that can better financially support the infrastructure of the city and community. I suggested to the Sheriff that a fire warning alarm be installed in fire prone areas, like the alarm system being installed in Lake County, and the alarm west county current has for their volunteer fire fighters, and SF has for the city. Then everyone would be alerted or be aware of their surroundings. To not let anyone know of impending disaster is ridiculous. There are many, many residents who are furious at this decision and feel this person responsible is collecting a paycheck and should be fired. There are many many residents who are also extremely angry at the overall lack of responsibility on the county's part for not policing residents on fire safety on properties and safe zones. Also allowing fire hazards - such as trees to grow over main access roads such as Hwy 12 in Sonoma Valley, and all along Mark West road, and allowing the development of subdivisions with one access point in/out is irresponsible. Our friends in Coffey Park had to drive into a fire zone and sit in a flaming neighborhood for 20 minutes to evacuate in their car. In the process neighbors panicked and leaped from their cars to make a run for it. Very sad situation overall - very disappointed and sad for all of us.	11/1/2017 4:04 PM
242	Please investigate why/how services failed so drastically via specific service providers (Verizon, Comcast) & not others. In safety within Windsor, there should not have been such failure, which only added to stress of the event. SO blessed that we were not truly threatened in our area; however, if we had been, repercussions may have been high.	11/1/2017 3:57 PM
243	Cellular communication networks need to work during a fire, earthquake or other natural disaster. Public alert notifications must go out to ALL residents in the affected counties through their cell phones so that we know what is happening. Keeping us in the dark with a fire moving this quickly is not (was not) the right thing to do.	11/1/2017 3:57 PM
244	The emergency notification system worked for us because we signed up but a number of friends were not aware of the system We would like to see more publicity about this service.	11/1/2017 3:51 PM
245	As we move forward with more telecommunications that are fiber optic and cellular, we need a system for emergency alerts that are based on NEW technology. The NIXEL (sp?) service ended up being one of the best tools, but we all found out about this service after the fires began! The Sonoma County Sheriff's Dept has a great system in place to alert residents of emergencies via copper based land lines, which no one is using very much any more. This is old and antiquated technology. The PUC has a great opportunity to get people to sign on to systems like NIXEL in the wake of these tragic events while this is top of mind awareness. Good luck!	11/1/2017 3:50 PM
246	This emergency was without precedence. I think everyone did everything they possibly could.	11/1/2017 3:49 PM
247	In rural areas like ours, the number of cell towers should be increased to boost signal strengths and make the system more robust. It is the lowest cost solution and is more robust during storms and fires. Lindsay Austin Kings Hill Rd. Santa Rosa, CA	11/1/2017 3:49 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

248	I honestly don't know if and how I would have been notified if we were told to evacuate; I assumed that we would get a robocall on our landline but I don't know for sure. I found out about Nixle by listening to the radio, but since I had no cell service at my house that wouldn't have helped.	11/1/2017 3:47 PM
249	All things considered, we were pleasantly surprised that our power was restored so quickly, especially because we live very close to Coffey Park. It's our own fault that we don't have a phone that works during a power failure; it's lucky that we never completely lost cell service.	11/1/2017 3:47 PM
250	Suggest a restoration of emergency Siren system to warn and wake people up!	11/1/2017 3:44 PM
251	The rural areas of Sonoma County must be better connected to high speed internet and telecommunication access. Comcast refuses to add connections in places that maps say they already cover, but do not.	11/1/2017 3:40 PM
252	Determine if there is a way to reduce power in the grid when weather conditions show a high fire danger. Consider creating a physical berm of no trees surrounding Santa Rosa to the north. We know what happened in the Hanly Fire in 1964 and now the Tubbs Fire is a duplicate fire result.	11/1/2017 3:38 PM
253	PG&E caused the worst fire series of fire in California History. PG&E was absolutely responsible, not only for the Tubbs fire, but also the Fire in Downtown Santa Rosa Sunday night, and probably the rest of the fires too. PG&E should be shut down, all capital should be distributed directly to fire victims who lost their homes, and their shareholders and lenders should lose all contributions to the company. PG&E should be broken into three different companies, one private for production, one public for distribution and maintenance, and one an oversight body only, responsible for inspecting new construction performed by third parties. It is undeniable that the unusually busy construction season this year lead to neglect to PG&E's maintenance division. These winds were not unprecedented, the result from PG&E's failure to adequately maintain their infrastructure was unprecedented. Mark Neumann Santa Rosa	11/1/2017 3:38 PM
254	It was very difficult to have Comcast go down the first day, although we understood it was because their equipment had burned. We had no access to television or internet to watch the news. We relied on our cell phones and the radio for information.	11/1/2017 3:37 PM
255	As a provider, COMCAST was horrible in providing service, restoring service, and letting anyone know when service would resume.	11/1/2017 3:36 PM
256	Verizon and Comcast need to improve their emergency service	11/1/2017 3:35 PM
257	Fund Nixle. Start a campaign to have people become more fire safe by removing combustible material, create a defensible space around their residence and take ownership of their surroundings and residence - including cleaning the gutters of leaves, etc.	11/1/2017 3:35 PM
258	There was a lot of mis-information out there. With social media that is difficult to control, but it would have been nice to know (early on) which resource would be the most accurate. News channels tend to be delayed and a bit dramatic. Once we caught onto the Sheriff's briefings, this seemed to be the most real-time, accurate information.	11/1/2017 3:33 PM
259	We have been frustrated getting internet at our house. No "normal" providers are available in this rural area of the county. We can see Mt. St. Helena from our house. Shouldn't that line-of-sight provide us with some options? Frustrated on Trenton Road in Santa Rosa.	11/1/2017 3:33 PM
260	1. PLEASE PUT THE DAMN POWER LINES UNDERGROUND, EVERYWHERE! 2. Land-based (ie, not radio or satellite), high speed internet is a must in rural areas.	11/1/2017 3:33 PM
261	Hemos visto la necesidad de informacion publica en español ya que mucha gente no enetendia lo que estaba sucediendo por no entender las noticias en Ingles	11/1/2017 3:07 PM
262	So many did not know about Nixle for their cell phones. ALL cell phone providers should offer information about Nixle to all customers. We were in a hotel in Mill Valley for the 4 days after our evacuation and we were able to get internet there, but we did sneak into our mandatory evac. area at least once and did have power as well as TV and internet which is by Uverse.	10/31/2017 5:39 PM
263	I expect my utilities companies to have respect for and to provide the greatest possible safety conditions at all times. I am in great admiration of the technicians out in the field.	10/31/2017 5:29 PM
264	Thete needs to be some type of clear, concise, accurate information dissemination. We were" in the dark" about what to do. Neighbors got together and made decision to leave on 1st night, as there was no info available. If my neighbor hadn't been awake and walking his dog, we could have been in deadly situation.	10/31/2017 4:47 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

265	I did not know what Nixle was before this event. It would have been beneficial to know that I should have connected through my cell phone. A public service message about Nixle (or whatever form of communication is used in a community) should be promoted at least quarterly if not monthly. Something similar to a "Emergency Response Signal" on the TV may work?	10/31/2017 4:29 PM
