



# EMERGENCY OPERATIONS PLAN

February 2024



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This plan was:

PREPARED FOR



PREPARED BY

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# 1 Introduction

## 1.1 Letter of Promulgation

To: Officials, Employees, and Citizens of the City of Kerman

Preserving life, property, and the environment are inherent responsibilities of local, state, and federal governments. As disasters can occur at any time, the City of Kerman must provide safeguards that will save lives and minimize property and environmental damage through careful planning, preparedness measures, and training. Sound emergency plans carried out by knowledgeable and well-trained personnel can and will minimize losses.

The City's Emergency Operations Plan establishes an Emergency Management Organization and assigns functions and tasks consistent with California's Standardize Emergency Management System (SEMS) and the National Incident Management System (NIMS). It provides for the integration and coordination of planning efforts through a whole community approach and authorizes city personnel to perform their duties and tasks before, during, and after an emergency.

This plan was developed for city departments and local special districts with emergency services responsibilities within the City. The content is based upon guidance approved and provided by the Federal Emergency Management Agency and the California Office of Emergency Services. The intent of the plan is to provide directions on how to respond to an emergency from the onset, through an extended response, and into the recovery process.

Once adopted, this plan is an extension of the Fresno County Emergency Operations Plan and the California Emergency Plan. It will be reviewed, exercised periodically, and revised as necessary to meet changing conditions.

This promulgation shall be effective upon its signing and shall remain in effect until amended or rescinded by further promulgation. The promulgation of this EOP further affirms the City of Kerman's support for emergency management and a safe and resilient community.

---

John Jansons, City Manager

## 1.2 Approval & Implementation

The City of Kerman's Emergency Operations Plan (EOP) serves as a strategic framework for our prepared response to extraordinary emergencies, encompassing natural or man-made disasters under an all-hazards approach. This plan is distinct from the routine procedures applied to day-to-day emergencies within departments. Instead, it is crafted to address operational concepts essential for large-scale disasters that pose significant threats to life, property, and the environment, necessitating unique and extensive emergency responses.

### Key Objectives of the EOP:

1. Establishment of Emergency Management Organization:
  - Initiates the formation of the Emergency Management Organization to efficiently mitigate significant emergencies or disasters affecting the City.
2. Identification of Roles and Responsibilities:
  - Clearly delineates roles and responsibilities required to protect the health and safety of City residents, preserve public and private property, and safeguard the environment during natural or human-caused emergency disasters.
3. Operational Concepts for Response, EOC, and Recovery:
  - Outlines operational concepts associated with field responses to emergencies, the functioning of the City's Emergency Operations Center (EOC), and the subsequent recovery process.

Following the concurrence of City Departments, the plan will undergo official adoption and promulgation, with the approval date prominently featured on the title page. Distribution will extend to city departments, supporting agencies, and community organizations with primary responsibilities related to the Emergency Operations Plan.

Delegated by the City Manager, this plan allows for specific modifications without necessitating additional signatures. It is imperative to note that this Emergency Operations Plan and its attachments supersede all prior versions, ensuring the most up-to-date and effective guidance for emergency response in the City of Kerman.

## 1.3 Plan Concurrence

The following list of signatures documents each City Department's concurrence with this Emergency Operations Plan.

---

Management Services Department  
City Manager, John Jansons

Date

---

Police Department  
Police Chief, Steven Wilkins

Date

---

Finance Department  
Finance Director, Josefina Alvarez

Date

---

Community Development Department (Planning, Building and Safety, Code  
Compliance)  
Community Development Director, Jesus Orozco

Date

---

Community Services Department (Parks, Recreation, Senior Center)  
Community Services Director, Theresa Johnson

Date

---

Public Works Department  
Public Works Director, Michael Barajas

Date

---

North Central Fire Protection District  
Fire Chief, Tim Henry

Date

---

Fresno County Office of Emergency Management  
Liaison,

Date

---

## 1.4 Record of Changes

Version Number	Date of Change	Change Made By	Date of Approval	Change Approved by	Description of change
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					



# 1.5 Record of Distribution

Recipient Name	Recipient Title	Recipient Agency	Date of Delivery	Number of Copies Provided



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# 2 Purpose, Scope, Situation and Assumptions

## 2.1 Purpose

The purpose of the City of Kerman’s Emergency Operations Plan is to establish the foundational framework for a unified and coordinated response to extraordinary emergency situations arising from natural or human-caused emergencies or disasters within or impacting the City. Serving as the primary guide for the City’s response, management, and recovery efforts during real or potential emergencies within its designated geographic boundaries, this plan is specifically designed to:

- Outline the methods and procedures employed by emergency management personnel to assess emergency situations and initiate actions to save lives, reduce injuries, prevent or minimize damage to public and private property, and protect the environment.
- Identify the components of an Emergency Management Organization and establish associated protocols essential for an effective response, management, and recovery from major emergencies and disasters.
- Foster a whole community approach to emergency management, promoting a response that is inclusive of the entire community.
- Establish the organizational framework for the overall management and coordination of emergency operations in the city by implementing the National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS).
- Clearly outline the responsibilities of local, state, and federal agencies in the event of an emergency or disaster affecting the city.
- Define the operational concepts and procedures associated with the Emergency Operations Center (EOC) interface with field emergency responders.
- Facilitate mutual aid to supplement local resources.
- Promote multi-agency and multi-jurisdictional coordination among local government, the private sector, operational area (OA), state, and federal agencies.
- Support the provision of emergency public information, including guidance on personal protective actions the public can take.
- Serve as an operational plan and reference document applicable for both pre-emergency planning and emergency operations.

INTRO	PURPOSE	CONCEPT OF OPS	ORG ASSIGNMENTS	DIRECTION, CONTROL	COMS	INFORMATION	ADMIN, FIN & LOGS	PLAN DEVELOPMENT	EOC OPS
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- Be used in coordination with applicable local, state, and federal contingency plans.

Allied agencies, special districts, private enterprises, and volunteer organizations with roles and responsibilities in this plan are encouraged to develop operating protocols and emergency action checklists to support their commitment to this plan.

## 2.2 Scope

The policies, procedures, and provisions outlined in this plan are universally applicable to all agencies and individuals, both public and private, entrusted with responsibilities for emergency preparedness, response, recovery, and/or mitigation activities within the City of Kerman. The scope of this plan extends to extraordinary situations related to any hazard, whether natural or human-caused, capable of impacting the City. Additionally, it encompasses situations demanding a planned and coordinated response involving multiple agencies or jurisdictions.

Aligned with the guidelines set forth in the Federal Emergency Management Agency (FEMA) Comprehensive Preparedness Guide (CPG) 101: Developing and Maintaining Emergency Operations Plans, September 2021, Version 3.0; the CalOES Emergency Operations Plan Crosswalk - Local Government, January 2023; and the State of California Emergency Plan best practices, this plan is intentionally crafted for comprehension and implementation well in advance of any emergency. It establishes the framework for executing the Standardized Emergency Management System and National Incident Management System within the City.

Furthermore, this plan is designed to operate in tandem with the State Emergency Plan and the National Response Framework, ensuring seamless coordination and integration with broader emergency management frameworks at the state and national levels. Its comprehensive approach and adherence to recognized best practices empower the City of Kerman to effectively prepare for, respond to, and recover from a diverse range of emergency scenarios.

## 2.3 Situation Overview

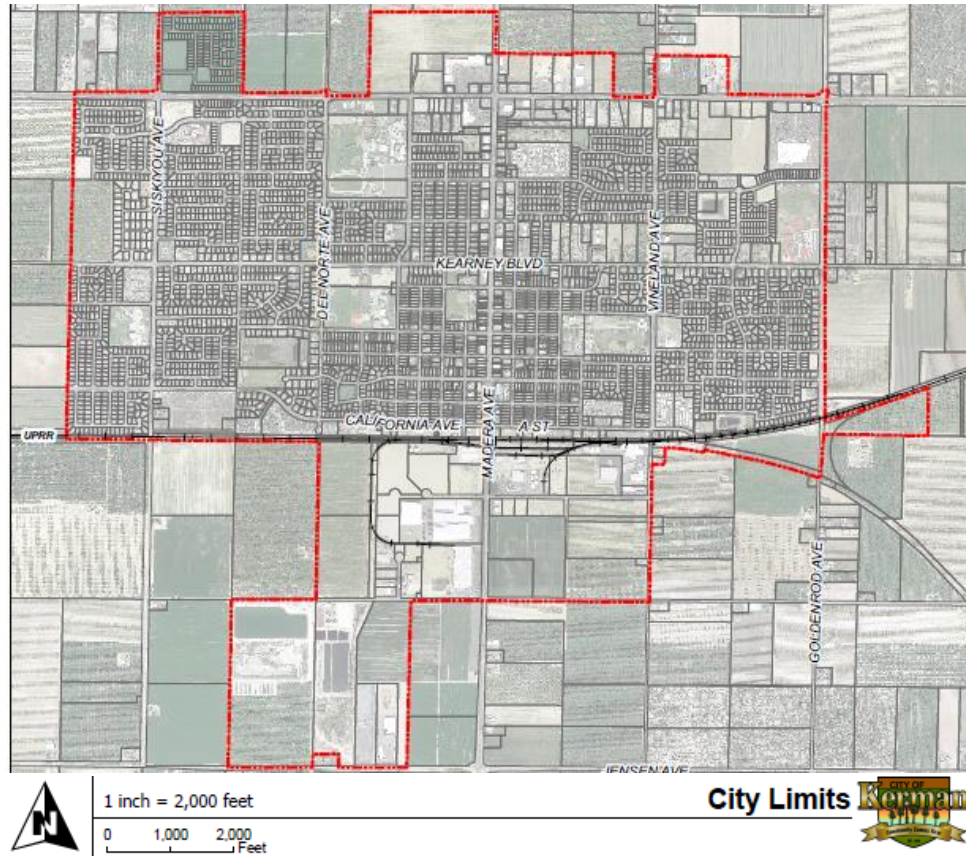


Figure 1: Geographical Boundaries of the City of Kerman

The City of Kerman is located on the west side of Fresno County in the central portion of the San Joaquin Valley. Over the past decade, the City of Kerman has expanded its boundaries slightly, annexing land along the eastern reach of its Sphere of Influence. The City and its Sphere of Influence cover a 3,091-acre area.

The City is bisected by State Route 145 (Madera Avenue), which runs north/south, and State Route 180 (Whitesbridge Road), which runs east/west. State Highway 99, the major highway through the San Joaquin Valley, is 15 miles east of Kerman. Kerman is 17 miles south of Madera, the county seat of Madera County, and 15 miles west of Fresno, county seat of Fresno County. The smaller cities of San Joaquin and Mendota are about 13 miles southwest and 18 miles west, respectively.

The mountains of the Coast Range and the Sierra Nevada are roughly equidistant from Kerman, about 35 miles to the southwest and northeast, respectively. The topography in and around Kerman is very level with a gentle, imperceptible slope to the southwest. Elevations in the planning area vary from about 210 feet to 225 feet. There are no natural waterways in the planning area. The largest nearby

waterway of consequence is the San Joaquin River, about ten miles north. However, there are several irrigation canals that traverse the planning area.

The climate of the Kerman area is described as Mediterranean, which is typified by hot, dry summers and mild winters. Temperatures recorded at Lemoore Naval Air Station (LNAS), located 41.2 miles south of Kerman, show the mean monthly high temperature for July to be 80.6°F, while the mean temperature for January is 45.1°F. It is not uncommon for maximum temperatures to exceed 100°F during the summer months; nor for temperatures to drop below freezing in the winter. The highest temperature ever recorded at LNAS was 113°F in July of 1975. The lowest temperature of record was 14°F in January of 1962.

Approximately 90 percent of all rainfall in Kerman occurs between November and April. Average rainfall measured in Kerman is 6.08 inches per year compared to 7.83 inches in Coalinga and 9.5 inches in Fresno.

Air movement through the San Joaquin Valley is in a southeasterly direction. Wind enters the valley over the passes east of the San Francisco Bay and exits through mountain passes at the southern end of the San Joaquin Valley. Meteorological data from LNAS indicates that the average wind speed is 4-6 knots with maximum gusts of 40-50 knots recorded from October to May. The prevailing wind direction is from the north and north-northwest, except in December and January, when the winds blow from the southeast or east-southeast.

High level City demographic information can be found below:

**Population Estimate:** 16,208

### AGE/GENDER

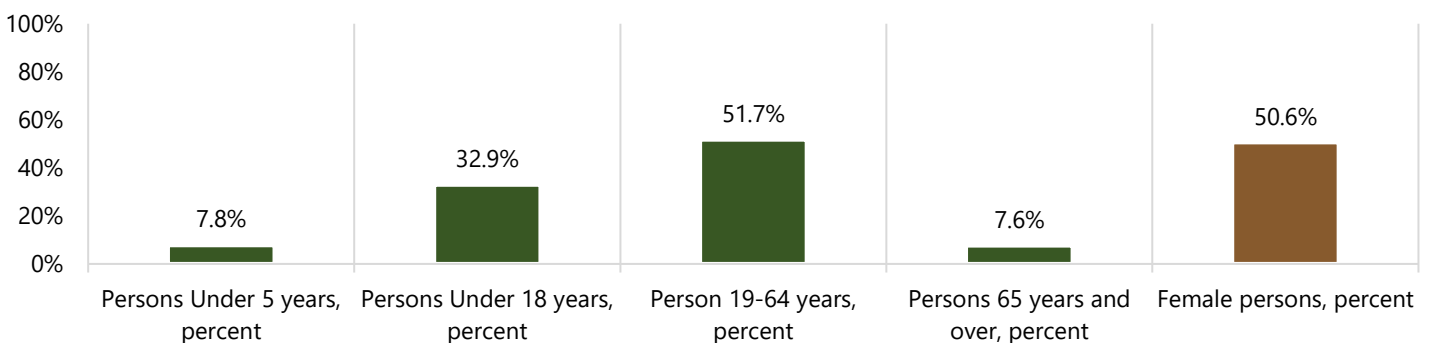


Figure 2: City of Kerman, Census 2022, Age Demographic

### RACE/ETHNICITY

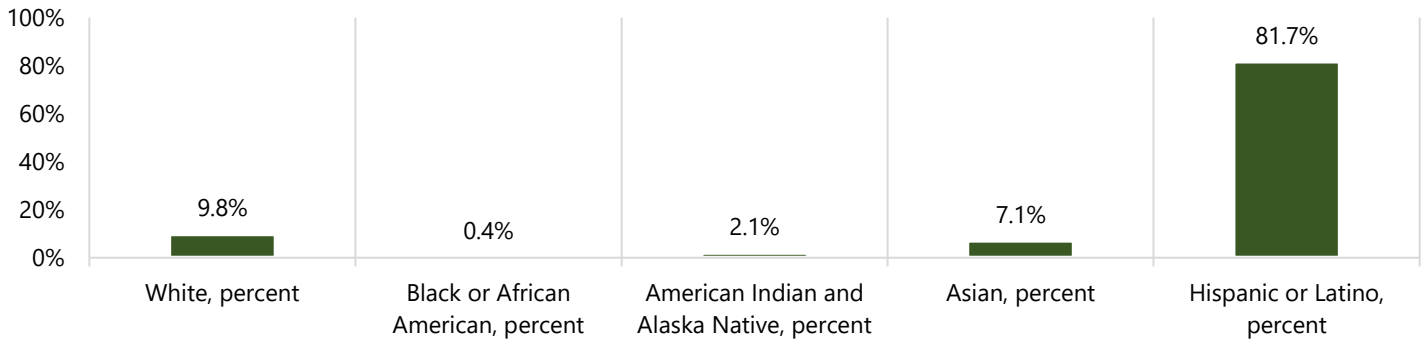


Figure 3: City of Kerman, Census 2022, Race/Ethnicity Demographic

### EDUCATION

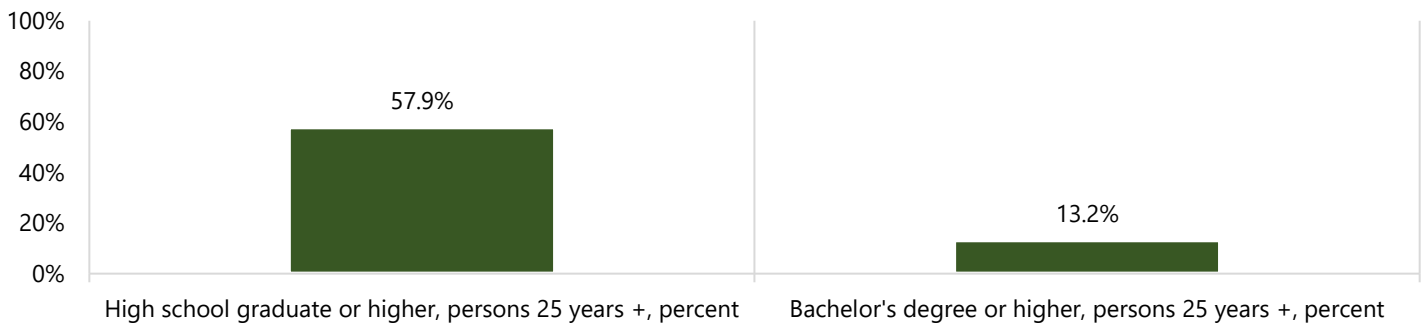


Figure 4: City of Kerman, Census 2022, Education Demographic

### HEALTH

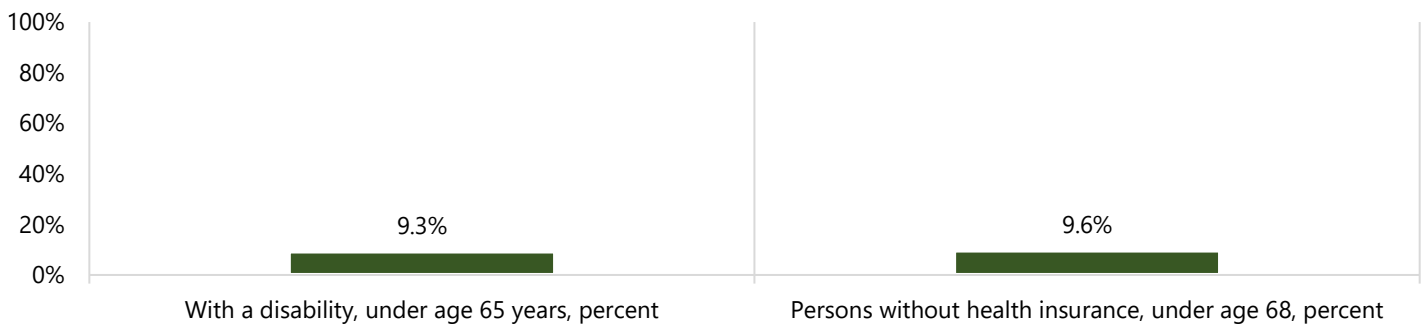


Figure 5: City of Kerman, Census 2022, Health Demographic

This plan was developed using an all-hazards planning approach and leverages the hazard summary for the City in the Fresno County Hazard Mitigation Plan.

The Hazard Summary can be found below, and more detailed information regarding the hazards to the County and the City, can be found in the most current Fresno County Hazards Mitigation Plan.

Hazard	Geographic Extent	Probability of Future Occurrences	Magnitude / Severity	Significance
Agricultural Hazards	Limited	Highly Likely	Critical	Medium
Avalanche	N/A	N/A	N/A	N/A
Dam Failure	Extensive	Occasional	Critical	Low
Drought	Significant	Likely	Limited	High
Earthquake	Significant	Occasional	Catastrophic	Medium
Hazardous Material Incident	Significant	Likely	Critical	High
Epidemic/Pandemic	Extensive	Occasional	Catastrophic	Medium
West Nile Virus	Limited	Highly Likely	Negligible	Low
Landslide	N/A	N/A	N/A	N/A
Extreme Cold/Freeze	Extensive	Likely	Negligible	Low
Extreme Heat	Extensive	Highly Likely	Limited	Low
Fog	Extensive	Likely	Limited	Medium
Heavy Rain / Thunderstorm	Extensive	Highly Likely	Limited	Low
Tornado	Extensive	Occasional	Negligible	Low
Windstorm	Extensive	Likely	Limited	Medium
Winter Storm	Extensive	Highly Likely	Negligible	Medium
Erosion	No Data	Likely	No Data	Low
Expansion Soils	No Data	Occasional	No Data	Low

Hazard	Geographic Extent	Probability of Future Occurrences	Magnitude / Severity	Significance
Land Subsidence	Limited	Occasional	No Data	Low
Volcano	Extensive	Unlikely	Negligible	Low
Wildfire	Limited	Highly Likely	Limited	Low
Cyber Attack	Extensive	Occasional	Critical	Medium

Table 1: City of Kerman, Fresno County Hazard Mitigation Plan 2018, Summary

### Geographic Extent

**Limited:** Less than 10% of planning area

**Significant:** 10-50% of planning area

**Extensive:** 50-100% of planning area

### Probability of Future Occurrences

**Highly Likely:** Near 100% chance of occurrence in next year, or happens every year.

**Likely:** Between 10 and 100% chance of occurrence in next year, or has a recurrence interval of 10 years or less.

**Occasional:** Between 1 and 10% chance of occurrence in the next year, or has a recurrence interval of 11 to 100 years.

**Unlikely:** Less than 1% chance of occurrence in next 100 years, or has a recurrence interval of greater than every 100 years.

### Magnitude/Severity

**Catastrophic**—More than 50 percent of property severely damaged; shutdown of facilities for more than 30 days; and/or multiple deaths

**Critical**—25-50 percent of property severely damaged; shutdown of facilities for at least two weeks; and/or injuries and/or illnesses result in permanent disability

**Limited**—10-25 percent of property severely damaged; shutdown of facilities for more than a week; and/or injuries/illnesses treatable do not result in permanent disability

**Negligible**—Less than 10 percent of property severely damaged, shutdown of facilities and services for less than 24 hours; and/or injuries/illnesses treatable with first aid

### Significance

**Low:** minimal potential impact

**Medium:** moderate potential impact

**High:** widespread potential impact



## 2.4 Planning Assumption

The following are assumptions used during the development of this plan. These assumptions translate into basic principles for conducting emergency management operations in preparation for, response to and recovery from major emergencies.

