



EMERGENCY OPERATIONS PLAN

TOWN OF LOS GATOS

Updated: September 2025

Town Manager's Office

Town of Los Gatos

110 E Main St, Los Gatos, CA



Town Manager's Office. *Emergency Operations Plan Town of Los Gatos* (Los Gatos: Town of Los Gatos, 2025).



RECORD OF CHANGES

The Town Manager's Office (TMO), with input from essential stakeholders across the Town of Los Gatos, is responsible for maintaining, reviewing, and updating this Emergency Operations Plan (EOP). The TMO will, at a minimum, review this EOP annually. It is essential that TMO make revisions and updates in collaboration with participating essential stakeholders and other planning partners identified in the EOP to ensure accuracy and validity. If the EOP requires an immediate change due to lessons learned from trainings, exercises, or actual incidents, the Town will identify a course of action for the review, update, and implementation of the necessary changes. All changes will be noted in the table below.

	Date	Section	Description	Revised By
01.	01/22/2016	Entire Document	Five-Year Comprehensive Revision	G. Gadd
02.	09/09/2025	New Chapter – AFN	Incorporated Access and Functional Needs (AFN) Annex as a standalone chapter for visibility and compliance.	C. Todd
03.	09/09/2025	References & Citations	Updated SEMS/NIMS references, FEMA CPG-101, NRF/NRP, County MJHMP (2021), and County EOP (2022).	C. Todd
04.	09/09/2025	Procedures	Minor clarifications to resource request flow and notification protocols to align with County coordination practices.	C. Todd
05.	09/09/2025	Terminology & Formatting	Standardized terms (e.g., “ESFs,” “NIMS/SEMS”), corrected formatting inconsistencies, and ensured alignment with County crosswalks.	C. Todd
06.	09/09/2025	Public Alerting	Expanded section describing AlertSCC, EAS, IPAWS pathways, plus integration of Town social media accounts.	C. Todd
07.	09/09/2025	Training Standards	Added minimum training standards by role (Policy Group, EOC Management, General Staff) consistent with FEMA/Cal OES guidance.	C. Todd
08.	09/09/2025	Cost Recovery	Added FEMA/Cal OES documentation requirements (labor, equipment, materials, contracts, admin).	C. Todd
09.	09/09/2025	Multi-Agency Coordination	Added guidance on convening MAC groups for prioritization of scarce resources.	C. Todd



10.	09/09/2025	Hazard Analysis Overview	Refreshed hazard profiles with County MJHMP alignment (e.g., earthquakes, WUI fire, PSPS, public health).	C. Todd
11.	Reserved.			
12.	Reserved.			
13.	Reserved.			
14.	Reserved.			
15.	Reserved.			



PROMULGATION

The preservation of life, property, the environment, and the economy is an inherent responsibility of local, state, and federal government. While no plan can completely prevent death and destruction, reasonable plans carried out by knowledgeable and well-trained personnel can and will minimize losses.

The Town has prepared this Emergency Operations Plan (EOP) in compliance with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) to ensure the most effective and efficient allocation of resources for the maximum benefit and protection of the community during times of emergency.

This EOP establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides for coordination of planning efforts for Town staff and partners.

The Town Manager's Office will maintain this plan and record administrative updates, such as changes to references, terminology, contact information, and procedural clarifications, in the official Plan Revision Log. Major revisions will be brought forward to the Town Council for review and adoption.

Christopher Constantin

Town Manager

Date



EXECUTIVE SUMMARY

The Town of Los Gatos' Emergency Operations Plan (EOP) is an all-hazards document describing the Town's incident management organization, compliance with relevant legal statutes, other relevant guidelines, whole community engagement, continuity of government focus, and critical components of the incident management structure. The incident management system is a component-based system designed to be scaled up (or down) and components activated as necessary to reflect the incident/event's escalation from routine incident(s) to emergency, disaster, or catastrophe affecting the Town of Los Gatos. This EOP is not intended to address specific emergency responses, scenarios, hazards, or threats. Functional and hazard specific annexes to this EOP will outline specific response activities for response organizations.

This Emergency Operations Plan (EOP) accomplishes the following:

- Establishes a jurisdictional incident management organization which will coordinate and support on-scene responses including maintenance of situational awareness, facilitation of effective communication between operations centers at various levels of government, maintain continuity of government, and interaction with public information sources.
- Establishes the overall operational concepts associated with the management of incidents, emergencies, crises, disasters, and catastrophes at the Town of Los Gatos and operational area levels.
- Provides a flexible platform for planning and response to all hazards, incidents, events, and emergencies believed to be important to the Town. It is applicable to a wide variety of anticipated incident events including earthquake, wildland fires, floods, and public health issues.

This EOP continues the Town of Los Gatos' compliance with the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), the Incident Command System (ICS), the National Response Framework (NRF), and the National Preparedness Guidelines to include Comprehensive Preparedness Guide 101: Developing and Maintaining Emergency Operations Plans (CPG-101). It facilitates multi-agency and multi-jurisdictional coordination during emergency operations, public information functions, and resource management.

This EOP serves as the legal and conceptual framework for incident management to be utilized by the Town and its various departments within municipal government. The Town will continue to publish annexes that support this EOP. Supporting annexes further describe the operational or functional response to threats and hazards and the basic considerations, actions, and responsibilities of specific emergency response and management disciplines or functions.



TABLE OF CONTENTS

SECTION 1: INTRODUCTION	1
1.1 PURPOSE.....	1
1.2 SCOPE	1
1.3 SITUATION OVERVIEW	2
HAZARD ANALYSIS OVERVIEW.....	3
CORE CAPABILITY OVERVIEW	12
1.4 PLANNING ASSUMPTIONS.....	17
SECTION 2: CONCEPT OF OPERATIONS.....	19
2.1 NATIONAL RESPONSE FRAMEWORK (NRF).....	19
2.2 STANDARD EMERGENCY MANAGEMENT SYSTEM (SEMS)	19
2.3 NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)	19
2.4 INTEGRATING FEDERAL, STATE, AND LOCAL SYSTEMS	20
2.5 PHASES OF EMERGENCY MANAGEMENT	21
RECOVERY.....	22
SECTION 3: ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES	25
3.1 FIELD RESPONSE	25
3.2 LOCAL GOVERNMENT	25
LOCAL GOVERNMENT RESPONSIBILITIES	26
TRAINING STANDARDS	26
TOWN OF LOS GATOS EMERGENCY ORGANIZATION	27
ORDER OF SUCCESSION FOR EMERGENCY MANAGEMENT LEADERSHIP	27
TOWN OF LOS GATOS EMERGENCY OPERATIONS CENTER (EOC)	27
3.3 OPERATIONAL AREA (OA).....	31
OPERATIONAL AREA AGREEMENT	31