266	Unfortunate you all did not alert any residents in fires path. Ham radio operators or amber alerts. I believe you caused more deaths	10/31/2017 1:13 PM
267	I did a voluntary evacuation for two reasons: 1) The smoke was making me quite ill (asthmatic). 2) The lack of emergency information was keeping me from sleeping or functioning. The only source of immediate information was Nixle and related texts. I could get delayed information (by 5 minutes or much longer) on the internet, in email, and via text. The problem was that all Nixle texts were treated the same. I could change the text tone but only for all of them at once. So messages that said "press briefing at 9am" came in identical to messages that said "fires have reached XXX, if you live there, evacuate now!!" I slept with my phone in my bedroom and jumped at every noise it made. I was worried I'd sleep through a notification. In the first day or two I assumed that if the fires came near me, my phone's emergency broadcast (system used for Amber Alerts) would sound an alarm loud enough to wake me. This was used in last winter's floods at the Petaluma River which I live near. But I learned that the county wasn't using this system. This left me terrified of not getting notice (even if I was awake) and not getting out in time with my 12 year old daughter and our 6 cats. Even though we packed up the cars, kept the cats inside, and readied the cat carriers, I knew that it would take at least half an hour to get us all out with our "last minute" valuables like the laptop, phones, and purses. Indeed, when we left voluntarily, it took 3 people half an hour just to load up the cats. My husband works for PG&E and was doing insane amounts of overtime and only coming home to sleep and shower. Putting the cats into a volunteer boarding location and leaving town with my daughter was our only solution even though the fires only reached areas 5 miles from us. My husband couldn't rest properly knowing we might need a lengthy evacuation and, being disabled, I couldn't do it all by myself. Had there been a strong and loud notification system to warn us that the fires were spreading in our direction or that evacuation was imminent, I might have been able to stay (the smoke would have been the only factor, not the fear that I wouldn't get out in time). Please let Sonoma County know that the emergency system can be set for cell towers and isn't just messages to the entire county. I understand that they didn't want to cause panic or gridlock and that there was no sense in, for example, waking people in Jenner to tell them about a spreading fire in Oakmont. But leaving us with no emergency notifications at all was reckless. So many people lost more valuables than they needed to, or had to leave animals behind, or didn't get out at all.	10/31/2017 12:41 PM
268	We need better emergency response procedures.	10/31/2017 12:40 PM
269	Ridiculous that Comcast lost power in healdsburg/cloverdale area for that long! Thank God we had KSRO radio to keep us informed	10/31/2017 12:37 PM
270	It is imperative to have cell service. We need a cell tower in Guerneville area. We need reverse 911 and also cellular alerts for notifications of imminent disasters like this one.	10/31/2017 8:26 AM
271	Please keep our copper telephone lines. It is the most reliable communications service we have. It has never failed us during the 17 years we have lived here.	10/30/2017 8:49 PM
272	Find a better way to notify city and geographic areas of an emergency. Too many didn't have warning or enough time to get out. There needs to be city/geographic area emergency alerts that can't be turned off and neighborhood sirens/alert capabilities.	10/30/2017 8:30 PM
273	It's very scary to not be able to call 9-1-1, especially in the middle of a major emergency. Landlines are a vital back up when cell and internet are out. Please restore copper wires for landlines and restore the Guerneville emergency siren. Thank you!	10/30/2017 6:49 PM
274	My friends caught in the storm were mostly alerted by neighbors. Appears since Power was out there should be another way. Many will now use Nixel and sleep with their phones on and near them which has been reported to be distracting and unhealthy	10/30/2017 4:24 PM
275	Without communication, even though I was not in an area immediately threatened by the fire, I felt vulnerable and helpless.	10/30/2017 9:15 AM
276	Perhaps there needs to be an alternative way to alert the community rather than telephone service. What about sirens at fire stations, or other places throughout the community?	10/30/2017 8:44 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

277	PGE should move wires underground and/or have the tress trimmed to a larger extent. Lots of trees have limbs near them and there should be a 10 foot clearance (or some number of feet clearance). Comcast should provide, at no charge, back up batteries to customers. Emergency Alert systems should be tested with direct/immediate feedback.	10/30/2017 7:24 AM
278	I believe having a cell phone alert would have been invaluable and could have saved some lives and homes. Similar to the amber alerts I get on my phone frequently. There was a conscious decision made NOT to do this. The Nixel alerts were helpful but sometimes incorrect. I listened to KSRO and they had good coverage, but I was always looking for information on how the fire was advancing and which direction it was moving...that wasn't very clear.	10/30/2017 7:08 AM
279	Of all the telecommunications, I found cable (comcast) to be the least reliable, the first to go out of service and the last to be restored. The voip style phone is a poor choice and, IMO, the plain old copper service would have been more reliable i.e. has it's own power supply, no need for power in the residence to power the handset, etc. Yes, copper is slower however everything was down with comcast and it took a long time to restore. Thank gawd I had DirecTV and an amateur (ham) radio.	10/30/2017 6:03 AM
280	I know you worked as quickly as you could to restore service. There is nothing in it for you not to. I would have appreciated it if you possibly could have to give some messages to the radio of status updates. Perhaps if there had been announcements that you were aware of outages in this, that, and the other areas and that the estimated time until service would be restored would be X. The radio was passing along the tiniest scraps of information, so I am sure they would have passed along yours, as well. Again, thank you for your hard work to bring service back as quickly as possible.	10/29/2017 10:12 PM
281	This was a dangerous situation that my community was in because of your lack of action and foresight to protect us! I'm angry at you for not doing your job! I pay your salary with my tax dollars and you should be fired for allowing this to happen. My family and I could have been killed without communication ability or emergency information because you have allowed at&t and Comcast to operate in this manner with reckless disregard for people's livelihoods and safety all the while offering us expensive shitty service. I think all of rural California should demand free wifi, internet, cell service, and basic hardline phone service and it's your job to make that happen, remember you work for us the citizens! Your job is NOT to line the pockets of att and Comcast with our money and allow them to price gauge for non existent service. Get to work!	10/29/2017 8:41 PM
282	In my rural area it would be nice to use the old fire alerts. With no access to anything other than the radio due to loss of power/cable/internet/cell service evacuations would have been impossible at 3am.	10/29/2017 7:48 PM
283	Based on the number of people who were surprised at system failures and who felt helpless and isolated, I would recommend that all providers be more forthcoming in educating their customers about the limitations of their services and products. Through floods and fires I have observed that a hard-wired landline telephone is generally the last to fail. Internet telephone depends on electricity as do wireless phones hooked up to landlines. The failure of Verizon service was the biggest surprise to me. Just one more argument in favor of requiring the cellphone providers to share all transceivers just like they were telephone wires. If they try to tell you it can't be done, well they're just lying to you, as we would expect.	10/29/2017 7:41 PM
