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**CITY OF SEATTLE**  
Public Safety and Emergency Preparedness Consulting  
**Request For Proposal - CTY-CR-2025-04**  
**Aanko Technologies Inc. Statement of Qualifications**

November 4, 2025



# Aanko Technologies Inc.

Safety and Security Solutions

## Statement of Qualifications

AANKO (A-an-ko: a Dutch root word meaning: "Arrival at a destination during a journey.") Why follow the beaten path, when you can discover new frontiers at the forefront of your profession? Discover Aanko Technologies Inc., and "*Lead the Journey...*"™

## *Global Services*

**Risk Assessments**  
**Safety & Security Consulting**  
**Cyber-Physical Systems Consulting**  
**Emergency Management Consulting**  
**Engineering Studies**  
**Training**



Ph: 1-877-767-9888 (Toll Free)

[www.aanko.com](http://www.aanko.com)

## *Introduction*

Aanko Technologies is a Certified Minority and Veteran-owned Small Business Enterprise providing Emergency Management, Safety and Security solutions since the summer of 1997. We have offices in Baltimore (MD), Honolulu (HI), Houston (TX), California (Los Angeles; San Francisco) and Federal Way, Washington.

We work with clients to analyze their Risk. Our assessments determine the **where and why** of investing valuable resources to protect their interests, **before** rolling out safety and security projects.

We are not aligned with any one product or methodology. We create solutions from best practices to promote your revenue generation and employee productivity, instead of selling a specific product that can drain your funds and may not further your strategic objectives.

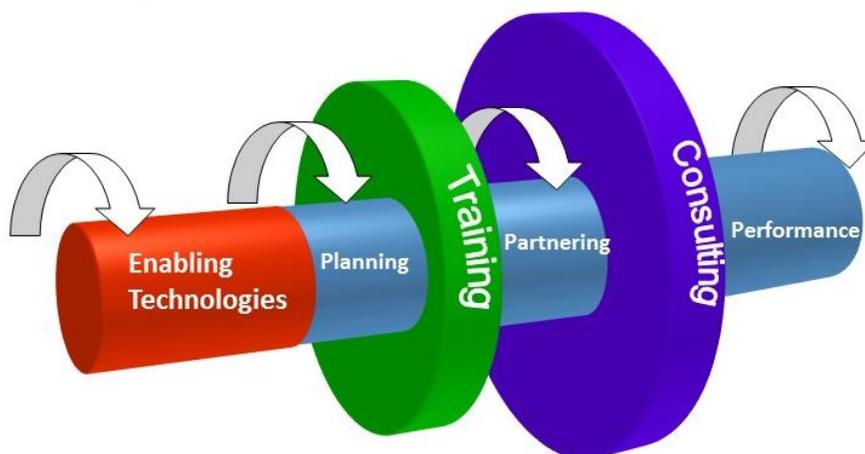
### *Our Mission*

**Assist clients to *Lead the Journey...*<sup>™</sup> at the forefront of their profession, by providing exceptional Safety and Security Consulting and Training Services.**

The Aanko team comes from a broad multicultural background and includes over 160 years of combined experience with risk assessment, safety, cyber and physical security, and emergency management expertise, led by CEO Steve Longoria, the only person ever officially selected as the top professional in three different career classifications for the Department of Defense:

- **#1 Department of Defense Antiterrorism Manager**
- **#1 U.S. Air Force Security Specialist**
- **#1 U.S. Air Force Safety Manager**

Our dedicated team uses proven methodologies such as systems safety processes, industrial safety risk assessments, and cyber-physical security assessments, as well as emerging technologies to provide successful resolutions to client needs.



## Quality / Environmental Management Systems

The Aanko team is familiar with the International Organization of Standards (ISO) implementing an effective Quality Management System (QMS) and Environmental Management System (EMS) to comply with regulatory, industry, and customer quality requirements. The QMS/EMS applies to all engineering activities that affect the quality of services furnished by Huron. It also defines the basic requirements of the client service contracts and serves as a commitment to our clients. Our QMS/EMS incorporates quality planning and provides a basis for managing project activities allowing us to monitor processes for continual improvement and overall cost control. The QMS/EMS activities are documented in accordance with written manuals, procedures, instructions, specifications, and drawings that contain appropriate criteria for determining whether prescribed activities have been satisfactorily accomplished. The following outlines the basic principles:

- Accuracy
- Constructability
- Cost Control
- Drawing Clarity
- Milestones
- Thoroughness of Detail

We have assisted Fortune 500 companies, municipalities, healthcare facilities, police agencies, fire departments, energy, chemical and aviation industries, universities and Ports in conducting risk assessments and developing emergency response plans, terrorism countermeasures, injury and illness prevention plans, hazardous materials business plans, and employee safety and security training programs.

Our efforts have helped to increase client safety and security ***while recovering over 50 million dollars*** in client corporate assets.

By partnering with Aanko Technologies Inc., your business has access to some of the best security and counterterrorism experts, emergency managers and safety engineers, and cutting-edge information technologies, providing quantifiable returns on your investment from the start.

We believe concepts and technologies implemented without a comprehensive plan is relevant to chaos. To ensure consultation derives the most cost effective, employee-involved benefit for clients, we have identified seven core indicators in our **SUCCESS™** pyramid.

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**S**ustainment is our ability to deliver sustained strategic concepts. These concepts become the foundation blocks for short and long-range plans.

**U**niformity is the merging of your key personnel with our “outside” view consultants to form a decision-making team. This ensures all facets of the safety and security environment are identified and analyzed.

**C**ustomer Focus is our understanding of core products or services to be delivered. This drives the identification, selection and level of shared risk taken to arrive at the project concept.

**C**reativity involves team openness, sharing and discussion of innovative ideas. We value each team member’s role in analyzing safety and security data and in creation of ongoing processes.

**E**mpowerment identifies the knowledge each person brings to the team and provides the tools and authority necessary to meet their responsible tasks. This allows everyone to grow and excel while meeting team objectives.

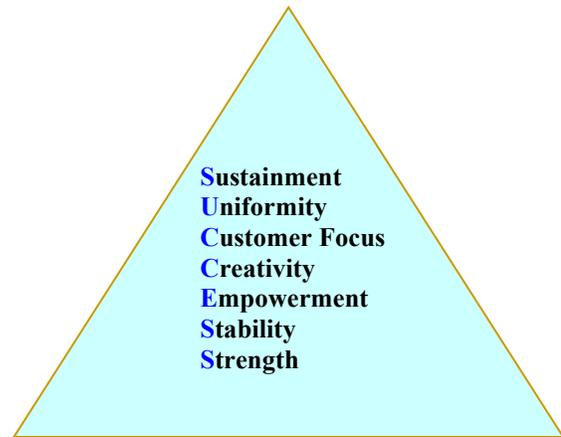
**S**tability is provided by our client/consultant partnership to mentor, coach and advise teams to support safety and security process improvements for complete organization development.

**S**trength is gained by sharing knowledge among teams to classify project results, creating a learning organization that turns identified processes into action. Through a safe and secure environment, you can successfully position your organization to effectively lead your competition, while increasing revenue and productivity.

We customize our services to maximize your organizational strengths. This allows strategies and resources to work in practical, economical and powerful new ways to spur innovation and create new or expanded capabilities to increase revenue and maximize productivity.

At Aanko Technologies Inc., we plan, partner and perform with the client’s result in mind. We plan by using the concept of Understanding by Design, which is a framework for visualizing the client’s requested outcome with them and gaining insight to the organization’s ideas, people, and situations. We then analyze potential obstacles to success and partner with the client to resolve bottlenecks.

Through **Consultation**, our experts identify safety and security gaps and provide solutions to maximize an organization’s human and capital resources.



Aanko Technologies Inc.’s Success Pyramid©

In **Safety**, we perform a gamut of state and federal regulatory compliance consultation and training. Clients include organizations with several employees to several thousand, allowing us to offer expertise to clients and communities in a manner that best suits their needs.

In **Security**, our team includes cyber and physical system experts, with over 36 years of vulnerability assessment, counterterrorism, threat management and intrusion detection systems expertise.

Our **Emergency Management** assistance includes designing, developing, and implementing plans and programs that result in meaningful pre-disaster and emergency response actions by community and business personnel. Comprehensive drills and exercises are also designed and facilitated, as they are the most direct means of assessing client emergency plans and procedures and demonstrating the readiness of internal organization or external mutual aid responders.

Through **Training**, we assist organizations in fully developing their people for increased protection, awareness, and revenue generation.

We have **Information Technology and Cyber-Security** experts to integrate client processes for maximum asset protection and value. This expertise includes cybercrime identification, computer forensics, and network and cloud security with CFE, CISSP and CISA backgrounds.

Our team enhances an organization's development through additional human resources training to promote full safety and security prevention and protection for public and private sector clients.

The partial list of completed projects and reference letters identified in the next pages provide measures of Aanko Technologies Inc.'s, performance through planning and partnering with clients over a sustained period of success.

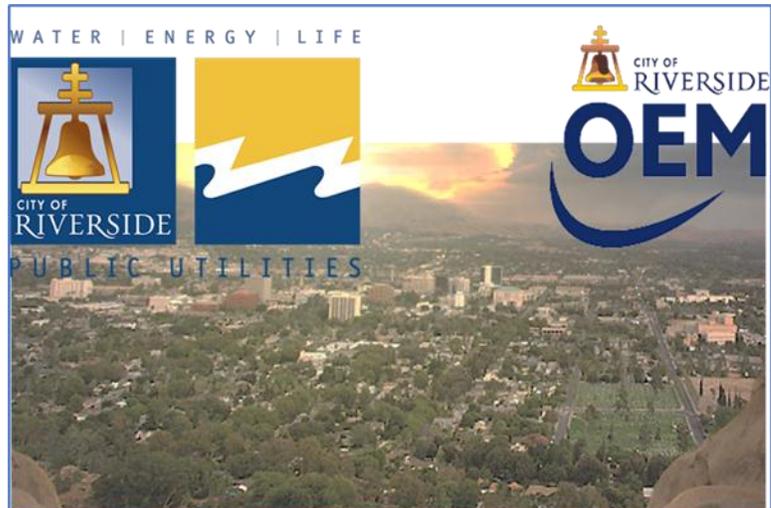
By carefully defining each client's need relative to their mission, we continue to identify and overcome obstacles to achieve client goals. Achievements that help our clients "*Lead The Journey...*"<sup>™</sup> at the forefront of their profession.



## Selected Representative Projects

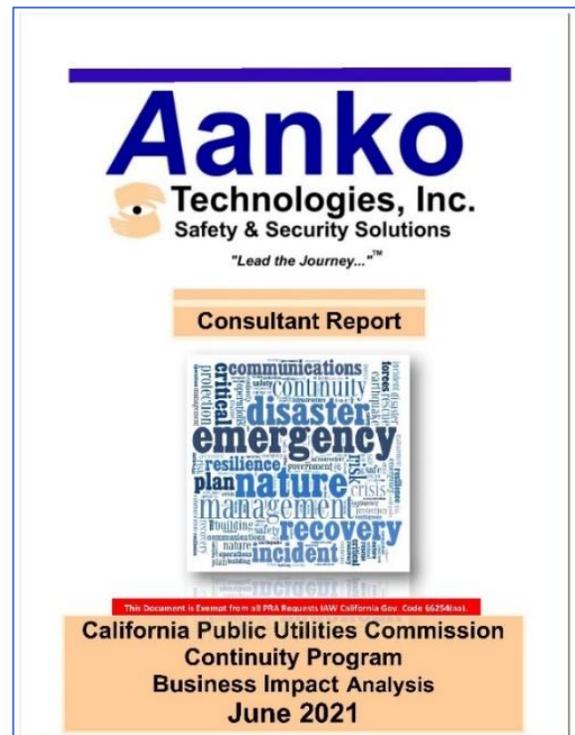
### City of Riverside and Riverside Public Utilities Emergency Management Project, |

**Riverside, California** | Aanko was selected by the City and Utility for an emergency management project to develop 32 emergency plans and Annexes, including a Continuity Plan and Pandemic Plan in 31 days due to a sunset grant. The Riverside Public Utilities provides electric, water and wastewater service to over 300,000 residents. The Aanko team created these comprehensive NIMS and ICS-compliant documents within this timeframe, and also ensured a structured review of the draft documents by stakeholders from the City and Utility. The final documents included a City-Wide Emergency Operations Plan, support annexes for Public Works & Engineering, Energy & Utilities and Cross Sector Business & Critical Infrastructure, as well as a Continuity of Operations Plan, a Pandemic Plan, and Community Lifelines.



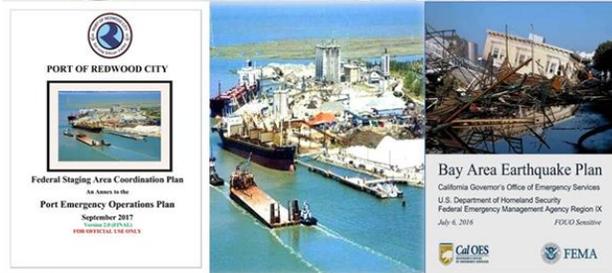
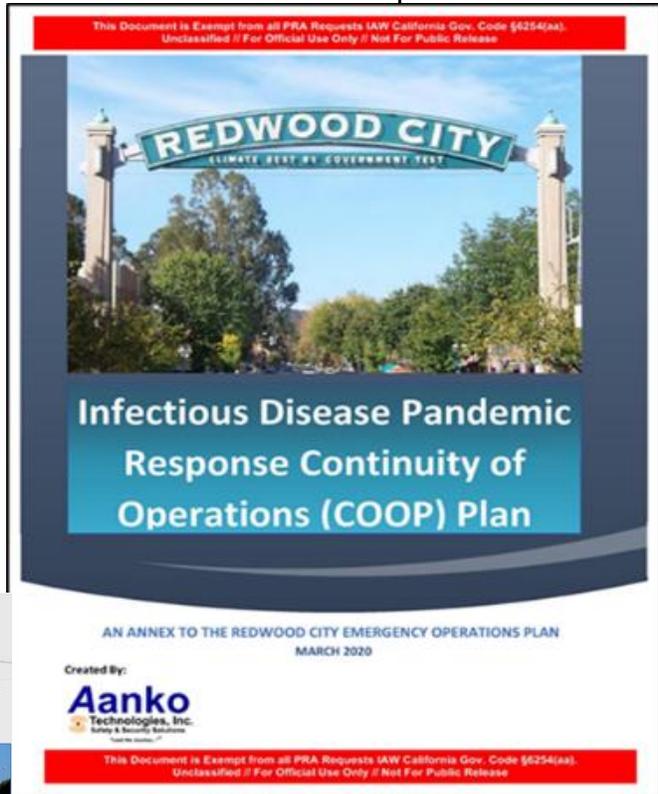
### California Public Utilities Commission (CPUC) Business Continuity Program |

**California Statewide** | Aanko was selected by the CPUC to create a new Business Continuity Program from the ground up. The CPUC regulates all privately owned electric, natural gas, telecommunications, water, railroad, rail transit, and passenger transportation companies in the state. This continuity process involved development of a comprehensive review of all business processes for Mission Essential Function validation across the entire state of California and a detailed Business Impact Analysis. Creation of a Business Continuity Program Standard, Business Continuity Executive Steering Committee Charter, and stand up of a new Business Continuity Office followed. Business Resumption Plans and a new Enterprise-Wide (statewide) Continuity of Operations Plan was completed.



