

— READINESS & TRUST INFRASTRUCTURE · COMMUNITY PREPAREDNESS

Oakmont Village — Equity-First Evacuation Planning for California's Largest Senior Community

Client: Oakmont Village Association (OVA) · **Role:** Prime · **Status:** Completed

5,000+

Residents covered through equity-first inclusive evacuation planning

22

Community leaders completed dual-scenario TTX – wildfire and chemical spill

3

Local emergency agencies engaged and aligned to Oakmont's evacuation plan

2

Hazard scenarios tested – wildfire evacuation and hazardous materials

READINESS

TRUST INFRASTRUCTURE

PRIME · CALIFORNIA

WILDFIRE + HAZMAT

SENIOR / 55+ COMMUNITY

AFN PLANNING

The Situation

Oakmont Village is one of California's largest 55+ communities – more than 5,000 residents in wildfire-prone Sonoma County, with significant access and functional needs across the population. When TLR engaged, the community had no formal evacuation plan, no exercise history, and no structured relationships with the local fire and emergency management agencies that would be responsible for supporting an actual evacuation.

The risk profile was double. Wildfire is the dominant threat in this part of Sonoma County – Oakmont sits in the hills east of Santa Rosa, in terrain that has burned before. But the community also sits near industrial corridors with hazardous materials exposure risk. A plan built only for wildfire would have been incomplete from the start.

The governance context added another layer. Informal neighborhood preparedness networks – Map Your Neighborhood (MYN) groups – were already active in parts of Oakmont, but they operated independently of the official Oakmont Village Association structure. Any planning process that didn't account for that dynamic would either alienate the MYN organizers or produce a plan the OVA couldn't operationalize. TLR had to hold both.

What We Did

TLR led a six-month engagement that built the evacuation planning infrastructure the community lacked. We began with stakeholder interviews across OVA leadership, MYN organizers, and residents to map the governance dynamics and surface the AFN and equity gaps that any credible plan would need to address – including the distinct situation of renters, who are often overlooked in HOA-driven preparedness structures.

We engaged Santa Rosa and Sonoma County Emergency Management directly, facilitating the agency coordination sessions that embedded shared roles, communication protocols, and resource expectations into the plan. Those relationships didn't exist in a formal structure before. They do now.

The work ran across three tracks simultaneously. The planning track produced a comprehensive Emergency Action Guide covering evacuation, shelter-in-place, AFN protocols, hazard-specific communication, and dual-hazard annexes. The exercise track stress-tested the plan with a dual-scenario tabletop – wildfire evacuation followed by a chemical spill inject – with 22 community leaders across all key functions. And the expansion track produced a Trainer-the-Trainer model so Oakmont could sustain preparedness education beyond the engagement without depending on TLR to deliver it.

ENGAGEMENT DETAILS

Client	Oakmont Village Association
Client type	Nonprofit / HOA
Role	Prime
Geography	Sonoma County, CA
Duration	6 months (2024)
Status	Completed

SCOPE CONTEXT

Frameworks	Readiness + Trust Infrastructure
Hazards	Wildfire + Hazardous Materials
Population	5,000+ residents, 55+ community
AFN focus	Mobility, medical, LEP, renters
Agencies engaged	3 (fire + EM)
TTX participants	22 community leaders

KEY DELIVERABLES

Plan	Dual-hazard EOP
Exercise	Dual-scenario TTX
Toolkit	Resident prep materials
Model	Trainer-the-Trainer

What We Delivered

- **Emergency Action Guide** – comprehensive plan covering evacuation, shelter-in-place, AFN protocols, communication, and dual-hazard annexes for wildfire and chemical spill scenarios
- **Dual-scenario TTX** – 22 community leaders tested against wildfire and hazardous materials scenarios in sequence, surfacing decision-making gaps under realistic pressure
- **Agency coordination** – 3 local emergency agencies formally engaged and aligned to Oakmont's plan with shared AFN protocols and communication expectations
- **Neighborhood preparedness toolkit** – resident-facing flyers, banners, and message templates for ongoing community education
- **Trainer-the-Trainer model** – structured expansion framework so OVA can sustain preparedness education without continued outside support

"A senior community with 5,000 residents in wildfire country without a tested evacuation plan isn't just unprepared — it's a foreseeable failure waiting for a bad fire season."

What Changed

When TLR completed the engagement, Oakmont had something it didn't have before: an evacuation plan built around who actually lives there. The 5,000+ residents include people with mobility limitations, medical dependencies, and varied access to information. Building AFN protocols into the plan structure — not as an afterthought annex, but as a core design element — is what makes it usable when it matters.

The three agency relationships mean that when an evacuation is called, local fire and emergency management already understand Oakmont's population profile and what the community needs. The dual-scenario TTX surfaced gaps that the planning process alone couldn't have found — the kind of decision-making breakdowns that only show up under pressure. Those gaps were documented and assigned for correction. The Trainer-the-Trainer model means the work compounds after TLR leaves, rather than eroding.

This engagement also resolved the MYN/OVA dynamic by creating a formal structure that both groups could work within. Informal preparedness networks are assets — but only if they're connected to the official response structure when an actual emergency occurs. That connection is now built in.

READINESS FRAMEWORK · APPLIED

A community isn't ready because it intends to evacuate. It's ready because it has practiced, aligned its agencies, and built its plan around the people who are hardest to move.

TLR's Readiness framework evaluates organizational capacity across six domains. At Oakmont, the primary gaps were in Planning & Documentation (no formal EOP), Operational Capacity (no exercise history), and Governance & Leadership (unclear ownership between MYN and OVA). The dual-scenario TTX was readiness assessment in its most direct form — stress-testing the plan against the actual threats the community faces, with the people who would have to execute it. The 22 participants who completed the exercise know more about Oakmont's gaps than any document review could have surfaced.

TRUST INFRASTRUCTURE FRAMEWORK · APPLIED

If the residents who need the most help don't trust the plan — or don't know it exists — the plan doesn't work.

TLR's Trust Infrastructure framework asks whether communities will engage when it counts. In a 55+ community with significant AFN populations, renters, and residents with limited English proficiency, the answer to that question depends on whether the plan was built with them or around them. TLR's equity-first methodology centered AFN residents in the planning design — not as a compliance checkbox, but as a structural requirement. The agency coordination work closed the institutional trust gap: when Sonoma County Emergency Management and local fire agencies know Oakmont's population and plan, the community is part of the official response network rather than isolated from it.