284	We should have been notified...at least a civil defense siren! There was No excuse in not notifying those in the path of the fires. If we all need to install land lines for emergency notifications, so be it, just let us know.	10/29/2017 7:37 PM
285	I feel that in the event of an emergency like these fires All tella communication should be open. We had no land line no tv and no internet. My daughter inlaw kept me updated by text messages on my AT&T cell phone. My cell phone internet service was extremely slow.	10/29/2017 7:13 PM
286	We felt quite cut off by way of communication. We are going to look into Satellite TV and a landline, but not with Verizon.	10/29/2017 7:01 PM
287	I am a member of our local CERT team and we could not communicate i.e. no way to be called out if needed. This is bad. There are many seniors in the area and they need be checked in on.	10/29/2017 6:48 PM
288	We were left in the dark about what was going on nearby. Woke up Monday morning no internet, no land line, no cable and no cell service. If the fire was headed our way we would have had no warning Scary to say the least! In this day and age I would expect some type of emergency warning. Thank you!	10/29/2017 6:41 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

289	Please ensure all residents, even new ones, are aware of emergency communications, perhaps by working with the postal service to provide flyers, public television, radio and newspaper announcements. Also a general system of loud speakers, sirens or other notifications in addition to telecommunications, with public education on when and how to evacuate. Work with leaders designated from each community to identify evacuation routes and plans to assist first responders so that evacuations can be timely and orderly. Identify at risk residents such as the elderly or those with disabilities and work within the community to develop a plan to assist them.	10/29/2017 6:16 PM
290	I would like a sure way to communicate in a state of emergency situation. If we can't assure that typical communication avenues work then maybe "Citizen Band" radio or Ham radio. Have emergency services monitor these channels.	10/29/2017 5:57 PM
291	I was confused as to why Comcast was not able to provide information as to the outage cause, area/customers affected, or an expected fix.	10/29/2017 4:59 PM
292	Some backups or redundancy would be nice to have in the systems.	10/29/2017 4:50 PM
293	We need a more accurate and efficient way of providing evacuation notices and updates.. when the fiber based communications fail, people can and will die.	10/29/2017 4:31 PM
294	I realize that it is important to keep the phone lines open for emergency response. However families that do not live together need a way to connect in order to ensure that all members are safe.	10/29/2017 4:13 PM
295	Technology and the ever rising high costs we pay for dismal service have not lived up to what we were told they would do for us when we signed up. It has not improved our politics, are standing in the world or our democracy. Just the opposite. We are now the laughing stock and hated around the globe. America has failed in the grasp for greed and misuse of power, and abandoned we the nose led consumers. Shame on all of us. When will we go back to decency and common sense and goodwill to all. Thank You	10/29/2017 4:02 PM
296	A very large chunk of Sonoma Valley didn't have TV Internet or Phone service. Mostly Comcast customers. This was portion that wasn't really in a fire danger. We had power but no internet or TV. Having a generator at the relay facilities would have been quite helpful. Or a method to keep those going.	10/29/2017 12:53 PM
297	We lost Internet, cell, home phone, and TV service for four days. Our only source of information was KSRO on the AM radio. We had no way to call for help if we had needed it. There was no way the County could have told us to evacuate if that had been necessary (the Sheriff would have had to go door to door). It is a matter of life and death to ensure that some form of two-way communication works even in a major disaster. I depend on the Internet for work, so it is an economic necessity for me also. We have flooding and long power outages most years, so it is important that the communication services keep working indefinitely even during lengthy power outages. We use Comcast for Internet, home phone, and TV service. We use Verizon for cell service. It is important the both keep working so that if there is a glitch in one service we can use the other as a backup. I noticed that many businesses across Sonoma County had to close or offer reduced services due Internet outages. For instance, gas stations and other businesses could not take debit cards. Some bank ATMs worked, but would not dispense cash. It would help if there was a plan to quickly open the equivalent to "Internet Cafes" around the County. These would be places were people could get Internet (via WiFi) and charge their cell phones. These locations could also be "one-stop shops" where people could get up to date, accurate, official information, leave messages, and get a cup of coffee :). These services are especially needed at evacuation shelters. I noticed the shelter at the Vets Hall in Guerneville had no Internet. Please make at least that site a priority for emergency public Internet service. David Reichard	10/29/2017 12:23 PM
298	It became obvious to me that having landlines, internet and television access bundled with the same company was potentially dangerous. We had one neighbor with Comcast for phone, internet and cable but had none of these services because Comcast was down. Another neighbor has AT&T for all three services and they were operating as they should. The failsafes for landlines, internet and cable services is precarious. Changing from copper to wireless sounds like a bad idea.	10/29/2017 12:06 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

299	<p>We now have the best opportunity to make Sonoma County--Santa Rosa a model city by rebuilding with sustainable design, materials, --specifically solar energy. Every house or structure to be built SHOULD be with solar capability. There is not a good reason being in California not to; we have the technology to do so. Let us prepare for our future, Please Santa Rosa have conversations with the big developers for renewable and sustainable vision and action not business as usual. Lets start the conversation Lets use the money thoughtfully for the future. Let's not make the same mistakes over again. Let us learn from our mistakes. Let the Pheonix rise! We are resilient and innovative lets be amazing--lets go with the big vision to rebuild with renewable and sustainable vision.</p>	10/29/2017 9:30 AM
300	<p>wide spread alerts need to be made by any and all means. landline, amber alert, cell phone. our landline was out, that is how we got our flood warnings during flood season, we would not have received a warning this time. make really clear what kind of warning system will be used and make sure everyone is registered to receive alerts.</p>	10/29/2017 8:24 AM
301	<p>Shocked at the lack of communications with no apparent back-up systems. Early Monday morning we drove to our local fire station only to learn that they (the fire station team) were slightly more informed as they had their internal alert system but could not respond to any 911 emergencies or communicate with the community. We were told that resources are spread thin and to prepare. When asked how would we be notified of any changes, the response was a shrug. This in no way is a negative about our local first responders, but rather an attempt to share their frustration. We are blessed with incredible paid and volunteer first responders. We did finally get radio reception which was difficult. Although we moved the radio around our home in an attempt to secure better reception, the reception was poor and at times impossible to understand. As seniors who rely on various mediums of communications, our frustrations were real and remain so. Do we really live in the "boonies" in 2017? How can the community continue to promote tourism when it cannot communication with its full time residences?</p>	10/29/2017 8:10 AM