- Emergencies or disasters may occur at any time, day, or night, in populated and remote areas of the City.
- Major emergencies and disasters will require a multi-agency, multi-jurisdictional response. Therefore, it is essential that NIMS, SEMS, and ICS are implemented immediately by responding agencies, and expanded as the situation dictates.
- Large-scale emergencies and disaster may overburden local resources and require the need for mutual aid from neighboring jurisdictions.
- Large-scale emergencies and disasters and the complex organizational structure required to respond to them pose significant challenges in terms of warning and notification, logistics, and agency coordination.
- The City is primarily responsible for emergency actions within city boundaries and will commit all available resources to save lives, minimize injury to persons, protect the environment and minimize property damage.
- Major emergencies and disasters may generate widespread media and public interest; information provided to the public needs to be accurate and timely. Additionally, the media must be considered an ally in large-scale emergencies and disasters; it can provide considerable assistance in emergency public information and warning.
- Large-scale emergencies and disasters may pose serious long-term threats to public health, property, the environment, and the local economy. While responding to significant disasters and emergencies, all strategic decisions must consider each of these threats.
- Disasters and emergencies may require an extended commitment of personnel and other resources from involved agencies and jurisdictions.
- The Emergency Management Organization is familiar with this plan, supporting documentation, and NIMS, SEMS, and ICS.

It is the City’s intent to fulfill the policies described here, within the capabilities and resources available at the time of an emergency or disaster.

This plan uses the whole community concept where residents, emergency management representatives, organizational and community leaders, and government officials can understand and assess the needs of their respective communities and determine the best ways to organize and



strengthen their resources, capabilities, and interest. Engaging in the whole community emergency management planning process builds a more effective path to societal security and resilience. This plan supports the following whole community principles:

- Understand and meet the needs of the entire community, including people with disabilities and those with other access and functional needs.
- Engage and empower all parts of the community to assist in all phases of the disaster cycle.
- Strengthen what works well in communities daily.

In keeping with the whole community approach, this plan was developed with representation from city departments and various other stakeholders. The effectiveness of the emergency response is largely based on the preparedness and resiliency of the community.

Community Resiliency Consists of Three Key Factors:

1. The ability of first responder agencies (e.g., fire, law etc.) to divert from their day-to-day operations to the emergency disaster effectively and efficiently.
2. The strength of the emergency management system and organization with the region, to include Emergency Operations Centers (EOCs), mass notification systems and communication systems.
3. The preparedness of the region’s citizens, businesses, and community organizations.

By focusing on enhancing all three of these components, the City is improving not only the city’s resiliency to emergency disaster, but also the regions.



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# 3 Concept of Operations

## 3.1 Response

In major emergency responses, the City of Kerman collaborates with numerous governmental, non-governmental, and private organizations. To facilitate this multi-faceted operation, the City adheres to a specific response structure, delineating how local, county, and state-level entities coordinate and communicate during emergencies.

This section guides City decision-makers and plan users on the sequence and scope of actions during a citywide emergency response. The response phase concept of operations can be summarized in six key elements: goals, priorities, and strategies; plan activation; proclaiming an emergency; presidential declarations; emergency management response levels; and the sequence of events during disasters.

### 3.1.1 Goals, Priorities and Strategies

#### Operational Goals:

- 1 Mitigate Hazards
- 2 Meet basic human needs
- 3 Address needs of People with Access and Functional Needs
- 4 Restore essential services
- 5 Support community and economic recovery

#### Operational Priorities:

- 1 Save Lives: Preservation of life takes precedence over all considerations.
- 2 Protect Health and Safety: Mitigate the impact of emergencies on public health and safety.
- 3 Protect Property: Make feasible efforts to safeguard public and private property, including critical infrastructure.
- 4 Preserve the Environment: Take all possible measures to protect the environment during emergencies.

#### Operational Strategies:

- 1 Mitigate hazards: Suppress, reduce, or eliminate hazards/risks promptly.
- 2 Meet basic human needs: Supply resources for food, water, shelter, medical treatment, and security.

- 3 Address needs of individuals with disabilities: Consider and address the needs of vulnerable individuals.
- 4 Restore essential services: Swiftly reinstate power, water, sanitation, transportation, and other critical services.
- 5 Support Community and Economic Recovery: Collaborate for efficient, effective, and equitable recovery.

### 3.1.2 Plan Activation

The City Emergency Operations Plan may be activated under specific circumstances:

- 1 By order of the following, in order shown:
  - a. City Manager
  - b. Chief of Police
  - c. Director of Public Works
- 2 Upon proclamation of a State of Emergency by the Governor.
- 3 Automatically on the proclamation of a State of War Emergency.
- 4 Upon the President's declaration of a National Emergency.
- 5 Automatically on receipt of an attack warning, actual attack, or a catastrophic disaster requiring immediate government response.

### 3.1.3 Proclaiming an Emergency

The California Emergency Services Act provides for three types of emergency proclamations in California: (1) Local Emergency, (2) State of Emergency, (3) State of War Emergency.

#### **Local Emergency Proclamations:**

In the case of the existence or likely existence of an emergency that threatens the people, property, or environment of the City; and the condition is beyond the capability of the City to control effectively; the City Manager can proclaim a Local Emergency.

A Local Emergency may be proclaimed to exist due to a specific situation, such as flood, fire, storm, pandemic, drought, sudden and severe energy shortage, or other condition.

If assistance will be requested through the California Disaster Act (CDAA), a Local Emergency may be recommended by the City Manager as specified by the Municipal Code and issued within 10 days after the actual occurrence of a disaster.

A Local Emergency proclamation must be ratified by the City Council within 7 days.

The governing body must review the need to continue the proclamation at least every 60 days until the Local Emergency is terminated. The Local Emergency must be terminated by resolution as soon as conditions warrant.

The Proclamation of a Local Emergency provides the governing body with the legal authority to:

- Request the Governor proclaim a State of Emergency, if necessary
- Promulgate or suspend orders and regulations necessary to provide for the protection of life and property, including issuing orders or regulations imposing a curfew within designated boundaries
- Exercise full power to provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans, or agreements
- Request state agencies and other jurisdictions to provide mutual aid
- Require the emergency services of any local official or employee
- Requisition necessary personnel and materials from any local department or agency
- Obtain vital supplies and equipment; and, if required, immediately commandeer the same for public use
- Impose penalties for violation of lawful order
- Conduct emergency operations without incurring legal liability for performance, or failure of performance (Article 17 of the Emergency Services Act provides for certain privileges and immunities)

**Proclamation of a State Emergency:**

The Governor proclaims a State of Emergency based on the formal request from the City Council and the recommendation of the California Office of Emergency Services. If conditions and time warrant, the Governor drafts and signs a formal State of Emergency Proclamation. The Governor has expanded emergency powers during a proclaimed State of Emergency. The Governor:

- Has the right to exercise police power as deemed necessary, vested in the State Constitution and the laws of California within the designated area
- Is vested with the power to use and commandeer public and private property and personnel, to ensure all resources within California are available and dedicated to the emergency when requested
- Can direct all state agencies to utilize and employ personnel, equipment, and facilities for the performance of any and all activities designed to prevent or alleviate the actual and threatened damage due to the emergency. Can also direct them to provide supplemental services and

equipment to political subdivisions to restore any service to provide for the health and safety of the residents of the affected area.

- May make, amend, or rescind orders and regulations during an emergency and temporarily suspend any non-safety-related statues, ordinances, regulations, or rules that impose restrictions on emergency response activities.

### Proclamation of a State of War Emergency

In addition to a State of Emergency, the Governor can proclaim a State of War Emergency whenever California or the nation is attacked by an enemy of the United States, or upon receiving a warning from the federal government indicating that such an enemy attack is probable or imminent. The powers of the Governor granted under a State of War Emergency are commensurate with those granted under a State of Emergency.

#### 3.1.4 Presidential Declarations

When it is clear that State capabilities will be exceeded, the Governor can request federal assistance, including assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act). The Stafford Act authorizes the President to provide financial and other assistance to state and local government, certain private nonprofit organizations, and individuals to support response, recovery, and mitigation efforts following Presidential Emergency or Major Disaster declarations.

**Declaration of Emergency or Major Disaster:** The President of the United States can declare an Emergency or Major Disaster under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (41 USC §5121 et seq.). This also allows the president to provide federal government resources to support the States’ response and recovery activities. While Presidential Declarations under the Stafford Act release federal resources and funding to support response and recovery, federal agencies may also provide assistance under other authorities or agreements that do not require a Presidential Declaration.

#### 3.1.5 Emergency Management Response Levels

The City Emergency Operations Plan will be activated when an emergency occurs or threatens to exceed normal day to day capabilities to adequately respond to and mitigate an incident(s). The scope of an emergency, rather than the type, will determine whether the Emergency Operations Plan and Emergency Operations Center will be activated, and to what level.

For planning purpose, the California Office of Emergency Services has established three EOC activation “levels” which the City follows. The table below defines those levels:

Activation Level	Detail	Event or Situation	Minimum Staffing
<b>Three</b>	Level Three is a minimum activation. This level may be used for situations which initially only require a few people	<ul style="list-style-type: none"> <li>Events with potential impacts on the health &amp; safety of the public and/or environment</li> <li>Weather Alerts</li> <li>Incident involving 2+ departments</li> <li>Low risk planned event</li> <li>Wind or rainstorm</li> <li>Power outage and Stage 1 &amp; 2 emergencies</li> </ul>	<ol style="list-style-type: none"> <li>EOC Director</li> <li>Other Designees (Such as Section Coordinators,)</li> </ol>
<b>Two</b>	Level Two activation is normally achieved as an increase from Level Three or a decrease from Level One. This activation level is used for emergencies or planned events that would require more than a minimum staff but would not call for a full activation/staffing	<ul style="list-style-type: none"> <li>Two or more large incidents involving 2 or more departments</li> <li>Major wind or rain</li> <li>Major scheduled event</li> <li>Large scale power outage and Stage 3 power emergencies</li> <li>Hazardous Material Incident involving large scale or possible large-scale evacuations</li> </ul>	<ol style="list-style-type: none"> <li>EOC Director</li> <li>Section Coordinators</li> <li>Branches &amp; Units as appropriate</li> <li>Liaison/Agency Representatives as appropriate</li> <li>Public Information Officer</li> </ol>
<b>One</b>	Level One activation involves a complete & full activation of all organizational elements & staffing. Level One would be the initial activation for any major emergency requiring acute State help.	<ul style="list-style-type: none"> <li>Major County/City or Regional emergency, multiple departments with heavy resource involvement</li> </ul>	<ol style="list-style-type: none"> <li>All EOC as appropriate</li> </ol>

Table 2: EOC Activation Levels

### 3.1.6 Sequence of Events

Disasters involve two key sequences of events: one for response and the other for emergency proclamations. The response sequence focuses on saving lives, protecting property, and preserving the environment. It entails deploying response teams, activating emergency management organizations, and coordinating across government levels. The emergency proclamation sequence

outlines steps to gain expanded emergency authorities and request state and federal disaster assistance.

### 3.1.6.1 Before Impact

Before any emergency, the City prioritizes preparedness activities like plan development, personnel training, exercises, public education, and resource arrangements. The City maintains readiness by keeping communication systems, warning systems, and the Emergency Operations Center (EOC) prepared at all times.

#### Before Impact Activities:

- 1 Routine Monitoring: Constant monitoring for alerts, watches, and warnings to identify threats.
- 2 Increased Readiness: Actions to enhance agency readiness, including briefings, plan reviews, information dissemination, and system testing.
- 3 Pre-Impact: Actions taken when a disaster is highly likely, involving activation of warning systems, resource mobilization, and evacuation.

#### Proclaiming and Emergency:

In cases where an emergency surpasses the City's capability to control effectively, the City Council or City Manager (if the Council is not in session) can proclaim a local emergency.

### 3.1.6.2 Immediate Impact

During this phase, the focus is on controlling the situation, saving lives, and minimizing disaster effects. Actions include alert and notification, resource mobilization, incident response, establishing incident command, and activation of Emergency Operations Centers (EOCs) at various levels.

#### Immediate Impact Activities:

- 1 Alert and Notification: Informing response agencies and mobilizing first responders.
- 2 Resource Mobilization: Activating and mobilizing response resources.
- 3 Incident Response: Coordinated response within the City.
- 4 Establishing Incident Command: Organizing on-scene command structures.
- 5 Activation of Coordination Systems: Coordinating resources through Multiagency Coordination Systems and EOCs.
- 6 Local, Operational Area, Regional EOC Activation: Activating EOCs based on the incident's magnitude or need for coordination.



### State and Federal Involvement:

- 1 State Level Field Teams: Deployed to provide situation reports to Regional EOC.
- 2 State and Federal EOC Activation: Activation for monitoring, resource processing, and interstate coordination.

#### 3.1.6.3 Sustained Operations

As the emergency persists, ongoing assistance is provided to affected individuals, and efforts focus on preventing secondary damage. Mutual aid and activities such as search and rescue continue.

#### 3.1.6.4 Transition to Recovery

Following initial and sustained operational priorities, the transition to recovery involves damage assessment, opening assistance centers, performing hazard mitigation surveys, and planning for future emergencies.

#### Recovery Activities:

- 1 Local Assistance Centers (LAC): Opened to provide services and resource referrals.
- 2 Joint Field Office (JFO): Coordinated with FEMA for federal support.
- 3 Demobilization: Resources are demobilized, ensuring safe return and compliance with mutual aid provisions.

This structured approach ensures effective response and recovery, emphasizing coordination and resource utilization at all levels.

The sequence of activities occurring for the emergency response and proclamation process is illustrated below:

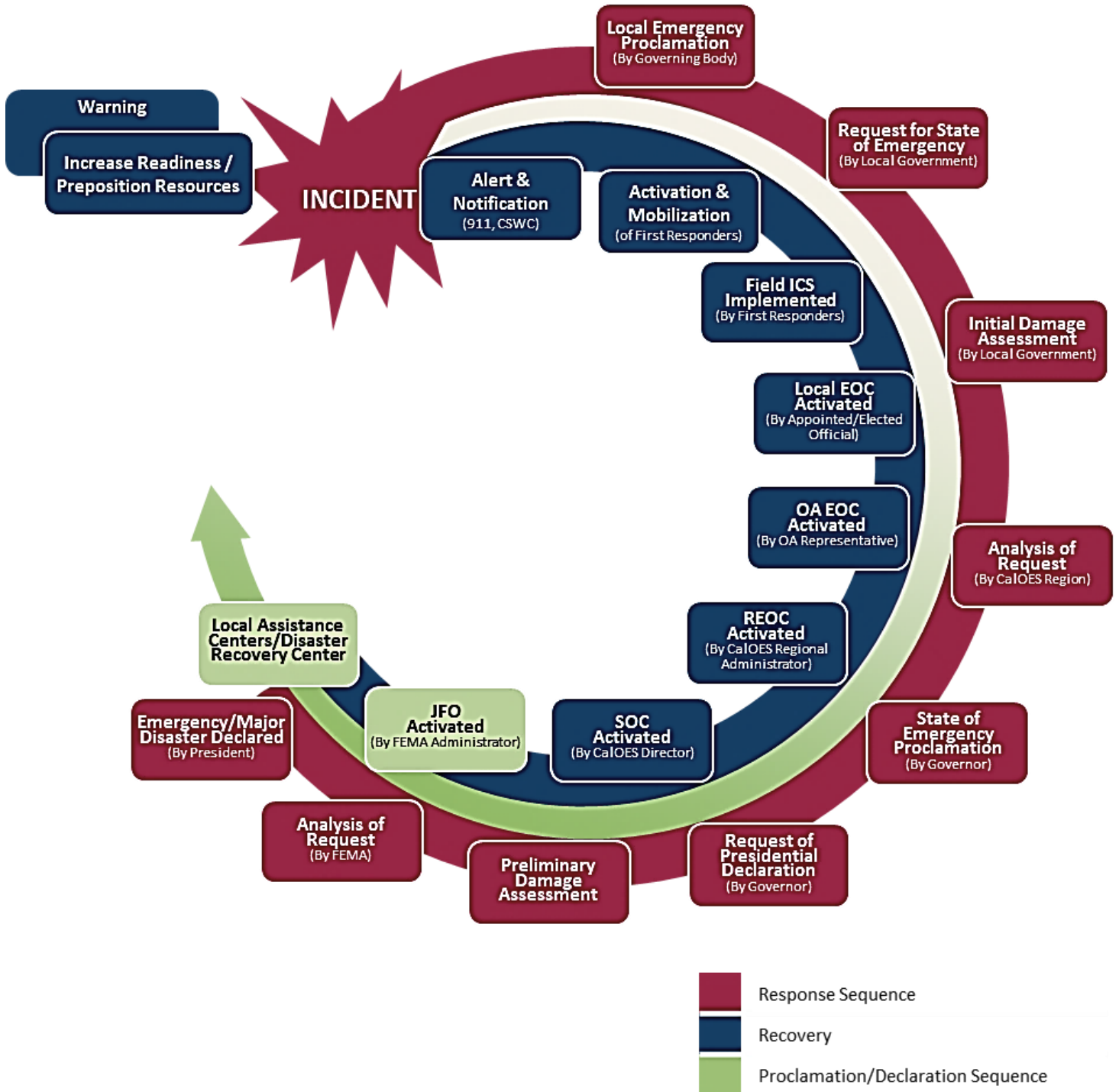


FIGURE 6: Response Phase Sequence of Events

## 3.2 Recovery

After a disaster, citizens often have specific needs that must be addressed before resuming their pre-disaster lives. Key recovery services include assessing damages, restoring essential services, repairing infrastructure, and providing mental health support. Recovery unfolds in two phases: short-term and long-term.

### 3.2.1 Short-Term

Short-term recovery operations commence during the response phase but may last for weeks. These activities focus on stabilizing the situation, restoring services (electricity, water, and sanitary systems), implementing critical infrastructure recovery plans, initiating community restoration planning, and addressing debris threatening public health. For federally declared disasters, the Federal Emergency Management Agency (FEMA) may establish Disaster Assistance Centers to aid victims in accessing grants, loans, and benefits. The City, in collaboration with the American Red Cross, may offer temporary shelter for disaster victims.

### 3.2.2 Long-Term

Long-term recovery extends short-term efforts and centers on comprehensive community restoration. The duration varies based on the disaster's severity.

#### Activities include:

- **Reconstruction:** Rebuilding facilities, infrastructure, and technology systems for full operational restoration.
- **Community Planning:** Developing long-term housing plans and land-use legislation to foster recovery.
- **Assistance Programs:** Supporting displaced families with financial aid, social services, and health services.
- **Economic Restoration:** Rebuilding the local economic system.
- **Mitigation Integration:** Incorporating mitigation strategies into recovery efforts.
- **Cost Documentation:** Documenting disaster-related costs for state and federal reimbursement.

These recovery phases ensure a structured and sustained approach to rebuilding communities after a major disaster, addressing immediate needs and fostering long-term resilience.

### 3.3 Continuity

Continuity of Operations and Government is a critical aspect of the city's emergency management strategy, ensuring that government functions persist during and after a major emergency or disaster. Preserving essential government operations, including the continuity of lawfully constituted authority, is a primary responsibility.

In the aftermath of a major disaster, which could result in significant loss of life, property, and key government officials, maintaining law and order becomes crucial. The ability to sustain government services is imperative during the reconstruction period. Local government units must continue functioning to preserve order and provide necessary services.

Authority for the continuity and preservation of State and local government is derived from relevant portions of the California Government Code and the State Constitution, including:

- Continuity of Government in California (Article IV, Section 21 of the State Constitution)
- Preservation of Local Government (Article 15 of the California Emergency Services Act)
- Temporary Seat of State Government (Section 450, Title 1, Division 3, Chapter 1 of the Government Code)

Key authorities within Sections 8635 through 8643 of the Government Code include provisions to:

- **Ensure the continued functioning of political subdivisions** by preserving and continuing (City and County) government operations in case of an enemy attack or a statewide State of Emergency or Local Emergency.
- **Authorize political subdivisions to plan for succession** of officers (department heads) responsible for law and order and/or health and safety.
- **Empower governing bodies to appoint standby officers** for each member of the governing body and the Chief Executive in case of a State of War Emergency, State of Emergency, or Local Emergency. Standby officers, residents or officers of a different subdivision, take the same oath as regular officers.
- **Direct standby officers to report ready for duty** at the designated place in the event of an emergency.

- **Mandate local governing bodies to convene** promptly when a State of War Emergency, State of Emergency, or Local Emergency occurs, at a location outside the political subdivision if necessary.

These measures ensure the resilience and functionality of government operations during challenging circumstances.

In the City of Kerman, the City Manager has designated the following order of succession:

- 1 Chief of Police (1<sup>st</sup> Alternate)
- 2 Director of Public Works (2<sup>nd</sup> Alternate)

The alternate seat of government is:

The Kerman Community Center  
 15101 W. Kearney Blvd.  
 Kerman, CA 93630

### Preservation of Vital Records

Vital records are defined as those records that are essential to:

- 1 Protect the rights and interests of individuals (ie: vital statistics, land and tax records, license registers and articles of incorporation)
- 2 Conduct emergency response and recovery operations (ie: utility system maps, location of emergency supplies and equipment, EOP and personnel rosters)
- 3 Reestablishing normal governmental functions (ie: charter, ordinance, court records and financial records)

Each level of government down to the departmental level is responsible for designating a custodian for vital records, and ensuring the vital records storage and preservation is accomplished.

The City Clerk is the designated custodian of vital records. After the City Clerk, the Director of Finance is responsible for vital records.



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# 4 Organization and Assignment of Responsibilities

## 4.1 Use of SEMS, NIMS, and ICS

The city's emergency response relies on the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and the Incident Command System (ICS). These frameworks ensure consistency with the National Response Framework and coordination with other partners in Fresno County. The plan outlines the city's organizational structure, departmental roles, and responsibilities during Emergency Operations Center (EOC) activation.

## 4.2 Role of Elected Official

Local elected officials play a crucial role in providing leadership and policy guidance before, during, and after disasters. Their support during an emergency is vital, focusing on empowering first responders and EOC staff. This includes facilitating communication with other agencies, declaring emergencies, issuing orders, and ensuring a coordinated and accessible message to the public. In the aftermath, elected officials transition to a leadership role, supporting recovery, enforcing codes and regulations, and identifying opportunities for rebuilding.

## 4.3 Role of City Departments

In the event of an Emergency Operations Center activation, each City department is responsible to support emergency response and recovery objectives and taking the lead regarding the emergency function to which they have been assigned. The departments also provide representatives to the EOC to coordinate people, resources, and information to manage an incident that occurs in the City, and to communicate emergency efforts between departments and/or jurisdictions.

Designated department representatives are trained in emergency management and response operations. In addition, these representatives have assigned successors to support EOC staff in the event of extended operations. The sections below outline the designated responsibilities for each of the City departments.

**City Manager's Office.** The executive staff in the City Manager's Office takes charge of policy-level decisions related to incident management. The City Manager, or their designate, oversees all EOC operations, including policy formation, expenditure authorization, and coordination with external entities. They also appoint a Public Information Officer (PIO) to ensure accurate information reaches the public and media. During recovery, the office transitions to the Recovery Coordination Group, supporting redevelopment efforts. Additionally, they manage City personnel and volunteers, handle workers' compensation, and oversee volunteer management. This office may staff the Personnel Branch and the Communications Unit, along with other critical EOC positions as needed.