OPERATIONAL AREA RESPONSIBILITIES	31
3.4 REGION	32
3.5 STATE.....	32
3.6 ADDITIONAL SUPPORT AND PLANNING ORGANIZATIONS	32
DISASTER SERVICE WORKERS (DSWs).....	32
COMMUNITY EMERGENCY RESPONSE TEAM (CERT)	33
AMATEUR RADIO EMERGENCY SERVICES/RADIO AMATEUR CIVIL EMERGENCY SERVICES (ARES/RACES)	33
EMERGENCY OPERATIONAL AREA COUNCIL (EOAC)	34
OPERATIONAL AREA SIGNATORIES (OAS).....	34
OPERATIONAL AREA ADVISORY GROUP.....	34
DISASTER COUNCIL.....	34
DIRECTOR OF EMERGENCY SERVICES.....	34
SANTA CLARA COUNTY EMERGENCY MANAGERS ASSOCIATION	35
SPECIAL DISTRICTS AND OTHER ORGANIZATIONS	35
SECTION 4: DIRECTION, CONTROL, AND COORDINATION.....	36
4.1 DIRECTION AND CONTROL INTERFACE	36
4.2 OPERATIONAL AREA COORDINATION AND COMMUNICATION.....	36
EMERGENCY OPERATIONS CENTER NOTIFICATION.....	37
COORDINATION WITH OTHER LEVELS OF GOVERNMENT	37
COORDINATION WITH SPECIAL DISTRICTS.....	37
COORDINATION WITH NON-PROFIT AND VOLUNTEER ORGANIZATIONS.....	38
4.3 MULTI-AGENCY COORDINATION GROUPS	38
SECTION 5: INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION	41
5.1 INFORMATION COLLECTION AND MANAGEMENT TOOL.....	41
SECTION 6: CRISIS COMMUNICATIONS AND PUBLIC INFORMATION	43



6.1	JOINT INFORMATION SYSTEM (JIS)	43
6.2	JOINT INFORMATION CENTER (JIC).....	43
6.3	EOC COMMUNICATION SYSTEMS	44
	PUBLIC ALERTING AND NOTIFICATIONS	44
6.4	PUBLIC AWARENESS AND EDUCATION	45
	SECTION 7: ADMINISTRATION, FINANCE, AND LOGISTICS	47
7.1	FINANCE CONSIDERATIONS	47
	COST RECOVERY DOCUMENTATION REQUIREMENTS.....	47
7.2	MUTUAL AID	49
	MUTUAL AID SYSTEMS.....	50
	VOLUNTEER AND PRIVATE SECTOR AGENCIES IN MUTUAL AID	50
	SPECIAL MUTUAL AID CONSIDERATIONS FOR TERRORISM INCIDENTS	51
	MUTUAL AID AUTHORITIES, PLANS, AND GUIDANCE DOCUMENTS	51
7.3	RESOURCE MANAGEMENT	51
	INTEGRATION OF MUTUAL AID RESOURCES.....	52
	RESOURCE TRACKING PROCEDURES.....	52
	SECTION 8: PLAN DEVELOPMENT AND MAINTINENCE	54
8.1	PLAN MAINTENANCE	54
8.2	PLAN CONCURRENCE	54
8.3	PLAN TRAINING AND EXERCISE	54
	EXERCISE PROGRAM REQUIREMENTS.....	54
	SECTION 9: ACCESS AND FUNCTIONAL NEEDS	57
9.1	PURPOSE.....	57
9.2	SCOPE	57
9.3	SITUATION OVERVIEW	57
9.4	PLANNING ASSUMPTIONS.....	57



9.5	ROLES AND RESPONSIBILITIES	57
	EOC MANAGEMENT SECTION	57
	OPERATIONS SECTION.....	58
	PLANNING SECTION.....	58
	LOGISTICS SECTION	58
	FINANCE/ADMINISTRATION SECTION.....	58
	D/AFN COORDINATOR	58
9.6	CONCEPT OF OPERATIONS	58
	NOTIFICATION AND WARNING	58
	EVACUATION AND TRANSPORTATION	58
	SHELTERING AND MASS CARE	58
	COMMUNICATION.....	59
	MEDICAL AND HEALTH SERVICES	59
	RECOVERY.....	59
9.7	INTEGRATION AND COORDINATION	59
9.8	EOC CHECKLIST (D/AFN CONSIDERATIONS)	60
	ACRONYMS	61
	GLOSSARY	65
	AUTHORITIES AND REFERENCES	69
	LOCAL	69
	COUNTY.....	69
	STATE	69
	FEDERAL	69
	ADDITIONAL SOURCES.....	70
	APPENDIX	71
	APPENDIX A: LOCAL / STATE / FEDERAL CROSSWALK.....	73



.....	75
APPENDIX B: EMERGENCY OPERATIONS PLAN DOCUMENT DESCRIPTIONS	76



SECTION 1: INTRODUCTION

1.1 Purpose

The Town of Los Gatos' Emergency Operations Plan (EOP) provides a comprehensive, single source of guidance and procedure for the Town to prepare for, respond to, and manage significant or catastrophic natural or man-made threats, crises, incidents, or events that produce situations requiring a coordinated response. This EOP is intended to conform to the requirements of the National Incident Management System (NIMS), Standardized Emergency Management System (SEMS), Incident Command System (ICS), and the California State Emergency Plan for managing response to multi-agency and multi-jurisdictional incidents, and to be consistent with federal and state emergency plans and guidance documents. Best practices and lessons-learned have also been integrated into this plan where possible; these were identified in the review of after-action reports from recent national large-scale disasters, incidents, and events.

This EOP is intended as a concept of collaboration and consistency amongst various internal and external stakeholders and their specific incident management plans, procedures, functions, and capabilities. As such, the EOP is scalable enough to use in all incident types.

In the event of an emergency or disaster the Town of Los Gatos primary responsibility is to maximize the safety of the public, to minimize property and environmental damage, and ensure the continuity of government. To aid in accomplishing this goal, the Town has adopted the principles of SEMS, NIMS, and ICS so that responses to such conditions are done in the most organized, efficient, and effective manner possible.

1.2 Scope

This EOP provides guidance on response to the Town of Los Gatos' most likely and demanding emergency conditions. It does not supersede the well-established operational policies and procedures for coping with and responding to day-to-day emergencies involving law enforcement, the fire service, medical aid, transportation services, flood control, or other discipline-specific emergency response systems. It is intended as a supplement and complement to such systems. This EOP does however place emphasis on those unusual and unique emergency conditions that will require extraordinary response beyond the ability of any one or common set of organizations to respond. Neither does this EOP include detailed response level operating instructions or procedures. Each organization/Department identified in this EOP is responsible for, and expected to develop, implement, and test policies, instructions, and standard operating procedures (SOPs) or checklists that reflect the tactical, operational, strategic, and executive mission spaces and incident management concepts contained in this EOP. Coordinated response and support roles must be defined by these organizations to facilitate the ability to respond to and manage any given incident.

This document is not intended to be an overview of the Town's Emergency Operations Center functions, procedures, section responsibilities, or positions specific standard operating procedures. These issues are covered more specifically in the Standardized Emergency Management System (SEMS) position specific checklists which are maintained on the Town server and in position specific binders in the EOC.



1.3 Situation Overview

The Town of Los Gatos, encompassing 11.46 square miles, is nestled at the base of the Santa Cruz Mountains, and is located approximately 43 miles south of San Francisco, in the southwestern portion of Santa Clara County where the Santa Clara Valley meets the lower slopes of the Santa Cruz Mountains. Los Gatos is bordered by the City of San Jose to the north and east; the City of Campbell to the north; the Cities of Monte Sereno and Saratoga to the west; and unincorporated County of Santa Clara to the south.