## City and Port of Redwood City Facility Security Plan and Emergency Operations Plan – Redwood, CA

Aanko has been the consultant of choice since 2003 to complete a series of comprehensive safety and security assessments for the Port and the City, including an Emergency Operations Plan (EOP) under the National Incident Management System. Activities involved initiating and evaluating drills and exercises against the plan, facilitating EOP training for City and Port workers, including fire, police, and public works departments and developing a capabilities assessment. Aanko also developed a Pandemic-Infectious Disease Continuity of Operations Response Plan, an Annex to the Redwood City Emergency Operations Plan.



Tasks have included:

- Develop City and Port EOPs
- Develop FEMA all-hazards Incident Command System (ICS) position checklists for field and Emergency Operations Center
- Develop City Earthquake and Flood Response Annexes to EOP
- Train over 700 City staff in ICS functions
- Facilitate Full Functional Exercises 2005–2020 as site exercise designers, controllers, and evaluators
- Conduct Cyber-resilient Online Exercise

Workshops in 2020 due to COVID-19

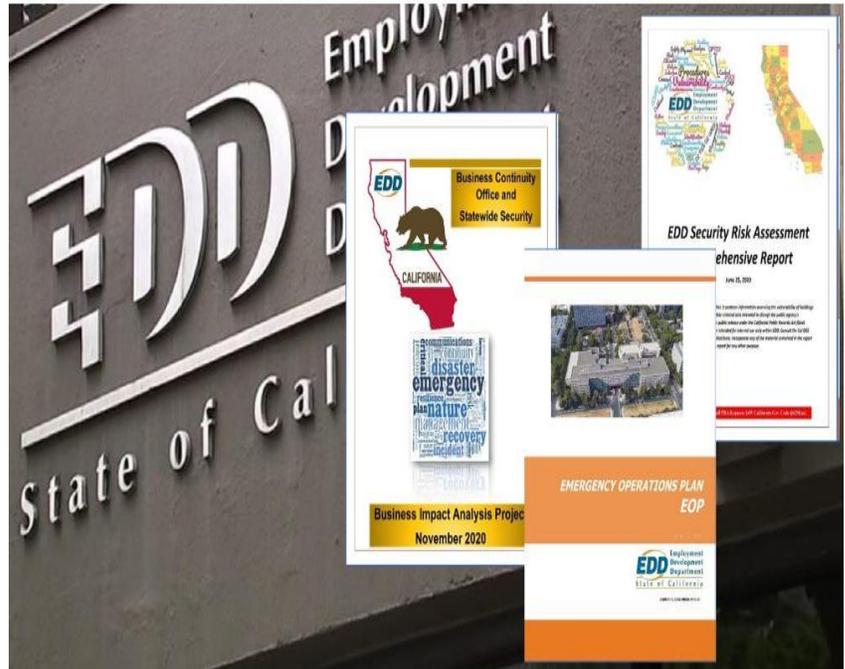
- Develop Port Business Continuity Plan, Maritime Facility Security Assessment & Plan, Strategic Security Plan, and Federal Staging Area Pre-Activation Plan in support of the Bay Area. Catastrophic Earthquake Plan from 2005–2020

## Employment Development Department (EDD) | California

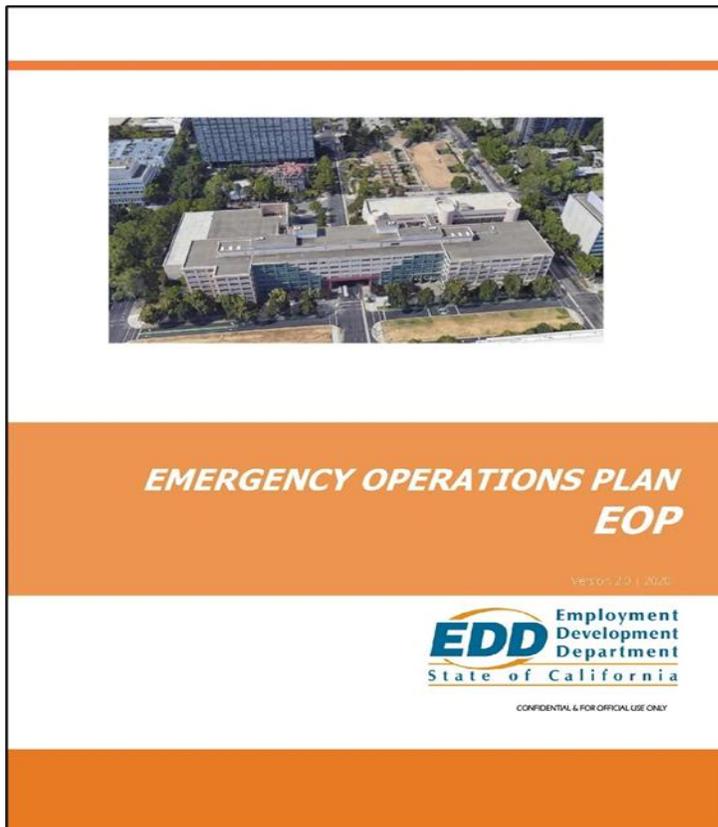
Aanko was selected to conduct 21 statewide threat and vulnerability assessments (TVAs) to identify security risks against EDD personnel and assets.

Aanko conducted a BIA (Business Impact Analysis) for the entire EDD BCP.

Within this project, Aanko updated EDD's Enterprise-level Continuity of Operations Plan (COOP) and, revised all 15 Branch and Division Business Resumption Plans (BRPs), including re-validation of all Mission Essential Functions and Mission



Essential Services (MEF/MES); created an Statewide Crisis Communication Plan (CCP) and Emergency Operations Plan (EOP); and provided business continuity and Homeland Security Exercise and Evaluation Program (HSEEP) training to all Business Continuity Office (BCO) staff.



This training included a Train-the-Trainer component so the BCO could continue training additional EDD personnel throughout the state for sustained business resilience and to conduct their own HSEEP Tabletop Exercises throughout the state (Aanko personnel are certified HSEEP Train-the-Trainers).

## Franchise Tax Board (FTB) | California

Aanko has consulted with the State of California Franchise Tax Board on security and emergency management since 2002. This has included comprehensive facility-wide operational assessments, to include environmental (air quality) and infrastructure threats (HVAC & security access) for over 23 years.

Additionally, Aanko assisted health & safety groups in identification of staging and deployment areas, development of engineering controls for outside air isolation, and development of security and emergency plans to identify and prepare facilities for mass casualty operations for the over 8000 employees. Ongoing annual training since 2002, including during COVID-19, has included response and recovery from biological and chemical threats, business continuity, emergency planning and employee awareness.

Evaluate Your Environment Strategically

# E.Y.E.S.

## BioThreat Management Refresher Course 2018



Aanko Technologies, Inc

©2018

Day 5

# E.Y.E.S.™

Aanko

Safety & Security Solutions  
Technologies, Inc.

GOVERNMENT • INDUSTRIAL • CORPORATE • HEALTHCARE

SAFETY

SECURITY

BioThreat Management Course 2021

Putting it all Together

Presented by

Steve Longoria, CCP, CPE, CPM, CBPATS, CPTED

Aanko completed a \$200 million dollar security design update for the FTB as the Subject Matter Experts for California State Department of General Services.

This included development of site and facility-wide security systems standards, and complete redesign of the Security & Emergency Command Center (SECC).

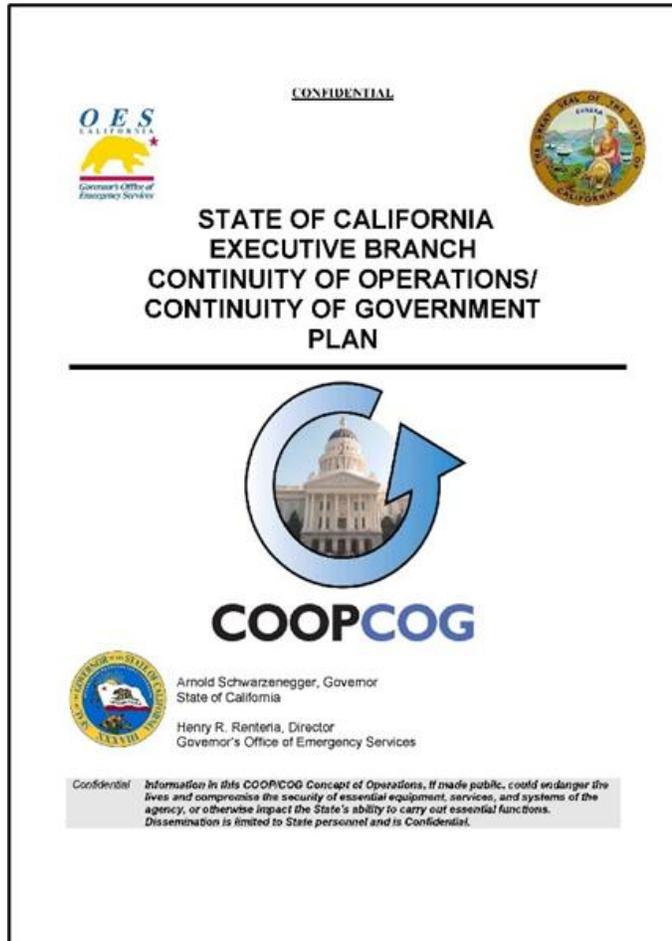
## California Governor's Office of Emergency Services (CalOES) | California

Aanko was selected by CalOES to develop the first-ever State Executive Branch COOP/COG Plan, to include all 93 state agencies.

Aanko led all 93 state agencies in addressing ADA and Access and Functional Needs requirements and provided Continuity Training to internal CalOES staff.

Aanko has continued to provide consultation to CalOES, including being part of the core CalOES Golden Guardian Statewide Exercise Team.

Aanko continues to provide consultation to the State, most recently as part of a CalOES contingent to create situational awareness Common Operating Pictures through the state's Maritime Domain.

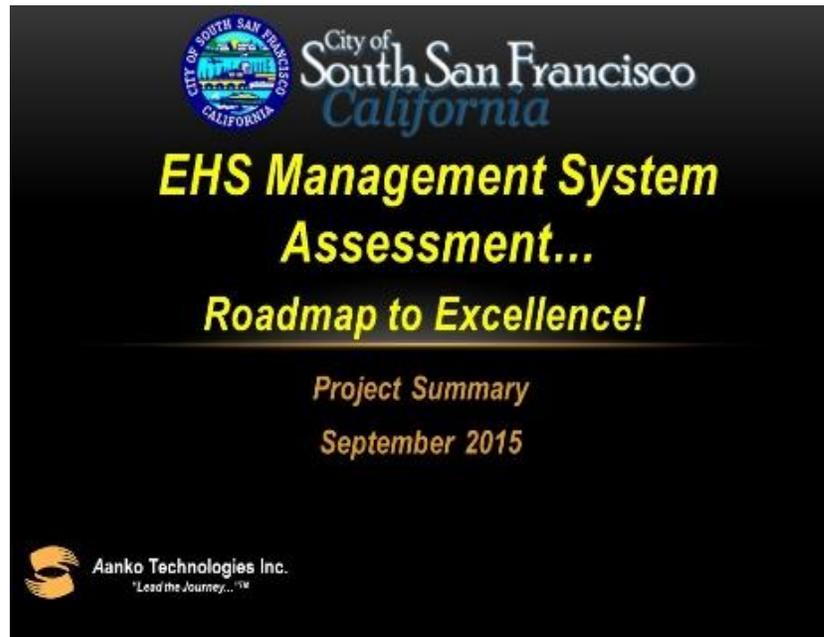


## City of South San Francisco | California

For South San Francisco, Aanko assessed the City EHS Management System, so that it could integrate with the emergency management program led by the City Fire Department and its Emergency Service Manager to give the city a tool for systematically evaluating the current effectiveness and efficiency of its EHS Management System, and to provide a roadmap for revamping the system toward a continuous improvement cycle.

The Assessment focused on the current EHS foundation within the City, and the needs of the City to re-invigorate EHS at all levels in a quest toward a world-class EHS Management System that could integrate with Emergency Preparedness. The project provided city leadership an evaluation of every aspect of the EHS management system within the city's operating departments, including indoor and field work site air sampling protocols.

Aanko developed a 3 and 5-year EHS system management improvement road map, designed to improve organizational EHS culture, define EHS program improvements, and lower the city's injury rate, and coordinated all processes with the City Emergency Service Manager.



## City of Mountain View | California

Aanko was selected to complete an emergency management gap analysis for the entire city to determine existing and recommended plans processes and procedures for preparedness, response and recovery from natural and man-made disasters that could impact the city.

Aanko also provided exercise design and facilitation for the SWAT Operational Exercise in coordination and integration with the cities of Los Altos, Sunnyvale, Palo Alto, and Google Inc., resulting in a comprehensive SWAT Hostage and Active Shooter Exercise facilitated by Aanko at the Mt View Googleplex Campus with over 200 regional SWAT and fire department personnel integrated with Google security forces. The current Police Chief, Chris Hsiung, was the Deputy Chief at the time and is aware of our work.

GOVERNMENT • INDUSTRY • CORPORATE • HEALTHCARE

# Aanko

**Technologies, Inc.**  
Safety & Security Solutions  
*"Lead the Journey..."™*

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**Emergency Management Gap Analysis Report  
For The  
City of Mountain View**

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**Presented To**

Scott S.G. Vermeer  
Police Chief  
1000 Villa St  
Mountain View, California 94014  
(650) 903-6355

Date of Submission: November 22, 2010

Submitted By:

Steve Longoria, CCP, CHS-III, CPM  
Chief Executive Officer  
607 Elmira Road, Ste 191  
Vacaville, CA 95687  
Ph: 866-968-7478  
www.aanko.com

**Sensitive Homeland Security Information  
Not for Public Dissemination  
FINAL**

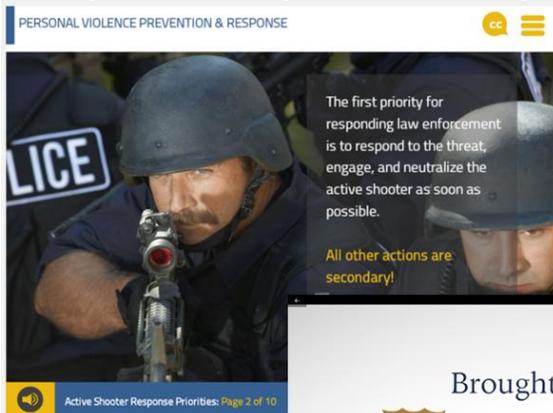




## San Bernardino County | California

Aanko provided on-call security and emergency management services for San Bernardino County in all phases of integrated Emergency Management; mitigation, preparedness, and response and recovery.

The team conducted site, building, physical, and operational security assessments, and facility emergency evacuation plans updates. The team was also selected to create a new county-wide security awareness program after the December 1, 2015 terrorist attacks.



The “SBSafe” program included classroom and web-based E-learning modules on workplace violence, active shooter, and customer and co-worker de-escalation training for over 28,000 county workers.