302	<p>While I was not directly impacted by the fires, the indirect impact of not having any communication was scary and frustrating. If there had been fires where I live , in Guerneville, I could have been severely impacted, possibly even in danger, without reliable cell phone service or internet or landline. I believe a news blackout in the Lower Russian River Valley in the event of imminent fire danger would be catastrophic.</p>	10/29/2017 8:09 AM
303	<p>While my neighbor hood was not threatened by the fires I was concerned that it could be. We lost Comcast internet and TV service. Thankfully the local radio station KVRV and KSRO had continuous coverage of the fire providing timely and accurate information. Living in a forest and having a fire raging out of control just miles away is certainly a frightening experience and losing two vital communications services (Internet and TV) was a wake up call exposing how fragile those systems appear to be and how unreliable they are. While there has been much discussion about radio being old technology and a less favorable source of information in the eyes of many it was there when cell phones, internet and TV failed us. While Nixle came into the picture many, if not most of us, did not know of it's existence until a day or so into the event. And again it was radio that informed us of Nixle. All in all, considering the extent of the fire and resulting damage, it seems that our first responders performed magnificently! We should review all of our warning and alerting systems such as EAS, WEA and Nixle.</p>	10/29/2017 8:08 AM
304	<p>During major emergencies gis is critical. HAM stood up barely to the stress. The reason being was EOS information was the same 12 hours old as we located in the news. Emergencies are fluid. Information during crises as was experienced needs to flow hourly and be repeated on the quarter and half hour. In this area with repeating street names longitude and latitude should be used in addition, for clarification. Radio did better, but again, not enough clarity. Kaiser burning isn't enough clarity. Which one, street address, etc.</p>	10/29/2017 8:00 AM
305	<p>The PG&E website needs to be more truthful (realistic?) on their website on when service will be restored after a power outage. They kept moving their forecast out one day for days on end, making planning on our part on when we could return to our residence virtually impossible. AT&T's systems for reporting problems (611 and their website) are grossly deficient. All they want to do is sell you more services. People at AT&T should be fired for their incompetence. You can't even report a problem with their equipment such as a downed pole on a weekend: their automated phone service told me to call back during normal business hours. Gordon Boultsbee</p>	10/28/2017 5:28 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

306	We evacuated to Berkeley and got information on KRSO, Twitter and other news sources via the internet. I was disappointed that some of the official information was posted to Facebook pages, Sheriff's dept. Nixel was helpful for evacuation information. Much was happening quickly. I have been involved in disaster communication for many years professionally. It seems to always have large holes that no amount of drilling eliminates. Cal Fire info was excellent. Many older, and even younger residents, don't use facebook. I don't keep it on my cell phone, didn't know my passwords and didn't want to reset. I assume nothing was on FB that I needed. A lot of idiots with bad information posted on NextDoor and Twitter. It was difficult to sort vs. good information and official sources. No one's fault. The official web pages otherwise were good. Bulleted information summaries from conferences would have been helpful. Tough jobs, and for the most part, well done.	10/28/2017 1:29 PM
307	Someone dropped the ball by not having an alert system on landline AND cell phone.	10/28/2017 8:39 AM
308	We need a better forced audible notification system. This was an event that was like an Amber Alert on steroids and our mobile phones stayed silent. That's just not OK. And our fire stations need to be equipped with better notifications.	10/28/2017 6:21 AM
309	You failed miserably in not attempting to use the emergency broadcast system. You also could have used amber alert. You also could have used Civil Defense Sirens. Lack of not having cell phone towers in Hidden Valley, Santa Rosa. PGE lack of maintaining vegetation and trees is highly responsible to blame!!	10/28/2017 6:12 AM
310	It was truly scary to be without phone and internet service for days during an emergency.	10/28/2017 5:23 AM
311	Read the story on us in the PD and SF Chron.	10/27/2017 9:29 PM
312	The lack of official warnings in the early hours of this disaster was unbelievable. I strongly believe that people stayed in their homes much too long waiting for official evacuation warnings. I also was reluctant to leave my home until I went outside, experienced and smelled the strong smoke and winds. I saw the fire coming toward us from the hills and I was absolutely traumatized but managed to get in our car and drive. I strongly believe that something went terribly wrong and that we have a flawed system if this could happen.	10/27/2017 7:50 PM
313	please warn people well in advance of any danger if possible	10/27/2017 5:14 PM
314	Need to use alerts for situations like this. What's the point, if not?	10/27/2017 5:01 PM
315	Verizon wireless (who has a monopoly in the Russian River area) went down - there was absolutely no reason for our only cell service to go down as the fire was several miles away. The entire community was without cell service for several days. Verizon told me on the phone that nothing could be done because technicians couldn't service towers in the fire areas. Once we told them that didn't make sense because we weren't in the fire area, service was restored. But, it shouldn't have gone down in the first instance - it went down about 2 a.m. Monday morning in the middle of the fire. All first responders in our area lost GPS mapping and had to go analog to respond to calls. Verizon wireless should not be allowed to be the only provider in our area as the service is mediocre at best now. We need assistance improving cell service especially because we're a tourist magnet as well as our community's needs.	10/27/2017 4:33 PM
316	You did an incredible job. Organizing the response was outstanding. Coordinating multiple agencies, staffing and equipping shelter was amazing.	10/27/2017 12:15 PM
317	A local alarm should have sounded...ie. the horns for earthquake. Evacuations should have come sooner. Everyone should have a landline.	10/27/2017 9:22 AM
318	More cell towers up the Sonoma and Mendocino coast from Jenner to Fort Bragg.....	10/27/2017 9:22 AM
319	A great % of those with cell phones did not pick up calls in the middle of the night. Please mandate that land lines still be offered. At least they ring and can be heard!	10/27/2017 7:25 AM
320	The sheriff's office did a great job of keeping us informed about the fires. I was glued to the TV and an iPad to learn as much as I could about the Santa Rosa fires. My home is in Oakmont, and we are back in our homes only because of the outstanding effort and work of the firefighters, and the police also, keeping looters away. And a big shout out of gratitude for Animal Services for keeping my two cats alive by feeding them every other day. ♥♥♥♥♥	10/27/2017 2:14 AM
321	All power lines should be underground.	10/26/2017 10:46 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

