

Los Angeles County Public Works 2020 Floodplain Management Plan Update 4th Steering Committee (SC) Meeting Wednesday, October 9, 2019, 9:30 a.m. to 11:20 a.m. PT. Los Angeles County Public Works HQ – TMC Conference Room 900 South Fremont Ave, Alhambra, CA 91803



Meeting Participants

GovernmentEscobar, EduardoAlternate - PW Stormwater Engineering2.GovernmentGuerrero, JolenePW Community Government Relations Grp.3.GovernmentLacayo, RonPW Stormwater Maintenance4.GovernmentNaslund, LisaPW Building & Safety5.GovernmentNatoli, Gina-Vice ChairLA County Regional Planning6.GovernmentNguyen, CungPW Stormwater Planning7.GovernmentTong, GlenAlternate - PW Building & Safety7.GovernmentTong, GlenAlternate - PW Stormwater Engineering1.Non-GovernmentAsuncion, KendalLos Angeles Chamber of Commerce2.Non-GovernmentBlalock, JohnAntelope Valley Resident3.Non-GovernmentEllis, Dr. AndreCalifornia State University, Los Angeles4.Non-GovernmentGgem, ShannonMalibou Lake Mountain Club5.Non-GovernmentSharpton, DebbieEnvironmental Restoration Group7.Non-GovernmentSharpton, DebbieEnvironmental Restoration Group		ROLE	NAME	AGENCY
2.GovernmentGuerrero, JolenePW Community Government Relations Grp.3.GovernmentLacayo, RonPW Stormwater Maintenance4.GovernmentNaslund, LisaPW Building & Safety5.GovernmentNatoli, Gina-Vice ChairLA County Regional Planning6.GovernmentNguyen, CungPW Stormwater Planning6.GovernmentTong, GlenAlternate - PW Building & Safety7.GovernmentWood, Patricia-ChairPW Stormwater Engineering1.Non-GovernmentAsuncion, KendalLos Angeles Chamber of Commerce2.Non-GovernmentBlalock, JohnAntelope Valley Resident3.Non-GovernmentGagen, ShannonMalibou Lake Mountain Club5.Non-GovernmentGgem, ShannonMalibou Lake Mountain Club5.Non-GovernmentSharpton, DebbieEnvironmental Restoration Group7.Non-GovernmentShu, SusanCity of LA Bureau of Engineering8.Non-GovernmentTam Sing, GarretAlternate-California Department of Water Resources8.Non-GovernmentTran, LarryLos Angeles County Public Works9.Core Planning TeamTran, LarryLos Angeles County Public Works9.Core Planning TeamFlaner, RobTetra Tech, Inc.9.Core Planning TeamSchloss, MelissaTetra Tech, Inc.9.Core Planning TeamSubio, TonyTetra Tech, Inc.9.Chen, CarolineLA County Regional Planning	1.	Government	Eazell, Loni	PW Disaster Services Group
3. Government Lacayo, Ron PW Stormwater Maintenance 4. Government Naslund, Lisa PW Building & Safety 5. Government Natoli, Gina-Vice Chair LA County Regional Planning 6. Government Nguyen, Cung PW Stormwater Planning 6. Government Tong, Glen Alternate - 7. Government Wood, Patricia-Chair PW Stormwater Engineering 1. Non-Government Asuncion, Kendal Los Angeles Chamber of Commerce 2. Non-Government Blalock, John Antelope Valley Resident 3. Non-Government Garcia-Ruiz, Joselito American Red Cross of Greater Los Angeles 4. Non-Government Gagem, Shannon Malibou Lake Mountain Club 5. Non-Government Sharpton, Debbie Environmental Restoration Group 7. Non-Government Sharg, Garret Alternate-California Department of Water Resources 8. Non-Government Shu, Susan City of LA Bureau of Engineering 7. Non-Government Shu, Susan City of LA Bureau of Engineering 8. Non-Government Shu, S		Government	Escobar, Eduardo	Alternate - PW Stormwater Engineering