Los Gatos encompasses a wide variety of terrain, ranging from flat topography at the edge of the valley floor to densely wooded hillsides. Both the valley and hillsides are interspersed with creeks, streams, and riparian habitat. The sharp contrast between the valley floor and the hillsides provides the Town's picturesque setting. As of 2020, the U.S. Census estimates that there are approximately 33,500 people residing in Los Gatos. The Census estimates that 20.1 % of Town residents are 65 or older.

In addition, according to the 2023 American Community Survey, about 12.7% of residents speak another Indo-European language home, the same number of residents also speak an Asian or Pacific Island language at home, while 4.6% of residents speak Spanish at home, 1.5% of respondents reported speaking English "less than very well".

According to the California Department of Finance, Los Gatos had 13,299 total housing units. Approximately 72 percent of the total housing stock in Los Gatos consists of single-family homes; of those, the majority (81 percent) are single-family detached homes, and a smaller proportion (19 percent) are single-family attached units, including condominiums and townhomes. The remaining 28 percent of homes are multi-family homes.

The Town operates 15 parks and is home to the County's Vasona Park and a section of the County's Los Gatos Creek Park. Visitors and residents alike enjoy the broad range of activities that the local landscape and Town parks promotes, such as mountain biking, hiking, running, tennis, and golf. Community special events in the Town include Spring into Green and the Los Gatos Children's Christmas Parade.

There are an estimated 20,650 jobs in the Town of Los Gatos. Of the 20,650 local jobs, only 3,310 are filled by residents of Los Gatos (16 percent), with the remaining 17,340 workers commuting in on an average daily basis. Approximately 12,220 employed residents commute out of Los Gatos to work. 85.6% of employed people in Los Gatos used a private vehicle to arrive at work.

The wider regional industry is dominated by the technology sector. County-wide, computer software and hardware manufacturing, wholesale, and services are some of the largest industry segments in terms of both annual revenues and employees. Specifically, in Los Gatos, 65.4% of residents work in management, business, science, or arts, 20.2% in sales and office occupations, and 7.2% in service occupations.

¹ U.S. Census Bureau, "Languages Spoken at Home; Los Gatos, town, California" Accessed May 19, 2025.
https://data.census.gov/cedsci/table?table=DP05&tid=ACST5Y2018.S1601&g=1600000US0644112&lastDisplayedRow=29&vintage=2018&layer=state&cid=DP05_0001E



The largest employers in the Town as of 2025 include; Netflix (2,314), El Camino Hospital (560), Courtside Tennis Club (542), Roku (516), Los Gatos-Saratoga High School District (367), and Los Gatos Union School District (281).

The Town is intersected by three State Routes; 17, 85 and 9, otherwise known as Los Gatos-Saratoga Rd. Other heavily trafficked roads in Los Gatos include downtown's Santa Cruz Ave, Los Gatos Boulevard, Winchester Avenue, and Blossom Hill Rd. Mass transit in the Town includes Santa Clara Valley Transportation Authority (VTA) with bus service. The Town is home to no airports or rail systems.

Hazard Analysis Overview

This section of the EOP consists of a series of threat summaries based upon a hazard analysis conducted by the Santa Clara County Office of Emergency Services (OES) and adopted for use by the Town of Los Gatos. The analysis provides an overview of the local area, known risks, and the anticipated nature of conditions that could pose a threat to life, property, and the environment in and around the Town.

The identified hazards listed below are consistent with those recognized in the **Santa Clara County Multi-Jurisdictional Hazard Mitigation Plan** and the **County Emergency Operations Plan (2022)**. These threats reflect the most likely and highest-consequence hazards that could impact the Town. As future hazard mitigation or planning efforts generate new data, this section will be updated accordingly.

The following hazard categories are addressed in this plan:

- Earthquake
- Wildland Fire
- Flood
- Dam/Levee Failure
- Landslide
- Drought
- Severe Weather
- Public Health Emergency

These hazards are not mutually exclusive. Multiple threats may occur simultaneously or in cascading fashion (e.g., an earthquake causing hazardous materials spills, dam failure, and infrastructure collapse). Specific response actions for each hazard may be addressed through separate functional or hazard-specific annexes to this plan, as well as department-level SOPs.

Annually, the Bay Area Urban Area Security Initiative (UASI) coordinates a regional effort to identify, catalog, and prioritize threats and hazards across the Bay Area. This effort culminates in an annually updated report called the Threat and Hazard Identification and Risk Assessment (THIRA). The THIRA helps local public safety agencies prioritize grant funding and preparedness/mitigation endeavors to improve capabilities to address the most serious and highly prioritized risks and gaps. The hazards below (in addition to other risk factors) are addressed within the THIRA.

Earthquake



The Town of Los Gatos is located near several active and potentially active earthquake faults, including the San Andreas, Hayward, and Calaveras faults. The Hayward Fault, which runs through the densely populated East Bay region, is considered one of the most hazardous faults in the United States due to its seismic history and proximity to major infrastructure. According to the U.S. Geological Survey (USGS), there is a 72 percent probability of at least one earthquake of magnitude 6.7 or greater striking the San Francisco Bay Area by 2043, with the Hayward Fault being a primary concern.

To model the regional impacts of such an event, the USGS developed the HayWired Earthquake Scenario in 2018. This scenario simulates a magnitude 7.0 earthquake on the Hayward Fault and includes detailed projections of ground shaking, aftershocks, and cascading infrastructure failures across the Bay Area. While the epicenter modeled is in Oakland, the scenario demonstrates that widespread disruption would occur across the entire region, including Santa Clara County and the Town of Los Gatos.

A major earthquake of this scale could result in extensive casualties, structural damage, utility disruptions, and cascading hazards such as fires, hazardous materials releases, or dam failures. Emergency operations in Los Gatos may be seriously hampered by damage to transportation corridors, loss of communications, and impaired water and power systems. A significant event would likely exceed the response capabilities of the Town and require coordinated support from the Operational Area, Cal OES, and federal agencies.

Two major local earthquakes that have impacted the Town include:

- San Francisco Earthquake (1906), magnitude 7.8, 3,000 regional fatalities reported
- Loma Prieta Earthquake (1989), magnitude 6.9, 63 regional fatalities reported

Other significant local earthquakes near or within the Town include:

- Concord Earthquake (1955), magnitude 5.4, 1 fatality
- Daly City Earthquake (1957), magnitude 5.3, 1 fatality
- Morgan Hill Earthquake (1984), magnitude 6.2, no fatalities
- Alum Rock Earthquake (2007), magnitude 5.6, no fatalities

The most significant impact from an earthquake in terms of structural damage and loss of life is ground shaking and subsequent fire. Ground shaking is the movement of the earth's surface in response to a seismic event. The magnitude of the earthquake, distance from the epicenter, and characteristics of surface geology determine the intensity of the ground shaking and the resultant damages.

Damage may include destruction of buildings making some uninhabitable due to the phenomenon of liquefaction. Liquefaction is the loss of shear strength of a soil. The shear strength loss results from the increase of water pressure caused by the rearrangement of soil particles induced by shaking or vibration. Liquefaction has been observed in many earthquakes, usually in soft, poorly graded granular materials (i.e., loose sands), with high water tables. Liquefaction usually occurs in the soil during or shortly after a large earthquake. The Town of Los Gatos is at risk of liquefaction and landslides during earthquakes as evidenced by mapping performed by the State Department of Conservation.