322	<p>I was stuck in Santa Rosa at friend's house for two days until Hwy. 101 opened up. There was no Comcast Internet or TV service, no Verizon cell service on my cellphone - just radio and blessedly an old fashioned AT&T copper wire landline that AT&T keeps urging her to abandon for VOIP. She's elderly and doesn't even have a computer. Thank heavens for battery operated radio and KSRO. My family outside California were freaking out because they couldn't get ahold of me via my cell service and were so relieved when I finally asked my friend if I could make a few long distance calls to call them the 2nd day. There is nothing more frightening than not being able to communicate with anyone after a disaster whether or not it is directly affecting you. If you are in the middle of or near a disaster, if you have no phone capability, you just don't know what can happen next or even if you are in any danger or not. At least at my friend's house we knew there would be a phone call to evacuate if necessary but we didn't feel safe at all. We heard that Comcast had no redundancy or backups in Santa Rosa and that their outage impacted customers all the way up to Arcata. Are you kidding? Who approved that? That is just plain unacceptable. It is a public safety issue when people have no way of knowing what is going on. They kept saying on the radio to get more information on the Internet but I'll bet thousands of people didn't HAVE Internet access. It was really frustrating that emergency services people would say that. Maybe they didn't realize there was such a widespread Comcast outage at first. When I got home to Northern Sonoma County, I had no Comcast service until late the 2nd day of the disaster event - several hours after I returned home. I did have spotty, almost unusable, cell service but could text. I moved last summer from Windsor where I was so disgusted with AT&T's VOIP and Internet service -- for a litany of bungled service issues -- that I chose not to have VOIP at my new home. I get that they are moving to VOIP for fiber and wireless but do they have to eliminate the old copper wires too? At this point VOIP and wireless service is so undependable. So is Direct TV dish. Comcast never offered a backup battery for the router in my new home. AT&T never did at the old home. The first I EVER heard of a backup battery for the router being offered by or suggested by utilities was on this survey. But would that work in a disaster like this? If there was no electricity or phone lines were unavailable everywhere? I'm sure it would cost me extra too because the utilities would never add it on for FREE, would they? Besides, why should I pay for a backup battery because the utility took something away from me I had in the first place that worked fine without one? I think the fact that AT&T is requiring customers to shut down their copper wire landlines completely when they move to VOIP is another disaster waiting to happen. That's what they told me. I feel this is the most insane decision ever by utilities and the PUC if they approved that - especially if there is no overall system redundancy built in like in Comcast's case during the fires. People who had landlines in the fire were notified to evacuate. I had friends who got no calls at all because they had VOIP and no electricity and ran for their lives in their pjs and barefeet as the fire approached them. Fiber Optic and Wireless are great when it works. But when electricity goes out and cell service is down, then my life is in danger. So somehow, and not on the backs of customers, a better backup system by all the Utilities themselves is way overdue and must be implemented.</p>	10/26/2017 9:34 PM
323	<p>I have a worry about the telephone poles along Hwy 12 between Oakmont Dr. and Pythian Rd. If they carry voltage, the trees entangled in the wires may cause fires.</p>	10/26/2017 7:53 PM
324	<p>I was pleased that when mandatory evacuation was lifted in my area the power & cable were functioning & PG& E was here to light the pilot light the day I returned home to stay.</p>	10/26/2017 7:12 PM
325	<p>Public awareness of battery backed options to maintain land and internet based communication and phone service would be very smart. If the Internet / VoIP phone was available during the power outage and prior to an evacuation then better decisions could be made. It may have been available but without power the modems routers are useless. Police on motorcycle with bullhorns are to be thanked certainly for me but for many people evacuating in time. Perhaps we should re-institute those annoying tower mounted sirens for emergency signal to get in touch. Thanks LenG</p>	10/26/2017 5:38 PM
326	<p>Need a better alert system. We lost power hours before we had to evacuate and received no official warning to evacuate. This is dangerous for the many elderly folks living in our community.</p>	10/26/2017 4:15 PM
327	<p>We need multiple air raid (very loud) sirens in many places here in Oakmont and in Santa Rosa area. When there is a fire and evacuation, privacy doesn't matter.</p>	10/26/2017 3:29 PM
328	<p>We need an area-wide warning system that does not rely on unreliable electrical power. We need an educational program that identifies the most reliable emergency warning equipment and how to use it. We feel that if the fire in our area had traveled as fast as the Tubbs fire, we would likely have perished.</p>	10/26/2017 3:24 PM
329	<p>SEE ABOVE</p>	10/26/2017 2:07 PM
330	<p>Your decisions now about extending (or not) broadband access have life-changing implications for citizens of California for decades to come.</p>	10/26/2017 1:15 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

331	I realize that this was not just a wild fire, but a firestorm due to the nature and velocity of the winds interacting with topography and hot, dry weather conditions. That being said, I do feel that downed power lines and transformers interacting with trees and brush that should have been cleared near the power lines had a huge impact on how this fire spread along the ridge tops. Once those fires started, the winds did the rest. Perhaps we need to put these lines underground in high risk areas to prevent this from happening in the future. Karen McMillen, Santa Rosa	10/26/2017 12:41 PM
332	I was surprised that my landline did not work. This is an old fashioned phone in my kitchen, that plugs directly into the wall plug. I had a dial tone for about 1 hr after the electricity went out, but then it died too. Of course the digital phones also went out because of no electricity, but I expected this.	10/26/2017 10:55 AM
333	I feel extremely thankful for the wonderful response from the fire departments involved in fighting this terrible fire.	10/26/2017 10:23 AM
334	First responders and the subsequent arrival of the firefighters, police, CHP, National Guard saved many, many lives and neighborhoods. Fire coordination and strategy was amazing to watch. Again, they kept the fire in check and saved further destruction to entire communities, including mine. The PG&E response was overwhelming. They got the power back on within a couple of hours once they had permission from CalFire. Landlines and mobile phones are NOT reliable in these circumstances. Most everyone I spoke with was notified by friends, family, first responders or neighbors. NO robo calls. No texts. Never heard of Nixle until this. And, because Nixle sends out other notices about traffic, etc. many people will stop the service. If you are going to do text notifications, it needs to be for emergencies only and free to receive, or people will unsubscribe. Most of my news came from the radio and social media sites, Nextdoor and Facebook. We need air sirens to reach people who don't have anyone looking out for them.	10/26/2017 10:14 AM
335	There should have been non electronic warning system, like a huge alarm siren.	10/26/2017 9:47 AM
336	Other areas of my city (Healdsburg) had some internet, via Sonic. They do not extend to the north part of town, though. Could the city work with Sonic to make service available here? Right now, our options are limited and that proved to be unacceptable during an emergency.	10/26/2017 9:35 AM
337	I am concerned that lives were in danger, because outside sources that would inform us of emergency were non-existent. Non-existent because the power was out. I have good friends that lost their home, and narrowly escaped with their lives because no one informed them of the fire. They saw the fire very close and this was the only "warning."	10/26/2017 9:20 AM
338	If the cause of the fires is from wires, isn't it time to get into the 21st century and start burying them?	10/26/2017 8:46 AM
339	Olive drove through neighborhood did not bullhorn to get out!!!	10/26/2017 7:54 AM
340	Do a better job of cutting trees to prevent outages. Insist on entrance to problematic properties and resistant owners.	10/26/2017 7:07 AM
341	We need a better warning system.	10/26/2017 6:56 AM
342	My phone showed bars of cell service, even reporting LGE or 3G data, but there was no actual connection to the internet. SMS service would happen rarely, delivering messages from concerned friends or family, but replies didn't go through.	10/26/2017 6:08 AM