4.GovernmentNaslund, LisaPW Building & Safety5.GovernmentNatoli, Gina-Vice ChairLA County Regional Planning6.GovernmentNguyen, CungPW Stormwater Planning6.GovernmentTong, GlenAlternate - PW Building & Safety7.GovernmentWood, Patricia-ChairPW Stormwater Engineering1.Non-GovernmentAsuncion, KendalLos Angeles Chamber of Commerce2.Non-GovernmentBlalock, JohnAntelope Valley Resident8.Non-GovernmentEllis, Dr. AndreCalifornia State University, Los Angeles4.Non-GovernmentGarcia-Ruiz, JoselitoAmerican Red Cross of Greater Los Angeles5.Non-GovernmentGgem, ShannonMalibou Lake Mountain Club5.Non-GovernmentSharpton, DebbieEnvironmental Restoration Group7.Non-GovernmentShu, SusanCity of LA Bureau of Engineering8.Non-GovernmentTam Sing, GarretAlternate-California Department of Water Resources8.Non-GovernmentTran, LarryLos Angeles County Public Works9.Core Planning TeamChen, MichaelLos Angeles County Public Works9.Core Planning TeamFlaner, RobTetra Tech, Inc.9.Core Planning TeamSchloss, MelissaTetra Tech, Inc.9.Core Planning TeamSubbio, TonyTetra Tech, Inc.9.OtherChen, CarolineLA County Regional Planning	2.	Government	Guerrero, Jolene	PW Community Government Relations Grp.
SourceNatoli, Gina-Vice ChairLA County Regional PlanningSourceNatoli, Gina-Vice ChairLA County Regional PlanningGovernmentNguyen, CungPW Stormwater PlanningGovernmentTong, GlenAlternate - PW Building & Safety7. GovernmentWood, Patricia-ChairPW Stormwater Engineering1. Non-GovernmentAsuncion, KendalLos Angeles Chamber of Commerce2. Non-GovernmentBlalock, JohnAntelope Valley Resident3. Non-GovernmentEllis, Dr. AndreCalifornia State University, Los Angeles4. Non-GovernmentGarcia-Ruiz, JoselitoAmerican Red Cross of Greater Los Angeles5. Non-GovernmentGgem, ShannonMalibou Lake Mountain Club5. Non-GovernmentSharpton, DebbieEnvironmental Restoration Group7. Non-GovernmentShu, SusanCity of LA Bureau of Engineering8. Non-GovernmentTam Sing, GarretAlternate-California Department of Water Resources8. Non-GovernmentChen, MichaelLos Angeles County Public WorksCore Planning TeamChen, MichaelLos Angeles County Public WorksCore Planning TeamFlaner, RobTetra Tech, Inc.Core Planning TeamFlaner, RobTetra Tech, Inc.Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.OtherChen, CarolineLA County Regional Planning	3.	Government	Lacayo, Ron	PW Stormwater Maintenance
SectorNeuronProvide and provide	4.	Government	Naslund, Lisa	PW Building & Safety
GovernmentTong, Glen <u>Alternate -</u> PW Building & Safety7. GovernmentWood, Patricia-ChairPW Stormwater Engineering1. Non-GovernmentAsuncion, KendalLos Angeles Chamber of Commerce2. Non-GovernmentBlalock, JohnAntelope Valley Resident3. Non-GovernmentEllis, Dr. AndreCalifornia State University, Los Angeles4. Non-GovernmentGarcia-Ruiz, JoselitoAmerican Red Cross of Greater Los Angeles5. Non-GovernmentGgem, ShannonMalibou Lake Mountain Club5. Non-GovernmentSharpton, DebbieEnvironmental Restoration Group7. Non-GovernmentShu, SusanCity of LA Bureau of Engineering8. Non-GovernmentTam Sing, Garret <u>Alternate</u> -California Department of Water Resources8. Non-GovernmentTran, LarryLos Angeles County Public WorksCore Planning TeamTran, LarryLos Angeles County Public WorksCore Planning TeamFlaner, RobTetra Tech, Inc.Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.OtherChen, CarolineLA County Regional Planning	5.	Government	Natoli, Gina-Vice Chair	LA County Regional Planning