SAN BERNARDINO COUNTY

**SBSafe**



**Aanko**  
Technologies, Inc.  
Safety & Security Solutions  
*"Lead the Journey..."™*

## SB Safe Awareness Training

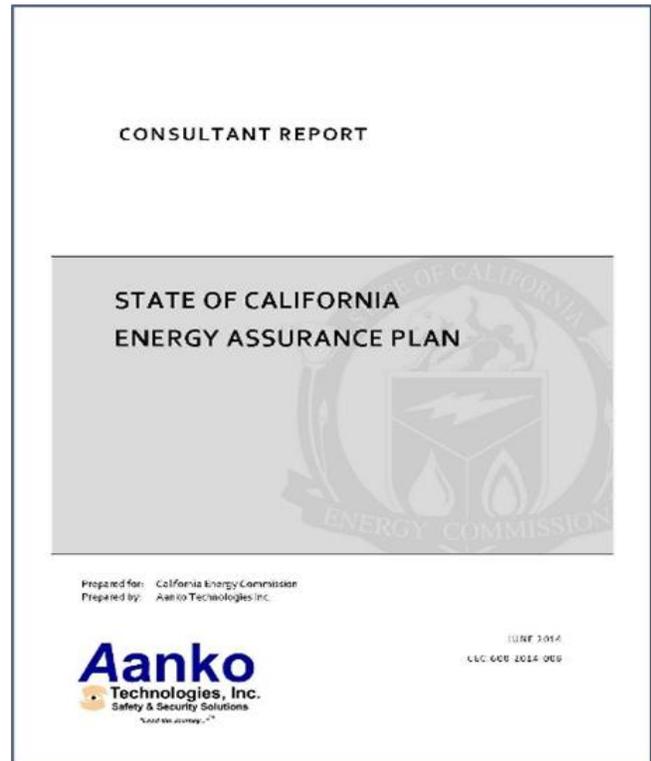
Welcome to the San Bernardino County (SB) Safe Initiative



www.SBCounty.gov

## California Energy Commission | California

Aanko was selected to develop the state Energy Assurance Plan as required by the US Department of Energy. Processes included energy assurance planning with cyber and physical system interface issues, engagement of statewide energy partners, Homeland Security Exercise and Evaluation Program (HSEEP) seminars, tabletop drills and full-scale exercises from HSEEP-certified Aanko staff to test energy emergency response capabilities. As part of the project Aanko visited multiple sites throughout the state to determine existing capabilities and Critical infrastructure interdependencies. Aanko then worked with industry partners and the CEC to develop Response actions oil, gas and electrical suppliers and for renewable energy portfolios including wind, solar, biomass, hydro and geothermal power generation. Aanko also validated the roles and the level of responsibility of all state agencies charged with responding to energy emergencies and validated energy supply systems across the state as well as inter-state supply chain relationships.



## Contra Costa County | California

Aanko was selected by the Contra Costa County Homeland Security Unit (HSU) as part of their public-private partnership to assist the HSU and Office of Emergency Services in conducting risk assessments for over 200 identified critical infrastructure facilities county-wide.



This included petrochemical, government, and public use facilities. The quantitative risk assessments that considered the dependence between hazard potential and associated safeguards allowed the team to identify and rank total risk. Classified assessment results were used to update safety systems and emergency response plans, and to prioritize risk mitigation strategies and budgets throughout the county.

## Caltrans | California

Aanko was tasked by Caltrans to conduct risk assessments at District soils and materials testing laboratories throughout the state to develop a comprehensive laboratory safety network that was previously obsolete to ensure the state was in compliance with Federal Highway Administration and American Association of State Highway and Transportation Officials (AASHTO) requirements. After site assessments and the study were completed, Aanko developed a comprehensive Laboratory Safety manual for use by Caltrans laboratories throughout the state.

### Laboratory Safety Manual

Prepared by



For

California Department of Transportation



December 15, 2011

Safety

### Laboratory Safety Manual Update Study Report

Prepared by



For



California Department of  
Transportation

December 15, 2011

## **King County Metro Transit District TVA And Master Plan | Seattle, Washington**

In 2019, Aanko provided a Threat and Vulnerability Assessment (TVA), a physical security gap analysis, a safety and security climate and culture assessment, and a physical, electronic, and procedural security master plan and an Emergency Management Master Plan. The master plan identified threats, risks, and security deficiencies, recommended mitigation strategies, reviewed policies and procedures, and provided enhancements, established implementation priorities and phasing, and provided detailed construction cost estimates for each facility to enable grant funding and transit budget development.

## **King County Metro Madison G-Line | Seattle, Washington**

In 2019 and 2020, Aanko provided a Safety & Security Management Plan (SSMP) in order to meet the goals of King County Metro Transit and the System Safety and Security Program (SSSP), which was required to meet the compliance criteria under the Federal Transit Administration (FTA) guidelines for the Madison Street G Line bus expansion. Aanko's efforts led to King County Metro gaining over 155 million dollars in transit grant funding from the Federal Transit Administration.



## Washington Metropolitan Area Transit Authority (WMATA) | Washington, DC

In 2021, Aanko was selected to provide a large-scale, system-wide, comprehensive threat and vulnerability assessment for the Washington Metropolitan Area Transit Authority (WMATA), the second largest rail transit system and the sixth largest bus network in the U.S. Our team of assessment experts were deployed to each transit site to walk railway tracks, bus lines, interview key stakeholders, and partner with transit leadership in order to assess system vulnerabilities. This encompassed 98 stations, bus facilities, and administrative buildings. Our team gathered findings and recommendations, which were used to develop a comprehensive report that will be shared with WMATA's Board of Directors.

Aanko recently completed updates to WMATA's Security and Emergency Preparedness Plan (SEPP), including its security and emergency management standard operating procedures (SOPs) under a Security Master Plan. This plan is the framework for the Metro Integrated Command and Communications Center (MICC) response protocols. The MICC is the new WMATA nerve center launched in late 2023 that combines the Security Operations Command Center (SOCC), the Rail Operations Control Center (ROCC), and Bus Operations Control Center (BOCC) to streamline command and control throughout the system.



### **Sacramento Municipal Utility District | Sacramento, Ca**

The Aanko team designed the perimeter security for the renovation of the Sacramento Municipal Utilities District (SMUD) headquarters. The security systems designed included access control for vehicle and pedestrian gates, perimeter intrusion detection, and a campus wide IP video surveillance system. Project entailed the replacement of existing open space parking and additional site access to meet current life safety and ADA codes; the re-design of existing landscaping; increased visibility of the headquarters building; sustainable design elements; and revised irrigation. Aanko was selected to provide additional security assessment services for the SMUD entire footprint in 2025 and also to create a Security Master Plan.

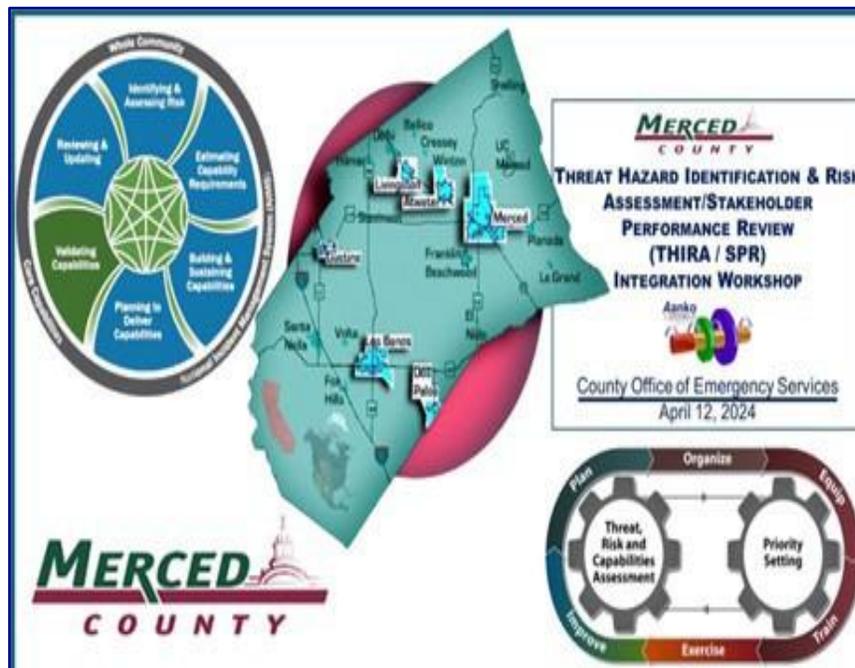


## Merced County Emergency Management Program | Merced County, California

Aanko was selected in 2023-2025, to conduct a County-wide Threat Hazard Identification and Risk Assessment, Stakeholder Preparedness Review (THIRA/SPR), create new Department Continuity of Operations Plans (COOP) Countywide (20) and update Emergency Operations Plans (EOP) for each respective City (6) and the County as a whole.

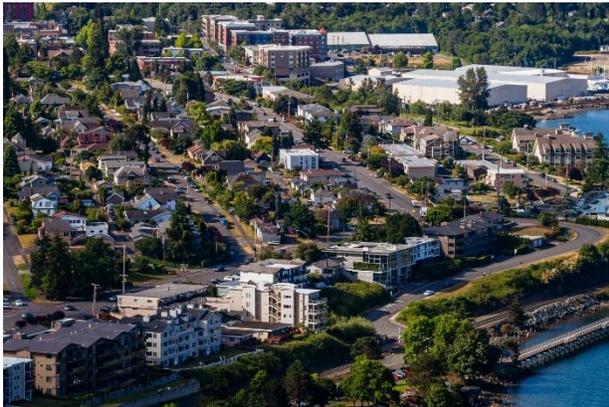
The project also includes the development of 12 Annexes to the County EOP and 18 Emergency Support Functions (ESFs), to align the County EOP with the California State Emergency Plan. This Project is ongoing with a new change order to complete Recovery Support Functions (RSFs) in alignment with the County EOP and the State Emergency Plan.

The project engaged public and private sector stakeholders in evaluating threat and hazard impacts to the built, social, and natural environment; public health; and the regional economy. The THIRA/SPR is generating capability gaps with quantitative-based information as well as information about what/where/who is of greatest concern to the community and the county's hazard exposure. Information about adaptive capacity and sensitivity based on POETE (Planning, Organizing, Equipping, Training and Exercise) is being used to develop the County's and respective County Cities' Emergency Operations Plan(s). Based on a combination of experience, forecasting, subject matter expertise, and other available resources, Aanko developed a list of threats and hazards that could affect Merced County. Aanko is assisting the County in establishing capability targets to determine the level of capability that the community plans to achieve over time in order to manage the threats and hazards it faces by identifying impacts, objectives, and time-frame metrics, along with areas of funding sources to close capability gaps.



**City of Bellingham | Bellingham, WA**

Aanko achieved great success in developing comprehensive city-wide department Continuity Plans and Disaster Recovery Plans as part of the larger City Business Continuity Plan, ensuring the city was prepared for a wide range of emergencies. This included critical threats like ransomware attacks and natural disasters. Aanko worked to safeguard the city's infrastructure, businesses, and residents. The plans integrate cutting-edge technology with proactive risk assessments and recovery strategies, providing a robust frame- work to minimize downtime, The initiative reinforces resilience and also sets a benchmark for cybersecurity and natural hazard disasters preparedness & continuity planning for municipalities worldwide.



XXXX Department/Business



City of Bellingham (CoB)  
Business Resumption Plan

XX 2023

CONFIDENTIAL Document for Internal Use by City of Bellingham Personnel Only

Last Updated: XXXX 2023



**Establishing or Validating  
Mission Essential Functions  
For the City of Bellingham**  
Date: April 27 & April 28, 2023



**COOP Training Course**

## Selected Letters of Reference

STATE OF CALIFORNIA

GAVIN NEWSOM, Governor



**CALIFORNIA DEPARTMENT OF TECHNOLOGY**  
P.O. Box 1810  
Rancho Cordova, CA 95741-1810  
(916) 319-9223

Liana Bailey-Crimmins, Director  
Jared Johnson, Chief Deputy Director

January 3, 2023

Steve Longoria, CEO  
Aanko Technologies, Inc  
607 Elmira Road, Ste. 191  
Vacaville, CA 95687

**SUBJECT: Letter Of Recommendation for Steve Longoria and Aanko Technologies Inc.**

**To: Whom It May Concern**

It is with great pleasure and confidence that I write this letter of recommendation for Steve Longoria and his team at Aanko Technologies, Inc. (Aanko).

Aanko recently completed the California Department of Technology's (CDT) threat and risk assessment (THIRA) project for 2022. The THIRA is conducted biennially, and this was the third consecutive contract awarded to Aanko. The THIRA includes comprehensive, enterprise-wide emergency management and business continuity risks, and physical and technological vulnerability assessments; an audit of the CDT—from response capabilities for environmental and natural hazard vulnerabilities, to physical security risks; and a final presentation and written report which provided THIRA findings that included mitigation and prevention recommendations.

Mr. Longoria and his Aanko team have consistently demonstrated that they are highly productive, detail oriented, and exceptionally knowledgeable in the field. They always uphold project timelines, adhere to budget, provide regular communication and status updates, and produce exceptional deliverables that are practical and ready to implement. Overall, the wealth of experience and knowledge in physical and information security, emergency and business continuity management, and federal and state policy compliance was exemplified throughout the project. Mr. Longoria and his team continue to surpass our expectations.

It is also noteworthy to mention that the final presentation provided by Aanko in November 2022 was so thorough, informative, and attention-grabbing, that our director commented on how impressed and engaged she was throughout.

I highly recommend Mr. Longoria and Aanko Technologies, Inc.'s security and emergency management services to any organization that wants to ensure safety and security risks are identified and mitigated.

Sincerely,

*Karen Bailey*

Karen Bailey, Business Continuity Specialist  
CDT, Business Continuity Unit  
10860 Gold Center Drive  
Rancho Cordova, CA 95670

STATE OF CALIFORNIA

GAVIN NEWSOM, Governor

**PUBLIC UTILITIES COMMISSION**

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



**DATE:** April 28, 2022

**TO:** Steve Longoria, CCP, CPE, CPM, CBPATS, CPTED, TLO  
Chief Executive Officer  
Aanko Technologies, Inc

**SUBJECT:** Letter of Recommendation for Steve Longoria and Aanko Technologies, Inc.

To whom it may concern.

It is with great confidence that I provide this professional Letter of Reference for Steve Longoria and his Aanko Technologies Inc. ("Aanko") staff. The California Public Utilities Commission (CPUC) selected Aanko to develop our formal Business Continuity Plan and work with our leadership team to build a scalable and achievable product supporting our core businesses.

This large project is being led by Steve Longoria as the Project Manager and Technical Lead from Aanko, and the level of engagement, communication, knowledge-sharing, and diligence to statewide standards has been crucial and invaluable. The Aanko team understands the full scope of our enterprise needs and works to manage the needs of our varied and broad Divisions. This still developing project required extensive document reviews, site surveys, and security reviews with leadership, operations, Information Technology Services, and our varied Program Divisions. The Aanko team has been successful in merging the CPUC's diverse oversight responsibilities to these complex standards and has been a strong partner in working with our teams to position the CPUC for continued success and operational integrity.