Every building in the Town is exposed to high risk of damage in earthquakes by virtue of being in a seismically active part of the country. Some structures face an elevated risk because they are in high hazard zones, such as near a fault, on liquefiable soils, or on slopes subject to landslides. Other structures



face high risk because their construction quality is inadequate to withstand strong shaking, as they were built decades ago, before modern building codes were enacted.

Major power plants are expected to sustain some damage due to liquefaction and the ground shaking intensity of the earthquake. The potential impact to the Town is lessened by the availability of power from other sources outside the affected area and significant reduction in consumer demand is expected as well. The PG&E Metcalf Transmission Substation is in an area of predicted strong shaking and is expected to sustain major damage.

Another major concern is whether an earthquake disrupts water availability and distribution for needed life support, to treat the sick and injured, and for fire suppression activities. The dams located in and around the Town of Los Gatos may be affected during earthquakes and our water distribution systems including the Delta in the Central Valley may be damaged.

Wildland Fire

Los Gatos is listed as a Community at Risk from wildfires on the Federal and the California Fire Alliance list of Communities at Risk in Santa Clara County. The combination of increasing development in or near wildlands, an abundance of highly flammable fuel, long dry summers and steep slopes creates a significant risk of large wildland fires in many areas of the county, including in and around the Town of Los Gatos. A wildland fire is a fire in which the primary fuel is natural vegetation. Wildland/Urban Interface (WUI) fire hazards are especially pronounced in areas of high structure densities adjacent to undeveloped open space areas with dense vegetation. Approximately a quarter of the Town's total residences are located within the wildland urban interface. The WUI contains approximately 3,100 structures and 6,800 residents.

Fires ignited in wildland areas can quickly spread, if unabated, to areas where residential or commercial structures are intermingled with wildland vegetation. In addition, fires that start in urbanized areas can spread to wildland areas and grow into wildland fires. A wildland/urban interface fire can result in death, injury, economic loss, and a large public investment in fire-fighting activities. WUI fires can rapidly proliferate to the point that local resources will be inadequate.

Wildland fire season in the county traditionally spanned the months after the last spring rains have fallen and until the first fall or winter rains occur. Traditionally, the months of August, September, and October have the greatest potential for wildland fires as vegetation dries out, humidity levels fall, and offshore winds blow. However, fire season is starting earlier and ending later each year, in part due to climate change.

The Town of Los Gatos is covered by the Santa Clara County Fire Department for its fire protection. Ground fire resources are augmented by CAL FIRE.

Fire agencies in the county have signed a countywide mutual aid agreement to ensure firefighting resources and personnel will be available to combat wildland/urban interface fires. If these resources within the county are not enough to meet the threat, fire resources from throughout California can be summoned under the State's Master Mutual Aid Agreement administered by the Cal OES. All fire agencies in Santa Clara County have signed the California Master Mutual Aid Agreement and participate in mutual aid operations as required.



Flood

Floods are generally categorized as either slowrise or flash floods. Slowrise floods may be preceded by a warning time lasting hours, days, or possibly weeks. Evacuation and sandbagging for a slowrise flood may lessen flood related damage. Conversely, flash floods are the most difficult to prepare for, because the warning will be short, if any is given at all. Flash flood warnings usually require immediate evacuation.

According to the National Flood Insurance Program's floodplain mapping, portions of the Town west of SR 17 and adjacent to Los Gatos Creek, San Tomas Aquinos Creek, Smith Creek, and Ross Creek are located within the 100-year floodplain and other areas of the Town are within the 500-year floodplain. Shallow flooding along some streets can be expected during significant storm events. The Town's Parks and Public Works Department has a storm response program. After a storm event, flooded areas are evaluated to determine the reason for flooding. Fortunately, due to its topography and local reservoirs, the Town has not been as severely impacted by flooding as nearby communities.

The National Weather Service (NWS) issues flash flood watches and warnings. A flash flood watch is issued when flash flooding is possible within the designated watch area but the occurrence location, and/or timing is still uncertain, indicating all persons should be alert. A flash flood warning indicating all persons should take necessary precautions is issued when a flash flood has been reported, is in progress, is imminent, or highly likely.

No area is immune to flash floods. On small streams, especially near the headwaters of river basins, water levels may rise quickly in heavy rainstorms, and flash floods can begin before the rain stops falling. Flash floods also occur in or near mountainous areas where torrential rains can quickly change a dry watercourse or small brook into raging torrents of water.

All low-lying areas are subject to flood conditions. Urban development in flood plain areas are often subject to seasonal inundation. The flood plain is a natural extension of any waterway, although infrequently used. Storm water runoff that exceeds the capabilities of stream and drainage channels, results in the natural flooding of a localized area.

Dam/Levee Failure

Dam inundation is flooding which occurs because of structural failure of a dam. The most common cause of dam failure is overtopping where the water behind the dam flows over the face of the dam and erodes the structure. Structural failure may be caused by seismic activity. Seismic activity that produces inundation generating a seismically induced wave that overtops the dam without also causing dam failure is referred to as a seiche. The Town is at-risk of flooding from three dams; Guadalupe, Lenihan/Lexington Dam, and Vasona. The Valley Water District (VWD) maintains emergency action plans for all three water system facilities.

Automated Local Evaluation in Real Time (ALERT) is a cooperative program initiated by the NWS's California-Nevada River Forecast Center in the 1970s. VWD began installation of its ALERT system in 1983, and its county-wide system currently includes 42 rain gauges, 68 stream flow gauges, and 10 reservoir gauges.



In the ALERT program, a local agency installs, maintains, and monitors event-reporting field sensors that report current hydrologic conditions, in real time, through radio telemetry. Event-reporting refers to the ability of sensors to transmit their status as hydrologic conditions change; i.e. rainfall occurs or streams and reservoirs rise and/or fall. Such sensor status data transmissions are received by a base station, which decodes the radio signal's site of origin, and data value. These values are logged in a computer database for report generation, analysis, and archiving purposes. Through a system of radio repeater sites, as well as computer networks, the data is received by both the local operator and interested agencies in adjoining areas, including the NWS. The NWS uses the real time data to verify their forecasts, and to monitor conditions for issuance of various hydrologic and meteorological statements.

Landslide

Landslides are downward movement of a slope and materials under the force of gravity. In addition to gravity, extended periods of intense rainfall during the winter months is the primary cause of landslides. Landslides can also be triggered by seismic activity. Landslides are a significant secondary hazard to wildland fire, where periods of heavy rainfall on denuded slopes cause landslides and mudslides.

The main types of landslide activity that can impact the county include:

- **Slide** – Mass movements, where there is a distinct zone of weakness that separates the slide material from more stable underlying material.
- **Fall** – Abrupt movements of masses of geologic materials, including rocks and boulders that become detached from steep slopes or cliffs.
- **Debris Flow** – Rapid mass movement of a combination of loose soil, rock, organic matter, air, and water that mobilize as a slurry flowing down slope. These are most often caused by heavy precipitation and intense surface water runoff in steep gullies.
- **Mudflow** – Earth flow consisting of material that is wet enough to flow rapidly and contains at least 50 percent sand, silt, and clay sized particles. Mudflows can travel at speeds of 35 mph or greater.
- **Creep** – Imperceptibly slow, steady, downward movement of slope-forming soil or rock.