343	The power outages were expected due to the fire and I believe PG&E did a great job restoring power quickly. The most upsetting thing was the cellular service and specific information coming out. Regarding cell service, as seems typical during major events the cell service is overloaded and becomes impossible to use. It seems like there should be requirements to have the extra capacity built into the system for major events where everyone may be need to reach family, 911 etc. I understand 911 is human based and there is going to be a limit on that, I am referring to the hardware capabilities of the system for handling an event of mass cell phone use. Regarding information getting to people.. KSRO and the sheriff did an excellent job of trying to inform people and i cannot fault them for their hard work. NIXLE was a great resource when it worked, with a few exceptions. NIXLE is supposed to be for emergencies. During the fire certain departments gave unimportant information repeatedly using NIXLE (Cotati). It became a joke between those of us that used it that they had not alerted everyone in several hours that nothing was happening still. After the fire it has become a annoyance to tell people informational bulletins. Those are not emergencies and I would suggest that a different text subscription be used for people who want that info. Of the several HUNDRED NIXLE alerts from the last three weeks, I have less than 50 that are true emergency alerts	10/26/2017 6:07 AM
344	I feel like we all did our best... For such an amazingly un imaginable fire!	10/26/2017 6:02 AM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

345	Cell phone notification could have been more effectively used We were never in any real danger but communication was not good the first 24 hours.	10/26/2017 3:31 AM
346	Amber alert would have been helpful. When we first saw the fire we had no one evac us. We were essentially on our own departing because the winds indicated that our lives were in danger. The second time, we were awoken at 5am to a first responder evacuating all of Skyhawk.	10/26/2017 1:59 AM
347	I know there are savvy people working on a solution to the communication difficulties and need for alerts during this type of emergency. Obviously, those of us who are native English speakers had an easier time getting information. I can't imagine what it must have been like for the deaf community, or for non-English speakers. Most of us had no idea that cell phone users had to sign up to get alerts. Makes sense now, but it hadn't crossed my mind before. Thanks for working on this -- whatever solution you come up with will hopefully be adopted by many communities.	10/25/2017 10:49 PM
348	I would have liked an information number so as not to bother 911. Could have been useful for week or more.	10/25/2017 10:37 PM
349	Telecommunications were a disaster! Our COPE was non-existent!	10/25/2017 10:36 PM
350	PGE should have maintained the transformers/power equipment to ensure it could withstand normal CA weather. ??	10/25/2017 10:02 PM
351	New alert system is needed.	10/25/2017 9:21 PM
352	Thank you for asking these questions. Our hope is that emergency communications will be very much improved.	10/25/2017 9:20 PM
353	A first alert siren system (as we used to have during the "Cold War") would be helpful. I live in Oakmont, where many elderly do not have computers, or cell phones, or turn off their cell phones at night. The police were really helpful in sounding the alarm, at around 9:00 AM.	10/25/2017 9:15 PM
354	I have shared what this has cost me in my previous comment. I have nothing left.	10/25/2017 9:06 PM
355	Our county was not prepared for such a fire disaster that kept going for so many days! We need a system where people can get their medicines if they leave home without them and no pharmacies are open. We need an emergency communication system if the internet and land lines are down. The radio and my neighbors were my only source of information about what was happening for days. Thankfully our church had power, water, food, and wifi the whole time so people went there (The Presbyterian Church of the Roses) for shelter for 12 days. They deserve an award from the city!	10/25/2017 8:46 PM
356	If we find that the fires started from the fallen electrical wires and transformers, we should find a way to prevent this from happening again. In other countries, they bury their electrical lines so that high winds do not bring them down. I realize this is expensive, but fighting the wildfires for 2-3 weeks is also expensive. We lost so many people's lives and homes. We need to find away to fund the changes needed to prevent this type of fire from every happening again.	10/25/2017 8:20 PM
357	The first night of the fire, I didn't know where to evacuate to. I could see three fires in three different directions burning toward my house. I received no communication about the fires because I had not downloaded the necessary app on my cell phone. I had a CalFire app, but Nixle is the one that sent evacuation texts. I eventually learned which app I needed. The lack of any warning or basic direction as to where to evacuate to created a dire situation in which individuals had to figure out what to do. Finding out details about the fires the first several days was difficult. Even when I listened to the televised briefings, each agency asked us to go to their website. That required the viewer to write down the site's address quickly. It seemed ridiculous that we couldn't go to just one site and then choose a tab to take us to the information we needed. Everyone I knew was operating with just their cell phones; we weren't sitting in front of big screens or with keypads. We were evacuees, for pete's sake. Eventually we figured out the websites that showed the satellite "maps" that showed where the fires were burning the hottest, which helped us to figure out where the fires were in relation to our houses. My cell phone operated only sporadically, and it was difficult to complete calls, send and receive texts, or check online for updates. I had a landline, but it didn't work when the electricity went out. I had kept the line for emergencies, only to find it was useless.	10/25/2017 8:04 PM
358	Power outage: some sort of provision should be made to replace lost food!	10/25/2017 7:54 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

359	Once the power went out and cell phones didn't work, the only way to get info was on the radio. Our little station KSRO 1350 am was a lifeline for so many people. They were my connection to what was happening. I must say that early Monday morning, firefighters were pounding on neighborhood doors and the police were driving up and down streets with speakers telling us to evacuate immediately. In those first horrible hours, the local community really came through. The loss of internet and cell phones was devastating at such a terrifying time.	10/25/2017 7:43 PM
360	Investing in better and safer telecommunications infrastructure cannot wait. It was unacceptable to have so many victims of the fire, as well as those trying to get in contact with them, unable to access basic internet-dependent services like GIS maps, texting, email, and social media during the crisis. I hate that it has to take a disaster like this for us to reassess the efficiency of our telecommunications out here, but now more than ever we need to recognize the importance and necessity of strong and reliable internet access in our county.	10/25/2017 7:22 PM
361	I would have liked a phone call, some type of warning on my cell phone. My neighbor knocked on the door to warn us. Fire was already on 2 sides of Oakmont coming our way fast. My grandson was crying he was so scared because we were getting elderly neighbors to take them out too.	10/25/2017 6:56 PM
362	We need to have old fashioned land lines that do not go out with power outages like VOIP does. A reverse 911 call or Emergency Response warning should have been issued to all cell phones on the Sonoma County alert system. I have learned not to depend on my cell phone but I don't know what kind of land line is good in this situation.	10/25/2017 6:32 PM