Lastly, it is of note that much of this work has been done under pandemic controls and staffing shortages that have impacted the CPUC's teams. Even with these obstacles, our mission remains on track, and I have been pleased with Mr. Longoria's commitment to not only our project, but the training and development of CPUC staff to develop a superior product. It is my honor to recommend Aanko and Mr. Longoria and I have confidence that his team's robust industry knowledge and steadfast partnership will produce an excellent outcome.

Sincerely,

*Daniel Dias*

Daniel Dias  
Staff Services Manager III  
Management Services Branch  
CA Public Utilities Commission  
Daniel.Dias@cpuc.ca.gov  
(916) 894-5637



# PORT OF REDWOOD CITY

*Serving Silicon Valley*

**Port Commissioners**  
RICHARD S. CLAIRE  
RALPH A. GARCIA  
LORIANNA KASTROP  
STAN MAUPIN  
NANCY C. RADCLIFFE

August 08, 2022

Steve Longoria, CCP, CPE, CPM, CBPATS, CPTED, TLO  
Chief Executive Officer  
Aanko Technologies, Inc  
607 Elmira Road, Ste. 191  
Vacaville, CA 95687

Subject: Port of Redwood City Letter of Reference for Aanko Technologies Inc.

To Whom It May Concern:

Please allow this letter to serve as the Port of Redwood City's (Port) Letter of Reference for Aanko Technologies Inc. ("Aanko") to assist in the Safety, Security or Emergency Management needs for any private/public sector organization. Strategically located between San Francisco and Silicon Valley, the Port is a key component of security and emergency operations for the south San Francisco Bay Area. Aanko has served the Port for nearly 20-years, in safety, security and emergency management.

Mr. Steve Longoria, CEO of Aanko, is an exceptional "hands on" project manager who, along with his highly effective team, keeps all communication channels open and engages collaboratively in all project facets to deliver exceptional results every time. Aanko's noteworthy expertise validates our trust in their work over the years, resulting in our Port achieving many successful operational outcomes. In the last four years, Aanko's outstanding accomplishments at the Port include:

1. Developed the 5-Year Facility Security Assessment and Facility Security Plan approved by the U.S. Coast Guard in 2022, including the Cybersecurity Annex.
2. Updated the Port's Emergency Operations Plan in 2022.
3. Developed the FEMA Federal Staging Area (FSA) Activation Plan for the Port, including Tabletop (TTX) and Full-Scale Exercise (FSE) validations to gain FEMA FSA approval.
4. Wrote and secured over \$5 million dollars in grant funding for critical maritime infrastructure improvements.
5. Created the initial design for the Port's new Interagency Operations Center.
6. Trained Port staff, contract security guard force and tenant FSOs in Safety, Emergency Management, and Port Security Operations.
7. Created and oversaw the re-design of the Port's security infrastructure, including video surveillance, lighting, and restricted area fencing.
8. Conducted and evaluated multi-jurisdictional TTX and FSEs annually with mutual aid partners to meet U.S. Coast Guard Maritime Transportation Security Act regulatory requirements.
9. Worked (Mr. Longoria) as our Contracted Chief Security Officer, Port Facility Security Officer (FSO) and also as Interim Director of Port Operations for over one year during the Port's critical COVID-19 Pandemic staffing shortage, providing exceptional operational leadership to Port field staff, regulatory agencies and Port tenants.

I highly recommend the Aanko Team for any critical projects that require high-quality outcomes. The Aanko Team is highly professional, great to work with, and always exceeds our expectations. I am confident future clients will gain similar results.

Sincerely,

Kristine A. Zortman  
Executive Director

675 Seaport Boulevard, Redwood City, CA 94063 | 650-306-4150 | info@redwoodcityport.com

Fire Department  
755 Marshall Street  
Redwood City, CA 94063



Administration  
Telephone (650) 780-7400  
FAX (650) 780-7461  
<http://www.redwoodcity.org>

May 14, 2021

To whom it may concern,

It is with great confidence that I provide this Letter of Reference for Aanko Technologies Inc. ("Aanko") to assist in any Safety, Security or Emergency Management needs any private or public sector organization may need. Our Fire Department, and the City of Redwood City as a whole, including the Port of Redwood City, has benefitted immensely in the 18 years of working with Aanko.

Their "Hands-on" CEO, Steve Longoria, is an exceptional Project Manager who, along with his highly effective team, keeps all communication channels open and engages collaboratively in all project facets -and they deliver high quality results every time.

From Incident Command System training for over 700 City and Port workers, to developing City and Port Emergency Operations Plans and Annexes, to regionally integrated FEMA/CalOES required Federal Staging Area Activation Plans at the Port, Aanko has been successful in every endeavor.

Aanko has also worked as Homeland Security Exercise and Evaluation Program (HSEEP) designers and facilitators of Tabletop, Functional and Full-Scale Exercises to validate these plans and stakeholder resource capabilities. When the Pandemic was upon us in March of 2020, Aanko worked with each of our Departments, and the City as a whole, to create an Infectious Disease Pandemic Response Continuity of Operations Plan in less than 20 days! The plan has been successfully used during this entire national pandemic disaster, which has resulted in maintaining our City and Port mission essential community services.

It is without any trepidation that I recommend Aanko Technologies Inc. to assist in your emergency management efforts.

Sincerely,

A handwritten signature in blue ink, appearing to read "Chuck Lax".

Chuck Lax  
Acting Deputy Fire Chief

*City of Redwood City Core Purpose:  
Build a great community together.*

*Redwood City Fire Department Mission Statement:  
To protect life, property, and the environment from fire, medical, disaster, and hazardous materials related incidents through emergency mitigation, public education and code enforcement.*



Gavin Newsom, Governor  
California Labor and Workforce Development Agency



May 12, 2021

To whom it may concern

I highly recommend Aanko Technologies Inc (Aanko) to assist in developing your emergency plan, and I am pleased to offer this Reference Letter on their behalf.

Aanko has provided Safety, Security and Emergency Management services for the State of California Employment Development Department (EDD) from 2019-2021 to assist us in our statewide mission. First, we selected Aanko to conduct a security assessment of statewide facilities in 2019 to identify risks against EDD personnel and assets.

In 2020, we again selected Aanko to conduct a Business Impact Analysis (BIA) for the entire EDD. As part of this BIA project, Aanko updated the Enterprise-level Continuity of Operations Plan (COOP), Revised all 15 Branch and Division Business Resumption Plans (BRPs), including re-validation of all Mission Essential Functions (MEFs); created an Enterprise-level Crisis Communication Plan and Emergency Operations Plan; and provided business continuity training to all state-level Business Continuity Office (BCO) staff.

Aanko's team is highly productive, detail oriented, and consistently maintain an open communication process. Further, in all our engagements with Aanko, they maintained a critical project timeline on schedule and under budget, with consistent monthly summary reports. They are unique as consultants, in that, they not only seek to understand our mission, but when they do, they also shared knowledge of lessons learned and best practices. This unique understanding and knowledge-sharing enabled our EDD team to integrate these tools into valuable practices to drive our mission success. Not only is the Aanko Project Manager, Steve Longoria, and his experienced team great to work with, they produce exceptional deliverables that are practical and ready to implement.

I believe they will do no less for your organization.

Andrew Mock

Business Continuity Office Section Chief - Employment Development Department



 **King County**  
Department of Metro Transit  
Security & Emergency Management  
901 5<sup>th</sup> Avenue Building  
901 5<sup>th</sup> Avenue  
Mailstop 901-MT-0460  
Seattle, WA 98164

**DATE:** February 10, 2021

**TO:** Steve Longoria, CCP, CPE, CPM, CBPATS, CPTED  
Chief Executive Officer  
Aanko Technologies, Inc  
607 Elmira Road, Ste. 191  
Vacaville, CA 95687

**SUBJECT: LETTER OF RECOMMENDATION FOR KING COUNTY METRO TRANSIT  
SECURITY AND EMERGENCY MANAGEMENT MASTER PLAN PROJECT**

To Whom It May Concern:

It is with great confidence that I provide this professional Letter of Reference for Steve Longoria and his Aanko Technologies Inc. ("Aanko") staff. We selected Aanko to conduct a comprehensive Threat and Vulnerability Assessment and development of our Security and Emergency Management Master Plan for our entire METRO Transit system throughout King County, from July 2019-March 2020.

Led by Steve Longoria as the superb Project Manager and Technical Lead from Aanko, the level of engagement, communication, knowledge-sharing with our staff and comprehensive top-to-bottom TVA and Security and Emergency Management Master Plan was nothing short of outstanding! Understanding the full scope of our enterprise, from bus operations, to our contractual obligations of providing operators and maintainers for the Sound Transit Link light rail, was no easy task.

This project required extensive document reviews, site surveys, and security culture and climate interviews with all levels of METRO personnel, including leadership, operations, maintenance, contracted sworn transit police, and our contracted non-sworn security force.

Your team also engaged with Sound Transit leadership, conducted detailed interviews with the Federal Department of Homeland Security, and met with various departments within the County, including Risk Management, Safety and Human Resources. Key to this was your Aanko Team's ability to gain complete understanding of our vast scope of operations. To our genuine appreciation, your team dove right in and immersed yourselves with knowledge of our stakeholders, and our system strengths and operational gaps.

The level of your transit safety, security and emergency management knowledge was exceptional, to say the least. To have your team complete this project AND, to complete another two projects we added to assist us with our Rapid Ride program by completing Safety and Security Management and Certification Plans, while dealing with the onset of the COVID-19 Pandemic toward the end of the project, was nothing short of amazing.

Your assistance and consultation with the FTA, working hand-in hand with our Metro team, helped us gain over 150 million dollars from the FTA due to your comprehensive work on the Rapid Ride G-line, while still completing this TVA and Security Master Plan within budget.

**Letter Of Recommendation For King County Metro Transit Security and Emergency Management Master Plan Project Aanko Technologies Inc.- Pg 2**

Our team at King County Metro is very impressed with all project deliverables, including delivery of a comprehensive TVA, a gap analysis that outlines, in detail, the system shortfalls requiring improvements, and a concise and well-written Security and Emergency Management Master Plan, complete with ROM costs. These project deliverables will aid us tremendously as we strive toward the security and emergency management excellence you always spoke about; yes-you made believers out of us!

It is evident your Aanko Team prides itself on dedicated and exceptional customer service, and we are grateful to be a recipient.

Lastly, I cannot stress enough that not only did you do all the above, but your team took many of Metro's staff under your wing and provided on-going training on what you were doing, why you were doing it, and how Metro can continue its own self-assessment process!

Steve, I highly recommend Aanko Technologies to any agency, especially public agencies. Those who seek a holistic assessment of their safety, security and emergency management programs, and desire a comprehensive and cost-effective means of achieving operational excellence, will find no better resource, than the Aanko Team to lead them.

I am sure all of your future clients will be exceptionally pleased with the results of any project you undertake for them-we sure are!

Sincerely,



[neil.crosier](#) (Feb 11, 2021 16:49 PST)

**Neil Crosier** (he/him)  
Superintendent, Security & Emergency Management  
King County Department of Metro Transit  
(206) 477-5917 | [neil.crosier@kingcounty.gov](mailto:neil.crosier@kingcounty.gov)

## Metro Ltr of Reference-Aanko - NC

Final Audit Report

2021-02-12

Created:	2021-02-12
By:	Edward Burich ( <a href="mailto:Edward.Burich@kingcounty.gov">Edward.Burich@kingcounty.gov</a> )
Status:	Signed
Transaction ID:	CBJCHBCAABAAotW8YwWvJsGq6R1I7E1GXuT2xaL3qpP

### "Metro Ltr of Reference-Aanko - NC" History

Document created by Edward Burich ([Edward.Burich@kingcounty.gov](mailto:Edward.Burich@kingcounty.gov))

2021-02-12 - 0:41:39 AM GMT - IP address: 198.49.222.20

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Signature Date: 2021-02-12 - 0:49:46 AM GMT - Time Source: server- IP address: 73.109.63.10

Agreement completed.

2021-02-12 - 0:49:46 AM GMT

STATE OF CALIFORNIA

GAVIN NEWSOM, Governor



**CALIFORNIA DEPARTMENT OF TECHNOLOGY**  
P.O. Box 1810  
Rancho Cordova, CA 95741-1810  
(916) 319-9223

**Amy Tong**, Director  
**Richard Rogers**, Chief Deputy Director

February 09, 2021

Steve Longoria, CEO  
Aanko Technologies, Inc  
607 Elmira Road, Ste. 191  
Vacaville, CA 95687

**Subject: Letter of Recommendation for California Department of Technology's (CDT) BIA Risk and Vulnerability Assessment**

To Whom It May Concern:

It is with great pleasure that I write this letter of recommendation for Steve Longoria and Aanko Technologies, Inc. Aanko Technologies, Inc. recently completed the California Department of Technology's (CDT) threat and hazard identification and risk assessment (THIRA) project from July 2020 to December 2020. The THIRA is conducted biennially and provides a framework for mission critical organizations to address issues and incidents that occur due to defined threats and hazards.

Mr. Longoria and his team at Aanko Technologies, Inc. worked efficiently and adhered to the project schedule proposed for the project. The wealth of experience and knowledge in physical security, business continuity management, and Federal policy compliance was exemplified throughout the project. Mr. Longoria and his team surpassed expectations when completing the assessment under the continuously changing landscape and limitations as a result of the COVID-19 pandemic. Specifically, Mr. Longoria and his team were able to effectively (1) conduct a Business Impact Analysis full premise field study, (2) assess administrative security controls to eliminate and/or manage vulnerabilities exploitable by physical threats, (3) review security policies and procedures, (4) assess mission critical functions, roles and responsibilities, and (5) review all emergency plans and roles and responsibilities therein to carry out department and state-level Incident Command System response and recovery protocols to meet business continuity requirements. As well, they conducted a comprehensive system documentation and network diagrams review related to CDT's facilities and information systems, and provided detailed and cost-effective risk mitigation recommendations based on validated threat.

The level of detail provided in the final assessment was beyond our expectations. Our management team stayed well informed through comprehensive monthly status updates and the Aanko team was always available to address questions throughout the project. We highly recommend Aanko Technologies, Inc.'s physical and cybersecurity risk and vulnerability assessment services to other agencies.

Sincerely,

A handwritten signature in black ink, appearing to read "Amanda Huynh".

Amanda Huynh, Information Technology Specialist I  
CDT, Internal Business Applications  
10860 Gold Center Drive  
Rancho Cordova, CA 95670  
[Amanda.Huynh@state.ca.gov](mailto:Amanda.Huynh@state.ca.gov)



State of California • Arnold Schwarzenegger, Governor  
State and Consumer Services Agency

**DEPARTMENT OF GENERAL SERVICES**  
**Procurement Division**

707 Third Street • West Sacramento, CA 95605 • (916) 375-4400 • Fax (916) 375-4505 • [www.pd.dgs.ca.gov](http://www.pd.dgs.ca.gov)

July 7, 2017

Mr. Steve Longoria  
Aanko Technologies Inc.  
607 Elmira Road, Suite 191  
Vacaville, CA 95687

**SUBJECT: Department of General Services, Procurement Division Emergency Plan and Standardized Emergency Management (SEMS) / Continuity of Operations Plan (COOP) Emergency Procurement Vendor Matrix**

Dear Mr. Longoria:

Aanko Technologies Inc. recently completed work on the Department of General Services Procurement Division Emergency Plan, Standardized Emergency Management System (SEMS)/COOP Emergency Procurement Vendor Matrix, and Gap Analysis Report. The Plan and Matrix provided to us will greatly enhance our ability to continue with the Department's mission critical business functions in the event of a disaster, and to fulfill our statewide procurement responsibilities as delegated to us through an Administrative Order from the Governor's Office of Emergency Services.