7.GovernmentWood, Patricia-ChairPW Stormwater Engineering1.Non-GovernmentAsuncion, KendalLos Angeles Chamber of Commerce2.Non-GovernmentBlalock, JohnAntelope Valley Resident3.Non-GovernmentEllis, Dr. AndreCalifornia State University, Los Angeles4.Non-GovernmentGarcia-Ruiz, JoselitoAmerican Red Cross of Greater Los Angeles5.Non-GovernmentGgem, ShannonMalibou Lake Mountain Club5.Non-GovernmentSharpton, DebbieEnvironmental Restoration Group7.Non-GovernmentShu, SusanCity of LA Bureau of Engineering8.Non-GovernmentTam Sing, GarretAlternate-California Department of Water Resources8.Non-GovernmentTran, LarryLos Angeles County Public WorksCore Planning TeamTran, LarryLos Angeles County Public WorksCore Planning TeamFlaner, RobTetra Tech, Inc.Core Planning TeamParker, SteveTetra Tech, Inc.Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.OtherChen, CarolineLA County Regional Planning	6.	Government	Nguyen, Cung	PW Stormwater Planning
I.Non-GovernmentAsuncion, KendalLos Angeles Chamber of Commerce2.Non-GovernmentBlalock, JohnAntelope Valley Resident3.Non-GovernmentEllis, Dr. AndreCalifornia State University, Los Angeles4.Non-GovernmentGarcia-Ruiz, JoselitoAmerican Red Cross of Greater Los Angeles5.Non-GovernmentGgem, ShannonMalibou Lake Mountain Club5.Non-GovernmentSharpton, DebbieEnvironmental Restoration Group7.Non-GovernmentShu, SusanCity of LA Bureau of Engineering8.Non-GovernmentTam Sing, GarretAlternate-California Department of Water Resources8.Non-GovernmentChen, MichaelLos Angeles County Public WorksCore Planning TeamChen, MichaelLos Angeles County Public WorksCore Planning TeamFlaner, RobTetra Tech, Inc.Core Planning TeamParker, SteveTetra Tech, Inc.Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.OtherChen, CarolineLA County Regional Planning		Government	Tong, Glen	<u>Alternate - PW Building & Safety</u>
2.Non-GovernmentBlalock, JohnAntelope Valley Resident3.Non-GovernmentEllis, Dr. AndreCalifornia State University, Los Angeles4.Non-GovernmentGarcia-Ruiz, JoselitoAmerican Red Cross of Greater Los Angeles5.Non-GovernmentGgem, ShannonMalibou Lake Mountain Club5.Non-GovernmentSharpton, DebbieEnvironmental Restoration Group7.Non-GovernmentShu, SusanCity of LA Bureau of Engineering8.Non-GovernmentTam Sing, GarretAlternate-California Department of Water Resources8.Non-GovernmentTam Sing, GarretLos Angeles County Public WorksCore Planning TeamChen, MichaelLos Angeles County Public WorksCore Planning TeamWin, ThuLos Angeles County Public WorksCore Planning TeamFlaner, RobTetra Tech, Inc.Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.OtherChen, CarolineLA County Regional Planning	7.	Government	Wood, Patricia-Chair	PW Stormwater Engineering