**Community Development Department.** The Community Development Department shoulders responsibilities related to public assets and infrastructure evaluation and damage assessment, GIS support, and administration of evaluations and permits in the recovery process. Representatives from Community Development lead the Planning Section and may serve in various EOC sections and branches as needed.

**Finance Department.** The Finance Department oversees all expenditures related to emergency management and response operations, including tracking and documentation necessary for recovery reimbursement. It provides representatives to staff the Finance Section and Logistics Section in the EOC, ensuring financial protocols are followed during emergency operations; and resources are made available inclusive of critical IT infrastructure.

**Community Services Department (Parks and Recreations).** The Community Services Department is responsible for supporting mass care operations, the Community Services Department mobilizes and deploys personnel and resources for shelter operations. It manages shelter facilities, coordinates with organizations like the American Red Cross, and reports damage assessment information related to park facilities. In addition, the department also serves in a primary role for the provision of services for people with access and functional needs (PAFN) during an emergency.

**North Central Fire Protection District.** The Fire Protection District is responsible for fire and medical operations within the city. It responds to immediate threats, provides support for emergency operations, and coordinates with other agencies. A Fire Protection District representative is appointed to serve in the Fire Branch of the Operations Section in the EOC.

**Police Department.** The Police Department is responsible for law enforcement operations and terrorism prevention within the city. It responds to immediate threats, provides support for emergency operations, and coordinates with other agencies. A Police Department representative is appointed to serve in the Law Branch of the Operations Section in the EOC.



**Public Works Department.** The Public Works Department plays a multifaceted role, including damage assessment, critical infrastructure restoration, debris management, transportation, evacuation, and general logistics operations. It also manages flood services and coordinates with the EOC and other agencies during emergency restoration efforts.

**EOC, DOC and Responder Personnel.** While this Emergency Operations Plan primarily focuses on the City's organizational response, all city employees with responsibilities for emergency functions are encouraged to have a personal and family preparedness plan. Employees reporting to the EOC, a department operations center (DOC), or field response operations should prioritize personal and family preparedness to ensure their availability during emergency situations.

Department	Management	Plans & Intel	Operations	Logistics	Fin & Admin	Recovery Group
City Manager's Office	✓			✓		✓
Community Development Department		✓				
Finance Department				✓	✓	
Community Services Department (Parks and Recreations)			✓			
North Central Fire Protection District			✓			
Police Department			✓			
Public Works Department			✓			

Table 3: City Department Mapping to EOC Sections

## 4.4 Role of the Private Sector

### 4.4.1 Contracted City Services

In the event of an Emergency Operations Center activation, each contract city service partner is responsible to support emergency response and recovery objectives and taking the lead regarding the emergency function to which they have been assigned. At a minimum contract City service partners will either provide a representative to the City EOC or provide a contact number for their Business Operations Center to coordinate people, resources, and information in order to manage an incident that occurs in the City, and to communicate emergency efforts between their organization and the City.

### 4.4.2 Residents

Residents are primary beneficiaries of the emergency management system but also play a crucial role. Before an emergency, they should undergo training, maintain supplies, and prepare for evacuation or shelter-in-place. Residents can join volunteer programs, such as Community Emergency Response Teams, and follow authorities' directions during emergencies.

### 4.4.3 Population with Access and Functional Needs

Populations with access and functional needs include those members of the community that may have additional needs before, during and after an incident in functional areas, including but not limited to maintaining independence, communication, transportation, supervision, and medical care.

Individuals in need of additional response assistance may include those who:

- Have disabilities – temporary and/or lifelong
- Live in assisted living settings
- Are elderly
- Are unaccompanied children
- Are from diverse cultures
- Have limited English proficiency or a non-English speaking
- Have sight or hearing losses (impairments)
- Are transportation disadvantage; or
- Other situations that would require assistance

Lessons learned from recent emergencies concerning people with disabilities and older adults have shown that existing paradigm of emergency planning, implementation and response must change to meet the needs of these groups during an emergency. These lessons show four areas that are repeatedly identified as most important to people with disabilities and older adults:

- **Communications and Public Information:** Emergency notification systems must be accessible to ensure effective communication for people who are deaf/hard of hearing, blind/low vision, or deaf/blind
- **Evacuation and Transportation:** Evacuation plans must incorporate disability and older adult transportation providers enable the movement of people with mobility impairments and those with transportation disadvantages
- **Sheltering:** Care and shelter plans must address the access and functional needs of people with disabilities and older adults to allow for sheltering in general population shelters
- **Americans with Disabilities Act:** When shelter facilities are activated, the State will work with local officials to ensure they accommodate the provisions of the Americans with Disabilities Act

#### 4.4.4 At Risk Individuals

Another perspective is to consider the needs of people who are not in contact with traditional emergency service providers. These people may feel they cannot comfortably or safely access and use the standard resources offered in preparedness, response, and recovery. These include, but are not limited to individuals who are:

- Homeless
- Without transportation
- Out of hearing range of community alert sirens/systems
- Without radio or television to know they need to take action
- Without access to telephones
- Visiting or temporarily residing in an impacted region
- Not familiar with available emergency response and recovery resources
- Limited in their understanding of English
- Geographically or culturally isolated

#### 4.4.5 Businesses

Most of the City’s critical infrastructure is owned and maintained by businesses and must be protected during a response to ensure a quick and complete recovery from an emergency. These

same businesses provide valuable resources before, during and after an emergency, as well as play a critical role in meeting the needs of those impacted by an emergency. They coordinate with governments to integrate emergency plans, follow hazard-specific plans, and develop comprehensive business emergency plans covering employee safety, business continuity, and cooperation with local emergency management.

#### 4.4.6 Volunteer Organizations

The City recognizes the value and importance of organizations that perform voluntary services in their community. These organizations have resources, which can augment emergency response and recovery efforts. Some examples of voluntary organization are the following:

- American Red Cross
- Community Emergency Response Team within the City or County
- Amateur Radio Groups within the City or County

#### 4.4.7 Public-Private Partnerships

The private sector provides valuable assistance and resources to support emergency response and recovery activities. The goal of the Public-Private partnership is to advise on:

- Appropriate agreements to provide for quick access to emergency supplies and essential services to minimize the need to stockpile such supplies during normal times
- Logistic measures required to quickly deliver needed supplies and services to affected areas
- Methods to utilize non-profit and private sector capabilities to increase the surge capacity of local agencies responding to emergencies
- Methods to promote the integration of the non-profit and private sectors into the emergency services system so that people can be better informed and prepared for emergencies
- Systems that aid business and economic recovery after an emergency

# 5 Direction, Control and Coordination

## 5.1 Direction and Control

In managing events surpassing field responders' capacity, the City holds the responsibility for coordinating resources, strategies, and policies. Tactical control remains with field Incident Commanders. The City Manager, operating through the Emergency Operations Center (EOC), directs and controls multi-departmental and multi-jurisdictional resource coordination. Policy decisions may be made by the EOC Manager/Director, staffed by the City Manager or designee.

## 5.2 Coordination

The City's Emergency Operations Center coordinates resource requests from the field and other jurisdictions. If demand exceeds supply, the EOC prioritizes resource allocation. If city resources are insufficient, requests escalate to the Operational Area Emergency Operations Center, which, if needed, coordinates with the Inland Regional Emergency Operations Center. The Regional Emergency Operations Center, in turn, collaborates with the State Operations Center. If necessary, the State Operations Center may request resources from the Federal Emergency Management Agency and other federal agencies.

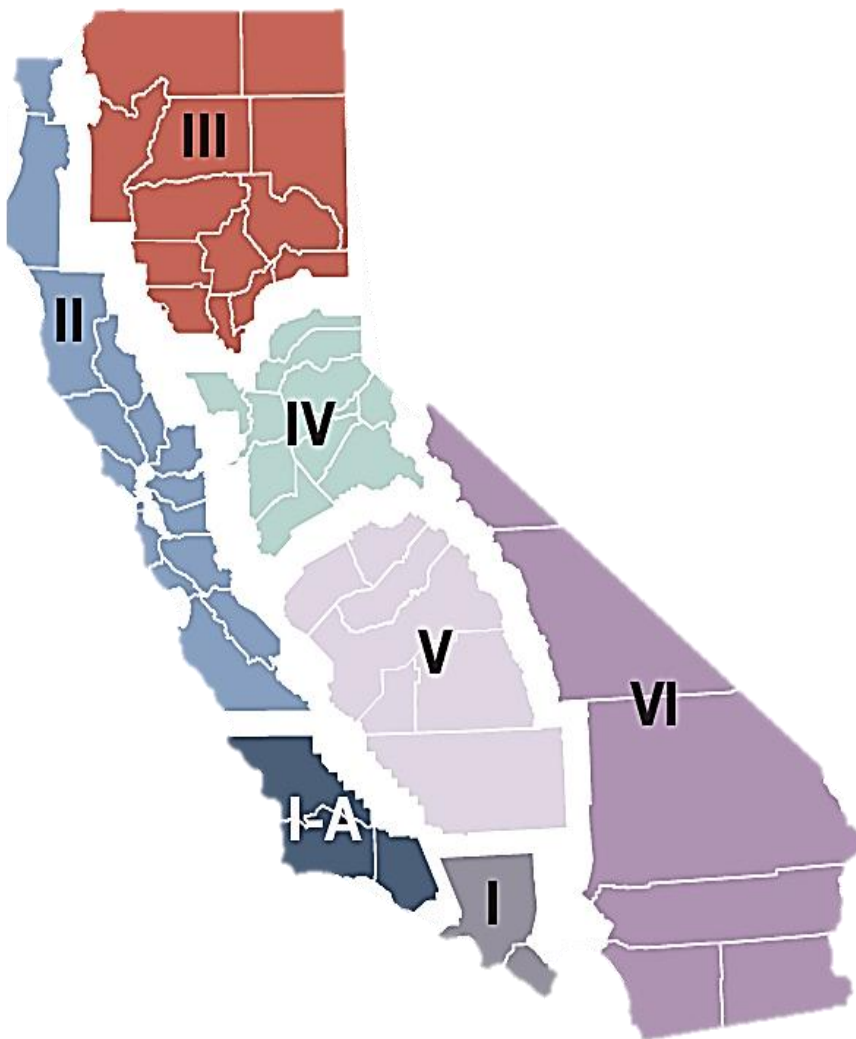
## 5.3 Multi-Entity/Jurisdiction Coordination and Mutual Aid

**Operational Area Coordination:** When an incident overwhelms City resources, additional support is sought from various entities and jurisdictions. Following the Standardized Emergency Management System (SEMS), requests for assistance are made through the operational area. For state and federal support, the operational area collaborates with the Regional Emergency Operations Center, adhering to SEMS, NIMS, and ICS structures.

**Coordinating with External Partners:** City representatives in the EOC ensure external partners, including private companies and non-profit organizations, operate within the city EOC's designated organizational structure. Coordination procedures for new partners are determined by the City EOC Manager/Director.

**Mutual Aid:** California's emergency assistance relies on a statewide mutual aid system. The California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA) obligates signatory entities to provide aid during emergencies. Four approved Mutual Aid Systems cover Fire and Rescue, Law Enforcement, Coroner, and Emergency Management. Informal mutual aid extends to Public Information, Medical and Health, Communications, Transportation Services, Facilities, Hazardous Material Mutual Aid System, Volunteer and Private Agencies. California's six mutual aid regions facilitate coordination and resource sharing within multiple Operational Areas.

A map of the Regions is shown in **Figure 7: California Mutual Aid Regions**. The City of Kerman, is located in Mutual Aid Region V.



### **Mutual Aid Coordination:**

Formal mutual aid requests follow specified procedures. Requests move through discipline-specific chains, such as fire or law enforcement, from one level of government to the next. The mutual aid coordinator processes requests and coordinates resources within their area. If resources are unavailable, the request is forwarded to the next higher level of government. Requests can originate from the Field Level, Local Government, Operational Area, Region, or State Level, depending on the scope and nature of the incident. Coordination ensures efficient resource allocation and response across jurisdictions.

Figure 7: California Mutual Aid Regions

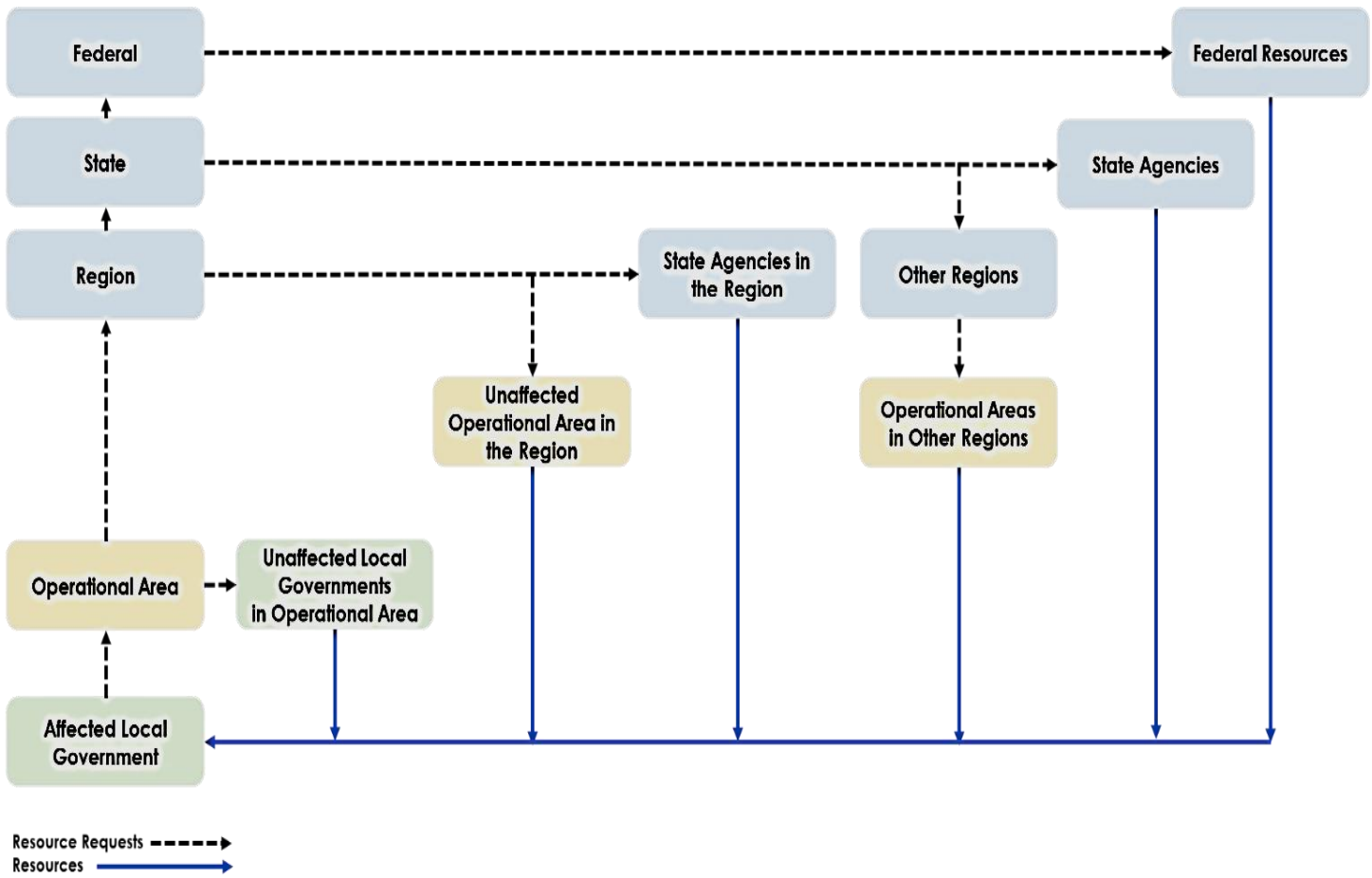


Figure 8: Flow of Requests and Resources

## 5.4 NIMS, SEMS, and ICS

Emergency management operations in the City adhere to the principles outlined by the National Incident Management System (NIMS), Standardized Emergency Management System (SEMS), and Incident Command System (ICS). These frameworks establish the groundwork for all emergency operations, offering a flexible organizational structure adaptable to incidents of any size, scope, or impact. This local plan aligns with and supports the Fresno County and Operational Area Response Plan.

The City manages internal operations per this plan, collaborating with county operations when necessary. The City EOC is organized into sections: Management Staff, Operations Section, Planning Section, Logistics Section, and Finance Section.

**NIMS (National Incident Management System):** NIMS, established by FEMA, serves as the national standard for incident management operations. Adopted by the City through resolution, NIMS ensures a standardized incident management system. ICS, within NIMS, defines the organizational structure for emergency management operations. Compliance with NIMS and ICS standards is crucial for federal reimbursement eligibility for emergency-related costs.

**SEMS (Standardized Emergency Management System):** Adopted by the City based on California emergency management standards, SEMS manages multi-agency and multi-jurisdictional responses. It facilitates communication and coordination across all system levels. SEMS is mandatory for local public agencies, as per California Government Code § 8607, to be eligible for state reimbursement.

Both NIMS and SEMS details can be accessed on FEMA's website and the California Office of Emergency Services (CalOES) website, respectively.

These systems, along with ICS, are integral components of the broader national emergency response structure. They address the need for a unified and coordinated approach at all levels of government, private sector, and non-governmental agencies. The National Incident Management System provides a consistent framework for incident management, integrating best practices into a nationwide approach for various emergencies.



INTRO	PURPOSE	CONCEPT OF OPS	ORG ASSIGNMENTS	DIRECTION, CONTROL	COMS	INFORMATION	ADMIN, FIN & LOGS	PLAN DEVELOPMENT	EOC OPS
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## National Incident Management System Structure:

- 1 **Command and Management**
- 2 **Preparedness**
- 3 **Resource Management**
- 4 **Communications and Information Management**
- 5 **Supporting Technologies**
- 6 **Ongoing Management and Maintenance**

## Standardized Emergency Management System Organization Levels:

- 7 **State Level:** Coordinates state resources and mutual aid.
- 8 **Region Level:** Manages information and resources within mutual aid regions.
- 9 **Operational Area:** Coordinates information and resources within a county's boundaries.
- 10 **Local Government (The City):** Involves cities, counties, and special districts.
- 11 **Field Level:** Where emergency response personnel and resources operate.

## Standardized Emergency Management System Functions:

- 1 **Command/Management:** Directs and controls resources at the field response level, and coordinates emergency policy and management at EOC levels.
- 2 **Operations:** Coordinates jurisdictional operations in response to the emergency.
- 3 **Logistics:** Provides facilities, services, personnel, equipment, and materials.
- 4 **Planning/Intelligence:** Collects, evaluates, and disseminates operational information, prepares incident action plans, and maintains situational awareness.
- 5 **Finance/Administration:** Manages financial and administrative aspects of the emergency.

This structured approach ensures a cohesive and effective response to incidents, aligning local, regional, and state efforts for comprehensive emergency management. The table below provides a comparison of Standardized Emergency Management Functions between the field and the Emergency Operations Center.

SEMS Function	Field Level	EOCs
Command / Management	Command is responsible for directing, ordering and/or controlling resources	Management is responsible for facilitation of overall policy, coordination, and support of the incident
Operations	The coordinated tactical response of all field operations in accordance with the Incident Action Plan	The coordination of all jurisdictional operations in support of the response to the emergency in accordance with the Emergency Center Action Plan
Planning & Intelligence	The collection, evaluation, documentation, and use of intelligence related to the incident	Collecting, evaluating, and disseminating information and maintaining documentation relative to all jurisdiction activities
Logistics	Providing facilities, services, personnel, equipment, and materials in support of the incident	Providing facilities, services, personnel, equipment, and materials in support of all jurisdictional activities as required
Finance & Administration	Financial and cost analysis and administrative aspects not handled by the other functions	Responsible for coordinating and supporting administrative and fiscal consideration surrounding and emergency incident

Table 4: Field and Emergency Operation Center Comparison

# 6 Communication

**City Emergency Operations Center (EOC):** In response to emergencies or potential threats, the City EOC establishes communication channels with various entities, including field responders, department-level personnel, media, and external agencies. Communication tools such as telephones, cell phones, radios, email, and internet applications (e.g., WebEOC) are utilized for direct communication.

The City EOC can connect with the Operational Area (OA) EOC to access the State OASIS satellite system. OASIS supports operational area entities by enabling direct satellite communication with the State's Regional EOC (REOC) and the State Operations Center (SOC). OASIS voice transmission functions like a standard telephone, while data transmission resembles a computer modem.

**City Operations and Responders:** In the field, City operational staff employ interoperable communications using radios to facilitate interaction with all responding departments and City entities. If necessary, alternative communication methods such as cell phones, text messaging, email, and amateur radio may be utilized. The interoperable radio system allows for seamless communication between Department Operations Centers (DOCs), EOCs, and the Incident Command Post (ICP) near the emergency site. DOCs and dispatch centers for private entities, like private EMS providers, maintain communication with the City EOC during activation.

**Notification and Warning:** Apart from effective communication, the government must employ efficient warning systems to alert and inform affected or at-risk populations during emergencies. The City utilizes Notify Me, a subscription based mass notification system that provides emergency alert notifications by phone, email, or text to keep citizens informed of emergencies such as evacuation notices, utility outages, water main breaks, fire or floods, chemical spills, or other emergency situations. Additional methods, such as special broadcasts or using public address systems while moving through streets, may also be employed to notify and warn citizens. Police and Fire departments may disseminate emergency warnings to individuals unreachable through primary warning systems.



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# 7 Information Collection, Analysis and Distribution

## Before an Incident:

Information, often sourced from weather reports, NOAA alerts, levee monitoring data, crime reports, and credible threats, is crucial before an incident. This data aids in EOC activation, preparing emergency personnel, and informing the city population. Advanced information enhances preparedness, helping size responder and resource needs. It also facilitates notifying and supporting individuals in harm's way, reducing potential harm.

## During an Incident:

Information gathered during incidents guides emergency decisions. Collected from various sources like field responders, DOCs, private entities, media, social media, and community members, it undergoes analysis, rumor control, and documentation by EOC sections. Documentation is shared with the Situation Unit in the Planning Section, contributing to the EOC Action Plan. Action Plans outline objectives, priorities, and task assignments, involving the EOC Director, Section Chiefs/Coordinators, and relevant staff.

Action Plans are verbal initially, applicable for short, limited-scope incidents. A written plan is required for broader responses, involving multiple agencies, spanning operational periods, or with fully staffed EOC functions. Plans address specific operational periods, regularly reviewed, and revised as needed.