The occurrence of landslides is determined by both natural and human factors. Natural factors include the cohesive strength and characteristics of the affected minerals, the orientation of joints and planes of weakness between slide material and bedrock, the steepness of slopes, the degree of saturation of ground materials (highly affected by rainfall), and the density of vegetation. Human factors include the over-steepening and over-loading of slopes, the removal of natural vegetation, and the addition of water to the soil by watering of lawns and septic system drain fields, and onsite ponding of storm runoff.

Because Los Gatos includes portions of the steep foothills of the Santa Cruz Mountains, there is a potential for landslides throughout much of the southern and eastern portions of the Town and extending as far north as Blossom Hill Road. Landslide potential is minimal in the gently sloping west central and northernmost portions of the Town.

Drought/Land Subsidence

Droughts are short-term or long-term water deficiencies that cause agricultural, environmental, and societal impacts. Droughts can occur in any part of the county and can last for indeterminate periods of



time. Agricultural drought is characterized by unusually dry conditions during the growing season resulting in significant economic effects on local agriculture. Extended periods of drought can increase the risk of wildfire occurrences and can impact public water supplies.

Land subsidence occurs when large amounts of ground water have been withdrawn from certain types of rocks, such as fine-grained sediments. The rock compacts because the water is partly responsible for holding the ground up. Land subsidence is most often caused by human activities, mainly from the removal of subsurface water. Compaction of soils in some aquifer systems can accompany excessive ground-water pumping and it is by far the single largest cause of subsidence.

Historically, the county has experienced as much as 13 feet of subsidence caused by excessive pumping of groundwater. Subsidence can lead to flooding that damages properties and infrastructure, and saltwater intrusion that degrades groundwater quality.

Climate Change

According to scientific projections, climate change will bring more frequent extreme heat events, worse air pollution, sea level rise, increasing average temperatures and an extension of fire season. These conditions will cause residential and commercial displacement, and more coastal and riverine flooding from extreme storms. Which in turn will have a significant impact on public health and disproportionately impact the area's most vulnerable populations of children, elders, people with chronic diseases, outdoor workers, people living in poverty, and some communities of color.

Thunderstorms and Lightning

Some thunderstorms can be seen approaching, while others hit without warning. It is important to learn and recognize the danger signs and to plan ahead.

A severe thunderstorm watch is issued by the NWS when damaging winds of 58 miles per hour or more, or hail three-fourths of an inch in diameter or greater is likely to develop. A severe thunderstorm warning is issued when a severe thunderstorm has been sighted or is indicated by weather radar.

As light travels much faster than sound, lightning flashes can be seen long before the resulting thunder is heard. Lightning has been known to strike up to 15 miles away from the parent cloud. Lightning causes on average, 87 fatalities each year across the nation.

Heat

While heat waves do not elicit the same immediate response as floods, fires, and earthquakes, they have claimed more lives over the past fifteen years than all other proclaimed disaster events combined. The worst single heat wave event in California occurred in Southern California in 1955, when an eight-day heat wave resulted in 946 deaths. Typical summer temperatures in the state contribute to the untimely demise of 20 people on average per year. A heat wave in July 2006 was the attributing cause of deaths to 138 people throughout California over a 13-day period.

The NWS uses the Heat Index to issue excessive heat watches and warnings. The Heat Index combines air temperature and relative humidity to determine the human-perceived equivalent temperature. NWS will issue an excessive heat watch when conditions are favorable for an excessive heat event in the next 24 to 72 hours. An excessive heat event is generally defined as when the maximum heat index temperature is



expected to be 105° or higher for at least 2 days and night time air temperatures will not drop below 75°. An excessive heat warning is issued within 12 hours of the onset of extremely dangerous heat conditions.

Cold

While the Town of Los Gatos is not generally known for having extremely cold weather, temperatures nearing freezing (32 degrees Fahrenheit or 0 degrees Celsius) can be dangerous when exposed for extended periods without proper shelter or clothing. Unusually cold temperatures pose a risk to several demographic cross sections within Town.

The NWS issues Wind Chill Watches and Warnings, Freeze Watches and Warnings, and Frost Advisories. These notifications are based on a number of factors to include temperature, wind speed, humidity, and various other factors. These notifications may illicit a response in various forms, such as the activation of warming shelters.

Public Health Emergency

A public health emergency involves the occurrence of any situation or event involving the presence and risk of exposure to any hazardous substance, waste or material; or communicable disease, virus or contagion, that significantly impacts life safety. A public health emergency is proclaimed when a toxic substance or communicable disease is present in such a form as to significantly impact life safety within the population at large.

Typical public health emergency situations include the following:

- Exposure to released toxic substance, chemical or material
- Exposure to fluid or airborne pathogen
- Exposure to high levels of environmental pollution
- Exposure to infectious disease
- Exposure to contaminated food and beverages
- Exposure to untreated liquid and solid waste

Public health emergencies are rare occurrences and generally occur infrequently, although the spread of communicable diseases within a selected community or population group may reach such large proportions as to be proclaimed an epidemic. Widespread exposure to communicable diseases and released hazards can have devastating effects on unprotected populations. Past epidemics including influenza have claimed millions of lives. Most recently 2020 saw a global pandemic caused by Novel Coronavirus Disease-2019, resulting in hundreds of thousands of American lives lost, public and private activity disrupted, and a global recession.

New strains of viruses and other communicable diseases are being identified that are resistant to existing vaccinations and medical inoculations. These new "super viruses" have characteristics and qualities that are, in many instances, much more virulent and dangerous than diseases and maladies commonly experienced.

Public health emergencies can occur or might generate from any of the following locations:



- Locations where hazardous materials are stored, processed, used, or transported
- Hospitals, clinics and other medical treatment facilities
- Laboratories and research facilities
- Natural environments that are breeding grounds for pathogens
- Areas subject to high concentrations of pollutants

The introduction of any contagious pathogen or disease into the general population can result in the development of an epidemic. The occurrence of an epidemic in the county could result in the death of hundreds, if not thousands, of people over a relatively short period of time. The County's Public Health Department has prepared for pandemic disease events, including pandemic flu.

Technological and Resource Emergency

Technological and resource emergencies may involve the disruption of critical lifeline systems, collapse of engineered structures, failure of essential service facilities, or widespread shortage of critical materials, supplies and subsistence items. Generally, technological emergencies occur when a human engineered system fails, whether due to poor design, lack of effective preventive maintenance, sabotage, virus, or demand overload.

The following hazards are associated with technological and resource emergencies:

- Disruption of essential services (i.e., electricity, gas, and water)
- Loss of government's ability to provide services
- Potential adverse impact to the environment
- Panic resulting from shortages of key commodities and subsistence items
- Disruption of commerce and business activity vital to the community
- Significant economic impact associated with production delays, lost revenues and costs associated system restoration and recovery

Santa Clara County and the Town of Los Gatos are dependent upon a highly complex technological infrastructure. The public depends on the continuation of commercial utility operations, the safety of transportation structures and facilities, the production of critical commodities, and the distribution of essential supplies.

Lifeline system disruptions, such as commercial power outages, occur on a regular basis. In most instances, service is restored within a short period. In 2019, Pacific Gas and Electric (PG&E) implemented its Public Safety Power Shutoff (PSPS) program, which allows the utility to proactively shut off power during periods of high fire risk in order to prevent wildfires caused by downed or energized power lines. That fall, Los Gatos experienced two PSPS events that resulted in localized outages across hillside neighborhoods. While durations and areas affected varied, these events highlighted the vulnerability of some areas of Town to extended utility disruptions and the need for localized contingency planning.