The materials provided to us were customized to meet our Department's needs. They not only fulfilled the terms of the contract, but they greatly exceeded our expectations in many areas. In particular, the SEMS/COOP Emergency Procurement Vendor Matrix, whereby your team coordinated a capabilities assessment using the Federal Target Capabilities List by establishing relationships with vendors throughout the state, in order to integrate over 20,000 vendor contracts into a user-friendly system to rapidly obtain supplies and services during local, regional and statewide disasters affecting the State of California.

Thank you for providing our organization with a very useful plan and SEMS/COOP Emergency Procurement Vendor Matrix for responding to emergencies and disasters. I would recommend Aanko Technologies Inc. to any organization desiring a comprehensive Emergency Management approach.

Sincerely,

Theresa M. LeClaire, Program Analyst  
DGS Procurement Division  
707 Third Street, 2nd Floor (South)  
West Sacramento, CA 95605-2811  
(916) 375-4383 (voice)  
(916) 375-4663 (fax)  
[theresa.leclaire@dgs.ca.gov](mailto:theresa.leclaire@dgs.ca.gov)

STATE OF CALIFORNIA

EDMUND G. BROWN JR., Governor



**CALIFORNIA DEPARTMENT OF TECHNOLOGY**  
P.O. Box 1810  
Rancho Cordova, CA 95741-1810  
(916) 319-9223

**Amy Tong**  
Director

August 17, 2016

Steve Longoria, CEO  
Aanko Technologies, Inc.  
607 Elmira Road, Ste. 191  
Vacaville, CA 95687

**SUBJECT: CALIFORNIA DEPARTMENT OF TECHNOLOGY (CDT) RISK AND VULNERABILITY ASSESSMENT 2016**

Dear Mr. Longoria:

Aanko Technologies Inc. recently completed work on an enterprise-wide business continuity risk and physical vulnerability assessment for the California Department of Technology (CDT). The extensive data collected, along with our internal Business Impact Analysis (BIA), was necessary to complete our Department's Technology Recovery Plan (TRP) and fulfill the California Information Security Office's submittal deadline of January 1, 2017.

Mr. Longoria, you and your team were able to work efficiently within the short timeframe we provided and the overall experience was outstanding. Your team was able to sufficiently assess the physical security controls of our six (6) facilities multiple times, including our two (2) data center locations. Extensive interviews were conducted with various CDT administrative and technology program areas to evaluate business process risk.

The professionalism your team exhibited made working together a pleasure, and the wealth of experience in the field of physical security, business continuity management and State and Federal policy compliance (SAM, SIMM, FIPS, FISMA etc.) was extraordinary. Our management stayed well informed with your comprehensive bi-monthly status presentations and you were always available for questions during the course of the project.

The level of detail provided in the final assessment was beyond our expectations. We look forward to an opportunity to work with Aanko Technologies Inc. again in the future and highly recommend your services to other agencies.

Sincerely,

A handwritten signature in cursive script that reads "Jennifer Martin".

Jennifer Martin, Staff Information Systems Analyst  
CDT Business Resumption Services Unit  
10860 Gold Center Drive,  
Rancho Cordova, CA 95670  
(916) 431-4097  
[Jennifer.martin@state.ca.gov](mailto:Jennifer.martin@state.ca.gov)



**PORT OF REDWOOD CITY**  
San Francisco Bay

675 Seaport Boulevard  
Redwood City, California 94063-5568  
650 306 4150 FAX 650 369 7636  
E-mail: portofrc@redwoodcityport.com

December 8, 2012

Mr. Steve Longoria  
Aanko Technologies Inc.  
607 Elmira Road, Suite 191  
Vacaville, CA 95687

**SUBJECT: Emergency Management Support – Letter of Reference**

Dear Mr. Longoria:

The Port of Redwood City is the only deepwater port in south San Francisco Bay. Strategically located between San Francisco and Silicon Valley, the Port is a key component of water emergency operations for the Bay Area. Since January 2003, we have used Aanko Technologies, Inc. (Aanko) to help meet our federal and state homeland security requirements.

Accomplishing our strategic homeland security goals over the last 10 years has been no easy task, requiring Aanko to work with internal and external stakeholders, including the US Coast Guard, and local and federal law enforcement on a myriad of projects. One of our key 2010 goals was to improve our operational capacity and capability to respond to regional catastrophic disasters. With this in mind, the Port of Redwood City was selected as the lead exercise site location for Golden Guardian 2010, with a terrorist attack on Bay Area ports as the main scenario. Aanko led the regional exercise planning and evaluation at our Port with full approval of the California Emergency Management Agency.

Aanko conducted comprehensive local and regional plan reviews and tabletop and functional terrorism response scenario exercises with Port staff and city, county, regional, state and federal partners. This building block approach culminated in the largest multi-agency, public-private partnership full scale exercise in Golden Guardian history, including direct participation of FEMA and the California National Guard. We also received site visits by the Secretary of the California Emergency Management Agency, Matthew Bettenhausen, and other federal, state, regional, and local VIPs. This exercise was a productive and outstanding success.

Aanko's continued exceptional expertise validates our trust in your work over the years, resulting in our achieving many noteworthy operational outcomes. I highly recommend you and your Aanko Team for any homeland security and emergency management projects. Your Aanko Team is highly professional, great to work with, and always exceeds our expectations. I am confident other future clients will gain similar results.

Sincerely,

Michael Giari  
Executive Director

*Port Commissioners*  
Richard S. Claire  
Tom Cronin  
Richard "Dick" Dodge  
Ralph A. Garcia, Jr.  
Lorianna Kastrop

**OFFICE OF CORRECTIONAL SAFETY**

P.O. Box 942883  
Sacramento, CA 94283-0001



Mr. Steve Longoria  
Aanko Technologies Inc.  
607 Elmira Road, Suite 191  
Vacaville, CA 95687

Mr. Cole Emerson  
Cole Emerson & Associates  
1717 Alacante Drive  
Roseville, CA 95747

January 18, 2012

**SUBJECT: Contract #5600001597 — Department of Corrections and Rehabilitation  
Continuity Plan Development and Continuity Plan Template Development**

Dear Mr. Longoria & Mr. Emerson:

Emergency response in the event of a disaster or critical incident may result in crucial loss of operational capacity within our organization. To enable us to meet our required critical 24/7 365 days a year business resiliency, we selected Aanko Technologies, Inc. (Aanko) and Cole Emerson & Associates (your "Aanko Team") to complete a Continuity Plan and Continuity Plan Template for our organization, the California Department of Corrections and Rehabilitation (CDCR). These documents guide the continuation of operations for CDCR, by far the largest agency within the State of California, with over 50,000 employees, 33 institutions, and over 100 facilities disbursed throughout the state.

Accomplishing this Continuity Plan build was no easy task, requiring your Aanko Team to conduct extensive and detailed reviews of our operations and a myriad of departmental policies and plans, to consider all related business impacts throughout our diverse organization. The second part of the project was to develop a continuity plan template to be used by the 33 institutions, located throughout California, to assist in meeting their operational resiliency needs.

Aanko not only delivered on time, but under budget. To complete the project, our complex system required your Aanko Team to conduct a comprehensive business impact analysis of all our operations. Your Aanko Team had to conduct several detailed meetings and visit a number of operational sites within a very fast-paced project.

Key to this was your Aanko Team's ability to gain complete understanding of our vast scope of operations, capabilities and capacity to maintain mission essential functions. To our genuine appreciation, your Aanko Team drove right in and immersed yourselves with knowledge of our stakeholders, our system strengths, and our operational gaps. The level of your Aanko Team's business continuity knowledge, expertise and willingness to assist was exceptional to say the least. To have your team complete these projects from start to end in such a short time frame (four months) validates your extreme dedication to your clients-and we are delighted to say we were one of them!

Page 2

Our team at CDCR is very impressed with the final deliverables, including delivery of a comprehensive Gap Analysis that outlines, in detail, the shortfalls requiring improvement to meet our continuity challenges.

As a value-added, your Aanko Team also provided CDCR with a Damage Assessment Evaluation Tool and a Continuity Data Collection and Planning Tool to be used with our continuity template, which came complete with comprehensive instructions to ensure we are in compliance with State of California and federal continuity standards. These extra items were not part of the contract deliverables, nor requested by CDCR. However, we are delighted to have received these quality tools to further our continuity efforts. It is evident your Aanko Team prides itself on exceptional customer service, and we are grateful to be a recipient.

Steve, I highly recommend you, as our exceptional Project Manager from Aanko, and Cole, your superb operational planner, from Cole Emerson and Associates, and your entire Aanko Team, for any and all future business continuity and emergency management projects. Your Aanko Team is highly professional, great to work with, and passionately give 100 percent to meet your client's needs. I am sure all of your future clients will be exceptionally pleased with the results from any project you undertake for them... we sure are!

Sincerely,



Cathryn Stoffan, Captain  
Emergency Planning and  
Management Unit, OCS  
1515 S Street, Room 201-N  
Sacramento, CA 95811-7243  
(916) 323-4526  
[Cathryn.Stoffan@cdr.ca.gov](mailto:Cathryn.Stoffan@cdr.ca.gov)

EDMUND G. BROWN JR.  
GOVERNOR

MIKE DAYTON  
ACTING SECRETARY



**Cal EMA**  
CALIFORNIA EMERGENCY  
MANAGEMENT AGENCY

Steve Longoria, CCP, CHS-III, CPM  
Chief Executive Officer  
Aanko Technologies Inc.  
607 Elmira Rd, Ste 191  
Vacaville, CA 95687

Mr. Longoria,

On behalf of California Emergency Management Agency, Training and Exercises, I would like to extend my appreciation for your essential contributions to the Golden Guardian Exercise Series over the past few years.

To ensure the success of the Golden Guardian Exercise Series, it is imperative to have collaborative efforts and dedication from many different agencies and organizations. During the Golden Guardian 2010 Full-Scale Exercise, your leadership in developing interagency coordination in the City of Redwood City and the Port of Redwood City was exemplary. We also recognize the additional planning efforts you put forth to host state and local agency executive staff and local officials the day of your full-scale exercise.

Based on your excellent leadership and extraordinary contributions, we proudly bestow unto you the California Emergency Management Agency Homeland Security Training and Exercise challenge coin for excellence.

We look forward to working with you in future Cal EMA events.

A handwritten signature in black ink, appearing to read "Steven Goff", is written over a faint, larger version of the signature.

Steven Goff  
Assistant Director  
Exercise Division  
California Emergency Management Agency

3650 SCHRIEVER AVENUE MATHER, CA 95655  
TRAINING AND EXERCISES BRANCH  
(916) 845-8506 PHONE • (916) 323-7448 FAX

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

1600 NINTH STREET, Room 240, MS 2-15  
SACRAMENTO, CA 95814  
TDD 654-2054 (For the Hearing Impaired)  
(916) 654-1503



May 26, 2011

Mr. Steve Longoria  
Aanko Technologies Inc.  
607 Elmira Road, Suite 191  
Vacaville, CA 95687

**SUBJECT: Contract #HD950013 – Department of Developmental Services'  
Department Operations Plan and Regional Center Emergency Plan  
Template Development**

Dear Mr. Longoria:

Aanko Technologies, Inc. (Aanko) recently completed two projects for the Department of Developmental Services (DDS). The first was the development of the DDS Department Emergency Plan (DEP), which guides our emergency response in the event of a disaster or critical incident. Accomplishing this required Aanko to conduct extensive and detailed reviews of our Continuity of Operations Plan (COOP), our Bateson Building Emergency Response Plan, and other departmental policies and manuals to consider all related matters and ensure consistency throughout these documents. The second project was to develop an emergency plan template to be used by the 21 regional centers, located throughout California, that contract with DDS to assist in providing services to over 240,000 citizens with developmental disabilities that are in the DDS service system.

The DDS system is very complex. In addition to working through the regional centers, DDS operates four (seven at the time these projects were in development) developmental centers and community facilities, which provide 24-hour habilitation and treatment services for residents with developmental disabilities. The decentralized nature of our system, as well as the lack of understanding of developmental disabilities, generally complicates emergency planning. However, this did not create a problem for Aanko. DDS is very impressed with Aanko's knowledge of our consumers and stakeholders, our system and Aanko's level of preparedness necessary to complete these projects from start to end.

DDS is extremely satisfied with the final deliverables, as they went far beyond our expectations. Aanko was only charged with development of the DDS DEP and the regional center emergency plan template; however, they provided a few other very useful tools. After finalizing the DEP, Aanko delivered a Gap Analysis, which

**"Building Partnerships, Supporting Choices"**

Mr. Steve Longoria  
Page Two

documents the additional processes and/or systems recommended to assist DDS in meeting its emergency management needs. Also, DDS and each regional center received an Emergency Plan Evaluation Tool to be used to determine if our emergency plans are in compliance with State of California and federal standards. Aanko even took steps to ensure that the regional center emergency plan activities were consistent with the DDS DEP. Lastly, Aanko created comprehensive resource lists for each regional center, which include the contact information for hospitals, law enforcement, and emergency response agencies in their respective areas. These extra items were not requested by DDS and not part of the contract deliverables. These are demonstrations of some, not all, of the examples of Aanko's excellent customer service!

Aanko not only delivered on time, but under budget. To complete the project, the Aanko team had to conduct several meetings at various locations in California to reach everyone. They met with approximately 100 representatives from DDS, regional centers, developmental centers and community facilities. These representatives had various levels of understanding emergency response planning and organization. Aanko customized and conducted basic emergency training to familiarize all participants – another bonus for DDS! The team was willing to perform extra work while continuing to make critical deadlines in a very fast-paced project.

Most compelling is the depth of support from the entire company. All of the Aanko team members speak the same language of dedication, commitment, and customer care. I have the utmost respect for the company as they definitely stand out as leaders in their field – highly professional, well-trained, and most cooperative. I am grateful for the opportunity to have worked with Aanko. I wholeheartedly recommend Aanko for any forthcoming project that falls in their area of expertise.

Sincerely,



Antoinette Johnson,  
Coordinator of Emergency Preparedness  
Department of Developmental Services  
1600 Ninth Street, Room 240, MS 2-15  
Sacramento, California 95814  
(916) 654-1503 phone  
(916) 651-8210 fax  
[antoinette.johnson@dds.ca.gov](mailto:antoinette.johnson@dds.ca.gov)

STATE OF CALIFORNIA

ARNOLD SCHWARZENEGGER, Governor



**GOVERNOR'S OFFICE OF EMERGENCY SERVICES**

**PREPAREDNESS BRANCH**  
3650 SCHRIEVER AVENUE  
MATHER, CALIFORNIA 95655  
916-845-8731 FAX: 916-845-8736



December 28, 2006

Mr. Steve Longoria  
Aanko Technologies Inc.  
607 Elmira Rd. Suite 191  
Vacaville, California 95687

SUBJECT: CONTRACT #0228-6, STATE OF CALIFORNIA EXECUTIVE BRANCH  
COOP/COG PLAN

Dear Mr. Longoria:

Aanko Technologies ("Aanko") recently completed work on the State Executive Branch Continuity of Operations/Continuity of Government (COOP/COG) Plan. The expertise for this project clearly rested with Aanko, and yourself as the Project Manager. This plan was placed on a fast track for completion, from start to finish, in less than 45 days. During the time allotted, we celebrated Thanksgiving and Christmas, which further reduced the time for project completion. (The Plan and all associated products are classified "confidential" and due to the potential threat to Homeland Security, are not available for public review.)