The Planning Section Chief/Coordinator, with input from EOC Manager/Director and Operations Section Chief/Coordinator, establishes planning and information dissemination schedules. Meetings may vary in frequency based on operational levels. Situation status reports and Action Plans are shared through scheduled meetings, OASIS, radio, telephone, email, internet, or fax. Regardless of communication method, data verification is crucial, with unverified data clearly designated.

The City uses EOC forms for recording and reporting information.

## After an Incident:

Information collected during emergency operations is documented by the Planning Section. This data aids in post-emergency recovery, developing a history of actions and expenditures. It contributes to after-action reports documenting effective practices, tools, training needs, and areas for program enhancement. Various agencies collect information on social and economic impacts, relief support, and ongoing recovery operations.

## Emergency Public Information:

Emergency Public Information is a top priority during emergencies. The City government ensures accurate and timely information dissemination about conditions, threats, and protective measures. Centralized and coordinated Emergency Public Information function avoids conflicts and confusion among jurisdictions, agencies, and organizations involved.

# 8 Administration, Finance and Logistics

## 8.1 Administration

Emergency management operations supporting administration, finance, and logistics are primarily conducted in the Logistics and Finance Sections of the EOC, providing for the following:

- Track and document expenses
- Document all actions taken during emergency operations
- Procure necessary equipment, resources, and additional support
- Track and document city employee working hours
- Manage continuity of operations (COOP) for the city
- Develop staff rotation schedules for extended operations
- Manage compensation and claims related to emergency operations
- Track and document the deployment and utilization of resources
- Manage additional staff and volunteers to support emergency operations
- Manage financial and in-kind donations
- Oversee and manage information technology components and issues as they arise
- Other actions as appropriate

### 8.1.1 City Emergency Operations Policy Statement

**Limitations:** The plan serves as a guideline due to unpredictable outcomes in emergency response. Day-to-day functions may be suspended, and employees redirected to support emergency tasks.

**Suspension of Routine Activities and Availability of Employees:** Routine activities may be suspended during emergencies, and employees not assigned disaster-related duties may be made available to augment departmental work.

**Households of Emergency Response Personnel:** Employees on disaster response duties are encouraged to make arrangements for checking on their families, enhancing their efficiency during emergencies.

**Non-Discrimination:** All local activities will be carried out in accordance with federal nondiscrimination laws. It is the City's policy that no service will be denied on the basis of race,

religion, national origin, age, sex, marital status, veteran status, sexual orientation, or the presence of any sensory, mental, or physical disability.

**Citizen Preparedness:** The plan emphasizes individual responsibility, expecting citizens to be aware and prepared for emergencies, as City resources may be initially overwhelmed.

### 8.1.2 Disaster Service Workers

Under California Government Code, Section 3100-3109, all public employees are obligated to serve as Disaster Service Workers. Public employees (civil service) are all persons employed by any City, County, State agency or public district in the State of California. Disaster Service Workers provide services and support during declared emergencies or disasters.

In the event of a major emergency or disaster, City employees may be called upon to perform certain duties in support of emergency management operations, such as: serve in a position in the Emergency Operations Center, support shelter operations, or work at a logistics base in the field.

- City employees may be required to work at any time during a declared emergency and may be assigned to disaster service work
- Assignments may require service at locations, times and under conditions other than normal work assignments
- Assignment may include duties within the Emergency Operation Center, in the field or at another designated location

Under no circumstances will City employees that do not usually have a response role in their day-to-day responsibilities be asked to perform duties or functions that are hazardous, that they have not been trained to perform or are beyond their recognized capabilities.

### 8.1.3 Documentation

The Emergency Operations Center Finance/Administration Section will be responsible for maintaining records on damage assessment expenditures, recovery cost expenditures, insurance related documents, personnel overtime and other cost associated with the emergency.

The Emergency Operations Center Planning Section will maintain copies of documents that are integral to Emergency Operation Center functions such as Emergency Operation Center Action Plans, Situation Status Logs, Position Logs etc. that together make up the history and chronology of the emergency events.



## 8.2 Finance

In the case of a major disaster, the Emergency Operations Center will support county, state, and federal entities with cost recovery efforts, if requested and as able. City citizens may benefit from the Small Business Administration, and the City may benefit from the State and/or the Federal Emergency Management Agency Public Assistance Program. The City may assist the citizenry with public service announcement regarding available unemployment benefits, worker's compensation, and insurance benefits.

### 8.2.1 Expenditure Tracking

The city may be reimbursed for insurance, state and/or federal sources for disaster-related expense. The purpose of this section is to provide guidance on the record keeping requirements for claiming such expenses.

### 8.2.2 Eligible Expenses

Eligible costs are extraordinary costs incurred while providing emergency services required by the direct impact of a declared disaster and which service is the responsibility of the applicant agency. Eligible costs are generally considered to be the net costs over and above any increased revenue or subsidy of the emergency service. Ineligible expense includes costs for standby personnel and/or equipment and lost revenue.

### 8.2.3 Recordkeeping Requirements

State and federal governments require detailed information to support claims for reimbursement. Funding will be approved or denied based upon the information supplied by applicant agencies. Documentation supporting all cost claimed will be required, and all information must relate back to individual original source records. The following guidelines should be followed when documenting disaster-related reimbursable expenses:

- Costs and revenue associated with emergency operations should be segregated from normal operating expenses
- Separate records should be maintained for each vehicle and piece of heavy equipment used for emergency operations

- Vehicles and equipment documentation should include the limes and/or hours operated by location and operator
- Vehicle operating expenses should include fuel, tires, and maintenance
- Labor costs should be compiled separate from vehicle and/or equipment expenses
- Equipment documentation should include exactly where the equipment was used and for what; hours and minutes used; and the name of the equipment operator if applicable
- Revenues and subsidies for emergency operations must be subtracted from any costs claimed
- Requisitions, purchase orders, and invoices must be maintained for all supplies, materials and equipment expenses claimed
- Costs for supplies and materials must include documentation of exactly where resources were used and for what purpose
- All non-competitive procurements must be justified

Expenditure tracking should commence upon notice or obvious occurrence of a disaster. The following section focuses on logistics and resource management, priorities, and requests.

## 8.3 Logistics

### 8.3.1 Resource Management

The resource management function describes the system that will be utilized for identifying available resources within the City to enable timely, efficient, and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under the National Incident Management System (NIMS) includes mutual aid and assistance agreements, the use of special federal, state, territorial, tribal, and local teams, and resource mobilization protocols. This function specifically includes the management of personnel for emergency management operations and addresses necessary coordination efforts with local jurisdictions to secure necessary support and resources.

### 8.3.2 Resource Priorities

When activated, the City Emergency Operations Center establishes priorities for resource allocation during the emergency. All City resources are considered part of a pool, which may be allocated by the Emergency Operations Center to fulfill priority missions. Each department retains control of its non-assigned resources until released for an emergency assignment by the Emergency Operations Center.

### 8.3.3 Resource Requests

Resource requests will be made through one of the following processes:

- Discipline-specific (usually Fire and Law) mutual aid systems: Request for resources that are normally within the inventories of the mutual aid system will go from local coordinator to Operational Area Mutual Aid Coordinator to the Regional Mutual Aid Coordinator.
- All other resource request will be made through the logistics function at each level.

Resource requests from the City will be coordinated with the Fresno Operational Area Emergency Operations Center to determine if the resource is available internally or other more appropriate sources located within the Operational Area. Emergency Management Mutual Aid Coordinators at each level will keep the Operations Chief informed of the status of resource request and allocations. Coordinators at each level will communicate and coordinate with each other to maintain current status on resource requests and allocations within the disaster area.

Resource requests from the City Emergency Operations Center to the Fresno Operational Area Emergency Operations Center may be verbally requested and then documented. Available resources will be allocated to the requesting local government, if a request for a specific resource exceed the supply, the available resources will be allocated consistent with the priorities established through the action planning process. The Section Chiefs in the Emergency Operations Center are responsible for ensuring that priorities are followed.

Resource requests for equipment, personnel, or technical assistance not available to the City should be coordinated with the Fresno County Emergency Operations Center to the Inland Region Regional Emergency Operations Center. Once the request is coordinated, approved and resources deployed, planning in coordination with various Operational Branches, is important for tracking the resources.



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# 9 Plan Development and Maintenance

This section of the City EOP discusses the overall approach to plan development and maintenance responsibilities.

This plan is developed under the authority of the City Manager's office in accordance with the City's Emergency Organization who has the primary responsibility for ensuring that necessary changes and revisions to this plan are prepared, coordinated, published, and distributed. The City uses the planning process prescribed by the Federal Emergency Management Agency and the State of California. This Plan and supporting documentation are reviewed and updated on a regular basis. The review and updates are coordinated with City Departments, Fresno County and relevant response partners.

The City Manager is responsible for ensuring that necessary changes and revisions to this plan are prepared, coordinated, published, and distributed.

## 9.1 Administrative Practices

Adherence to standard administrative and financial procedures is critical to ensure resources and funding to support response and recovery activities are accurately tracked and accounted for. Standard administrative and financial practices also support proper cost accounting in order to obtain any reimbursement provided through disaster assistance programs.

The City follows administrative practices required by state law and the SEMS Guidelines in Part III of the *SEMS Guidelines* documents California's Emergency Management administrative practices.

## 9.2 Standard Operating Procedures (SOP)

This Plan aligns with county, operational area, and State plans and associated SOPs. Inconsistencies with the State Emergency Plan result in the state plan superseding supporting plans. SOPs provide details for performing functions uniformly and may be adjusted under threat of disaster, with careful consideration and realistic projection of consequences.

## 9.3 Training and Exercises

All city department personnel that are designated responsible for staffing the EOC are required to complete training related to emergency management operations. All designated personnel will be provided a copy of this plan and are required to read and become familiar with the plan.

A multi-year training and exercise plan (MYTEP) will be developed and followed that will identify and prioritize the levels of training and exercises the City will follow. This MYTEP should, as best as possible, align with other trainings and exercises within the operational area to ensure practice and integration with OA partners as often as possible.

Partner jurisdictions and agencies having assigned responsibilities under this plan must ensure their assigned personnel are properly trained to carry out identified responsibilities. Individual jurisdictions and agencies are responsible for maintaining their own plans, training, and program maintenance.

Additionally, the City may opt to include and have EOC personnel participate in the Cal OES EOC credentialing program, which credentials EOC staff in specific EOC positions and helps ensure that personnel possess the minimum knowledge, skills, and experience necessary to execute emergency management EOC activities safely and effectively. Additional information on the Cal OES EOC credentialing program can be found:

<https://www.caloes.ca.gov/cal-oes-divisions/california-specialized-training-institute/credentialing-certificate-programs/eoc-position-credentialing-program>

Finally, training and exercises involve a variety of scopes, scales, and participation. Training can include the following:

**Drills.** A drill is a small, organized exercise that tests one specific action, such as evacuation of a building, or sheltering-in-place.

**Tabletop exercises.** A tabletop exercise is a discussion-based exercise in a low-stress environment to discuss a possible emergency scenario.

**Functional exercise.** A functional exercise is an activity designed to exercise a single function, or multiple functions through the simulation of a realistic scenario. The functional exercise is designed to simulate real conditions in the EOC, and as such includes time constraints on decision making and, by its nature, allows for a more stressful environment.

**Full-scale exercise.** A full-scale exercise is an activity involving multiple agencies, jurisdictions, entities, organizations, etc., and exercises multiple functions through the simulation of a realistic scenario. This exercise includes the mobilization and utilization of city resources.

## 9.4 Essential Records Retention

Administrative records maintenance is continuous. During an emergency, entities ensure documentation is collected, covering personnel activities, equipment use, and emergency expenditures. Records are protected and maintained for audit purposes post-response. The Cost Unit handles cost recovery records and aids in collecting missing information. Problem areas are identified, corrective measures taken, and employees retrained in updated procedures.

## 9.5 After Action Reports and Corrective Actions

SEMS regulations mandate completing an After-Action Report (AAR) for each Governor-proclaimed emergency within 120 days. Additionally, any jurisdiction responding to a Local Emergency with a State of Emergency proclamation must submit an AAR to Cal OES within 90 days of the emergency's close. Corrective actions, stemming from identified issues in the response or exercises, are crucial. Recommendations for improvements, from individual agency plans to system-wide enhancements, are tracked to ensure implementation. The AAR includes response actions, SEMS application, plan modifications, lessons learned, areas of improvement, best practices, needed training, and recovery activities. Findings and recommendations inform updates to the City EOP, with input from all personnel involved in the incident or exercise.



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# 10 Authorities and References

## FEDERAL

### Authorities

- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, 42 U.S.C. 5121, et seq., as amended
- Homeland Security Presidential Directive 5, Management of Domestic Incidents, February 28, 2003
- Homeland Security Presidential Directive 8, National Preparedness, December 17, 2003
- The Code of Federal Regulations, Title 44, Chapter 1, Federal Emergency Management Agency, October 1, 2007
- Public Law 920, Federal Civil Defense Act of 1950, as amended
- Public Law 84-99, U.S. Army Corps of Engineers - Flood Fighting
- Public Law 93-288, Federal Disaster Relief Act of 1974
- Public Law 107-188, Bio-terrorism Act, June 2002
- Public Law 107-296, Homeland Security Act, January 2002
- Executive Order 13228, Office of Homeland Security, October 8, 2001
- Executive Order 13231, Critical Infrastructure Protection, October 16, 2001
- Executive Order 13234, Citizens Prepared, November 9, 2001
- Presidential Decision Directive 39 - U.S. Policy on Counterterrorism, June 1995
- Presidential Decision Directive 62 - Combating Terrorism, May 1998
- Presidential Decision Directive 63 – Critical Infrastructure Protection, May 1998
- National Security Presidential Directive 17 - National Strategy to Combat Weapons of Mass Destruction

### References

- National Response Framework (as revised)
- National Incident Management System
- Federal Emergency Management Agency's (FEMA) Comprehensive Preparedness Guide (CPG) 101: Developing and Maintaining Emergency Operations Plans, November 2020, Version 3.0 (draftv0.5)

## STATE

### Authorities

- California Disaster Assistance Act, California Government Code Section 8680 et. seq.
- California Disaster and Civil Defense Master Mutual Aid Agreement

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- California Government Code, Title 1, Chapter 4, Division 8, Section 3100 - Disaster Service Workers
- California Government Code, Title 1, Chapter 4, Division 8, Section 8635 - Continuity of Government
- California Government Code, Title 2, Division 1, Chapter 7 – California Emergency Services Act
- California Government Code, Title 19, Division 2 – Standardized Emergency Management System
- California Water Code, § 128-Department of Water Resources - Flood Fighting

**References**

- Standardize Emergency Management System
- California Disaster Assistance Act
- California State Emergency Plan, October 1, 2017 (2023 version in Draft)

**COUNTY**

**Authorities**

- Fresno County Emergency Services Code of Ordinances Chapter 2.68 as amended

**References**

- Fresno County Emergency Plan 2018
- Fresno County Hazards Mitigation Plan 2018

**CITY**

- City Resolution No. 06-75 adopting the Emergency Operations Plan, Basic Plan and designates the City Manager as the Director of Emergency Services 2006
- City of Kerman, California Municipal Code, Chapter 2.52 Emergency Organization
- City of Kerman, 2040 General Plan, Section 7-1 Public Health and Safety

# 11 Appendix A – EOC Operations

## 11.1 EOC Activation

The City EOC serves as a central hub for inter-agency coordination and executive decision-making to support incident response and recovery operations in Kerman. Its primary goal is to provide a centralized location where public safety, emergency response, and support agencies collaborate on planning, preparedness, and response activities. The EOC does not directly command on-scene response efforts but facilitates coordination through:

1. Collecting, evaluating, and disseminating incident information.
2. Analyzing jurisdictional impacts and establishing priority actions.
3. Managing requests, procurement, and utilization of resources.

Decisions made in the EOC are broad in scope, offering general guidance on priorities. Information flows through the EOC Manager/Director, while tactical decisions are coordinated by field response personnel. The EOC acts as a coordinated link between the Chief Elected Official (CEO) of each jurisdiction and the field personnel responsible for executing event priorities.

## 11.2 EOC Facilities

The main City of Kerman’s EOC is co-located with the North Central Fire Protection District Station 55 at:

Address	15850 W. Kearney Blvd Kerman, CA 93630
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In the event that the North Central Fire Protection District Station is not available the EOC will be relocated to the Kerman City Hall at:

Address	850 S Madera Ave. Kerman, CA 93630
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## 11.3 Initial Response

Initial field response operations will be carried out by relevant City departments, member jurisdictions, volunteer agencies, and segments of the private sector. During these initial response efforts, the focus will be on saving lives, protecting property and the environment, gaining control of the situation, and minimizing the impact of the emergency. The Incident Command System will be employed to effectively manage and control the response operations.

The management of the disaster/event may involve City emergency responders exclusively or may include collaboration with other agencies through the mutual aid system. If the resources available at the field response level are inadequate to mitigate the situation, the Incident Commander has the authority to request the activation of the City Emergency Operations Plan or the Emergency Operations Center to provide support for field operations.

Field Reports, generated by incident responders, contain information about the nature, severity, and extent of the situation. This information is crucial for assessing the overall impact of the disaster/event and determining the appropriate level of response required for the City.

### 11.3.1 Levels of EOC Activation

The City EOC may be activated as needed to support City emergency operations. The EOC may be activated by one of the following:

- City Manager
- City Manager designated alternate
- Upon the request of the City Council/Disaster Council
- Upon the request of the Field Incident Commander

The City has developed EOC activation criteria that include conditions based on a hazard analysis as well as regulatory requirements. The goal is a rapid EOC activation when it is needed.

Three levels of activation have been identified that will provide EOC staffing commensurate with the coordination needs of varying emergency situations. **Table 5: EOC Activation Criteria**, contains the activation criteria for the City EOC.

Activation Level	Detail	Event or Situation	Minimum Staffing
<b>Three</b>	<ul style="list-style-type: none"> <li>Level Three is a minimum activation. This level may be used for situations which initially only require a few people</li> </ul>	<ul style="list-style-type: none"> <li>Events with potential impacts on the health &amp; safety of the public and/or environment</li> <li>Weather Alerts</li> <li>Incident involving 2+ departments</li> <li>Low risk planned event</li> <li>Wind or rainstorm</li> <li>Power outage and Stage 1 &amp; 2 emergencies</li> </ul>	<ul style="list-style-type: none"> <li>EOC Director</li> <li>Other Designees (Such as Section Coordinators,)</li> </ul>
<b>Two</b>	<ul style="list-style-type: none"> <li>Level Two activation is normally achieved as an increase from Level Three or a decrease from Level One. This activation level is used for emergencies or planned events that would require more than a minimum staff but would not call for a full activation/staffing</li> </ul>	<ul style="list-style-type: none"> <li>Two or more large incidents involving 2 or more departments</li> <li>Major wind or rain</li> <li>Major scheduled event</li> <li>Large scale power outage and Stage 3 power emergencies</li> <li>Hazardous Material Incident involving large scale or possible large-scale evacuations</li> </ul>	<ul style="list-style-type: none"> <li>EOC Director</li> <li>Section Coordinators</li> <li>Branches &amp; Units as appropriate</li> <li>Liaison/Agency Representatives as appropriate</li> <li>Public Information Officer</li> </ul>
<b>One</b>	<ul style="list-style-type: none"> <li>Level One activation involves a complete &amp; full activation of all organizational elements &amp; staffing. Level One would be the initial activation for any major emergency requiring acute State help.</li> </ul>	<ul style="list-style-type: none"> <li>Major County/City or Regional emergency, multiple departments with heavy resource involvement</li> </ul>	<ul style="list-style-type: none"> <li>All EOC as appropriate</li> </ul>

Table 5: EOC Activation Criteria

### 11.3.2 EOC Notification/Personnel Recall

Key personnel will receive notifications of an impending or actual emergency, as well as the activation of the Emergency Operations Center (EOC), by the City Manager or Designee. These key city personnel reach out and notify support staff. Each City Department assigned a response and recovery mission to maintain alert and recall phone trees.

If EOC activation becomes necessary, the City Manager or Designee will notify everyone on the EOC Recall List and provide directions to the primary EOC. If the primary EOC is unavailable or inaccessible, the alternate EOC will be activated.

The EOC Emergency Recall List includes personnel representing each Standardized Emergency Management System (SEMS) function in the Emergency Operations Center, along with other technical support employees of the City. Activation of the Emergency Recall List occurs when an emergency or disaster affects the City and poses a significant threat to life, property, and/or the environment.

Maintenance of the Emergency Recall List is overseen by the City Manager’s Office. Activation of the Emergency Recall List is carried out by the City Manager or Designee at the request of the:

- City Manager
- City Manager designated alternate
- Upon the request of the City Council/Disaster Council
- Upon the request of the Field Incident Commander with approval from the City Manager or City Manager designated alternate

Notification Implementation begins with the City Manager, and if unreachable, designees are contacted until someone assumes the EOC Manager/Director position. Dispatchers provide the EOC Manager/Director with a comprehensive status report of the incident or disaster, detailing damage sustained, current response actions, resource status, etc. Based on this information, the EOC Manager/Director decides which parts of the Emergency Recall List to implement, including activating specific sections of the City’s Emergency Operations Center.

Additionally, the EOC Manager/Director, when appropriate, directly informs the City Council of the situation. The EOC Manager/Director may request that dispatchers notify the Operational Area of the EOC activation.

Recalled personnel, upon notification, should inform their families, retrieve their emergency operations go bag, and report to the designated City Emergency Operations Center. Preparedness for an extended stay is essential, contingent on the nature of the disaster and its expected duration. Each department head is responsible for assigning three (3) alternates for each key position and ensuring that all designated alternates possess knowledge and training in their EOC-assigned job functions.

## 11.4 EOC Operations

### 11.4.1 Summary of EOC Operations

In accordance with State law, the City operates under the Standard Emergency Management System (SEMS), categorized as Local Government, one of the five SEMS levels. As the Local Government level, the City manages and coordinates information, resources, and priorities within its boundaries, serving as the coordination link between the Field Level and the Operational Area. The City, in its role as the Local Government, is responsible for:

- Establishing coordination and communications with Incident Commanders either through department operations centers to the EOC, when activated, or directly to the EOC, when activated.
- Using existing mutual aid systems for coordinating fire and law enforcement resources, while maintaining the coordination of discipline-specific resources through their established mutual aid systems.
- Establishing coordination and communications between the local government EOC, when activated, and any federal, state, or local emergency response agency having jurisdiction within the local government's boundaries.
- Using multi-agency or inter-agency coordination to facilitate decisions for overall local government level emergency response activities.

## 11.5 Emergency Operation Center Protocols

The City EOC serves as a central authority and information hub, facilitating face-to-face coordination for personnel making emergency decisions. Key functions include:

- Managing and coordinating emergency operations.
- Receiving and disseminating warning information.
- Developing emergency policies and procedures.
- Collecting and disseminating intelligence to EOC representatives, and, as appropriate, to County/Operational Area, State, and Federal agencies or other activated Emergency Operation Centers.
- Preparing intelligence/information summaries, situation reports, operational reports, and other necessary reports.
- Maintaining maps, information display boards, and data related to emergency operations.
- Continually analyzing and evaluating all data related to emergency operations.