The following facility/structure types are generally considered to be at risk for disruptions and/or outages:

- Power generation and distribution substations
- Wastewater treatment plants
- Water storage and distribution facilities



- Hospitals, fire stations, police stations, and other essential service facilities
- Key highway bridges, airport facilities, and rail lines
- Critical government and commercial communications and broadcast facilities
- Key subsistence production, processing, storage, and distribution facilities
- Fuel processing and distribution facilities
- Flood control facilities

Hazardous Material Incident

The release of hazardous materials has the potential for adverse impacts upon human health, the environment, and property, depending upon the type, location, and quantity of material released. Jurisdictions near roadways that are frequently used for transporting hazardous materials and jurisdictions with industrial facilities that use, store, or dispose of such materials, all have increased potential for major hazardous material incidents.

Santa Clara County industries use and produce large amounts of hazardous materials that require on-site management and off-site disposal. These materials could be released during disasters such as earthquakes or terrorist attacks. Large amounts of the hazardous waste generated in the county is transported off-site to pre-approved treatment and disposal sites throughout the state. The balance is disposed of on-site through methods including evaporation ponds, incineration, pre-treatment of sewage discharge, and recycling.

Terrorism

The use of force or violence against persons or property in violation of the criminal laws of the United States for purposes of intimidation, coercion or ransom. Terrorists often use threats to create fear among the public, to try to convince citizens that their government is powerless to prevent terrorism, and to get immediate publicity for their causes. Acts of terrorism include threats of assassinations, kidnappings, hijackings, bomb scares and bombings, cyberattacks, and the use of chemical, biological, radiological, nuclear, and explosive weapons.

Terrorist activities are an increasing threat to our society, and those attacks have occurred against both the public and private sectors. Attacks have been directed against government and corporate leaders, private individuals, governing bodies and related agencies, police and other public service personnel and their facilities, public utility facilities, financial institutions, communication facilities, etc. Certain facilities, installations or service centers of both public and private sectors have been identified as likely targets for attack. Since September 11, 2001, intelligence gathering capabilities and cooperative working relationships between local, state and federal governments has been enhanced to thwart additional terrorist attacks.

A terrorist activity emergency has its own unique characteristics and must be dealt with in accordance to its magnitude and with an appropriate level of response. Plans and procedures have been created, exercised and revised for both the most likely and worst case scenarios. Intentional release of such weapons could cause considerable damage. Early detection and control of biological or chemical attacks is vital to the success in limiting the scope of damage. Chemical terrorism acts are likely to be identified by first responders because of their immediate and obvious symptoms.



Conversely, attacks with biological agents are liable to be covert, and therefore much more difficult to recognize. Biological agents will not have an immediate impact because of the delay between exposure and the onset of illness (the incubation period), thus compounding the difficulty of early detection. Recognizing that the symptoms are a result of a biological agent will be extremely difficult without prior experience or training, and an awareness of a preceding event. Only a short window of time exists between the identification of the first cases and before a second, larger wave of the populace becomes ill. During this phase, emergency officials will need to determine that an attack has occurred, identify the organism, and enact prevention and prophylactic strategies.

Complex and Coordinated Attack

A complex attack is conducted by multiple hostile elements which employ at least two distinct classes of weapon systems (i.e. indirect fire, direct fire, homemade explosives) against one or more targets. A coordinated attack exhibits deliberate planning conducted by multiple hostile elements, against one or more targets from multiple locations. A coordinated attack may involve any number of weapon systems. The key difference between a complex attack and a coordinated attack is that a coordinated attack requires the indication of long term planning.

Civil Unrest

A civil unrest activity such as a demonstration, riot, or strike that disrupts a community and requires intervention to maintain public safety.

Core Capability Overview

In the National Preparedness Goal the Federal Emergency Management Agency (FEMA) describes 32 core capabilities that address the greatest risks to the nation. As a community the Town of Los Gatos contributes to the Goal and strengthens our local and national preparedness by preparing for the risks that are most relevant and urgent for the Town (see Appendix A). The 32 core capabilities are:

Planning Conduct a systematic process engaging the whole community, as appropriate, in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.

Public Information and Warning Deliver coordinated, prompt, reliable, and actionable information to the whole community using clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken and the assistance being made available, as appropriate.

Operational Coordination Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.

Forensics and Attribution Conduct forensic analysis and attribute terrorist acts (including the means and methods of terrorism) to their source, to include forensic analysis as well as attribution for an attack and for the preparation for an attack to prevent initial or follow-on acts and/or swiftly develop counter-options.



Intelligence and Information Sharing Provide timely, accurate, and actionable information resulting from the planning, direction, collection, exploitation, processing, analysis, production, dissemination, evaluation, and feedback of available information concerning physical and cyber threats to the OA, its people, property, or interests. Information sharing is the ability to exchange intelligence, information, data, or knowledge among government or private sector entities, as appropriate.

Interdiction and Disruption Delay, divert, intercept, halt, apprehend, or secure threats and/or hazards.

Screening, Search, and Detection Identify, discover, or locate threats and/or hazards through active and passive surveillance and search procedures. This may include the use of systematic examinations and assessments, bio-surveillance, sensor technologies, or physical investigation and intelligence.

Access Control and Identity Verification Apply and support necessary physical, technological, and cyber measures to control admittance to critical locations and systems.

Cybersecurity Protect (and if needed, restore) electronic communications systems, information, and services from damage, unauthorized use, and exploitation.

Physical Protective Measures Implement and maintain risk-informed countermeasures, and policies protecting people, borders, structures, materials, products, and systems associated with key operational activities and critical infrastructure sectors.

Risk Management for Protection Programs and Activities Identify, assess, and prioritize risks to inform Protection activities, countermeasures, and investments.

Supply Chain Integrity and Security Strengthen the security and resilience of the supply chain.

Community Resilience Enable the recognition, understanding, communication of, and planning for risk and empower individuals and communities to make informed risk management decisions necessary to adapt to, withstand, and quickly recover from future incidents.

Long-term Vulnerability Reduction Build and sustain resilient systems, communities, and critical infrastructure and key resource lifelines to reduce their vulnerability to natural, technological, and human-caused threats and hazards by lessening the likelihood, severity, and duration of the adverse consequences.

Risk and Disaster Resilience Assessment Assess risk and disaster resilience so that decision makers, responders, and community members can take informed action to reduce their entity's risk and increase their resilience.

Threats and Hazards Identification Identify the threats and hazards that occur in the geographic area; determine the frequency and magnitude; and incorporate this into analysis and planning processes to clearly understand the needs of a community or entity.

Critical Transportation Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals, and the delivery of vital response personnel, equipment, and services into the affected areas.



Environmental Response/Health and Safety Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all-hazards in support of responder operations and the affected communities.

Fatality Management Services Provide fatality management services, including decedent remains recovery and victim identification, working with local, state, tribal, territorial, insular area, and federal authorities to provide mortuary processes, temporary storage or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.

Fire Management and Suppression Provide structural, wildland, and specialized firefighting capabilities to manage and suppress fires of all types, kinds, and complexities while protecting the lives, property, and the environment in the affected area.

Infrastructure Systems Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.

Logistics and Supply Management Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.

Mass Care Services Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.

Mass Search and Rescue Operations Deliver traditional and atypical search and rescue capabilities, including personnel, services, animals, and assets to survivors in need, with the goal of saving the greatest number of endangered lives in the shortest time possible.