The project included a review of COOP/COG plans for 93 Executive Branch agencies to determine essential functions needed to continue providing services to the people of California. The review further determined the gaps between these agency functions and the required State-level essential functions needed to successfully complete this mission. The project also included a Gap Analysis Report, a Report to the Citizens of California on our COOP/COG Project, and a Multiyear Exercise Strategy. To top it off, your team had the ability to not only develop these documents, but to ensure detailed reviews from agencies that would be tasked under the State COOP/COG Plan.

I would like to take this opportunity to express our complete satisfaction with the finished product. Aanko not only fulfilled the terms of the contract, they vastly exceeded our expectations in all areas.

*Not only was Aanko under budget, but they completed all project tasks with a week to spare!*

I would also like to comment on the exceptional working relationship that developed between the Aanko staff and our OES COOP/COG Team. Specifically, Rick Cruz, James Heringer, and yourself. It is evident each of you is highly knowledgeable in Emergency Management and COOP/COG, and were conscientious and thorough in the development of these critical documents by taking time to make sure the State's specific needs were addressed.

Mr. Steve Longoria  
December 28, 2006  
Page Two

The developed State Plan and associated documents will greatly enhance the State of California's ability to continue operations necessary to providing essential services to the citizens of California.

Thank you again for your great service and exceptional expertise. I would highly recommend Aanko to any organization desiring a holistic approach to their emergency management and COOP/COG needs.

Sincerely,



Steven DeMello  
Program Manager, Preparedness Branch  
Governor's Office of Emergency Services

## SELECTED STAFF EXPERIENCE

**STEVE LONGORIA**, CCP, CPP, CPM, CBPATS, CPTED, LCSPC, TLO  
Principal, Project Manager



### Education:

Graduate Certificate,  
Human Resources,  
Chapman University

Graduate  
Certificate/Industrial  
Safety, University of  
Washington

Graduate  
Certificate/Hazardous  
Materials, University of  
California Davis

Bachelor of Science,  
Education & Development,  
Southern Illinois  
University

Security and Safety  
Leadership, US Air Force

### Certifications /

#### Licenses:

Cyber Security  
Professional Certification,  
CertiProf®

Certified Federal  
Homeland Security  
Exercise Designer  
(HSEEP)

Crime Prevention Through  
Environmental Design  
Practitioner (CPTED)

Terrorism Liaison Officer

Certified Best Practices in  
Antiterrorism Security

Certified Counterterrorism  
Planner, Israeli Defense  
Force

Certified Project Manager,  
BrainBench Inc.

Certified Port Executive,  
(AAPA)

### Affiliations:

ASIS International

International Association  
of Emergency Managers  
(IAEM)

American Water Works  
Association (AWWA)



Steve Longoria has 44 years of progressive and highly successful experience in assessing, designing, and deploying safety, security and emergency management projects and systems in the public and private sectors, including special events, sports facilities, public transit (bus and rail) and paratransit systems. Mr. Longoria is the only person in the Department of Defense history officially recognized as top expert in three different career classifications: Antiterrorism, Security & Safety. Mr. Longoria's areas of expertise include emergency management, safety and security, strategic planning, and training and exercise with extensive work with local, state and federal governments.

### SELECT EXPERIENCE

#### County of Maui | Maui, Hawaii

**Principal Project Manager** for a comprehensive Physical Security Risk Assessment of 45 critical facilities, including water treatment plants, public works base yards, aquatic centers, and DMV offices. The assessment identifies vulnerabilities, evaluates current security measures, and provides strategic, scalable recommendations to strengthen the safety and resilience of County infrastructure, personnel, and public services.

#### Merced County | Merced, California

**Principal Project Manager** leading the countywide emergency management project for Merced County, including THIRA/SPR development, 20 departmental COOPs, and updates to EOPs for the County and six cities. The effort also includes creating 12 EOP annexes and 18 ESFs aligned with the California State Emergency Plan. Aanko engaged stakeholders to assess regional risks, identify capability gaps using POETE analysis, to support County preparedness targets and funding strategies.

#### Various Projects | State of California

**Principal Project Manager** supporting Governor's Office of Emergency Services (CalOES) with over 25 cities and eleven counties in California on emergency preparedness, including the needs of vulnerable populations during disasters.

#### State of California (CalOES) | California

**Principal Project Manager** providing Emergency Response Plan SEMS Emergency Procurement Matrix, as well as the Project Manager for the CalOES-led State Continuity of Operations/Continuity of Government (COOP/COG) Plan; a conforming State COOP/COG Gap Analysis; and a State multi-Year COOP/COG Exercise Strategy.

#### City of Riverside | Riverside, California

**Principal Project Manager** leading the rapid development of 32 NIMS/ICS-compliant emergency plans for the City of Riverside and Riverside Public Utilities—completing within 31 days to meet a grant deadline. Deliverables included a Citywide EOP, Continuity and Pandemic Plans, and annexes addressing critical infrastructure, public works, and community lifelines. Ensured comprehensive stakeholder reviews in a critical short timeline.

#### San Bernardino County | California

**Principal Project Manager** provided on-call security and emergency management services, including assessments, evacuation planning, and recovery efforts. The team developed the county-wide "SBSafe" training program for 28,000 staff and later created a COOP Template to unify departmental emergency plans.

#### Washington Metropolitan Area Transportation Authority WMATA) | National Capital Corridor

**Principal Project Manager (PM)** for a Threat Vulnerability Assessment (TVA) of all WMATA facilities throughout the National Capital Region (Maryland, Virginia, and Washington DC), in 2021-2022, to include the underground systems in the Pentagon to identify risks to personnel and assets. In 2023-2024, Aanko was again selected, with Steve as the PM to update the WMATA Safety and Emergency Preparedness Plan for the Authority, coordinating with first responders and government officials throughout the NCR and ensuring integration with all NCR interagency security and emergency plans.

#### State of New Hampshire | Concord, New Hampshire

**Principal Project Manager** conducting emergency management site visits to all state-owned government facilities and working with state leadership to create over 100 building emergency response plans, conducting Incident Command System Workshops and Tabletop Exercises, using the "Whole Community" Approach. Workshops included first responder integration in response and recovery functions involving all hazards.

## DAN VOREYER, HSEEP

### Subject Matter Expert (SME) | Emergency Management & Security



#### Education:

Bachelor of Science,  
Vocational Education,  
California State University,  
Long Beach

Associate of Science, Fire  
Technology, College of  
San Mateo

Associate of Arts, Criminal  
Justice, Skyline College,  
Sanger

#### Certifications / Licenses:

Certified Fire Prevention  
Officer Certified Fire  
Officer

California Community  
Colleges Lifetime  
Teaching Credential, Fire  
Technology

Certified Homeland  
Security Exercise Designer  
and Evaluator

#### Affiliations:

ASIS International

International Association  
of Emergency Managers  
(IAEM)

American Water Works  
Association (AWWA)

#### Area of Expertise:

Safety & Security  
Emergency Management  
Strategic/Tactical Planning  
Project Management  
Training & Exercise  
HSEEP

Dan Voreyer brings over 47 years of demonstrated experience as a firefighter and emergency manager. He is a multi-talented, flexible professional with proven ability as a Field Training Officer. He has written comprehensive emergency management plans for city and county governments. Dan is an articulate speaker and trainer and has led emergency teams as an Emergency Operations Center Manager. Former Fire Chief of the City of Sanger, California for 5 years with over 25 years' experience as a firefighter in the Incident Command System.

#### SELECT EXPERIENCE

##### Various Projects | State of California

**Team Lead** supporting Governor's Office of Emergency Services with over 25 cities and nine counties in California on emergency preparedness, including the needs of vulnerable populations during disasters.

##### State of California Department of General Services (DGS) | California

**Emergency Management SME** providing Emergency Response Planning as part of Aanko's holistic Security & Emergency Management Assessment Project for three new California State high rise buildings in Sacramento. Coordinated Fire/Life Safety Plans and trained agency Floor Wardens in Building evacuation procedures.

##### Merced County | Merced, California

**Technical Lead** for the countywide emergency management project for Merced County, including THIRA/SPR development, 20 departmental COOPs, and updates to EOPs for the County and six cities. The effort also includes creating 12 EOP annexes and 18 ESFs aligned with the California State Emergency Plan. Aanko engaged stakeholders to assess regional risks, identify capability gaps using POETE analysis, and support the County in setting preparedness targets and funding strategies.

##### City of Riverside | Riverside, California

**Technical Lead** for the rapid development of 32 NIMS/ICS-compliant emergency plans for the City of Riverside and Riverside Public Utilities, completing within 31 days to meet a grant deadline. Deliverables included a Citywide EOP, Continuity and Pandemic Plans, and annexes addressing critical infrastructure, public works, and community lifelines, while ensuring stakeholder input.

##### San Bernardino County | California

**Team Member** for the on-call security and emergency management services, including assessments, evacuation planning, and recovery efforts. The team developed the county-wide "SBSafe" training program for 28,000 staff and later created a COOP Template to unify departmental emergency plans.

##### City of San Bruno | San Bruno, California

**Project Manager** for the development of the City of San Bruno Emergency Operations Plan and Continuity of Government Plan. He also worked with San Mateo County in developing and evaluating a series of Public Health Pandemic Influenza COOP/COG Exercises

##### California Employment Development Department (EDD) | California

**Technical Lead** for a security assessment of 21 EDD facilities to identify risks to personnel and assets. Performed a Business Impact Analysis for the EDD Business Continuity Plan, updating the Enterprise-level COOP, revising all 15 Branch and Division COOPs, re-validating Mission Essential Functions (MEFs), and developing an Enterprise-level Crisis Communication and Emergency Operations Plan. Trained EDD staff, including a Train-the-Trainer component for ongoing internal training and resilience.

##### State of New Hampshire | Concord, New Hampshire

**Technical Lead** conducting emergency management site visits to all state-owned government facilities and working with state leadership to create over 100 building emergency response plans, conducting Incident Command System Workshops and Tabletop Exercises, using the "Whole Community" Approach. Workshops included first responder integration in response and recovery functions involving all hazards.

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## DAN ABRAMS, HSEEP

### Subject Matter Expert | Emergency Management & Security



#### Education:

*Bachelor of Science,  
Occupational Studies*

*National Fire Academy-  
Executive Fire Officer  
Program*

#### Certifications / Licenses:

*C Certified HAZMAT  
Incident  
Commander*

*Certified HAZMAT  
Technician Certified*

*Homeland Security  
Exercise Designer*

#### Affiliations:

*Safety and Security*

*Fire Management*

*Emergency Management*

*Crisis Management*

*Continuity Planning*

*Emergency Planning/  
Response*

*Training & Exercise*

Dan is a nationally acclaimed retired Fire Battalion Chief and Paramedic. He has over 40 years in the fire service and has been the San Mateo County (CA) Fire Academy Director and the Primary Instructor for Fire Science at the College of San Mateo. Dan's accolades include a Presidential Citation for his response to Hurricane Katrina, and a California Governor's Citation for his Incident Command of the 2009 San Bruno California Natural Gas Pipeline Explosion caused by the Pacific Gas and Electric Company. He has written comprehensive emergency management plans and has trained city staffs on NIMS/SEMS/ICS compliance. Dan is a certified Fire Technology instructor through the State of California.

#### SELECT EXPERIENCE

##### County of Maui | Maui, Hawaii

**Technology Assessor and Emergency Management Consultant** for the County of Maui Department of Management to perform a comprehensive Physical Security Risk Assessment of key County facilities including water treatment plants, public works base yards, aquatic centers, and DMV facilities. The primary goal of the project is to assess 45 County facilities for vulnerabilities, evaluate existing security measures, and develop strategic, scalable recommendations that enhance the safety and resilience of the County's infrastructure, personnel, and public services.

##### Port of Redwood City | Redwood City, CA

**Emergency Management Analyst** for the update of the Emergency Operations Plan and co-joining Continuity of Operations Plan for the Port of Redwood City. The process included coordination with city and regional law enforcement, fire and environmental agencies. He also assisted in the ICS training of the city police and fire departments on HAZMAT sites within the Port complex.

##### City of Mountain View Public Safety Responder Exercises

**Assisted PM** in the city emergency management gap analysis to determine existing and recommended plans processes and procedures for preparedness, response and recovery from natural and man-made disasters, including Vehicle Borne Improvised Explosive Devices (VBIED) and Chemical, Biological, Radiological, Nuclear, (CBRN) IEDs. He provided exercise design and facilitation for the SWAT Operational Exercise in coordination and integration with the cities of Los Altos, Sunnyvale, Palo Alto, and Google Inc., resulting in a comprehensive SWAT Hostage and Active Shooter Exercise facilitated by Aanko at the Googleplex Campus with over 200 regional SWAT and fire department personnel.

##### Merced County | Merced, California

**Team member** for the countywide emergency management project for Merced County, including THIRA/SPR development, 20 departmental COOPs, and updates to EOPs for the County and six cities. The effort also includes creating 12 EOP annexes and 18 ESFs aligned with the California State Emergency Plan. Aanko engaged stakeholders to assess regional risks, identify capability gaps using POETE analysis and support the County in setting preparedness targets and funding strategies.

##### Lake County Government, Lake County, CA | Community Engagement Consultant

**One of two Aanko Consulting Leads** from 2024-2025, providing community stakeholders with a comprehensive range of services for emergency management planning and design strategies for Lake County. Worked with multidisciplinary stakeholders from the early planning stages to ensure proper adaptation strategies.

##### State of New Hampshire | Concord, New Hampshire

**Technical Lead** conducting emergency management site visits to all state-owned government facilities and working with state leadership to create over 100 building emergency response plans, and in conducting Incident Command System Workshops and Tabletop Exercises, using the "Whole Community" Approach. Workshops included first responder integration in response and recovery functions involving all hazards.

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## TIM ENRIGHT, <sup>HSEEP</sup>

### Subject Matter Expert | Emergency Management



#### Education:

*Bachelor of Science,  
Occupational Studies*

*National Fire Academy-  
Executive Fire Officer  
Program*

*National Fire Arson  
Academy*

*Forensic Fire Scene  
Reconstruction*

#### Certifications / Licenses:

*Certified Fire Investigator*

*Certified HAZMAT  
Technician*

*Certified Fire Arson  
Investigator*

*Certified Emergency  
Medical Technician*

*Certified Homeland  
Security Exercise Designer*

#### Affiliations:

*International Association  
of Arson Investigations  
(IAAI)*

*National Association of  
Fire Investigators (NAFI)*

*National Fire Academy  
Alumni Association*

Tim is a retired Fire Captain, Peace Officer, and Lead Fire/Arson Investigator from the City of Stockton, CA Fire Department. He has over 36 years of experience in the fire service and is a California State Fire Marshal certified instructor. He has instructed the public and private sectors in fire and life safety, fire prevention, fire investigation, fire death investigations, and rescue operations.