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- Controlling and coordinating operational and logistical support for departmental resources committed to the emergency.
- Maintaining contact and coordination with support Departmental Operation Centers (DOCs) and the Operational Area EOC.
- Providing emergency information and instructions to the public, making official releases to the news media, and scheduling press conferences, as necessary.

Departments with critical response functions may also activate their Departmental Operation Centers (DOC) to act as conduits of information between field operations and the EOC.

## 11.6 Management Organization

The City EOC structure aligns with SEMS regulations, which require local governments to provide five functions: management, operations, planning/intelligence, logistics, and finance/administration. These functions, detailed in **Table 6: SEMS Functions**, form the basis for structuring the City EOC organization. The organizational structure includes:

- Representatives from the Operational Area.
- Mutual Aid Coordinators or their representatives from discipline-specific mutual aid systems.
- Coordinators for other major functions required for mutual aid and inter-jurisdictional coordination.
- Representatives from other agencies, community-based organizations, the private sector, and volunteer service programs, functioning as liaisons between their organizations and the City EOC.
- Other functions as needed to fulfill the local government responsibilities of the lead agency.



Primary SEMS Function	Role of Local Government Level
<b>Management</b>	Responsible for overall emergency policy and coordination through joint efforts of governmental agencies and private organizations
<b>Operations</b>	Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the local government’s action plan.
<b>Planning/ Intelligence</b>	Responsible for collecting, evaluating, and disseminating information; developing the local government action plan in coordination with other functions; and maintaining documentation.
<b>Logistics</b>	Responsible for providing facilities, services, personnel, equipment, and materials.
<b>Finance/ Administration</b>	Responsible for financial activities and other administrative aspects, including documenting all costs and expenditures associated with a declared disaster.

Table 6: SEMS Functions

## 11.7 Resource Management

Resource requests from the field and city departments, as well as requests to the operational area level, follow specific processes:

- Discipline-specific mutual aid systems handle requests for resources normally within their inventories, moving from local coordinator to Operational Area Mutual Aid Coordinator to Regional Mutual Aid Coordinator.
- Other resource requests go through appropriate branches in the Operations Section, which then initiate the request through the Logistics Section at each level, emphasizing lateral coordination with other EOC functions.
- Internally, resource requests within the City EOC are coordinated to determine availability within City supplies, with allocations based on priorities established through the action planning process.
- Resources not available within the City are requested through the Operational Area level. Requests are coordinated internally before moving to the Operational Area level. Functional coordinators in Operations and Logistics track resource requests.

## 11.8 EOC Information Management

Within the City EOC, EOC Forms are utilized for written communications between Sections, Branches, and Units. These forms facilitate the ordering of disaster/event-related resources and record information to be transmitted to other EOC components. While face-to-face communication remains essential, EOC Forms ensure a paper trail of critical verbal communication is maintained, if not recorded on duty logs. City EOC Forms and other pertinent documents and templates are located in the Form and Tools section of this plan.

Acting as the Local Government, the City coordinates emergency activities within its boundaries, enhancing, not replacing, any member jurisdiction’s emergency operations. It also serves as the communications link between the field and the Operational Area, providing a single point of contact for information on the emergency situation, resource needs, and priorities. The transmission of information to the Operational Area Emergency Operations Center occurs electronically via the Operational Area Response and Recovery System (OARRS), a web-based system serving as the OA’s primary tool for reporting status and needs to the OA.

### **Critical information from the City to the Operational Area EOC is submitted via OARRS on a Preliminary Report, Situation Summary, Status Report, and a Flash Report:**

- Preliminary Report: Transmits information to the Operational Area Emergency Operations Center during the first two hours after an event.
- Situation Summary: Assesses the emergency, identifying major incidents/problems and response and recovery priorities. Used after the first two hours of an event.
- Status Report: Provides data about the effects of the emergency in several categories. Transmitted to the State together with the Situation Summary.
- Flash Report: Transmits vital and/or time-sensitive information between the State and County/Operational Area outside regularly scheduled Situation Summaries and Status Reports.

### **Resource requests follow specific processes:**

- Discipline-specific mutual aid systems handle requests for resources within their inventories, moving from Local Coordinator to Operational Area Mutual Aid Coordinator to Regional Mutual Aid Coordinator.
- All other resource requests go through the operations and logistics functions at each level.

- Resource requests from jurisdictions within the City are coordinated to determine availability from other departments or sources within the City. Mutual Aid Coordinators at each level keep Operations Chiefs informed of resource request status and allocations.
- Resource requests to the Operational Area are usually submitted through CALEOC. Available resources are allocated to the requesting local government. If requests for a specific resource exceed the supply, available resources are allocated based on priorities established through the action planning process, with the Section Chiefs of the Operational Area EOC ensuring priority adherence.
- Resources not available within the Operational Area are requested through the regional level, the State's Coastal Region EOC. Resource requests are coordinated internally at the Operational Area level before being forwarded to the regional level. The Resource Status Unit Leader in the Logistics Section, in coordination with various Operations Branches, is responsible for tracking resource requests.

## 11.9 EOC Action Planning

The City EOC utilizes action plans to establish clear and measurable processes for identifying objectives and priorities for an event. Action planning, an essential management tool, involves:

- Identifying priorities and objectives for emergency response or recovery efforts.
- Documenting priorities, objectives, tasks, and personnel assignments associated with meeting the objectives.

The action planning process involves the EOC Director, Section Chiefs, and other EOC staff as needed, such as special districts and other agency representatives. The Planning Section facilitates the action planning meeting, completes, and distributes the action plan, which covers a specified operational period, ranging from a few hours to 24 hours. The operational period is determined by establishing priority actions and setting a reasonable timeframe for accomplishing those actions.

## 11.10 EOC Coordination

Effective inter-agency coordination, both inside and outside the EOC, is crucial for:

- Establishing overall priorities.
- Allocating critical resources.
- Developing strategies for handling multi-agency and multi-jurisdictional response problems.

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- Sharing information.
- Facilitating communications.

Inter-agency coordination is integral to the City EOC's functioning, with representatives from departments and agencies collaborating to coordinate the City's emergency response. Agency representatives from local governments, including special districts, community-based organizations, volunteer services programs (VSPs), and private organizations, may participate with EOC functional elements in coordinating the city's response effort. Coordination with agencies not represented in the EOC may be achieved through various electronic means.

### 11.10.1 Field Responders

City EOC communications and coordination must be established with city field responders responding to the emergency. When Departmental Operations Centers (DOCs) are not activated, Incident Commanders in the field report directly to the Operations Section Chief in the City EOC via City dispatchers or other available methods. When City Departments activate their DOCs, the Field Incident Commander continues to report directly to the Operations Section Chief in the City EOC, providing status reports to their DOC.

### 11.10.2 Departmental Operation Centers (DOCs)

The appropriate City EOC Section/Branch/Unit coordinates with DOCs to obtain information for advance planning, logistical needs, available personnel and equipment resources, and other required information. DOCs assist the City EOC in supporting field operations.

### 11.10.3 Operation Area

During EOC activation, direct communications and coordination may be established with the Operational Area and any Operational Area member jurisdictions, especially if an emergency incident occurs between the City limits and a neighboring jurisdiction. Communications will be established initially by any available means and with whoever is available, regardless of their functional EOC position. Ideally, communications and coordination with the Operational Area EOC and neighboring City EOCs will align along functional lines. Whenever possible, an agency representative from the City should report to the Operational Area EOC when the City EOC is activated, ensuring adequate coordination and information exchange arrangements.

### 11.10.4 Private and Volunteer Agencies

Coordination of response activities with many non-governmental agencies primarily occurs at the field level. However, the City EOC establishes coordination with private and volunteer agencies with multi-jurisdictional or city-wide response roles. Key response agencies are encouraged to have representatives at the City EOC, while coordination with those without representatives occurs through telecommunications.

### 11.10.5 Special Districts

Special districts typically focus on their normal services or functional area of responsibility in emergency response. Ideally, the special district involved in emergency response will have a representative at the City EOC, serving as the focal point of coordination and working with other local government representatives in the EOC. If a special district cannot send a representative, the Liaison Officer in the EOC is responsible for establishing communications and coordination with the special district.

### 11.10.6 Region Emergency Operations Center

Direct coordination and communications with the Inland Region Emergency Operations Center (REOC) are crucial. Coordination occurs through:

- Primary Method: The REOC sends a field representative to the Operational Area.
- Alternate Method: The Operational Area and the REOC coordinate through various telecommunications systems.

Coordination and communications between the County EOC and the Region EOC occur between the five SEMS functions. Direct coordination and communications are established between the Operational Area Mutual Aid Coordinators, located in the County EOC, and the Region's Mutual Aid Coordinator, located in the State's Coastal Region EOC. These coordinators may function from their respective Operational Area and regional EOCs or other locations depending on the situation and the mutual aid system.

### 11.10.7 State & Federal Field Response

In some instances, State or Federal agencies may be part of field responses in the County. Coordination is established when a State or Federal agency is involved in field operations:

- State agency field response may result from various scenarios, and coordination occurs with the City EOC. State agencies may be found in any ICS section, branch, or unit, or part of a Unified Command, with their location determined by the incident.

INTRO	PURPOSE	CONCEPT OF OPS	ORG ASSIGNMENTS	DIRECTION, CONTROL	COMS	INFORMATION	ADMIN, FIN & LOGS	PLAN DEVELOPMENT	EOC OPS
-------	---------	----------------	-----------------	--------------------	------	-------------	-------------------	------------------	---------

- Federal field response, arising from specific scenarios or a military aircraft accident, involves coordination with the City EOC. Federal agencies may be part of any ICS section, branch, or unit or part of a Unified Command, with their location determined by the incident.

Effective coordination ensures seamless communication and collaboration among all involved entities during emergency response efforts.

## 11.11 EOC Organizational Chart and EOC Section Overview

The following pages contain functional descriptions for each section in the City EOC. **Figures 9-11** are examples of EOC Organization Charts by EOC Activation Level.



Figure 9: EOC Organizational Chart [Level One Activation – All EOC Roles]



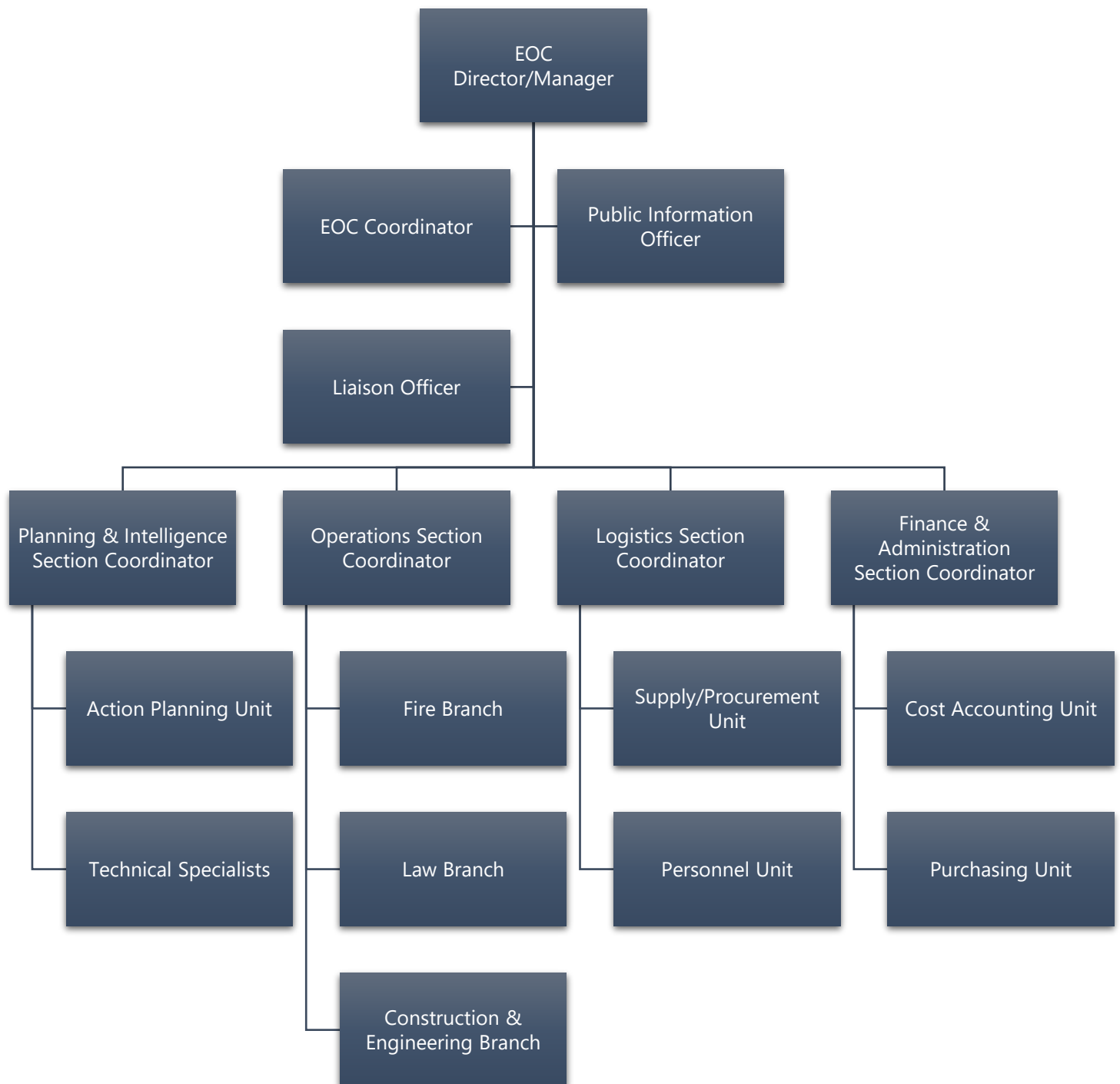


Figure 10: EOC Organizational Chart [Level Two Activation - Example]

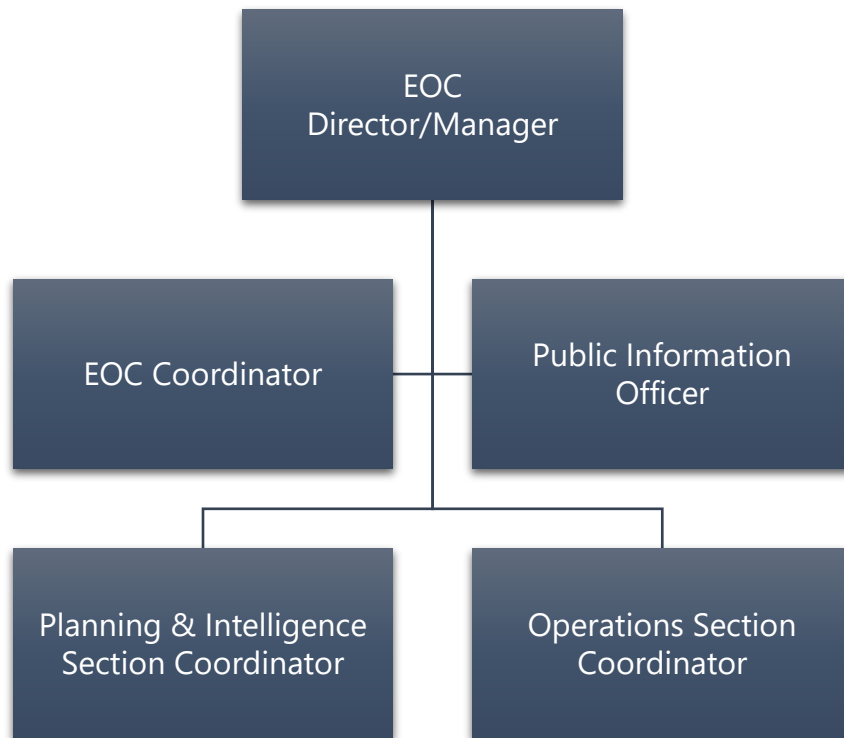


Figure 11: EOC Organizational Chart [Level Three Activation - Example]

### 11.11.1 Management Section

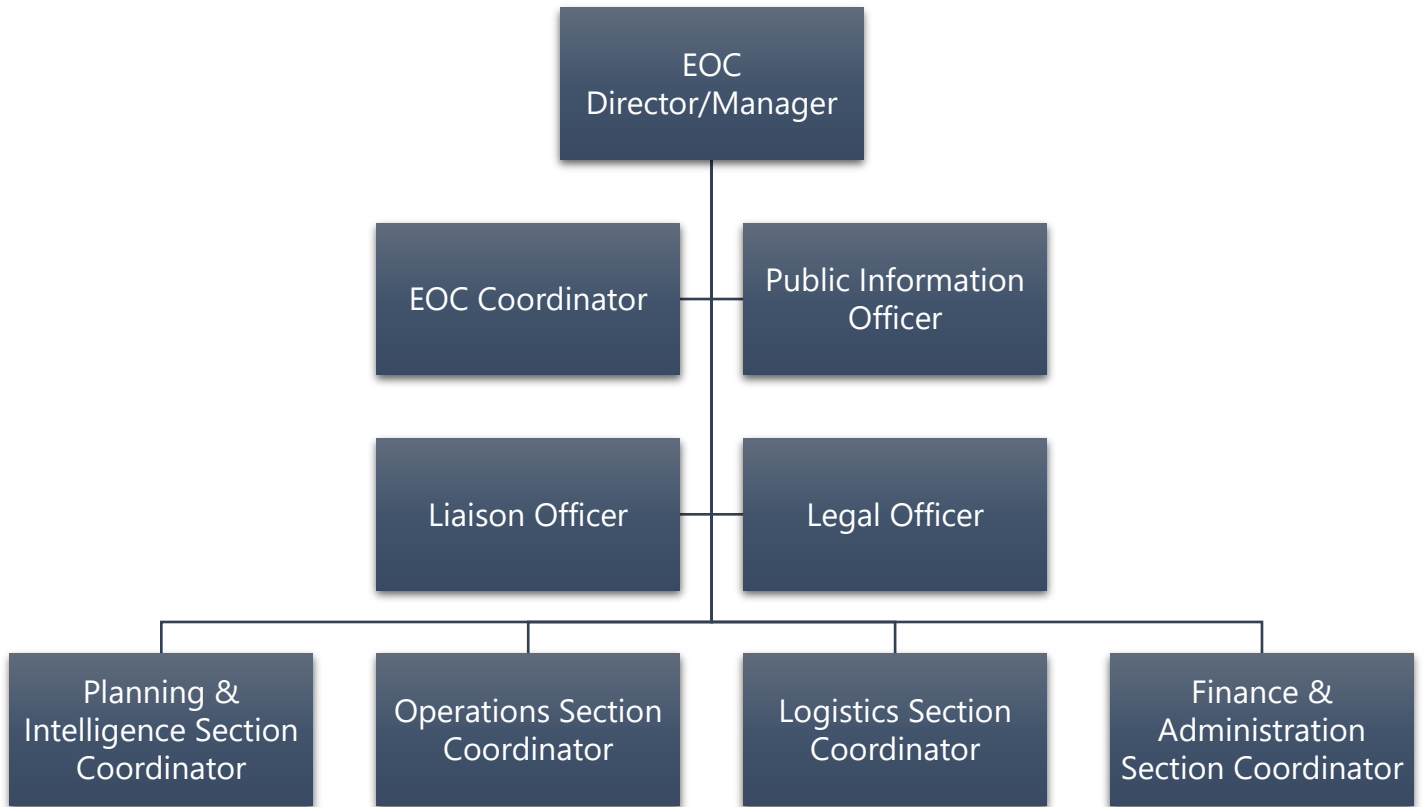


Figure 12: EOC Management Section

INTRO	PURPOSE	CONCEPT OF OPS	ORG ASSIGNMENTS	DIRECTION, CONTROL	COMS	INFORMATION	ADMIN, FIN & LOGS	PLAN DEVELOPMENT	EOC OPS
-------	---------	----------------	-----------------	--------------------	------	-------------	-------------------	------------------	---------

**Section Overview:**

- The Management Section is responsible for overall emergency policy and coordination.