On-scene Security, Protection, and Law Enforcement Ensure a safe and secure environment through law enforcement and related security and protection operations for people and communities located within affected areas and also for response personnel engaged in lifesaving and life-sustaining operations.

Operational Communications Ensure the capacity for timely communications in support of security, situational awareness, and operations by any and all means available, among and between affected communities in the impact area and all response forces.

Public Health, Healthcare, and Emergency Medical Services Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support, and products to all affected populations.

Situational Assessment Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.



Economic Recovery Return economic and business activities (including food and agriculture) to a healthy state and develop new business and employment opportunities that result in an economically viable community.

Health and Social Services Restore and improve health and social services capabilities and networks to promote the resilience, independence, health (including behavioral health), and well-being of the whole community.

Housing Implement housing solutions that effectively support the needs of the whole community and contribute to its sustainability and resilience.

Natural and Cultural Resources Protect natural and cultural resources and historic properties through appropriate planning, mitigation, response, and recovery actions to preserve, conserve, rehabilitate, and restore them consistent with post-disaster community priorities and best practices and in compliance with applicable environmental and historic preservation laws and executive orders.

The 32 core capabilities have been grouped into five mission areas to serve as an aid in organizing our preparedness activities. Some capabilities fall into only one mission area, while others apply to several mission areas.

Prevention Prevention includes those capabilities necessary to avoid, prevent or stop a threatened or actual act of terrorism. It is focused on ensuring we are optimally prepared to prevent an imminent terrorist attack within the community. The core capabilities that support the Prevention mission include:

- Planning
- Public Information and Warning
- Operational Coordination
- Forensics and Attribution
- Intelligence and Information Sharing
- Interdiction and Disruption
- Screening, Search, and Detection

Protection Protection includes the capabilities necessary to secure the homeland against acts of terrorism and manmade or natural disasters. It is focused on actions to protect the citizens, residents, visitors, and critical assets, systems, and networks against our greatest risks to our community in a manner that allows our interests, aspirations, and way of life to thrive. The core capabilities that support the Protection mission include:

- Planning
- Public Information and Warning
- Operational Coordination
- Access Control and Identity Verification
- Cybersecurity
- Intelligence and Information Sharing
- Interdiction and Disruption
- Physical Protective Measures



- Risk Management for Protection Programs and Activities
- Screening, Search, and Detection
- Supply Chain Integrity and Security

Mitigation Mitigation includes the capabilities necessary to reduce the loss of life and property by lessening the impact of disasters. It is focused on the premise that individuals, the private sector, communities, critical infrastructure, and the community as a whole are made more resilient when the consequences and impacts, the duration, and the financial and human costs to respond to and recover from adverse incidents are all reduced. The core capabilities that support the Mitigation mission include:

- Planning
- Public Information and Warning
- Operational Coordination
- Community Resilience
- Long-Term Vulnerability Reduction
- Risk and Disaster Resilience Assessment
- Threats and Hazards Identification

Response Response includes the capabilities necessary to save lives, protect property and the environment, and meet basic human needs after an incident has occurred. It is focused on ensuring that the community is able to effectively respond to any threat or hazard, including those with cascading effects, with an emphasis on saving and sustaining lives and stabilizing the incident, as well as rapidly meeting basic human needs, restoring basic services and community functionality, establishing a safe and secure environment, and supporting the transition to recovery. The core capabilities that support the Response mission include:

- Planning
- Public Information and Warning
- Operational Coordination
- Critical Transportation
- Environmental Response/Health and Safety
- Fatality Management Services
- Fire Management and Suppression
- Logistics and Supply Chain Management
- Infrastructure Systems
- Mass Care Services
- Mass Search and Rescue Operations
- On-Scene Security, Protection, and Law Enforcement
- Operational Communications
- Public Health, Healthcare, and Medical Services
- Situational Assessment

Recovery Recovery includes the core capabilities necessary to assist communities affected by an incident to recover effectively. It is focused on a timely restoration, strengthening, and revitalization of



the infrastructure; housing; a sustainable economy; and the health, social, cultural, historic, and environmental fabric of communities affected by a catastrophic incident. The core capabilities that support the Recovery mission are:

- Planning
- Public Information and Warning
- Operational Coordination
- Economic Recovery
- Health and Social Services
- Housing
- Infrastructure Systems
- Natural and Cultural Resources

1.4 Planning Assumptions

The organizations described or noted in this EOP will be aware of significant emergency conditions as they arise. These conditions will trigger a response consistent with the respective responsibilities and roles defined either by the EOP, or other legal and policy frameworks. The responding organizations will be constrained in their response by the level of training, readiness activities, and interagency coordination undertaken prior to the incident. The planning assumptions are as follows:

- The citizens in the Town of Los Gatos will be expected to provide for their immediate needs to the extent possible for potentially several days following a catastrophic event, or for at least 24 hours following a location-specific incident. This may include public as well as private resources in the form of lifeline services.
- Public, private and volunteer organizations, and the general public will have to utilize their own resources and be self-sufficient for potentially several days, possibly longer.
- In the event of a large-scale incident or event, it may become necessary to shelter a substantial number of the Town population due to either evacuation or damage to residences.
- A catastrophic earthquake would adversely impact local government and response capabilities. Consequently, a number of local emergencies may be proclaimed.
- Communications, electrical power, water lines, natural gas lines, sewer lines, and fuel stations may be seriously impaired following a major incident and may not be fully restored for 30 days or more.
- Transportation corridors will be affected so only equipment, foodstuffs, supplies, and materials on hand may be available for use during the first several days or more of emergency operations.
- Large numbers of medically fragile evacuees may require transportation to/from shelter locations.
- It is possible only emergency response personnel on duty at the time of a significant earthquake will be available during the first operational period.
- Infrastructure damage may limit the number of emergency response personnel available to staff the Town of Los Gatos EOC or other incident management organization functions for at least 12 hours.



- In the event of a complex large incident or event, a clear picture regarding the extent of damage, loss of life, and injuries may not be known for well over a day.
- County support of city emergency operations will be based on the principal of self-help. The Town will be responsible for utilizing all available local resources along with initiating mutual aid and cooperative assistance agreements before requesting assistance from the county per SEMS.
- There will be multiple operations or logistics needs for the same facilities located in the county although owned and controlled by outside agencies including the State and Federal government or the private-sector.
- The Town of Los Gatos' planning, policies, strategies, operations, and tactics will make every effort to consider the needs of the general population, children of all ages, individuals with disabilities and others with access and functional needs.
- Some evacuees may require specialized medical care found only in a hospital, and/or access to medication, refrigeration, mobility devices, or service animals.
- The Town, in collaboration with the American Red Cross will ensure shelters meet the minimum requirements of the Americans with Disabilities Act of 1990 (ADA).
- The Town of Los Gatos EOC capabilities may be limited for the first operational period if communication links to other agencies and Town departments are impacted.
- Essential Town services will be maintained as long as conditions permit.
- An emergency will require prompt and effective response and recovery operations by the entire Town of Los Gatos incident management enterprise, to include emergency services, mutual aid resources, disaster relief and volunteer organizations, the private sector, the elected, executive, strategic, operational, and tactical incident responders, and the whole community.
- Because of damage to the transportation infrastructure, out-of-region mutual aid, State and Federal resources, and resources from other states may not begin to arrive for several days.
- All emergency response staff are trained and experienced in operating under the SEMS/NIMS/ICS protocols and procedures.
- Parts of the entire Town may be affected by environmental and technological emergencies.
- The Department of Homeland Security will provide threat conditions and identify possible targets through the regional intelligence collection and dissemination structures.
- Control over Town of Los Gatos resources will remain at the Town-level even though the Governor has the legal authority to assume control in a State Proclamation of Emergency



SECTION 2: CONCEPT OF OPERATIONS

Town of Los Gatos' departments, including Town Manager's Office, Los Gatos-Monte Sereno Police Department, Planning Department and Parks and Public Works identify potential threats to life, property and the environment, and then develops plans and procedures to respond to those threats. These plans and procedures will help to coordinate and support emergency response and recovery activities and will be tested through exercises and validated by the results of actual response. The goal is to maintain a robust incident management organization with strong collaborative ties among Town departments, our government partners, community-based organizations, volunteers, and the private sector. The Town conforms to, and this EOP complies with, SEMS, NIMS, and ICS guidelines.