Tim is a Certified Fire Investigator and Fire Prevention Officer through the California State Fire Marshal (CSFM). He is a Certified Fire Investigator (CFI) with the International Association of Arson Investigators (IAAI), and the California Conference of Arson Investigators (CCAI), and is a Certified Fire and Explosion Investigator (CFEI) and Certified Vehicle Fire Investigator (CVFI) with the National Association of Fire Investigators (NAFI).

#### SELECT EXPERIENCE

##### Merced County | Merced, California

**Team Member** for the countywide emergency management project for Merced County, including THIRA/SPR development, 20 departmental COOPs, and updates to EOPs for the County and six cities. The effort also includes creating 12 EOP annexes and 18 ESFs aligned with the California State Emergency Plan. Aanko engaged stakeholders to assess regional risks, identify capability gaps using POETE analysis and support the County in setting preparedness targets and funding strategies.

##### California Department of Development Services (DDS) | San Andreas and Golden Gate Regional Centers

**Senior Consultant** for developing the Emergency Operations Plans (EOPs) and response protocols for the Regional Centers that assist the State DDS with the safety and health of over 40,000 of the 500,000 California citizens with developmental disabilities. EOPs and response protocols using the Incident Command System (ICS) were validated through staff training of over 800 staff members for each RC, and a series of HSEEP tabletop exercises.

##### California Public Utilities Commission (CPUC) | Statewide

**Vulnerability Assessment Planner / Consulting lead** with public and community stakeholders providing a comprehensive range of services for the planning and design of emergency management strategies, with concentration of climate and vegetation management at the urban interface. Work with multidisciplinary stakeholders from the early planning stages to ensure the proper adaptation strategies. Worked closely with California Public Utilities Commission on Public Safety Power Shutoff Analysis Project on design with Investor-Owned Utilities. Traffic studies, pedestrian movements and public Involvement were some of the important planning elements undertaken.

##### State of New Hampshire | Concord, New Hampshire

**Technical Lead** conducting emergency management site visits to all state-owned government facilities and working with state leadership to create over 100 building emergency response plans, conducting Incident Command System Workshops and Tabletop Exercises, using the "Whole Community" Approach. Workshops included first responder integration in response and recovery functions involving all hazards.

##### Lake County Government, Lake County, CA | Community Engagement Consultant

**Team Member** providing community stakeholders a comprehensive range of services for emergency management planning and design strategies for Lake County. Worked with multidisciplinary stakeholders from the early planning stages to ensure proper adaptation strategies.

##### City of Riverside | Riverside, California

**EOP / COOP Specialist** leading the rapid development of 32 NIMS/ICS-compliant emergency plans for the City of Riverside and Riverside Public Utilities—completing within 31 days to meet a grant deadline. Deliverables included a Citywide EOP, Continuity and Pandemic Plans, and annexes addressing critical infrastructure, public works, and community lifelines.

## MIKE MELLO, CPP, CBPATS, HSEEP Subject Matter Expert | Continuity & Recovery



### Education:

Masters Business Administration, Louisiana State University

Bachelor of Science, Business and Management, University of Redlands, California

### Certifications / Licenses:

Certified Protection Professional (CPP), ASIS, exp.

Certified Best Practices for Anti-Terrorism Security (CBPATS)

California State Teaching Credentials

California Peace Officer's Standards and Training -Supervisor Certification

Homeland Security Exercise and Evaluation Program (HSEEP)/ Department of Homeland Security

### Affiliations:

ASIS International

International Association of Emergency Managers (IAEM)

American Water Works Association (AWWA)

30 year law enforcement professional with expertise in security risk mitigation and management, both as an educator and technology, processes, and personnel evaluator. Expertise extends to national and international projects in security strategies, emergency management, and emerging technologies. Has extensive experience in critical and high-profile incident after-action investigations. In addition to working at Aanko, Mike is an adjunct Criminal Justice professor at Long Beach City College, CA., the University of Southern Mississippi/ NCS4-INTERPOL Project STADIA program, and the FBI InfraGard program. Mike's experience is local and international in scope, with projects in Afghanistan, Africa, Brazil, Egypt, Jordan, and Mexico supporting security and emergency management related initiatives.

### SELECT EXPERIENCE

#### Project Stadia | Country of Qatar

**Project Instructional Lead** who successfully coordinated and delivered comprehensive security and emergency management training to all security personnel in country, ensuring they were equipped with the knowledge and skills to protect the 2022 Qatar World Cup's sporting event locations, visitor venues, and team lodging. By implementing a structured 2-year training program focused on threat detection, emergency response, and venue-specific security protocols, the security teams operated with precision seamless execution of security and emergency response operations, safeguarding millions of attendees and participants throughout the event thanks to Mike's leadership.

#### Merced County | Merced, California

**Emergency Management Analyst** for the countywide emergency management project for Merced County, including THIRA/SPR development, 20 departmental BCPs, and updates to EOPs for the County and six cities. The effort also includes creating 12 EOP annexes and 18 ESFs aligned with the California State Emergency Plan. Aanko engaged stakeholders to assess regional risks, identify capability gaps using POETE analysis, and support the County in setting preparedness targets and funding strategies.

#### City of Riverside | Riverside, California

**Emergency Management Analyst** for the rapid development of 32 NIMS/ICS-compliant emergency plans for the City of Riverside and Riverside Public Utilities—completing within 31 days to meet a grant deadline. Deliverables included a Citywide EOP, Continuity and Pandemic Plans, and annexes addressing critical infrastructure, public works, and community lifelines.

#### Port of Redwood City, Redwood City, California

Provided **technical leadership** during the regional full scale exercise with law enforcement, fire and FEMA response elements. Validated all assessments and plans through a series of tabletop, functional and full-scale exercises, including FEMA mutual aid and Active Shooter Response and Recovery in the fall of 2022 for the Port's re-certification as a FEMA Federal Staging Area.

#### County of Maui | Maui, Hawaii

**Technical Lead** for a comprehensive Physical Security Risk Assessment of 45 critical facilities, including water treatment plants, public works base yards, aquatic centers, and DMV offices. The assessment identifies vulnerabilities, evaluates current security measures, and provides strategic, scalable recommendations to strengthen the safety and resilience of County infrastructure, personnel, and public services.

#### Port of Long Beach | Long Beach, California

**Project Manager** evaluating protective posture of 2nd largest US port. Conducted detailed assessments based on the Federal Dept. of Homeland Security's Best Practices for Anti-Terrorism Security (BPATS) criteria which assessed the total port footprint of buildings, connective roadways, wharves and waterways. Developed detailed recommendations to enhance physical and operational security.

# RICARDO CRUZ GOMEZ, MCSE, PSM, HSEEP

Subject Matter Expert | Disaster Recovery



A versatile leader with over 29 years of experience spanning Combat Casualty Care, Cybersecurity, AI integration, and Information Systems. Former Navy Corpsman and MSC Officer who developed tactical care programs for military and civilian agencies. As Senior VP at Aanko Technologies, designs and implements AI-enhanced IT and GIS systems that drive resilience, efficiency, and secure service delivery. Brings deep expertise in network security, penetration testing, LAN/WAN architecture, and firewall and DMZ configurations. A Certified SCRUM Master, and Professor of Project Management and AI Development.

## Education:

M.S. Information Systems,  
University of Phoenix  
B.S., Biology, University of  
Maryland

## Certifications / Licenses:

Physician's Assistant-C  
License

Emergency Medical  
Technician License

Navy Medical School, US  
Navy

Navy Combat Medical School,  
US Navy

Physician's Assistant School,  
US Navy

Emergency Medical  
Technician, US Navy

Microsoft Certified System  
Engineer

A+ Certified

Professional SCRUM Master

VMware Certified Professional  
6 –Data Center Virtualization  
(VCP6-DCV)

Certified Federal Homeland  
Security Exercise Designer  
(HSEEP)

## Areas of Expertise:

Information Security  
Emergency Management  
Cybersecurity  
Information Systems  
Network Security  
Disaster Recovery  
Design and Implementation

## SELECT EXPERIENCE

### Port of Redwood City, Redwood City, CA | Cybersecurity Assessment

Provided **technical leadership** to a team of highly skilled senior security consultants in conducting a Physical and Cybersecurity Site Assessment of the Port under Port Security Grant Program protocols from 2017-2025. Assessment and penetration testing validated computer system firewalls, protection against malicious code (malware, viruses, and Trojan horses), and internal targeting.

### California Department of Technology (CDT) | California

**Technical Lead** for the Physical/Cybersecurity Interface CDT Risk and Vulnerability assessment in (2016–2024), applying NIST SP 800-30/53A standards. Focus areas included encryption, network security, log monitoring, and statewide policy review. Impact was Statewide.

### East Bay Municipal Utility District, CA | Cybersecurity Assessment

**Engineer Lead** provided network design engineering, proof of concept testing, created network conversion scripts, and documented both legacy and IP networks for water, wastewater, financial and business legacy systems for Cybersecurity Vulnerability Assessment that included SCADA, DCS and PLCs analysis.

### California Statewide | Homeland Security Critical Infrastructure Cybersecurity Assessments

**Lead Project Manager** for 40 public and private sector client sites. Analyzed and completely redesigned proxying infrastructure, including support for real time streaming needs for regional state governments on a federal grant. Performed Red Team target profiling, vulnerability analysis, social engineering, and email exploits.

### City of Bellingham, WA | Business Continuity and Disaster Recovery Impact Analysis and Plans Development

**Technical Lead** conducting the Business Impact Analysis (BIA), and creating the Business Continuity Plan for all City departments and the City as a whole, including the Continuity of Government (COG) succession plan for the City's Emergency Operations Plan. Follow-on work included the development of the Information Technology Disaster Recovery Plan and the associated System Servers Recovery Plans that included Recovery Time Objectives (RTOs).

### Willis Tower, Chicago, IL | Cybersecurity Assessment

**Cybersecurity Technical Lead** on a multidisciplinary team conducting system and building reviews from bottom to top for the tallest building in the USA in 2023. Project focused on assessment of networked systems, wi-fi coverage, penetration tests on all 108 floors, and creation of a comprehensive risk register to mitigate identified vulnerabilities.

### Year Up United, California and Washington | Technical Training Instructor

Served as a **Professor** at Seattle Central College through the Year Up program, delivering immersive, career-focused instruction in Business, Cybersecurity, IT, Project Management, and Software Development. Taught Agile and Scrum methodologies, software design, AI and machine learning fundamentals, and cloud computing (AWS/Azure). Combined technical training with professional development, including internship placement, career coaching, and workshops on communication, resume writing, and interview preparation including bilingual language support to spanish-speaking students

# COREY FIKE, A+, CCNA, CompTIA

## Subject Matter Expert | Network & Infrastructure



### Education:

M.S. Information Systems,  
University of Phoenix

B.S., Information Systems,  
University of Phoenix

### Certifications / Licenses:

A+ Certified

CCNA Certified Trainer

Cloud+ Certified

Microsoft Certified System  
Engineer

Network+ Certified

Security+ Certified

### Areas of Expertise:

Cloud Computing (AWS,  
Azure)

Cybersecurity & Risk  
Management

Disaster Recovery & Business  
Continuity

IT Infrastructure Planning &  
Analysis

Network Configuration &  
Management

Project Management &  
Leadership

Server Administration &  
Virtualization

Teaching & Curriculum  
Development

Technical Support &  
Troubleshooting

A seasoned Information Technology professional with over 27 years of diverse experience spanning IT leadership, higher education, and technical expertise. Proven track record as an IT Director, Professor of Information Technology, Network Engineer, and Consultant, with additional roles in administration management, technical analysis, and help desk operations. Adept at driving strategic initiatives, managing complex networks, mentoring teams, and delivering innovative solutions to optimize business performance and technology integration. Recognized for exceptional leadership, problem-solving, and a commitment to excellence in IT management and education.

### SELECT EXPERIENCE

#### Chief Technology Officer/DataMinion-Sister Company of Aanko Technologies Inc.

Drives the technological vision and strategy for the AI projects under Dataminion, overseeing the development and deployment of cutting-edge AI solutions. He leads engineering teams, ensuring scalability in alignment with technology initiatives to drive innovation and growth.

#### Bellevue College, Bellevue, WA | IT/Cybersecurity Faculty

Cybersecurity curriculum development. Certification training for CCNA, Security+, CompTIA.

Teaching and Monitoring. Assist with Red Team analysis and comprehension. Ethical Hacking, penetration/vulnerability testing and training.

#### California Department of Technology (CDT) | California

**Cybersecurity Lead** for the Physical/Cybersecurity Interface CDT Risk and Vulnerability assessment in 2022 and again in 2024. The assessment was conducted in accordance with NIST Special Publication (SP) 800-30, and SP 800-53A. Areas of expertise included database encryption, network security, log monitoring, and review of policy and procedures on the security of stored data and data in transit. Impact was Statewide.

#### Cornish College of the Arts, Seattle, WA | IT Director

- Provided leadership and support and directives for IT operations across 9 different sites locations, serving over 500 staff and faculty and 2900 students.
- Manage IT infrastructure for data centers, auditoriums, theaters, classrooms, and cafeterias.
- Lead massive host migration projects using VMware vSphere and WiFi refresh projects for campus dorms utilizing state-of-the-art technologies.
- Develop and implement business continuity protocols to minimize operational disruptions.
- Analyzed IT infrastructure and systems performance to assess operating costs, productivity levels, and upgrade requirements.
- Oversaw security of systems, networks, and enterprise information; facilitate IT security audits.
- Coordinated multi-site IT systems via enterprise resource planning (ERP).
- Trained employees on software and hardware; provide technical support as needed.
- Large Scale Budget management and reconciliation \$200m+ annually.

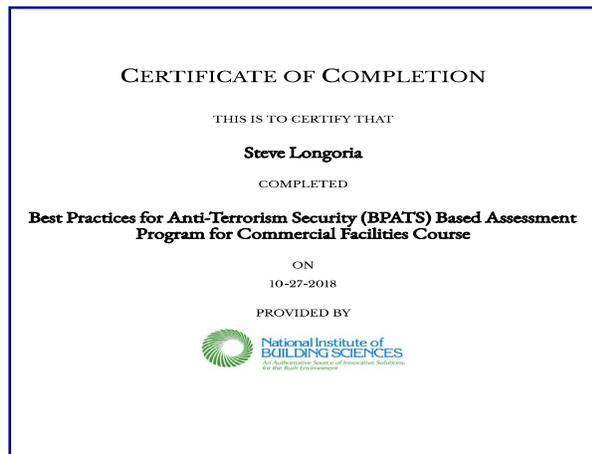
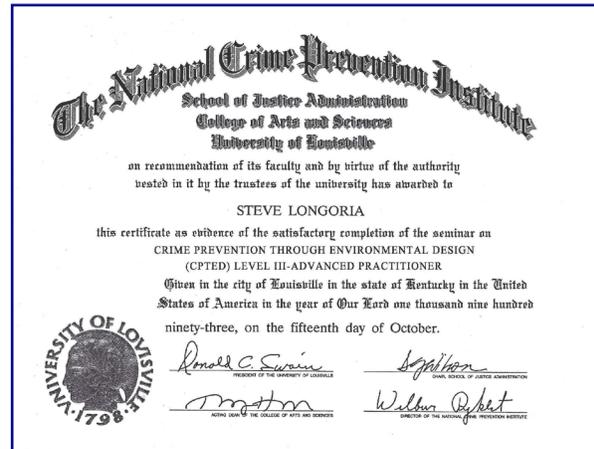
#### City of Bellingham, WA | Business Continuity and Disaster Recovery Impact Analysis and Plans Development

**Technical Lead** conducting the Business Impact Analysis (BIA), and creating the Disaster Recovery Plan as part of the overall Business Continuity Plan for all City departments and the City as a whole.