**Section Responsibilities Include:**

- Overall management and coordination of emergency response and recovery operations
- Oversee and manage all Sections in the EOC.
- Coordinate and liaison with appropriate federal, state, local government, private and volunteer entities
- Establish priorities and resolve demand conflicts
- Prepare and disseminate emergency public information, other essential information and data about impacts and damage

**Figure 12: EOC Management Section**, above, shows all of the positions that are part of the EOC Management Section.

## 11.11.2 Operations Section

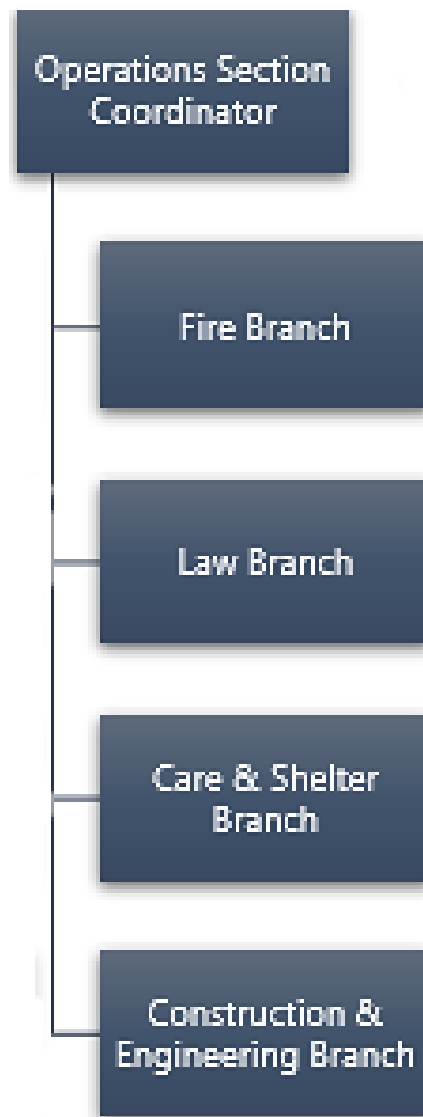


Figure 13: EOC Operations Section

INTRO	PURPOSE	CONCEPT OF OPS	ORG ASSIGNMENTS	DIRECTION, CONTROL	COMS	INFORMATION	ADMIN, FIN & LOGS	PLAN DEVELOPMENT	EOC OPS
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**Section Overview:**

- The Operations Section is primarily responsible for managing the operations of various response elements involved in the disaster/emergency

**Section Responsibilities Include:**

- **Fire:** Fire/Rescue, Hazardous Materials, Emergency Medical Services, Environmental Preservation
- **Law:** Coroner, Law Enforcement, Investigations, Security
- **Care & Shelter:** Care and Shelter
- **Public Works:** Street, Traffic, Utilities, Solid Waste, Wastewater, Parking, Facility and Vehicle Maintenance
- **Construction & Engineering:** Building Safety, Building Damage, and Safe Access

**Figure 13: EOC Operations Section**, above, shows all the positions that are part of the EOC Operations Section.

### 11.11.3 Planning & Intelligence Section

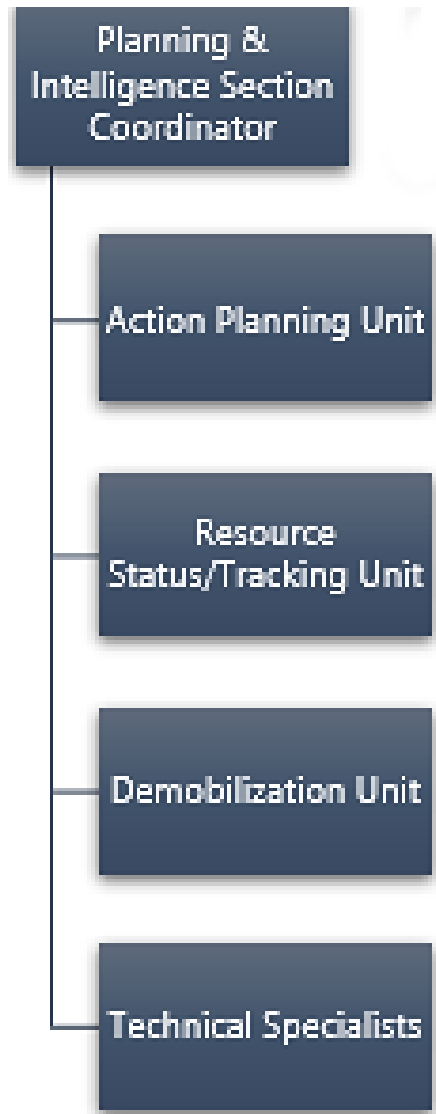


Figure 14: EOC Planning & Intelligence Section

INTRO	PURPOSE	CONCEPT OF OPS	ORG ASSIGNMENTS	DIRECTION, CONTROL	COMS	INFORMATION	ADMIN, FIN & LOGS	PLAN DEVELOPMENT	EOC OPS
-------	---------	----------------	-----------------	--------------------	------	-------------	-------------------	------------------	---------

**Section Overview:**

- The Planning & Intelligence Section is primarily responsible for compiling, assembling, and reporting all safety/damage assessment information

**Section Responsibilities Include:**

- Collect, evaluate, analyze, display, and disseminate incident information and status of all assigned and available resources
- Functions as the primary support for decision-making to the overall emergency organization
- Provides anticipatory appraisals and develops plans necessary to cope with changing events

**Figure 12: EOC Planning & Intelligence Section**, above, shows all the positions that are part of the EOC Planning & Intelligence Section.



## 11.11.4 Logistics Section

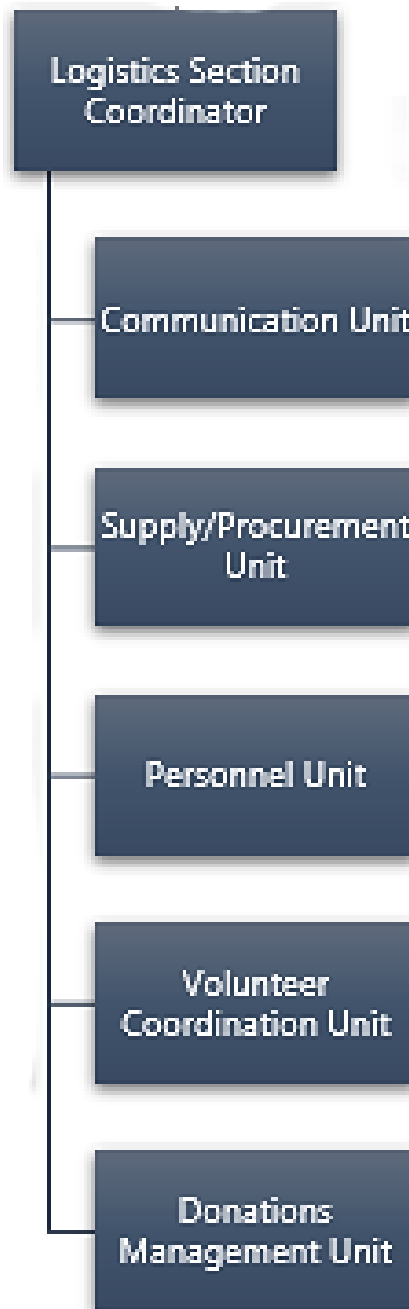


Figure 15: EOC Logistics Section

INTRO	PURPOSE	CONCEPT OF OPS	ORG ASSIGNMENTS	DIRECTION, CONTROL	COMS	INFORMATION	ADMIN, FIN & LOGS	PLAN DEVELOPMENT	EOC OPS
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**Section Overview:**

- The Logistics Section is responsible for providing resources to support the city’s disaster response, including, but not limited to, personnel, vehicles, and equipment.

**Section Responsibilities Include:**

- Provide operational and logistical support for emergency response personnel and optimize the use of resources
- Provide support to the other sections of the EOC and support as directed for field emergency response activities
- Support the restoration of essential services and systems

**Figure 13: EOC Logistics Section**, above, shows all the positions that are part of the EOC Logistics Section.

## 11.11.5 Finance & Administration Section

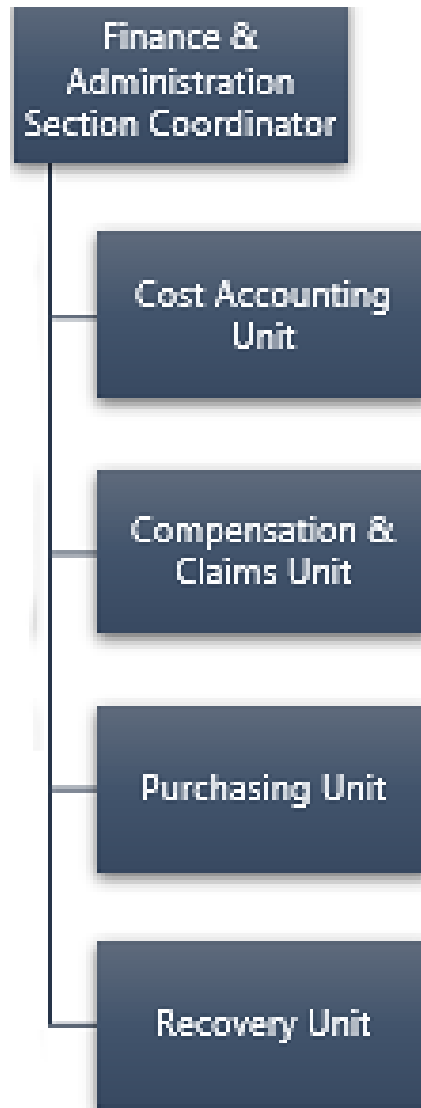


Figure 16: EOC Finance & Administration Section

INTRO	PURPOSE	CONCEPT OF OPS	ORG ASSIGNMENTS	DIRECTION, CONTROL	COMS	INFORMATION	ADMIN, FIN & LOGS	PLAN DEVELOPMENT	EOC OPS
-------	---------	----------------	-----------------	--------------------	------	-------------	-------------------	------------------	---------

**Section Overview:**

- The Finance & Administration Section is responsible for providing financial support and coordination.

**Section Responsibilities Include:**

- Protect Life, Property, and the Environment
- Provide Continuity of Financial Support to the City and Community
- Document and Manage City costs and recovery of those costs as allowable
- Maintain a positive image for the City in its dealings with the community

**Figure 14: EOC Finance & Administration Section**, above, shows all the positions that are part of the EOC Finance & Administration Section.

## 11.12 EOC Forms & Tools

### 11.12.1 EOC Action Planning

EOC Action Planning is a process that allows for the coordination of EOC activities and the development of the EOC Action Plan.

The EOC Action Plan (EAP) is a printed document which outlines the priorities and planned response of the organization for a defined operational period (time period).

During the initial stages of incident management, EOC staff must develop a simple plan that can be communicated through concise verbal briefings. Frequently, this plan must be developed very quickly and with incomplete information. As the incident management effort evolves over time with additional lead time, staff, information, more detailed and concise EOC Action Plans are created.

Overall – planning involves the following 5 phases:

1. Understanding the situation
2. Establishing incident objectives
3. Developing the Plan
4. Preparing and Disseminating the Plan
5. Executing, Evaluating and Revising the Plan

The basis for an efficient and effective EOC Action Planning process begins with the development and maintenance of a common operating picture.

### 11.12.2 Common Operating Picture Guidance

In order to develop a common operating picture an emergency management organization member must exercise effective situational awareness.

Situational Awareness is the ability to identify, process, and comprehend the critical information about an incident – knowing what is going on around you [requiring] continuous monitoring of relevant sources of information regarding actual incidents and developing hazards (National Response Framework).

#### **Elements of situational awareness include:**

- Perception (Gather information)
- Comprehension (Interpret information)
- Projection (Anticipate future status and needs)

**Situational awareness can be obtained through the following sources:**

INTRO	PURPOSE	CONCEPT OF OPS	ORG ASSIGNMENTS	DIRECTION, CONTROL	COMS	INFORMATION	ADMIN, FIN & LOGS	PLAN DEVELOPMENT	EOC OPS
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- Responders and government agencies
- 911 centers
- Citizens
- Media
- Social media
- Non-governmental organizations (NGOs)

Situational awareness information compiled together is used to develop a common operating picture.

A common operating picture is a continuously updated overview of an incident compiled throughout an incident’s life cycle from data shared between integrated systems for communication, information management, and intelligence and information sharing (NRF Resource Center).

**Having a common operating picture enables:**

- Effective and timely decision-making
- Increase collaboration among all responders and disseminates pertinent information
- Improve incident safety
- Inform predictions and proactive response
- Help ensure consistency of messages

**A common operating picture contains the following elements:**

- Data: Collect bits from various sources
- Information: Bits are put together
- Intelligence: Analyze the information
- Make recommendations for decisions

Situational awareness influences the development of a common operating picture.

Situational Awareness shared at every SEMS level through a common operating picture helps others achieve overall incident situational awareness as shown in the diagram on the right.

If an event is not continuously monitored and the common operating picture updated and shared, situational awareness will decrease and in inaccurate operating picture will result.

Situational awareness and common operating picture information can be shared through:

- Senior leadership briefs
- Formal reports
- Information gathered from Incident/EOC Action Plans (I/EAPs), Situation Reports (SITREPs), etc.

### 11.12.3 Planning P

The Planning "P" is a guide to the action planning process. The Planning "P" can be used for both smaller, short-term incidents or events, and for longer, more complex incident planning.

The Planning "P" depicts the stages in the action planning process.

The leg of the "P" includes initial steps to gain awareness of the situation and establish the organization for incident management. Steps in Phase 1 are done only one time. Once they are accomplished, incident management shifts into a cycle of planning and operations, that continues and is repeated each operational period. In this way, the Planning "P" becomes the Planning "O" after the first operation period.

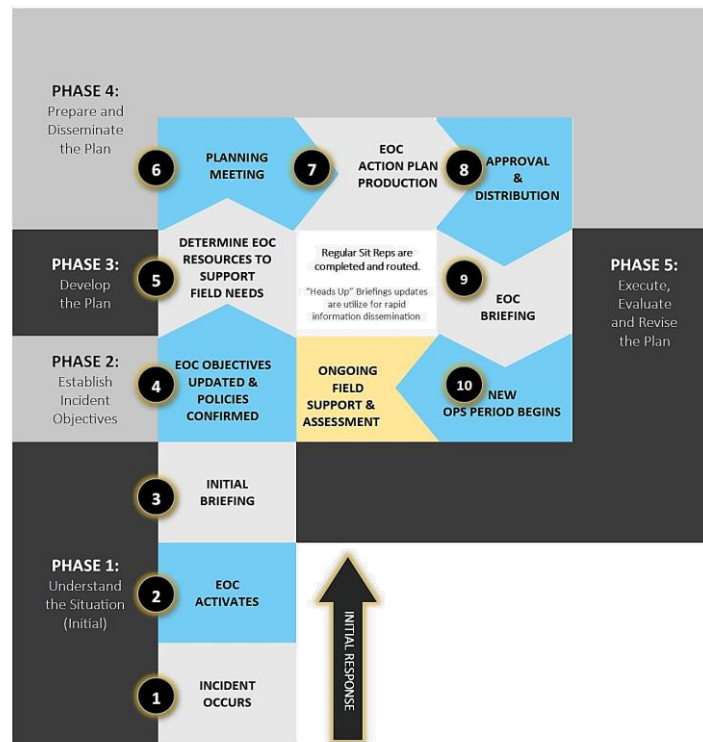


Figure 17: Planning "P"

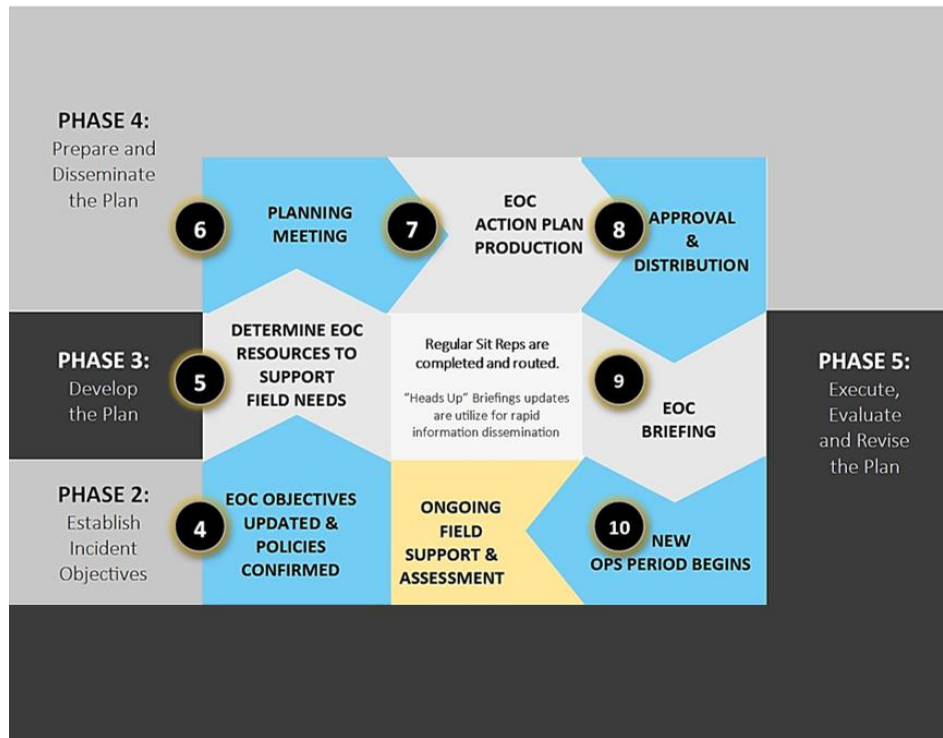


Figure 18: Planning "O"

### 11.12.4 Planning P Meeting Agendas

The following are example Planning P meeting details and agendas:

#### Initial Briefing Meeting

**(Planning P Step 3):**

**Meeting Called By:** EOC Director

**Attended By:** All EOC personnel deemed necessary by the EOC Director.

**Led By:** EOC Director or Designee (ex: P&I Section Chief/Coordinator)

**Purpose:** Provide information on current on-scene operations, agency and jurisdictional concerns and establish working EOC organization.

**Outcome:** Organizational Structure and Common Operating Picture!

#### Ground Rules:

- Cell Phone on Silent or Vibrate
- Come Prepared for each meeting
- No side conversations
- Ask questions if you don't understand
- Take Notes
- Stick to agenda



## Agenda/Flow

- EOC Director brings meeting to order, conducts roll call, covers ground rules and reviews the agenda
- Introduce EOC Management and General Staff
- Provide situation update to include:
  1. What has happened
  2. Affected areas and individuals
  3. Incident Command Post Objectives and Priorities if known (ICS-201 for Field)
  4. Activated emergency response facilities
  5. Jurisdictions and agencies involved
  6. Any actions we have taken
  7. Safety Concerns
  8. Agency or jurisdiction restrictions
- Verify that Incident commander(s), Area Command(s), supporting EOCs, DOCs, and coordinating agencies have been informed that the EOC is staffed and operational.
- Establish the following:
  - Event name
  - Operational period duration and work shift hours
  - Initial goals and objectives
  - EOC staffing organization, structure, pattern
  - Meeting schedule
- All resource requests will be facilitated through the EOC.
- Agree on unified logistics approach to resource ordering procedures to follow.
- Agree on resource authorization procedures.
- Agree on Information/Intelligence matters and the flow of information into the EOC and vetted information out of the EOC.
- Next meeting EOC Objectives meeting.
- Prepare for the Objectives Meeting.

## Objectives Updates & Policy Confirmation Meeting

### (Planning P Step 4):

#### Meeting Called By: EOC Director

**Attended By:** Management & General Staff

**Led By:** Planning & Intelligence Chief/Coordinator or Designee

**Purpose:** Develop EOC objectives to support on-scene and EOC operations and confirm policies.

**Outcome:** EOC objectives updated and policies confirmed.

#### Ground Rules:

- Cell Phone on Silent or Vibrate
- Come Prepared for each meeting
- No side conversations
- Ask questions if you don't understand
- Take Notes
- Stick to agenda

#### Agenda:

- P&I Section Chief/Coordinator (PSC) brings meeting to order, conducts roll call, covers ground rules and reviews the agenda
- Review and /or update key current actions
- Review current and projected situation
- Set prioritized SMART objectives in support of field Incident Commander(s) considering on-scene incident objectives/resource priorities, limitations, and constraints
- Discuss the incidents potential for the next operational period
- Review and confirm policies by EOC Management with input from General Staff which may include:
  - Managing sensitive information/intelligence
  - Information flow into and out of the EOC
  - Resource ordering process
  - Cost sharing and cost accounting (Finance/Admin.)
  - Operational security issues
  - Establishment of a JIC
- Review, document, and/or resolve status of any open actions.

## Resource Meeting

### (Planning P Step 5):

#### Meeting Called By: EOC Director

**Attended By:** Management & General Staff (other EOC positions as appropriate)

**Led By:** Planning & Intelligence Chief/Coordinator or Designee

**Purpose:** Develop a unified EOC strategy to support emergency management and on-scene operation resource needs.

**Outcome:** Resources identified to support emergency management and field needs.

#### Ground Rules:

- Cell Phone on Silent or Vibrate
- Come Prepared for each meeting
- No side conversations
- Ask questions if you don't understand
- Take Notes
- Stick to agenda

#### Agenda:

- P&I Section Chief/Coordinator brings meeting to order, conducts roll call, covers ground rules and reviews the agenda
- Review current and projected incident situation
- Review and /or update key current actions
- Review coordination and support objectives and ensures accountability for each
- Resources on-scene, en-route, and ordered are identified (Plans Section and Operations Section)
- Resource priorities are discussed P&I Section Chief/Coordinator and Operations Section Chief/Coordinator
- PSC and OSC develop strategic and resource needs
- Logs Section Chief/Coordinator verify support requirements and contributes logistics info as necessary
- Logs Section Chief/Coordinator reviews resource ordering process
- F&A Section Chief/Coordinator evaluates funding /fiscal implications
- Quick recap of the meeting and assignments
- End meeting and prepare for Planning Meeting
- Sections/Staff conduct break out meetings to fill in the information gaps that may exist
- Prepare for Planning Meeting

## Planning Meeting

### (Planning P Step 6):

#### Meeting Called By: EOC Director

**Attended By:** Management & General Staff (other EOC positions as appropriate)

**Led By:** Planning & Intelligence Chief/Coordinator or Designee

**Purpose:** Validate EOC Action Plan components: objectives, policies, authorities, resources etc.

**Outcome:** Validation of EOC Action Plan.

#### Ground Rules:

- Cell Phone on Silent or Vibrate
- Come Prepared for each meeting
- No side conversations
- Ask questions if you don't understand
- Take Notes
- Stick to the agenda

#### Agenda:

- Planning & Intelligence Chief/Coordinator brings meeting to order, conducts roll call, covers ground rules and reviews the agenda
- EOC Director provides opening remarks
- Situation Unit provides briefing on current situation, resources at risk, weather forecast, and incident projections.
- Planning & Intelligence Chief/Coordinator reviews coordination and support priorities, objectives, and decisions
- Operations Section Chief/Coordinator provides briefing on current operations followed with an overview on the proposed plan including strategy work assignments, resource commitment, contingencies, Operations Section organizational structure, and needed support facilities
- Planning & Intelligence Chief/Coordinator reviews Operations Section Chief/Coordinator proposed plan to ensure that the EOC Management Priorities and operational objectives are met.
- Planning & Intelligence Chief/Coordinator reviews and validates responsibility for any open actions/tasks and management objectives.
  - Planning & Intelligence Chief/Coordinator conducts round robin of EOC Management Group and Management Staff members to solicit their final input and commitment to the proposed plan.
  - Logistics Section Chief/Coordinator covers transport, communications and supply updates and issues,
  - Finance Section Chief/Coordinator covers fiscal issues,
  - Public Information Officer covers public affairs and public information issues,

INTRO	PURPOSE	CONCEPT OF OPS	ORG ASSIGNMENTS	DIRECTION, CONTROL	COMS	INFORMATION	ADMIN, FIN & LOGS	PLAN DEVELOPMENT	EOC OPS
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- Liaison Officer covers interagency issues, and
- Safety Officer covers any safety concerns or considerations
- Planning & Intelligence Chief/Coordinator requests EOC Management Group’s approval of the plan as presented. EOC Management Group may provide final comments
- Planning & Intelligence Chief/Coordinator issues assignments to appropriate EOC members for developing Coordination Plan support documentation along with deadlines.
- Planning Section prepares the EOC Action Plan using the forms and /or format as described in the EOP or determined during the Planning meeting preparation phase.
- Sections conduct break out meetings to fill in the information gaps that may exist.