363	On Monday October 9th I was aware of the fires in Santa Rosa because I have an emergency radio that I used (because my lack of power prohibited internet or TV use). I did not know our neighborhood was evacuated, but I manually was able to exit my garage and was going to fill my car up with gas out of precaution for the fire situation. As I drove out of the Oakmont neighborhood I found two very elderly women who were literally walking in the middle of the abandoned streets with confusion and tremendous fear. The neighborhood was like a ghost town, with most homes evacuated and no cars visible. These poor seniors had not been notified because they had no working phones or TV's, and they had no idea "what was going on". They kept wondering "where are all the people?". I explained to them about the fire and got them to grab their purses and come with me to the evacuation center. After taking them, I eventually found an open and functioning gas station to fill my car, and then was able to leave town for another home in a neighboring town. I was alarmed that our seniors had been abandoned within Oakmont (and likely many other neighborhoods) without notification or any help. This firestorm has revealed an unacceptable situation - albeit entirely unprecedented - where vulnerable seniors living in independent homes within our community are left untethered to basic safety services (or even basic information and assistance). This situation should be addressed by the local community as well as the city government.	10/25/2017 6:32 PM
364	Find better notification ways to reach all!	10/25/2017 6:28 PM
365	My husband and I were very happy to have electric when we returned home after nine days. Our gas was turned on the morning after we returned. The two PG&E workers who turned on the gas were very helpful and efficient. They said they were from Bakersville.	10/25/2017 6:10 PM
366	With the use of our cell phone and radio, we felt like we could access most of the information we needed to feel reasonably safe. What was missing was detailed weather reports for the areas exposed to or threatened by the fire, especially discussion/updates to changes in wind patterns and speeds. I would have really appreciated having access to the weather information that was used by the various first responders during the crisis.	10/25/2017 6:09 PM
367	Disgraceful that there is NO alarm system to those of us who pay taxes and hear that phone lines have needed repair for years and caused some fires. No city siren, no notification via text or tv; nothing. If I knew a group that was going to sue our county, city and public utilities company, I'd join it. Never sued anyone my entire 63 years. Shameful.	10/25/2017 5:35 PM
368	We need more reliable cell and internet service in west Sonoma County, not just during disasters but ALL the time!!!	10/25/2017 4:40 PM
369	We need reliable communication when disaster strikes. Also, losing power due to high winds needs to be addressed and corrected.	10/25/2017 4:40 PM
370	People need more information about how reverse 911 works, the need for a landline and phone not requiring power. Also more information about nixle alerts on cellphone, the need to have at least one cell phone on at night. Also found internet radio on cellphone to be the most accurate source of ongoing status.	10/25/2017 4:31 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

371	911 system inadequate Alarm system -- town siren did not go off	10/25/2017 4:29 PM
372	The crews in our community have been phenomenal! We've been pleasantly surprised by the great number of people here to help with gas turn-on's, etc.	10/25/2017 4:21 PM
373	Loss of cell service in large parts of SR was a HUGE problem! It's unconscionable that in this tech-intensive region we don't have a more robust cellular infrastructure. Thanks for running this survey - I hope it leads to some action!	10/25/2017 3:56 PM
374	There should be some form of siren warnings for earthquakes and fires like the east coast has for tornados.	10/25/2017 3:46 PM
375	My kind neighbors awoke us, otherwise we had no warning.	10/25/2017 3:43 PM
376	All things considered the county rallied and with the aid of many from other places, a lot was saved. Believe this was a rare situation with the weather but we need to have a better plan for a future event. The weather can bring this again.	10/25/2017 3:39 PM
377	See previous shared story.	10/25/2017 3:35 PM
378	We need a more resilient emergency alert system. Community sirens, battery-operated alert radios, something. The lives lost in this fire were almost all due to people not receiving any warning, or not in sufficient time.	10/25/2017 3:33 PM
379	I think that, under the circumstances, they could not have done anything differently. I felt as much in control of the situation as was possible, given the fact that this was the middle of the night and the fires moved so swiftly. I have nothing but praise for everyone concerned. Sorry to be boring.	10/25/2017 3:32 PM
380	Nixle service was greatly appreciated.	10/25/2017 3:26 PM
381	PLEASE get a better alert system!!!! Let's go back to sirens.....those people can hear and don't have to rely on phones or neighbors knocking. IF Oakmont had burned many of the older residents would have burned with it. I know several who either did not answer their phones, didn't hear their phones, had no neighbor check on them OR did not hear the neighbor knocking. WE NEED A BETTER WAY TO ALERT PEOPLE!!!!	10/25/2017 3:03 PM
382	Although I understand the staged evacuations, in order not to have 500,000 people clogging the roads all at once, perhaps a future historic wind/fire event of this nature should necessitate calls for earlier mass evacuations (not a criticism, but a lesson learned)? Also the lack of siren warning systems makes people living in a digital age more vulnerable, as I did not have any of my devices turned on in the middle of the night. Wind and smoke woke me up and I left, fearful of becoming trapped, if not by fire, then by falling trees. However, by daybreak and continuing on a daily basis, I was receiving many alerts, so I do have high praise for the various telecommunication systems that were working for us.	10/25/2017 3:00 PM
383	VERY LITTLE COMMUNICATION OF EVACUATION/EMERGENCY RESPONSE SYSTEM SHOULD HAVE BEEN ACTIVATED.	10/25/2017 2:55 PM
384	Power lines should be buried so they're safe from winds and fires. We desperately need a functional emergency broadcast system that works regardless of power outages or what kind of phone service people have. Cell phone towers need to be better protected.	10/25/2017 2:55 PM
385	We should be able to communicate during power outages. What happened to the old land line that would work with power or with none?	10/25/2017 2:41 PM
386	Please update these power and telecommunications systems	10/25/2017 2:37 PM
387	All services, fire and police, worked admirably, and were helpful when contacted. Excellent public service from all agencies.	10/25/2017 2:36 PM
388	I live in the retirement community of Oakmont. I have an old plug-in Princess phone which worked during the alert. However, in talking to many of my fellow Oakmonters, they did not receive any notification to evacuate. I feel that Santa Rosa should have a siren. Clear Lake has one. In the case of the wildfires, modern technology failed.	10/25/2017 2:29 PM
389	On TV the news people usually failed to provide areas and street names of scenes being depicted until the last few days of the conflagration. Frustrating.	10/25/2017 2:29 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

390	The effect of these fires could have been minimized had not fire suppression practices been enforced over the past several decades under the mistaken impression that any forest fire is a bad fire. The steady accumulation of forest litter, secondary underbrush, and dead trees over the decades led up to this entirely predictable, calamitous, conflagration. The videopoem, prepared over 3 years ago, has proven to be quite prescient. https://youtu.be/l3TgJEBTyY8 Feel free to share if you wish/ RGD	10/25/2017 2:16 PM
391	We should have been notified as soon as public safety knew the fire was not contained. We only knew to evacuate because friends called us. Many older people here in Oakmont were sleeping and are hard of hearing. With the power out they couldn't hear doorbells. Only car horns eventually roused them. This dangerous situation was created by delayed notification. We have nixle. It should have been used!	10/25/2017 2:14 PM
392	Notification of fire was very inadequate. We did not know what to do. We could not determine how far away the 2 fires were.	10/25/2017 1:56 PM
393	Land lines should be underground	10/25/2017 1:55 PM
394	Thank you so much for all the efforts made on our behalf.	10/25/2017 1:51 PM
395	There should be a major reassessment of aerial electrical infrastructure and discussion of the possibility of undergrounding utilities in fire threat zones where power lines are susceptible to weather damage and have a high probability of starting a wildfire that could spread to urban areas. If you want a formal proposal, call me.	10/25/2017 1:49 PM
396	We need to have a better communication system in the retirement community where I live.	10/25/2017 1:43 PM