#### Year Up United, California and Washington | Technical Training Instructor

Contracted immersive job training Instructor for young adults in Business, Customer Experience, Cybersecurity, IT, Project Management and Software Development. Rick provided instruction and combined technical and professional training with access to internships and job placement support. In addition to classroom training and internship opportunities, He provided career development workshops, and resume and interview preparation.

# SELECTED TEAM CERTIFICATIONS



**TEXAS ENGINEERING EXTENSION SERVICE**  
The Texas A&M University System  
In Cooperation with the  
DEPARTMENT OF HOMELAND SECURITY (DHS)  
STATE AND LOCAL GOVERNMENT COORDINATION PREPAREDNESS (SLGCP)

**ICS 300: Intermediate ICS for Expanding Incidents**

**Steve Longoria**

Successfully completed and is awarded 32.0 hours  
on  
Thursday 15 October 2009

*Robert L. Smith*  
Robert L. Smith, Director  
Texas Engineering Extension Service

*Mal Mayer*  
Mal Mayer, Acting Director  
State and Local Government  
Coordination Preparedness (SLGCP)

*Dr. G. Kamala Benrubi*  
Dr. G. Kamala Benrubi, Executive Director  
The National Emergency Response & Rescue  
Training Center (NERRTC)

**TEXAS ENGINEERING EXTENSION SERVICE**  
The Texas A&M University System  
In Cooperation with the  
DEPARTMENT OF HOMELAND SECURITY (DHS)  
STATE AND LOCAL GOVERNMENT COORDINATION PREPAREDNESS (SLGCP)

**ICS 400: Advanced ICS for Command and General Staffs**

**Steve Longoria**

Successfully completed and is awarded 24.0 hours  
on  
Friday 14 January 2011

*Robert L. Smith*  
Robert L. Smith, Director  
Texas Engineering Extension Service

*Mal Mayer*  
Mal Mayer, Acting Director  
State and Local Government  
Coordination Preparedness (SLGCP)

*Dr. G. Kamala Benrubi*  
Dr. G. Kamala Benrubi, Executive Director  
The National Emergency Response & Rescue  
Training Center (NERRTC)

**Emergency Management Institute**

This is to certify that  
**Steve Longoria**

has demonstrated exemplary performance and a commitment to the Nation's continuity program by completing all requirements for, and is officially recognized by FEMA as a  
**CONTINUITY OF OPERATIONS EXCELLENCE SERIES - LEVEL I  
PROFESSIONAL CONTINUITY PRACTITIONER**

Awarded this 12<sup>th</sup> day of September, 2013

Roger I. Straub  
Acting Assistant Administrator  
FEMA National Continuity Program

Tracy Rowlett, CEM  
Superintendent  
Emergency Management Institute

**Emergency Management Institute**

This Certificate of Achievement is to acknowledge that  
**STEVE LONGORIA**  
has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the Independent Study course:

**IS-1172:  
THE RISK MANAGEMENT PROCESS FOR FEDERAL FACILITIES:  
FACILITY SECURITY LEVEL (FSL) DETERMINATION**

Issued this 17<sup>th</sup> Day of February, 2023

0.10 IACET CEU

Jeffrey D. Stern, Ph.D.  
Superintendent  
Emergency Management Institute  
Federal Emergency Management Agency

**Emergency Management Institute**

This Certificate of Achievement is to acknowledge that  
**STEVE LONGORIA**  
has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the Independent Study course:

**IS-1173:  
LEVELS OF PROTECTION (LOP) AND APPLICATION OF THE DESIGN-  
BASIS THREAT (DBT) REPORT**

Issued this 18<sup>th</sup> Day of February, 2023

0.10 IACET CEU

Jeffrey D. Stern, Ph.D.  
Superintendent  
Emergency Management Institute  
Federal Emergency Management Agency

**TEXAS ENGINEERING EXTENSION SERVICE**  
The Texas A&M University System  
In Cooperation with the  
DEPARTMENT OF HOMELAND SECURITY (DHS)  
STATE AND LOCAL GOVERNMENT COORDINATION PREPAREDNESS (SLGCP)

**Basic EMS Concepts for WMD Incidents**

**Steve Longoria**

Successfully completed and is awarded 40 hours  
on  
Monday 18 September 2006

*Robert L. Smith*  
Robert L. Smith, Director  
Texas Engineering Extension Service

*Mal Mayer*  
Mal Mayer, Acting Director  
State and Local Government  
Coordination Preparedness (SLGCP)

*Dr. G. Kamala Benrubi*  
Dr. G. Kamala Benrubi, Executive Director  
The National Emergency Response & Rescue  
Training Center (NERRTC)






**TEXAS ENGINEERING EXTENSION SERVICE**  
The Texas A&M University System  
In Cooperation with the  
DEPARTMENT OF HOMELAND SECURITY (DHS)  
STATE AND LOCAL GOVERNMENT COORDINATION PREPAREDNESS (SLGCP)

**AWR-160-W - Terrorism Awareness for  
Emergency Responders 2020**

**Steve Longoria**

Successfully completed and is awarded 8.0 hours  
on  
Monday 7 June 2020

*Robert F. Smith*  
Robert F. Smith, Director  
Texas Engineering Extension Service

*Neil Mason, Ph.D.*  
Neil Mason, Ph.D., Director  
State and Local Government  
Coordination Preparedness (SLGCP)

*D. G. Aanko, Ph.D.*  
D. G. Aanko, Ph.D., Executive Director  
The National Emergency Response & Rescue  
Training Center (NERRTC)



**Emergency Management Institute**

**FEMA**

This Certificate of Achievement is to acknowledge that  
**STEVE LONGORIA**  
has reaffirmed a dedication to serve in times of crisis through continued  
professional development and completion of the independent study course:

**IS-00775  
EOC Management and Operations**

Issued this 1st Day of September, 2010



0.4 IACET CEU

*Colt Lawrence*  
Colt Lawrence, PhD  
Superintendent  
Emergency Management Institute



**LSU | NCBRT**

**Certificate of Completion**

Awarded to  
**STEVE LONGORIA**  
in recognition for completely viewing the  
*National Center for Biomedical Research and Training  
Academy of Counter-Terrorist Education* webinar  
**Fourth Generation Nerve Agents**  
Course Duration: 24 Hours

*Jeff Mayne*  
Jeff Mayne, Director  
National Center for Biomedical Research and Training

September 1, 2023

**LSU | NCBRT** preparing you today  
for tomorrow's threats



**Chemical-terrorism Vulnerability Information  
Authorized User Certificate**

This certificate has been awarded to  
**Steve Longoria**  
with an Authorized User number of  
CVI-20081220-1027431  
issued on this 31st day of December 2008  
by the Office of Infrastructure Protection

*Robert B. Stephan*  
Robert B. Stephan, Assistant Secretary  
Infrastructure Protection



Herewith, Certiprof® certifies that

**Steve Longoria**

Has successfully passed the requirements for

**Lead Cybersecurity  
Professional Certification  
LCSPC™**

*Imanol Romirez*  
Imanol Romirez  
Chief Executive Officer

Certification Date: Wed 16th Apr 2025  
Certification ID: JLKRFSTLSH-WYTHQWBCH-YQWWYSSOY  
Expiration Date: Sat 19th Apr 2028



certiprof® LCSPC™  
LEAD CYBERSECURITY

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**Homeland  
Security**

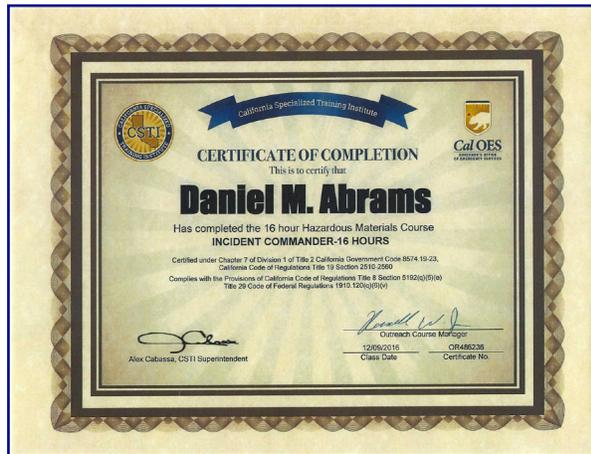
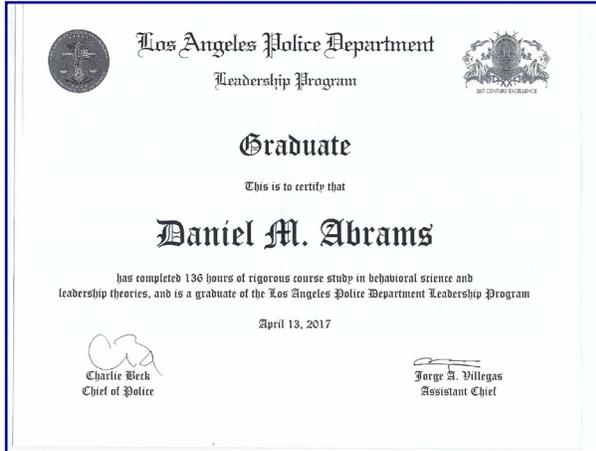
*Certificate of Achievement*

In recognition of your successful completion of the HSEEP Training Course,  
This certificate is awarded to

**Steve Longoria**  
this 23<sup>rd</sup> day of August, 2007

*James R. Keith*  
James R. Keith  
Director, Exercise and Training Division  
Department of Homeland Security







**Homeland Security**

*Certificate of Achievement*

In recognition of your successful completion of the HSEEP Training Course,  
This certificate is awarded to

**Steve Longoria**

this 23<sup>rd</sup> day of August, 2007

*James R. Kish*  
James R. Kish  
Director, Exercise and Training Division  
Department of Homeland Security



**Homeland Security**

*Certificate of Achievement*

In recognition of your successful completion of the HSEEP Train-the-Trainer Training Course,  
This certificate is awarded to

**Steve Longoria**

this 24<sup>th</sup> day of August, 2007

*James R. Kish*  
James R. Kish  
Director, Exercise and Training Division  
Department of Homeland Security



**PROFESSIONAL CERTIFICATION BOARD**

AWARDS

**Michael Mello**

THE DESIGNATION OF

**CERTIFIED PROTECTION PROFESSIONAL**

IN WITNESS THEREOF THIS CERTIFICATE IS GRANTED

**Aug 30, 2017**

VALID THROUGH

**Feb 28, 2027**

20028  
Certification Number



*John Venator*  
PCB Chair

**CERTIFICATE OF COMPLETION**

THIS IS TO CERTIFY THAT

**MICHAEL MELLO**

COMPLETED

**Best Practices for Anti-Terrorism Security (BPATS) Based Assessment Process for Commercial Facilities**

ON

08-26-2020

PROVIDED BY





**Homeland Security**

*Certificate of Achievement*

In recognition of your successful completion of the HSEEP Training Course,  
This certificate is awarded to

**Rick Cruz**

this 23<sup>rd</sup> day of August, 2007

*James R. Kish*  
James R. Kish  
Director, Exercise and Training Division  
Department of Homeland Security



**CERTIFICATE OF ACHIEVEMENT  
CYBERSECURITY PROFESSIONAL  
CERTIFICATION**

AWARDED TO  
**Corey Fike**

In recognition of demonstrated expertise and practical mastery in the core disciplines of cybersecurity, including but not limited to, risk management, network defense, vulnerability assessment, incident response, and governance.

Credential ID: CF-CYBER-2025-001      Issue Date: July 8, 2024  
Valid Through: July 2028      Advanced

CERTIFICATION OVERVIEW		Nominal	Advanced
Network Security	Advanced	Incident Response	Advanced

- CERTIFICATION ENDORSEMENTS**
- National Institute for Cybersecurity Standards
  - Professor Messer's Security+ Study Group
  - Bellevue College – Department of Information Technology

- CERTIFICATION OBJECTIVES**
- Configure and manage security devices and systems
  - Implement and maintain secure network architectures
  - Identify, evaluate, and mitigate system vulnerabilities
  - Lead and respond to cybersecurity incidents with documented pro-
  - Align cybersecurity strategies with NIST and ISO/IEC frameworks

*Dr. Jane Edwards*  
Dr. Jane Edwards  
Director, Center for Cybersecurity Excellence

Discover badges, skills or organization

This badge was issued to **Corey Fike**  
Date issued: March 05, 2025

Verify

Celebrate



**CCNA: Introduction to Networks**

Issued by **Cisco**

Cisco verifies the earner of this badge successfully completed the Introduction to Networks course and achieved this student level credential. Earner has knowledge of networking including IP addressing, how physical, data link protocols support Ethernet, can configure connectivity between switches, routers and end devices to

Discover badges, skills or organization

This badge was issued to **Corey Fike**  
Date issued: June 24, 2025

Verify

Celebrate



**CCNA 7: ITN Certified Instructor**

Issued by **Western Academy Support and Training Center**

The recipient of this badge successfully completed training at the WASTC Instructor Training Center (ITC) and is now certified to teach the CCNA Introduction to Networks (ITN) course. The instructor has knowledge of networking including IP addressing, how physical, data link protocols support Ethernet, can configure connectivity between

switches, routers and end devices to provide access to local and remote resources.

Learn more

Certification Foundational Weeks

\$ Paid

**Skills**

- Ethernet
- IP connectivity
- IP services
- IP Subnetting
- IPv4 And IPv6 Addressing
- Network Fundamentals
- Security Fundamentals
- Switching

**Earning Criteria**

- Successful completion of the WASTC Cisco Academy CCNA 7: ITN Instructor Training course.

Related



CCNP: ENARSI Certified Instructor

Discover badges, skills or organization

This badge was issued to **Corey Fike**  
Date issued: June 24, 2025

Verify

Celebrate



**CCNA 7: SRWE Certified Instructor**

Issued by **Western Academy Support and Training Center**

The recipient of this badge successfully completed training at the WASTC Instructor Training Center (ITC) and is now certified to teach the CCNA Switching, Routing, and Wireless Essentials (SRWE) course.

The certified instructor has a foundation in switching operations, wired and wireless LAN configuration using security best practices, redundancy protocols, and developed problem-solving skills.

Learn more

Certification Intermediate Weeks

\$ Paid

**Skills**

- Access Connectivity
- Access Security
- First-hop Redundancy
- High Availability
- IP services
- Routing
- Switching Protocols
- Wireless LAN Controllers

**Earning Criteria**

- Successful completion of the WASTC Cisco Academy CCNA 7: SRWE Instructor Training course.

Related



CCNP: ENCOR Certified Instructor

# Aanko



**Technologies, Inc.**  
Safety & Security Solutions

*"Lead the Journey..."™*

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