## EOC Briefing Meeting

### (Planning P Step 9):

**Meeting Called By:** EOC Director

**Attended By:** All EOC personnel

**Led By:** Planning & Intelligence Chief/Coordinator or Designee

**Purpose:** To brief the oncoming shift on the EOC Action Plan and status of on-scene operations

**Outcome:** Oncoming shift understands EOC Action Plan and situation to execute

#### Ground Rules:

- Cell Phone on Silent or Vibrate
- Come Prepared for each meeting
- No side conversations
- Ask questions if you don't understand
- Take Notes
- Stick to agenda

#### Agenda:

- Planning & Intelligence Chief/Coordinator brings meeting to order, conducts roll call for personnel required to attend both incoming and out-going shift, covers ground rules and reviews the agenda
- EOC Director provides opening remarks
- Planning & Intelligence Chief/Coordinator reviews objectives and any changes to the EOC Action Plan
- Situation Unit conducts Situation Briefing.
- Operations Section Chief/Coordinator discusses current response actions and accomplishments.
- Logistics Section Chief/Coordinator covers transport, communications, and supply updates
- Finance Section Chief/Coordinator covers fiscal issues.
- Public Information Officer covers public affairs and public information issues
- Safety Officer covers any safety concerns or considerations
- Liaison Officer covers interagency issues and Intel covers intelligence issues
- Planning & Intelligence Chief/Coordinator solicits final comments and adjourns briefing.
- Out-going Sections Chiefs/Coordinators conduct individual break out meetings with the on-coming Section Chiefs/Coordinators to complete process

## 11.12.5 EOC Action Plan

### 11.12.5.1 EOC Action Plan Template

#### OVERVIEW:

**Event Name:**

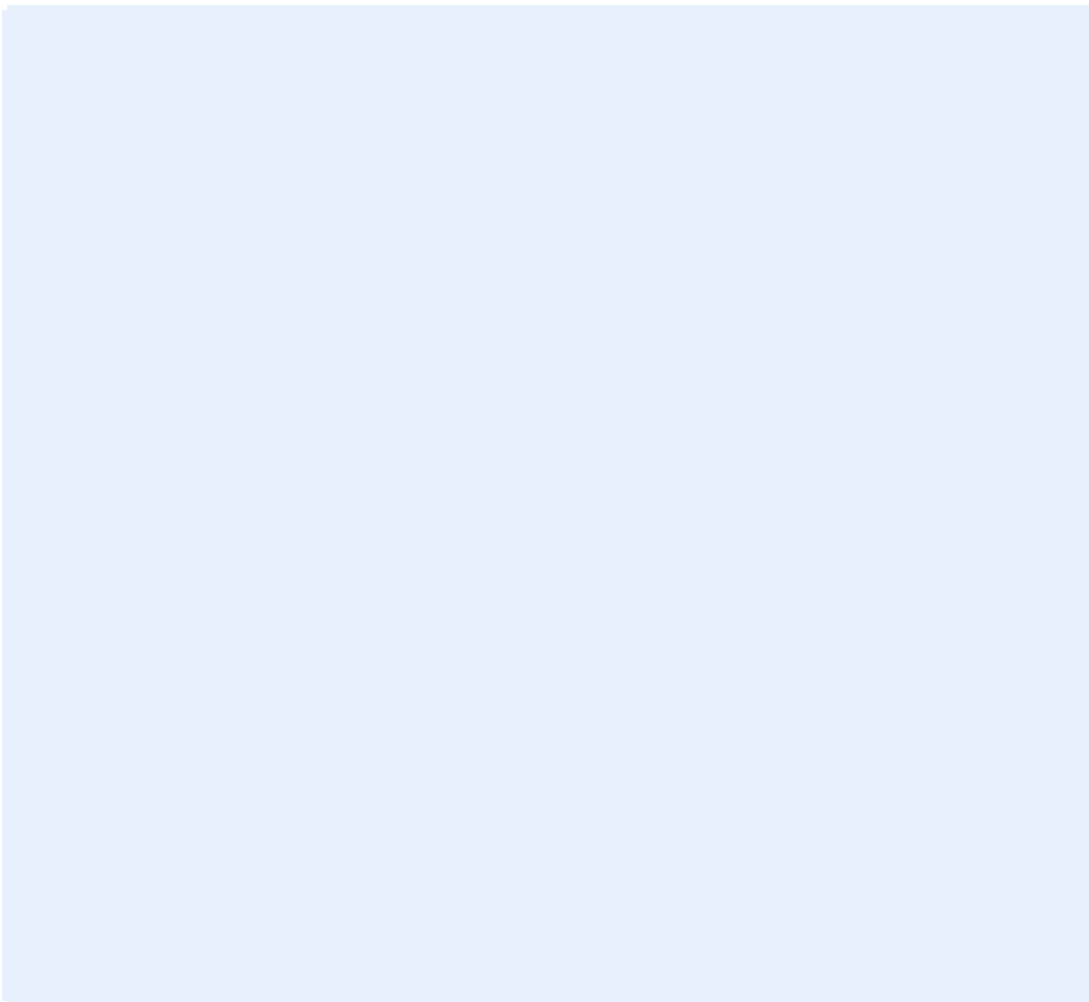
**Operational Period:**

**Jurisdiction:**

**Date Prepared:**

**Time Prepared:**

#### MAP SKETCH:



**Prepared By:**

**Approved By:**

## SUMMARY OF PRIORITIES, OBJECTIVES AND ACTIONS

### Overall Event Priorities

### Management Section Objectives

### Operations Section Objectives

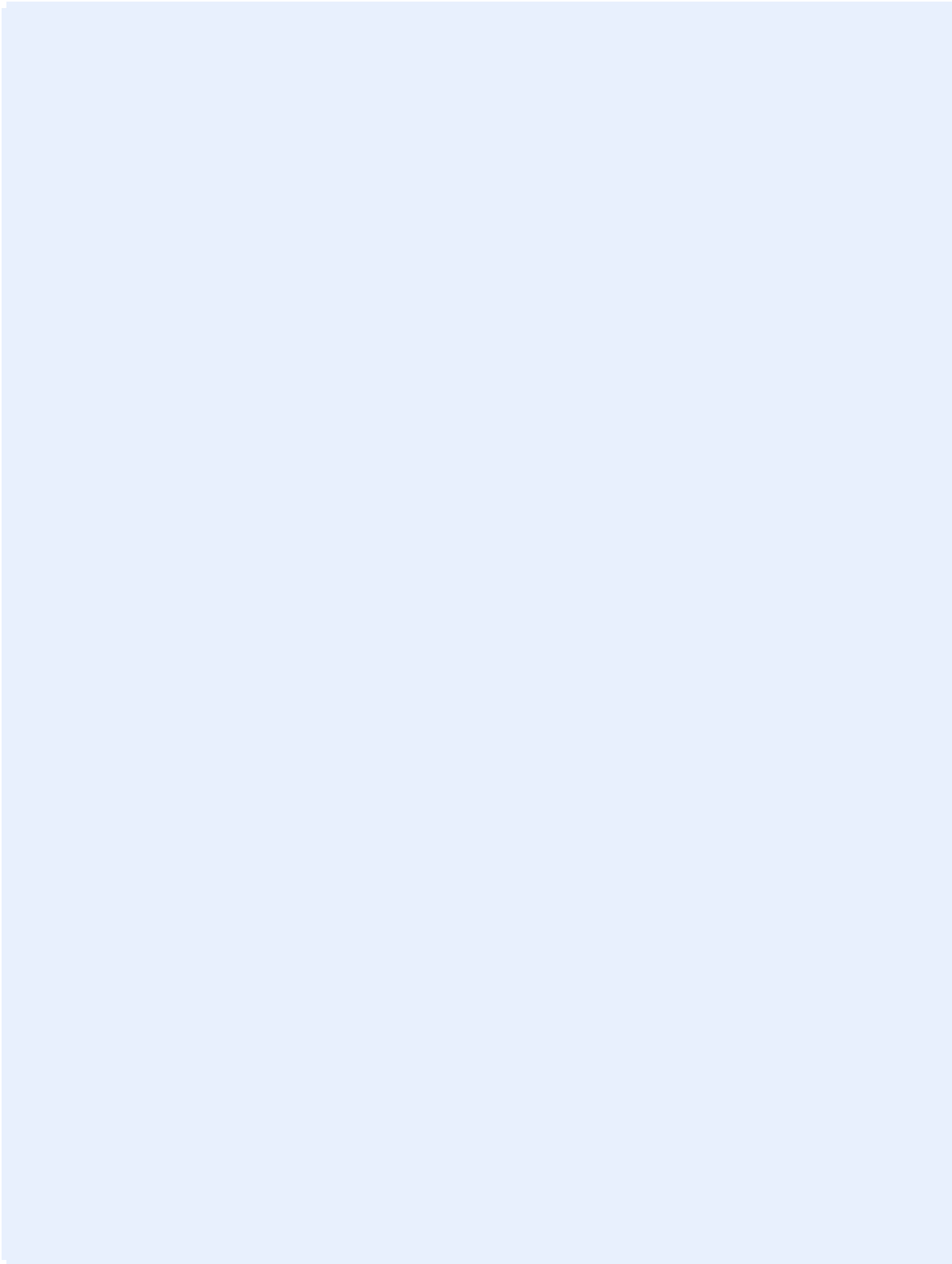


## Planning Section Objectives

## Logistics Section Objectives

## Finance/ Administration Section Objectives

## Organizational Chart:



**Weather Impacts on Operations:**

**Weather Forecast 5-Day**

**Weather Maps:**

**Additional Attachments**

## 11.12.5.2 EOC Action Plan [Example]

### OVERVIEW:

**Event Name:** *Earthquake*

**Operational Period:** *1*

**Jurisdiction:** *Hazard City*

**Date Prepared:** *mm/dd/yyyy*

**Time Prepared:** *9:00am*

### MAP SKETCH:



**Prepared By:** *First Last, Planning Section Chief*

**Approved By:** *First Last, EOC Director*

## SUMMARY OF PRIORITIES, OBJECTIVES AND ACTIONS

### Overall Event Priorities

1. Life safety
2. Incident stabilization
3. Preservation of the Environment/Property
4. Damage Assessments

### Management Section Objectives

1. In the next hour proclaim a Local Emergency
2. In the next hour issue a mass notification message with basic direction to affected residents reminding them of jurisdictional earthquake protocol
4. In the next 2 hours brief jurisdictional leadership on status of situation
5. In the next 6 hours set-up a call center and form a joint information center with larger jurisdiction

### Operations Section Objectives

6. In the next 6 hours access main roads in jurisdiction to determine if they are safe and passable for first responder vehicles
8. In the next 24 hours identify at least safe locations for displaced residents and set-up 1 shelter locations
9. In the next 24 hours assess and tag priority 1 pre-identified buildings in jurisdiction
11. In the next 24 hours, assess debris conditions and develop a removal plan

## Planning Section Objectives

7. In the next 12 hours complete 1 planning cycle and distribute EOC action plan

## Logistics Section Objectives

10. In the next 24 hours, identify needs and work on requesting/procuring and providing preliminary life sustaining commodities for citizens

## Finance/ Administration Section Objectives

3. In the next hour set-up incident project code to begin tracking cost associated with incident







### Organizational Chart:



## Weather Impacts on Operations:

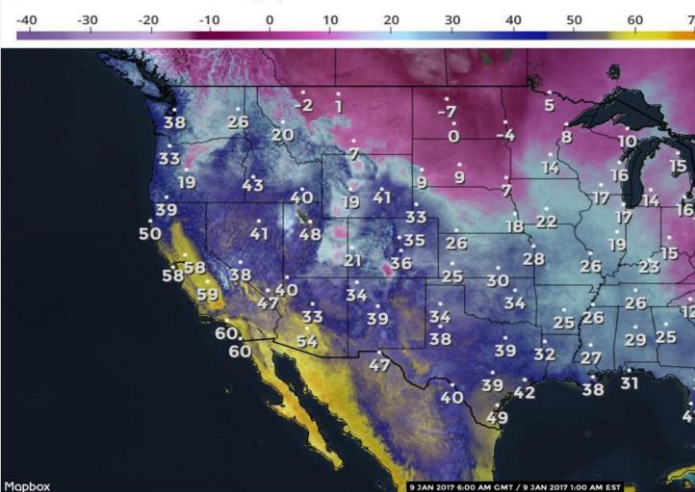
*None are forecasted.*

## Weather Forecast 5-Day

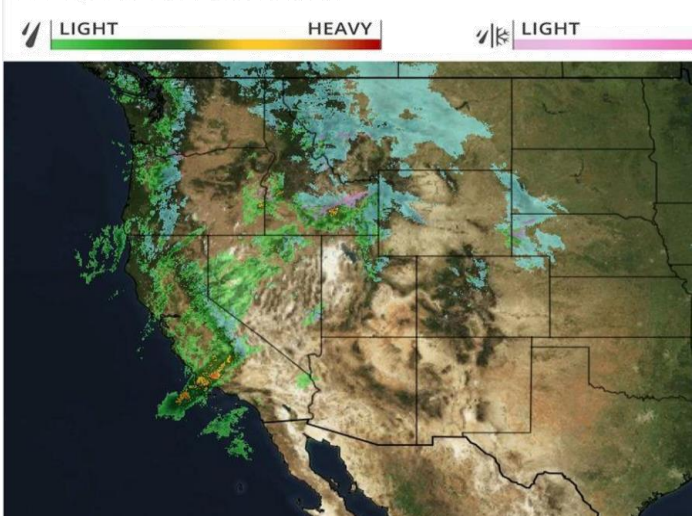
DAY		HIGH/LOW	PRECIP	WIND	HUMIDITY	UV INDEX	SUNRISE	SUNSET
TONIGHT JAN 8		--/49°	☔ 10%	SW 14 mph	91%	0 of 10	↑ 7:24 am ↓ 5:03 pm	
MON JAN 9		54°/49°	☔ 20%	SSW 15 mph	82%	1 of 10	↑ 7:24 am ↓ 5:04 pm	
TUE JAN 10		54°/49°	☔ 100%	SSE 24 mph	96%	0 of 10	↑ 7:24 am ↓ 5:05 pm	
WED JAN 11		55°/41°	☔ 20%	SW 13 mph	78%	2 of 10	↑ 7:24 am ↓ 5:06 pm	
THU JAN 12		50°/37°	☔ 20%	N 10 mph	82%	2 of 10	↑ 7:24 am ↓ 5:07 pm	
FRI JAN 13		55°/39°	☔ 0%	N 7 mph	59%	2 of 10	↑ 7:23 am ↓ 5:09 pm	

## Weather Maps:

CURRENT TEMPERATURES (°F)



NATIONAL DOPPLER RADAR



## Additional Attachments











*None.*






















## 11.12.5 EOC Forms

The table below list all available EOC forms.

Note that these forms can be accessed in two ways: through hard copies in the EOC and Alternate EOC; and by clicking on the file names in the electronic version of this plan.

#	Name	Form
1.	FORM_EOC 201_Incident Briefing	 FORM_EOC 201_Incident Briefing
2.	FORM_EOC 202_Incident Objectives	 FORM_EOC 202_Incident Object
3.	FORM_EOC 205A_Communication List	 FORM_EOC 205A_Communicatio
4.	FORM_EOC 207_Organization Chart	 FORM_EOC 207_Organization Cl
5.	FORM_EOC 208_Safety Message	 FORM_EOC 208_Safety Message
6.	FORM_EOC 209_Incident Status Summary	 FORM_EOC 209_Incident Status
7.	FORM_EOC 210_Resource Status Change	 FORM_EOC 210_Resource Status
8.	FORM_EOC 211_Check-In	 FORM_EOC 211_Check-In.docx
9.	FORM_EOC 213_Resource Request	 FORM_EOC 213_Resource Request
10.	FORM_EOC 214_Activity Log	 FORM_EOC 214_Activity Log.doc



#	Name	Form
11.	FORM_EOC 215_Resource Planning Worksheet	 FORM_EOC 215_Resource Plann
12.	FORM_EOC 215A_Safety Analysis	 FORM_EOC 215A_Safety Analysis
13.	FORM_EOC 226_Individual Performance Rating	 FORM_EOC 226_Individual Perfo
14.	FORM_EOC 227_Claims Log	 FORM_EOC 227_Claims Log.doc
15.	FORM_EOC 230_Daily Meeting Schedule	 FORM_EOC 230_Daily Meeting S
16.	FORM_F&A_Cost Worksheet	 FORM_F&A_Cost Worksheet.docx
17.	FORM_F&A_Initial Damage Estimate	 FORM_F&A_Initial Damage Estimate.dc
18.	CaIEOC IDE	 CaIEOC IDE.pdf
19.	FORM_LOGS_DSWV Registration 2013	 FORM_LOGS_DSWV Registration 2013.dc
20.	FORM_LOGS_Resource Request	 FORM_LOGS_Resou rce Request.docx
21.	FORM_LOGS_Resource Tracking	 FORM_LOGS_Resou rce Tracking.xlsx
22.	FORM_MGT Media Briefing Schedule	 FORM_MGT Media Briefing Schedule.d












#	Name	Form
23.	FORM_MGT_Disaster Assistance Directory	 FORM_MGT_Disaster Assistance Direct
24.	FORM_MGT_Media Call	 FORM_MGT_Media Call.docx
25.	FORM_MGT_Press Release	 FORM_MGT_Press Release.docx
26.	FORM_MGT_Proclamation Resolutions	 FORM_MGT_Proclamation Resolutions.
27.	FORM_MGT_Public Call	 FORM_MGT_Public Call.docx
28.	FORM_OPS_Fire Deployed Resources	 FORM_OPS_Fire Deployed Resources
29.	FORM_OPS_Windshield Survey	 FORM_OPS_Windshield Survey.docx

### 11.12.6 EOC Reports

The table below list all available EOC Report Templates.

Note that these Report Templates can be accessed in two ways: through hard copies in the EOC and Alternate EOC; and by clicking on the file names in the electronic version of this plan.

#	Name	Report
1.	REPORT_OPS_Agricultural Status	 REPORT_OPS_Agricultural Status.docx
2.	REPORT_OPS_Communication Status	 REPORT_OPS_Communication Status.d

#	Name	Report
3.	REPORT_OPS_Energy Status	 REPORT_OPS_Energy Status.docx
4.	REPORT_OPS_Firefighting Status	 REPORT_OPS_Firefighting Status.docx
5.	REPORT_OPS_Hazmat Status	 REPORT_OPS_Hazmat Status.docx
6.	REPORT_OPS_Mass Care Status	 REPORT_OPS_Mass Care Status.docx
7.	REPORT_OPS_Public Safety Status	 REPORT_OPS_Public Safety Status.docx
8.	REPORT_OPS_Public Works Status	 REPORT_OPS_Public Works Status.docx
9.	REPORT_OPS_Search&Rescue	 REPORT_OPS_Search&Rescue.docx
10.	REPORT_OPS_Transportation Status	 REPORT_OPS_Transportation Status.docx
11.	REPORT_OPS_Utility Status	 REPORT_OPS_Utility Status.docx
12.	REPORT_P&I_Local Government After Action	 REPORT_P&I_Local Government After Action.docx
13.	REPORT_P&I_Situation Status	 REPORT_P&I_Situation Status.docx

### 11.12.7 EOC Plans

The table below list all available EOC Plan Templates.




Note that these Plan Templates can be accessed in two ways: through hard copies in the EOC and Alternate EOC; and by clicking on the file names in the electronic version of this plan.

#	Name	Plan
1.	PLAN_P&I_Advance	 PLAN_P&I_Advance.docx
2.	PLAN_P&I_Demobilization	 PLAN_P&I_Demobilization.docx
3.	PLAN_P&I_EOC Action	 PLAN_P&I_EOC Action.docx

### 11.12.8 EOC Guides

The table below list all available EOC Guides.

Note that these Guides can be accessed in two ways: through hard copies in the EOC and Alternate EOC; and by clicking on the file names in the electronic version of this plan.

#	Name	Guides
1.	GUIDE_F&A_PA Damage Categories	 GUIDE_F&A_PA Damage Categories.
2.	GUIDE_MGT_77 Most Asked Questions in an Emergency	 GUIDE_MGT_77 Most Asked Questio
3.	GUIDE_MGT_Emergency Alert System (EAS)	 GUIDE_MGT_Emergency Alert System (E/

#	Name	Guides
4.	GUIDE_MGT_EPI-JIC SOP	 GUIDE_MGT_EPI-JIC SOP.docx
5.	GUIDE_MGT_Legal Authorities	 GUIDE_MGT_Legal Authorities.docx
6.	GUIDE_MGT_Recovery Plan_Project Management	 GUIDE_MGT_Recov ery Plan_Project Mar
7.	GUIDE_P&I_EOC Org Chart	 GUIDE_P&I_EOC Org Chart.docx
8.	GUIDE_P&I_Planning P	 GUIDE_P&I_Plannin g P.docx

### 11.12.9 EOC Deactivation

The EOC may be deactivated by one of the following individuals:

- City Manager
- City Manager designated alternate
- Upon the request of the City Council/Disaster Council
- Upon the request of the Field Incident Commander

Under the following three conditions:

1. Reduced threat: If the incident's intensity or impact decreases significantly, the EOC can be deactivated.
2. Completion of response: When primary response and initial recovery actions are finished, the EOC may no longer be needed.
3. Authority decision: Deactivation is determined by the incident commander or designated authority based on the situation's assessment.

# 11 Appendix B - Acronyms

Action Plan (AP)

After Action Report (AAR)

California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA)

California Disaster Assistance Act (CDAA)

California Emergency Services Act (ESA)

Continuity of Government (COG)

Continuity of Operations (COOP)

Department Operations Center (DOC)

Emergency Management Assistance Compact (EMAC)

Emergency Operations Center (EOC)

Emergency Operations Plan (EOP)

EOC Action Plan (EAP)

Incident Action Plan (IAP)

Incident Commander (IC)

Incident Command Post (ICP)

Incident Command System (ICS)

Joint Information Center (JIC)

Multiagency Coordination Group (MAC Group)

Multiagency Coordination System(s) (MACS)

Multi-year Training and Exercise Plan (MYTEP)

National Incident Management System (NIMS)

National Response Framework (NRF)

Operational Area (OA)

Public Information Officer (PIO)

Regional Emergency Operations Center (REOC)

The Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act)

Standard Operating Procedure (SOP)

Standardized Emergency Management System (SEMS)

State Operations Center (SOC)



# 12 Appendix C – Glossary of Terms

**Action Plan (AP):** See EOC Action Plan and Incident Action Plan.

**Activation:** 1) Initial activation of an EOC may be accomplished by a designated official of the emergency response agency that implements SEMS as appropriate to accomplish the agency's role in response to the emergency. 2) An event in the sequence of events normally experienced during most emergencies.

**After Action Report (AAR):** A report that examines response actions, application of SEMS, modifications to plans and procedures, training needs, and recovery activities. AARs are required under SEMS after any emergency that requires a gubernatorial state of emergency proclamation. Local government AARs must be submitted to Cal OES within 90 days.

**Agency:** A division of government with a specific function offering a particular kind of assistance. In the Incident Command System (ICS), agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance). Governmental organizations are most often in charge of an incident, though in certain circumstances private sector organizations may be included. Additionally, Non-Governmental Organizations (NGO) may be included to provide support. All-Hazards: Any incident, natural or human-caused, that warrants action to protect life, property, environment, public health, or safety, and minimize disruptions of government, social, or economic activities.