B.Non-GovernmentEllis, Dr. AndreCalifornia State University, Los AngelesA.Non-GovernmentGarcia-Ruiz, JoselitoAmerican Red Cross of Greater Los Angeles5.Non-GovernmentGgem, ShannonMalibou Lake Mountain Club5.Non-GovernmentSharpton, DebbieEnvironmental Restoration Group7.Non-GovernmentShu, SusanCity of LA Bureau of Engineering8.Non-GovernmentTam Sing, GarretAlternate-California Department of Water Resources8.Non-GovernmentChen, MichaelLos Angeles County Public WorksCore Planning TeamTran, LarryLos Angeles County Public WorksCore Planning TeamFlaner, RobTetra Tech, Inc.Core Planning TeamParker, SteveTetra Tech, Inc.Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.OtherChen, CarolineLA County Regional Planning	1.	Non-Government	Asuncion, Kendal	Los Angeles Chamber of Commerce
A.Non-GovernmentGarcia-Ruiz, JoselitoAmerican Red Cross of Greater Los Angeles5.Non-GovernmentGgem, ShannonMalibou Lake Mountain Club5.Non-GovernmentSharpton, DebbieEnvironmental Restoration Group7.Non-GovernmentShu, SusanCity of LA Bureau of Engineering8.Non-GovernmentTam Sing, GarretAlternate-California Department of Water Resources6.Core Planning TeamChen, MichaelLos Angeles County Public Works7.Core Planning TeamTran, LarryLos Angeles County Public Works7.Core Planning TeamFlaner, RobTetra Tech, Inc.7.Core Planning TeamSchloss, MelissaTetra Tech, Inc.7.Core Planning TeamSchloss, MelissaTetra Tech, Inc.7.Core Planning TeamSubbio, TonyTetra Tech, Inc.7.Chen, CarolineLA County Regional Planning	2.	Non-Government	Blalock, John	Antelope Valley Resident
5.Non-GovernmentGgem, ShannonMalibou Lake Mountain Club5.Non-GovernmentSharpton, DebbieEnvironmental Restoration Group7.Non-GovernmentShu, SusanCity of LA Bureau of Engineering8.Non-GovernmentTam Sing, GarretAlternate-California Department of Water Resources8.Non-GovernmentTam Sing, GarretLos Angeles County Public WorksCore Planning TeamChen, MichaelLos Angeles County Public WorksCore Planning TeamWin, ThuLos Angeles County Public WorksCore Planning TeamFlaner, RobTetra Tech, Inc.Core Planning TeamParker, SteveTetra Tech, Inc.Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra T	3.	Non-Government	Ellis, Dr. Andre	California State University, Los Angeles
5.Non-GovernmentSharpton, DebbieEnvironmental Restoration Group7.Non-GovernmentShu, SusanCity of LA Bureau of Engineering8.Non-GovernmentTam Sing, GarretAlternate-California Department of Water Resources6.Non-GovernmentTam Sing, GarretAlternate-California Department of Water Resources7.Core Planning TeamChen, MichaelLos Angeles County Public Works7.Core Planning TeamTran, LarryLos Angeles County Public Works7.Core Planning TeamFlaner, RobTetra Tech, Inc.7.Core Planning TeamParker, SteveTetra Tech, Inc.7.Core Planning TeamSchloss, MelissaTetra Tech, Inc.7.Core Planning TeamSubbio, TonyTetra Tech, Inc.7.Chen, CarolineLA County Regional Planning	4.	Non-Government	Garcia-Ruiz, Joselito	American Red Cross of Greater Los Angeles