397	Siren? Immediate air support? Police, firefighters initially available, later across the country and national guard were amazing.	10/25/2017 1:40 PM
398	It's time to put power poles and electrical cables underground. PGE needs to see to it that we are not at the mercy of windstorms, downed power lines and transformer failures. Susan Cobos Oakmont, CA	10/25/2017 1:39 PM
399	This fire was unprecedented with winds over 50 mph at our house (per the reports). Maybe I would feel differently if I lost my home, but I'm sorry to hear about PG&E lawsuits. We listened to KSRO every day until we returned home October 18 and welcomed their straightforward reporting. I was extremely impressed with the communications from the daily press conferences. As an Oakmont resident, news of our community was of utmost importance to me, and at times we could not tell our status. Foolish as I thought the people were who stayed behind, they became our lifeline of specific neighborhood information. It would have been "nice" if there was a website that posted neighborhood information 2 or 3 times/day. This is, of course, a hindsight thought because at the time we were just so appreciative of the news we got. We will never be able to fully thank all the first responders who worked on these fires. Once we were safely home, we made our donation to the Redwood Credit Union. And, we will buy local whenever possible to help our economy recover. Judy Duport	10/25/2017 1:39 PM
400	The surprising thing was losing cellular service almost immediately after evacuation. That is the one thing that seems ubiquitous, 24/7/365...turns out it isn't. However, old-school radio (KSRO) helped. Still, nothing like personalized and on-demand information that a cell service provides.	10/25/2017 1:35 PM
401	We received timely notice to evacuate from neighbors and police. Area-wide public television and cell phone reception was available and provided adequate status of situation. We and friends experienced great stress due to no previous experience with this type of situation; television broadcasters seemed to stress alarm more than helpful information for individuals. After returning home, I heard numerous accounts of how effective the firemen / women were!!	10/25/2017 1:35 PM
402	Install a siren in Oakmont Village to alert residents that a wild fire or emergency has happened so that we can get out in time.	10/25/2017 1:31 PM
403	The alert systems should be every modern & old school form we know of to make sure that everyone get notified.	10/25/2017 1:30 PM
404	I feel that there needs to be more public information about fires. We talk a lot about earthquakes, but not fire. The whole communication system needs to be evaluated. I think there are things in place, but not everyone takes advantage.	10/25/2017 1:28 PM

Bilingual 2017 Firestorm Mendocino-Napa-Sonoma Telecommunication Outage Survey Issued by North Bay North Coast Broadband Consortium

405	The COPE system did not work for us. No one notified us and we had been removed from our street COPE group by the COPE coordinator. She told our street Lead person that she would assign us to another group and she never did. There needs to be a uniform way to notify everyone. We have several elderly neighbors and because the police said evacuate immediately we didn't take time to check on them. Assumed Cope lead would do this, but one was out of town and the other is so afraid of fire that she left w/o checking on anyone. Not sure what to suggest, but a system that works for everyone definitely needs to be in place. Thanks for asking for our feedback.	10/25/2017 1:27 PM
406	Once safely evacuated the state and local communications I found to be excellent, especially if you signed up for Nixle. Never had any decent communication until a few days later but only from pro-active "residents-in exile" and our County Supervisor.	10/25/2017 1:24 PM
407	Cell towers should be more secure.	10/25/2017 1:20 PM
408	Advise residents to have a landline phone and, if they have a fiber connection, VoIP or a cell phone, to register that number with a specified alert system(s) and to keep a phone within easy reach of where they sleep. I ask the authorities to override their concerns about a general panic. Had it not been for the driver honking her horn, I could have continued to sleep, unaware that of the power outage and the encroaching fire.	10/25/2017 1:17 PM
409	Rural electrical infrastructure should be under grounded or if not possible should have insulated "tree" wire. Secondary circuits must be included in PGE tree trimming program. If not using insulated wire, spacers should be installed on aerial wires to prevent arcing. Re communications, redundant, diverse fiber or copper circuits must be provided in rural areas. Dead end, non diverse circuits must be modified to allow for uninterrupted 911 service.	10/25/2017 1:13 PM
410	My wi if is still iffy. What gives?	10/25/2017 1:08 PM
411	To Whom this may Concern: I was not directly affected by the fires in terms of losing my home or property in any way. However, I did lose substantial income by not being able to work my part-time job since my employer lost power and not being able to work my self-employment job due to other people's losses. No one wanted to meet during the week of the fires so therefore no personal business was closed during that week which makes it difficult to function financially right now. I am stressed and showing signs of PTSD having to go through a long recovery period and not having money to do so right now. Whoever or whatever started these fires must have to pay a large price to the general public. I would like to remind you all how the 1906 Earthquake in San Francisco went down and why they city burned for 5 days afterwards. The City of San Francisco did not have an emergency plan in place and communication at the turn of the century was not what it was. It took the remaining official with the key to the main water vein 5 days to return from being out of town during the earthquake to put the fires out, in the meantime 30,000 people died. I am feeling the city of Santa Rosa experienced the same lack of planning during the night of Oct 9th and that is why this thing got so out of control. I would also like officers and officials to please tell people to use the water to wet down their homes and fences during fire season. I watered my home twice a day every day till 70% containment and every time I went outside to do so I wore a mask and everything was BONE dry. The fact that officers tell people not to use their hoses in this way destroys the prevention of fire and the spread of fire during a HUGH emergency like this. If everyone was watering their homes last week the water goes up causing the rain to show up faster. Please consider these public announcements during fire season and during a Wildfire. After the Middletown Valley Fire, the CALFire chief admitted on TV that everyone in Middletown had done exactly this the fires would not have overtaken the town of Middletown so quickly. This is lack of education on safety is very offensive to me. Thank you for taking the time to read this and I appreciate your concern and efforts to turn this around for us. Blessings, Monica Moura	10/25/2017 12:35 PM
412	I would like to make sure that we all have access to information equally. It seems like a bad idea to have everyone relying on cell phones and internet for emergency communications when we lost so many cell towers. Every household should be equipped with an emergency radio and if the stations/transmitters burn we need mobile stations broadcasting to fill the void. It is ridiculous that in my west count neighborhood, I cannot get reliable internet without a satellite. While I would love access to the P@ce fiber optic project, if it is in fact vulnerable to power loss, we need to build resiliency into that system.	10/25/2017 12:25 PM
413	Our counties need to realize that in the event of any significant fires, most telecommunication and most electricity services will be impacted, and potentially impaired, for days or weeks to come. We must educate the public about low-tech, off-grid options such as small solar panel units (that can re-charge phones and lights), and radios that are handcrank- or battery-powered. We also need cell towers and radio signal distributors powered by solar, wind, hydro, or a combination. These vital pieces of equipment could help save lives, businesses, and properties.	10/25/2017 11:48 AM