**California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA):** An agreement entered by and between the State of California, its various departments and agencies, and the various political subdivisions, municipal corporations, and public agencies of the State of California to assist each other by providing resources during an emergency. Mutual Aid occurs when two or more parties agree to furnish resources and facilities and to render services to each other in response to any type of disaster or emergency. California Emergency Support Functions (CA-ESF): The CA-ESFs are a grouping of State agencies, departments, and other stakeholders with similar functional activities/responsibilities whose responsibilities lend to improving the state's ability to collaboratively prepare for, effectively mitigate, cohesively respond to, and rapidly recover from any emergency. CA-ESFs unify a broad-spectrum of stakeholders with various capabilities, resources, and authorities to improve collaboration and coordination for a particular discipline. They also provide a framework for the state government to support regional and community stakeholder collaboration and coordination at all levels of government and across overlapping jurisdictional boundaries.

**California Emergency Services Act (ESA):** An Act within the California Government Code to ensure preparations within the state will be adequate to deal with natural, human-caused, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and the natural resources of the state, and generally to protect the health and safety and preserve the lives and property of the people of the state.

**Catastrophe:** Any natural or human-caused incident, including terrorism that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions.

**Command:** The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

**Command/Management:** Command is responsible for the directing, ordering, and/or controlling of resources at the field response level. Management is responsible for overall emergency policy and coordination at the SEMS EOC levels.

**Command Post: See Incident Command Post.**

**Command Staff:** The Command Staff at the SEMS Field Level consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander. They may have an assistant or assistants, as needed. These officers are also found at the EOC levels in SEMS, and they report directly to the EOC Director and comprise the Management Staff. They may have an assistant or assistants, as needed.

**Communications:** Process of the transmission of information through verbal, written, or symbolic means.

**Continuity of Government (COG):** Activities that address the continuance of constitutional governance. COG planning aims to preserve and/or reconstitute the institution of government and ensure that a department or agency's constitutional, legislative, and/or administrative responsibilities are maintained. This is accomplished through succession of leadership, the pre-delegation of emergency authority, and active command and control during response and recovery operations.

**Continuity of Operations (COOP):** Planning should be instituted, including all levels of governments, across the private sector and non-governmental organizations as appropriate, to ensure the continued performance of core capabilities and/or critical government operations during any potential incident.

**Coordination:** The process of systematically analyzing a situation, developing relevant information, and informing appropriate command authority of viable alternatives for selection of the most effective

combination of available resources to meet specific objectives. The coordination process (which can be either intra- or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc. Multiagency or interagency coordination is found at all SEMS levels.

**Coordination Center:** Term used to describe any facility used for the coordination of agency or jurisdictional resources in support of one or more incidents.

**Corrective Actions:** Implementing procedures based on lessons learned from actual incidents or from training and exercises.

**Cost Unit:** Functional unit within the Finance/Administration Section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

**Critical Infrastructure:** Systems and assets, whether physical or virtual, so vital to the United States that the incapacity or destruction of such systems and assets would have a debilitating impact on security, national economic security, national public health or safety, or any combination of those matters.

**Demobilization:** The orderly, safe, and efficient return of an incident resource to its original location and status.

**Department Operations Center (DOC):** An Emergency Operations Center (EOC), specific to a single department or agency where the focus is on internal agency incident management and response. They are often linked to and, in most cases, are physically represented in a combined agency EOC by authorized agent(s) for the department or agency.

**Disaster:** A sudden calamitous emergency event bringing great damage, loss, or destruction.

**Division:** The partition of an incident into geographical areas of operation. Divisions are established when the number of resources exceeds the manageable span of control of the Operations Section Chief. A Division is located within the ICS organization between the Branch and resources in the Operations Section.

**Documentation Unit:** Functional unit within the Planning/Intelligence Section responsible for collecting, distributing, recording, and safeguarding all documents relevant to an incident or within an EOC.

**Emergency:** Any incident(s), whether natural or human-caused, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, federal assistance is needed to supplement state and local efforts and capabilities to save lives, protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

**Emergency Management Assistance Compact (EMAC):** A congressionally ratified organization that provides form and structure to interstate mutual aid. Through EMAC, a disaster-affected state can request and receive assistance from other member states quickly and efficiently, resolving two key issues upfront: liability and reimbursement.

**Emergency Management Community:** The stakeholders in emergency response in California including the residents of California, the private sector and federal, state, local, and tribal governments.

**Emergency Operations Center (EOC):** The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOC may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., federal, state, regional, tribal, city, county), or some combination thereof.

**Emergency Operations Plan (EOP):** The ongoing plan maintained by various jurisdictional levels for responding to a wide variety of potential hazards.

**Emergency Response Agency:** Any organization responding to an emergency, or providing mutual aid support to such an organization, whether in the field, at the scene of an incident, or to an operations center.

**Emergency Response Personnel:** Personnel affiliated with or sponsored by emergency response agencies.

**EOC Action Plan:** The plan developed at SEMS EOC levels, which contains objectives, actions to be taken, assignments, and supporting information for the next operational period.

**Essential Facilities:** May include facilities such as law enforcement, fire, emergency operations centers, schools, medical facilities, and other resources that have a role in an effective and coordinated emergency response.

**Evacuation:** Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas and their reception and care in safe areas.

**Federal:** Of or pertaining to the federal government of the United States of America.

**Finance/Administration Section:** The section responsible for all administrative and financial considerations surrounding an incident or EOC activation.

**Function:** Function refers to the five major activities in ICS: Command, Operations, Planning, Logistics and Finance/Administration. The same five functions are also found at all SEMS EOC Levels. At the

EOC, the term Management replaces Command. The term function is also used when describing the activity involved, (e.g., the planning function). A sixth function, Intelligence/Investigations, may be established, if required, to meet emergency management needs.

**Group:** Established to divide the incident management structure into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. Groups, when activated, are located between branches and resources in the Operations Section. See Division.

**Hazard:** Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

**Incident:** An occurrence or event, natural or human-caused, which requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

**Incident Action Plan (IAP):** An oral or written plan containing general objective reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods. At the SEMS EOC Level, it is called the EOC Action Plan.

**Incident Command:** Responsible for overall management of the incident and consists of the Incident Commander, either single or unified command, and any assigned supporting staff.

**Incident Commander (IC):** The individual responsible for all incident activities, including the development of strategies and tactics, and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

**Incident Command Post (ICP):** The field location where the primary functions are performed. The ICP may be co-located with the incident base or other incident facilities.

**Incident Command System (ICS):** A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the

management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

**Information:** Pieces of raw, unanalyzed data that identifies persons, evidence, events; or illustrates processes that specify the occurrence of an event. May be objective or subjective and is intended for both internal analysis and external (news media) application. Information is the “currency” that produces intelligence.

**Intelligence:** Product of an analytical process that evaluates information collected from diverse sources, integrates the relevant information into a cohesive package, and produces a conclusion or estimate. Information must be real, accurate, and verified before it becomes intelligence for planning purposes. Intelligence relates to the specific details involving the activities of an incident or EOC, and current and expected conditions, and how they affect the actions taken to achieve operational period objectives. Intelligence is primarily intended for internal use and not for public dissemination. Intelligence/Investigations: Intelligence gathered within the Intelligence/Investigations function is information that either leads to the detection, prevention, apprehension, and prosecution of criminal activities (or the individual(s) involved) including terrorist incidents or information that leads to determination of the cause of a given incident (regardless of the source) such as public health events or fires with unknown origins. This is different from the normal operational and situational intelligence gathered and reported by the Planning Section.

**Joint Information Center (JIC):** A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media. Public information officials from all participating agencies should co-locate at the JIC.

**Jurisdiction:** A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., federal, state, tribal, and local boundary lines) or functional (e.g., law enforcement, public health).

**Key Resources:** Any publicly or privately controlled resources essential to the minimal operations of the economy and government.

**Local Government:** According to federal code 36a county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under state law), regional or interstate government entity, or agency or instrumentality of a local government; an

Indian tribe or authorized tribal entity, or in Alaska a Native village or Alaska Regional Native Corporation; a rural community, unincorporated town or village, or other public entity.

**Logistics:** Providing resources and other services to support incident management.

**Logistics Section:** The section responsible for providing facilities, services, and material support for an incident or EOC activation.

**Management Staff: See Command Staff.**

**Mitigation:** Provide a critical foundation in the effort to reduce the loss of life and property from natural and/or human-caused disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities. Mitigation seeks to fix the cycle of disaster damage, reconstruction, and repeated damage. These activities or actions, in most cases, will have a long-term sustained effect.

**Mobilization:** The process and procedures used by all organizations - federal, state, tribal, and local - for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

**Multiagency Coordination Group (MAC Group):** Typically, administrators/executives, or their appointed representatives, who are authorized to commit agency resources and funds, are brought together and form MAC Groups. MAC Groups may also be known as multiagency committees, emergency management committees, or as otherwise defined. It can provide coordinated decision-making and resource allocation among cooperating agencies and may establish the priorities among incidents, harmonize agency policies, and provide strategic guidance and direction to support incident management activities.

**Multiagency Coordination System(s) (MACS):** Multiagency coordination systems provide the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration, and information coordination. The elements of multiagency coordination systems include facilities, equipment, personnel, procedures, and communications. Two of the most commonly used elements are EOC and MAC Groups. These systems assist agencies and organizations responding to an incident. Mutual Aid Agreements and/or Assistance Agreements: Written or oral agreements between and among agencies/organizations and/or jurisdictions that provide a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials, and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during, and/or after an incident.



**Mutual Aid Coordinator:** An individual at the local government, Operational Area, Region or State Level that is responsible to coordinate the process of requesting, obtaining, processing, and using mutual aid resources. Mutual Aid Coordinator duties will vary depending upon the mutual aid system.

**Mutual Aid Region:** A mutual aid region is a subdivision of Cal OES established to assist in the coordination of mutual aid and other emergency operations within a geographical area of the state, consisting of two or more Operational Areas.

**National:** Of a nationwide character, including the federal, state, tribal, and local aspects of governance and policy.

**National Incident Management System (NIMS):** Provides a systematic, proactive approach guiding government agencies at all levels, the private sector, and non-governmental organizations to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment.

**National Response Framework (NRF):** A guide to how the nation conducts all-hazards incident management. Non-governmental Organization (NGO): An entity with an association based on the interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with the government. Such organizations serve a public purpose, not a private benefit. Examples of NGO include faith-based charity organizations and the American Red Cross.

**Officer:** 1) The ICS title for the personnel responsible for the Command Staff (Management Staff at EOC) positions of Safety, Liaison, and Public Information. 2) One who holds an office or post; especially one elected or appointed to a position of authority or trust in a corporation, government, institution, etc.

**Operational Area (OA):** An intermediate level of the state emergency organization, consisting of a county and all other political subdivisions within the geographical boundaries of the county.

**Operational Period:** The time scheduled for executing a given set of operation actions, as specified in the Incident Action Plan. Operational periods can be of various lengths, although usually last 12-24 hours.

**Operations Section:** The section responsible for all tactical incident operations and implementation of the Incident Action Plan. In ICS, it normally includes subordinate branches, divisions, and/or groups. At the SEMS EOC levels, the section is responsible for the coordination of operational activities. The Operations Section at an EOC contains branches, groups, or units necessary to maintain appropriate span of control.



**Organization:** Any association or group of persons with like objectives. Examples include, but are not limited to, governmental departments and agencies, private sector, and/or non-governmental organizations.

**Planning Section:** The section responsible for the collection, evaluation, and dissemination of operational information related to the incident or EOC activities and for the preparation and documentation of the IAP or EOC action plan, respectively. This section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident or EOC activation.

**Political Subdivisions:** Includes any city, city and county, county, tax or assessment district, or other legally authorized local governmental entity with jurisdictional boundaries.

**Preparedness:** A continuous cycle of planning, organizing, training, equipping, exercising, evaluating, and taking corrective action in an effort to ensure effective coordination during incident response. Within NIMS, preparedness focuses on the following elements: planning, procedures and protocols, training and exercises, personnel qualification and certification, and equipment certification.

**Prevention:** Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting or disrupting illegal activity, and apprehending potential perpetrators and bringing them to justice.

**Private Sector:** Organizations and entities that are not part of any governmental structure. The private sector includes for-profit and not-for-profit organizations, formal and informal structures, commerce, and industry.

**Protocols:** Sets of established guidelines for actions (which may be designated by individuals, teams, functions, or capabilities) under various specified conditions.

**Public Information:** Processes, procedures, and systems for communicating timely, accurate, and accessible information on the incident's cause, size, and current situation; resources committed; and other matters of general interest to the public, responders, and additional stakeholders (both directly affected and indirectly affected).

**Public Information Officer (PIO):** A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements.

**Recovery:** The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, non-governmental, and public assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post-incident reporting; and development of initiatives to mitigate the effects of future incidents.

**Regional Emergency Operations Center (REOC):** Facilities found at Cal OES Administrative Regions. REOC provide centralized coordination of resources among Operational Areas within their respective regions and between the Operational Areas and the State Level.

**Reimbursement:** Provide a mechanism to recoup funds expended for incident-specific activities.

**Resource Management:** Efficient emergency management and incident response requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under NIMS includes mutual aid agreements and assistance agreements; the use of special federal, state, tribal, and local teams; and resource mobilization protocols.

**Resources:** Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.

**Response:** Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of EOP and of mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at preempting, interdicting, or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.

**Response Personnel:** Includes federal, state, territorial, tribal, sub-state regional and local governments, private sector organizations, critical infrastructure owners, and operators, NGO and all

other organizations and individuals who assume an emergency management role. Also known as an Emergency Responder.

**Safety Officer:** A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for monitoring incident operations and advising the IC on all matters relating to operational safety, including the health and safety of emergency responder personnel. The Safety Officer may have assistants.

**Section:** 1) The organizational level having responsibility for a major functional area of incident or EOC Management, (e.g., Operations, Planning, Logistics, Finance/Administration) and Intelligence/Investigations (if established). The section is organizationally situated between the branch and the Incident Command. 2) A separate part or division as: a. A portion of a book, treatise, or writing. b. A subdivision of a chapter. c. A division of law.

**Situation Report:** Often contains confirmed or verified information regarding the specific details relating to the incident.

**Special District:** A unit of local government (other than a city, county, or city and county) with authority or responsibility to own, operate, and maintain systems, programs, services, or projects [(as defined in California Code of Regulations (CCR) Section 2900(s)] for purposes of natural disaster assistance. This may include joint powers authority established under Section 6500 et. seq. of the California Code of Regulations.

**Stafford Act:** The Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) establishes the programs and processes for the federal government to provide disaster and emergency assistance to states, local governments, tribal nations, individuals, and qualified private nonprofit organizations. The provisions of the Stafford Act cover all hazards including natural disasters and terrorist events. Relevant provisions of the Stafford Act include a process for Governors to request federal disaster and emergency assistance from the President. The President may declare a major disaster or emergency.

**Standard Operating Procedure (SOP):** Complete reference document or an operation manual that provides the purpose, authorities, duration, and details for the preferred method of performing a single function or several interrelated functions in a uniform manner.

**Standardized Emergency Management System (SEMS):** A system required by California Government Code and established by regulations for managing response to multiagency and multijurisdictional emergencies in California. SEMS consists of five organizational levels, which are activated as necessary: Field Response, Local Government, Operational Area, Region, and State.

**Standardized Emergency Management System (SEMS) Guidelines:** The SEMS guidelines are intended to assist those responsible for planning, implementing, and participating in SEMS.

**Standardized Emergency Management System (SEMS) Regulations:** Regulations establishing the Standardized Emergency Management System (SEMS) based upon the Incident Command System (ICS) adapted from the system originally developed by the Firefighting Resources of California Organized for Potential Emergencies (FIRESCOPE) program including those currently in use by State agencies, the Multiagency Coordination System (MACS) as developed by FIRESCOPE program, the Operational Area concept, and the Master Mutual Aid Agreement and related mutual aid systems. Regulations are found at Title XIX, Division 2, Chapter 1, Section 2400 et. seq.

**State:** When capitalized, refers to any State of the United States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, Guam, American Samoa, the Commonwealth of the Northern Mariana Islands, and any possession of the United States. See Section 2 (14), Homeland Security Act of 2002, Public Law 107–296, 116 Stat. 2135 (2002).

**State Operations Center (SOC):** The SOC is operated by the California Governor’s Office of Emergency Services at the State Level in SEMS. It is responsible for centralized coordination of state resources in support of the three Regional Emergency Operations Centers (REOC). It is also responsible for providing updated situation reports to the Governor and Legislature.

**Strategy:** The general plan or direction selected to accomplish incident objectives.

**System:** An integrated combination of people, equipment, and processes that work in a coordinated manner to achieve a specific desired output under specific conditions.

**Technical Assistance:** Support provided to state, tribal, and local jurisdictions when they have the resources, but lack the complete knowledge and skills needed to perform a required activity (such as mobile-home park design or hazardous material assessments).

**Technical Specialists:** Personnel with special skills that can be used anywhere within the SEMS organization. No minimum qualifications are prescribed, as technical specialists normally perform the same duties during an incident that they perform in their everyday jobs and they are typically certified in their fields or professions.

**Terrorism:** Under the Homeland Security Act of 2002, terrorism is defined as activity that involves an act dangerous to human life or potentially destructive of critical infrastructure or key resources; is a violation of the criminal laws of the United States or of any state or other subdivision of the United States in which it occurs; and is intended to intimidate or coerce the civilian population, or influence or affect the conduct of a government by mass destruction, assassination, or kidnapping. See Section 2 (15), Homeland Security Act of 2002, Public Law 107–296, 116 Stat. 2135 (2002).

INTRO	PURPOSE	CONCEPT OF OPS	ORG ASSIGNMENTS	DIRECTION, CONTROL	COMS	INFORMATION	ADMIN, FIN & LOGS	PLAN DEVELOPMENT	EOC OPS
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**Threat:** An indication of possible violence, harm, or danger.

**Tools:** Those instruments and capabilities that allow for the professional performance of tasks, such as information systems, agreements, doctrine, capabilities, and legislative authorities.

**Unified Command:** An ICS application used when more than one agency has incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single IAP.

**Unit:** The organizational element with functional responsibility for a specific incident planning, logistics, or finance/administration activity.

**Vital Records:** The essential agency records needed to meet operational responsibilities under national security emergencies or other emergency or disaster conditions (emergency operating records), or to protect the legal and financial rights of the Government and those affected by Government activities (legal and financial rights records).

**Volunteer:** For purposes of NIMS, a volunteer is any individual accepted to perform services by the lead agency (which has authority to accept volunteer services) when the individual performs services without promise, expectation, or receipt of compensation for services performed. See 16 U.S.C. 742f(c) and 29 CFR 553.101.



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# 15 Appendix F – City Organizational Chart

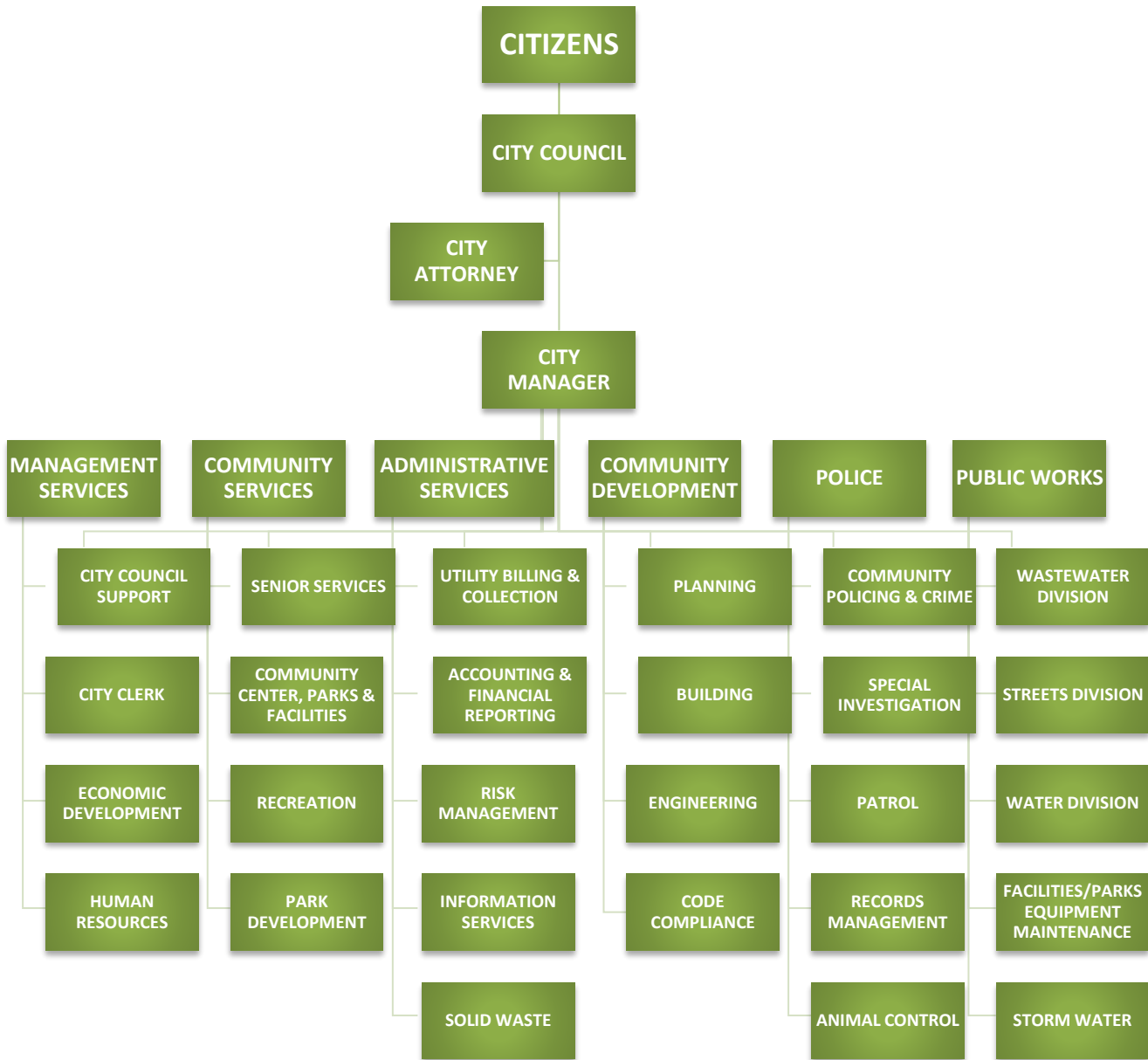


Figure 19: City Organization Chart