7.Non-GovernmentShu, SusanCity of LA Bureau of Engineering3.Non-GovernmentTam Sing, GarretAlternate-California Department of Water Resources3.Non-GovernmentTam Sing, GarretAlternate-California Department of Water ResourcesCore Planning TeamChen, MichaelLos Angeles County Public WorksCore Planning TeamTran, LarryLos Angeles County Public WorksCore Planning TeamWin, ThuLos Angeles County Public WorksCore Planning TeamFlaner, RobTetra Tech, Inc.Core Planning TeamParker, SteveTetra Tech, Inc.Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.Core Planning TeamSubbio, TonyLos County Regional Planning	5.	Non-Government	Ggem, Shannon	Malibou Lake Mountain Club
3.Non-GovernmentTam Sing, GarretAlternate Resources3.Non-GovernmentTam Sing, GarretAlternate ResourcesCore Planning TeamChen, MichaelLos Angeles County Public WorksCore Planning TeamTran, LarryLos Angeles County Public WorksCore Planning TeamWin, ThuLos Angeles County Public WorksCore Planning TeamFlaner, RobTetra Tech, Inc.Core Planning TeamParker, SteveTetra Tech, Inc.Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.OtherChen, CarolineLA County Regional Planning	6.	Non-Government	Sharpton, Debbie	Environmental Restoration Group
A. Non-GovernmentTam Sing, GarretResourcesCore Planning TeamChen, MichaelLos Angeles County Public WorksCore Planning TeamTran, LarryLos Angeles County Public WorksCore Planning TeamWin, ThuLos Angeles County Public WorksCore Planning TeamFlaner, RobTetra Tech, Inc.Core Planning TeamParker, SteveTetra Tech, Inc.Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.OtherChen, CarolineLA County Regional Planning	7.	Non-Government	Shu, Susan	City of LA Bureau of Engineering
Core Planning TeamTran, LarryLos Angeles County Public WorksCore Planning TeamWin, ThuLos Angeles County Public WorksCore Planning TeamFlaner, RobTetra Tech, Inc.Core Planning TeamParker, SteveTetra Tech, Inc.Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.OtherChen, CarolineLA County Regional Planning	8.	Non-Government	Tam Sing, Garret	
Core Planning TeamWin, ThuLos Angeles County Public WorksCore Planning TeamFlaner, RobTetra Tech, Inc.Core Planning TeamParker, SteveTetra Tech, Inc.Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.OtherChen, CarolineLA County Regional Planning		Core Planning Team	Chen, Michael	Los Angeles County Public Works
Core Planning TeamFlaner, RobTetra Tech, Inc.Core Planning TeamParker, SteveTetra Tech, Inc.Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.OtherChen, CarolineLA County Regional Planning		Core Planning Team	Tran, Larry	Los Angeles County Public Works
Core Planning TeamParker, SteveTetra Tech, Inc.Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.OtherChen, CarolineLA County Regional Planning		Core Planning Team	Win, Thu	Los Angeles County Public Works
Core Planning TeamSchloss, MelissaTetra Tech, Inc.Core Planning TeamSubbio, TonyTetra Tech, Inc.OtherChen, CarolineLA County Regional Planning		Core Planning Team	Flaner, Rob	Tetra Tech, Inc.
Core Planning TeamSubbio, TonyTetra Tech, Inc.OtherChen, CarolineLA County Regional Planning		Core Planning Team	Parker, Steve	Tetra Tech, Inc.
Other Chen, Caroline LA County Regional Planning		Core Planning Team	Schloss, Melissa	Tetra Tech, Inc.
		Core Planning Team	Subbio, Tony	Tetra Tech, Inc.
Other Sinha, Subodh PW Stormwater Engineering		Other	Chen, Caroline	LA County Regional Planning
		Other	Sinha, Subodh	PW Stormwater Engineering

Numbered = Voting attendees



Planning Process

Welcome and Introductions

Pat Wood welcomed attendees and Larry Tran introduced attendees.

Review Agenda

Rob Flaner, Tetra Tech welcomed attendees and provided time for attendees to review the agenda and make any final edits. No edits were requested.

Meeting #3 Summary

Rob Flaner asked the SC if they had any edits to the September 11, 2019 meeting minutes. No edits were requested.

MOTION made by Gina Natoli to approve the September 11, 2019 meeting minutes and seconded by Pat Wood. Motion passed unanimously.

Receive Public Comment

Rob Flaner asked members of the public if they wished to address the committee. No public comments were expressed.

Repetitive Loss Update

Rob Flaner introduced Tony Subbio, Tetra Tech as the Repetitive Loss Area Analysis (RLAA) lead.

New Business

Risk Assessment Update

Rob Flaner noted that the maps are ready and were used during the first public outreach meeting. Steve Parker has made the depth grids and has imported them into the HAZUS model. Rob noted that the risk assessment output will be compared to the 2015 FMP Risk Assessment data.

Rob Flaner explained to the SC how the 10, 50, 100 and 500 year floods are calculated. He also noted that the general building stock (GBS) status report is also ready, but is a lot of information so it will be summarized before it is sent to the SC for the next meeting.

Rob discussed how damage report is generated from the HAZUS results, exemplified by the printouts available to property owners at the public workshops. There was a discussion on the definition of 'debris' from the HAZUS output. Pat Wood asked to make sure debris is defined clearly in the FMP as material after damages, not mudflow. Insurance standards estimate property contents at 80% of structure value.



Defining Resilience in the Objectives

Rob Flaner explained that the CPT recommends using the definition of resilience as used in the "Our County, Los Angeles Countywide Sustainability Plan" to be consistent with an existing adopted County document and it also agrees with 100 Resilient Cities' (100RC) definition. Discussion was held regarding the definition's included "inequity and disparities in employment" language and how it relates resiliency. The SC agreed to use the "Our County, Los Angeles Countywide Sustainability Plan" verbatim definition of resilience. The definition will be in the glossary with the term utilized throughout the FMP document as needed.

Critical Facilities / Infrastructure

Rob Flaner reminded the SC that the last meeting they decided to table approval of the critical facilities/ infrastructure until the next meeting so that Tetra Tech can draft a definition of critical facilities / infrastructure as it pertains to each of the BRIC program's seven lifelines as it would expand applicability of BRIC funding in the future. Rob reiterated that the facilities/infrastructure will be categorized into the seven lifeline definitions. It was noted by a County representative that the County has a Recovery Plan, and that it should be cited and referenced for the Capabilities Assessment.

MOTION made by Gina Natoli to approve the definition of Critical Facilities and Infrastructure and seconded by Jolene Guerrero. Motion passed unanimously.

Public Outreach Strategy

Rob discussed that Tetra Tech and the County reviewed and updated the public survey and utilized the results of that effort at the Malibou Lake public workshop on Monday (Oct 7th).

Rob Flaner stated that the survey is posted on the website and is live and ready to go. Rob and Larry Tran stated they are working with the Public Information Officer (PIO) and there will be a flyer created with a QR code for easy dissemination and survey completion on social media platforms, and for future public workshops.

The SC reviewed the survey and there was further discussion and consensus on some changes to implement in the current survey. Rob will get those agreed upon changes made.

Debbie Sharpton stated that Seminole Springs was not notified of the public meeting date change and local residents were unable to attend the public meeting. Larry Tran noted he emailed the contact provided for Seminole Springs and several others about the date change from the 9th to the 7th due to Yom Kippur, but some may have been left out. In the future, all correspondence will be sent to all SC members.

Related to Seminole Springs, there was discussion regarding permitting authorities between the State and County for mobile homes.

Discussion was held about where to hold the next public meeting, such as Antelope Valley or Malibou Lake again, but has not yet been decided.

Action Items and Next Steps

- Larry Tran to post the approved September 11, 2019 SC summary onto the website.
- Rob will make Survey updates based on SC discussion.



- Larry will send out flyer for public release of survey after changes made.
- Spreadsheet of building stock report will be created and sent to SC prior to next meeting.
- Tetra Tech to send out the Agenda for the following meeting.
- Next meeting will have Core Capabilities Exercise with posters. SC members highly encouraged to attend in person.

Next Meeting Date

November 13, 2019 10:00 a.m. – 12:00 p.m. PT at TMC Conference Room, Annex Building, 1st Floor

Adjourn

MOTION by Pat Wood to adjourn the October 9, 2019 SC meeting and second by Jolene Guerrero. Motion carried unanimously.

The meeting adjourned at 11:20 a.m. PT.