2.1 National Response Framework (NRF)

The NRF is based upon the premise that incidents are handled at the lowest jurisdictional level. In the vast majority of incidents, state and local resources and interstate mutual aid will provide the first line of emergency response and incident management support. When state resources and capabilities are overwhelmed, Governors may request federal assistance. The NRF provides the framework for federal interaction with state, local, tribal, private sector and non-governmental entities in the context of domestic incident management to ensure timely and effective federal support.

The NRF is the core operational plan for national incident management, and establishes national-level coordinating structures, processes, and protocols that will be incorporated into certain existing federal interagency incident or hazard-specific plans. The NRF is intended to facilitate coordination among local, state, tribal, and federal governments and the private sector without impinging on any jurisdiction or restricting the ability of those entities to do their jobs. The NRF does not alter or impede the ability of first responders to carry out their specific authorities or perform their responsibilities.

The NRF and NIMS are designed to work in tandem to improve the Nation's incident management capabilities and overall efficiency. Use of NIMS enables local, state, tribal, and federal governments and private-sector and non-governmental organizations (NGOs) to work together effectively and efficiently to prevent, prepare for, respond to, and recover from actual or potential domestic incidents regardless of cause, size, or complexity.

2.2 Standard Emergency Management System (SEMS)

SEMS is required by California Government Code Section 8607(a) for managing response to multi-agency and multi-jurisdiction incidents in California. SEMS incorporates the use of the ICS, the California Master Mutual Aid Agreement, the Operational Area Concept, and multi-agency coordination. Local governments must use SEMS to be eligible for reimbursement of their response-related personnel costs under state disaster assistance programs.

2.3 National Incident Management System (NIMS)

NIMS provides a comprehensive, whole community, whole government approach to incident management for all hazards and integrates existing best practices into a consistent nationwide approach to domestic incident management that is applicable to all jurisdictional levels and across functional disciplines. NIMS is based on a balance of flexibility and standardization that allows government and



private entities at all levels to work together to manage domestic incidents, regardless of their cause, size, location, or complexity. Five major components make up this system's approach: preparedness; communications and information management; resource management; command and management; and ongoing management and supporting technologies.2.4 Incident Command System (ICS)

A primary component of SEMS and NIMS, ICS is a standardized on-scene emergency management system designed to allow for an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS addresses both organization and process. ICS is used to manage facilities, equipment, personnel, procedures, and communications using a common organizational structure and standardized procedures, per the ICS Field Operations Guide (ICS 420-1).

2.4 Integrating Federal, State, and local Systems

Taken together the NRF, SEMS, NIMS, ICS, and this EOP integrate the capabilities and resources of various governmental jurisdictions, incident management and emergency response disciplines, non-governmental organizations (NGOs), and the private sector into a cohesive, coordinated, and seamless national framework for domestic incident management. Field level emergency responders, Department Operations Center (DOC) staff, Emergency Operations Center (EOC) staff, department executives, elected officials, and public information officers all have a vital role in successful comprehensive incident management and make up the Incident Management Enterprise. For a complete crosswalk of the Federal Emergency Support Functions (ESFs), State Emergency Functions (EFs), county EOC functions, and local EOC functions see Appendix A.



2.5 Phases of Emergency Management

Emergency management functions are generally grouped into the four phases of mitigation, preparedness, response, and recovery. The grouping of emergency management functions is useful for classifying and conceptualizing activities. While useful for targeting efforts and resources, the phases of emergency management are not distinct; activities in each phase often overlap with other phases. For example, recovery projects often include elements of mitigation (e.g., rebuilding structures using current building codes) and response often includes recovery measures (e.g., immediate debris removal). The phases are also cyclical in nature—lessons learned from an incident are applied in preparedness efforts for future emergencies and major disasters. The following sections provide examples of the types of activities that take place in each phase.

Mitigation

Mitigation activities occur before, during, and after incidents. Post-disaster mitigation is part of the recovery process. Eliminating or reducing the impact of hazards that exist within the Town of Los Gatos and are a threat to life and property are part of the mitigation efforts.

Mitigation tools include:

- Detailed plans to mitigate future hazards
- Land use planning
- Local ordinances and statutes (zoning ordinances, building codes, etc.)
- Structural measures
- Tax levies or abatements
- Public information and community relations

Preparedness

Preparedness activities are taken in advance of an emergency and develop operational capabilities, enact protective measures, and enhance effective responses to a disaster. These activities can include emergency/disaster planning, training and exercises, and public education. Citizen preparedness activities



are key elements in this phase and a significant factor in the success of a community in responding to an emergency. Members of the incident management enterprise and local organization develop EOPs, SOPs, and checklists detailing personnel assignments, policies, notification rosters, and resource lists. Personnel are made familiar with these EOPs, SOPs, and checklists through periodic training in the activation and execution of procedures.

The Town Manager's Office and Los Gatos-Monte Sereno Police Department maintain several contact lists of agencies and personnel critical to emergency operations. Those lists include; Town EOC responders, key contacts within other jurisdictions and operational area contacts, local service providers and other organizational contacts.

Response

The response phase can be further broken down into three types of response—pre-emergency, immediate, and on-going emergency responses.

Pre-Emergency Response (or Crisis Response) If warning mechanisms exist for a particular hazard then response actions to emphasize protection of life, property, and environment can be anticipated. Typical pre-emergency and crisis response actions may include:

- Alerting necessary agencies, placing critical resources on stand-by
- Warning threatened populations of the emergency and apprising them of safety measures to be implemented
- Evacuation of threatened populations to safe areas
- Identifying the need for mutual aid
- Proclamation of a Local Emergency by local authorities

Immediate Emergency Response During this phase, emphasis is placed on saving lives and property, attempting to establish and maintain control of the situation, and minimizing effects of the disaster. Immediate response is accomplished within the affected area by local government agencies and segments of the private sector. The primary activities are initiated on-scene by first or early responders.

On-Going (or Sustained) Emergency Response In addition to continuing preservation of life and property, critical actions such as mass care, relocation, public information, situation analysis, and damage assessment operations may be initiated. Ongoing response usually involves many organizations and the activation of the Town of Los Gatos EOC.

Recovery

At the onset of an emergency, actions are taken to enhance the effectiveness of recovery operations. Recovery includes both short-term activities intended to return vital life-support systems to operation, and long-term activities designed to return infrastructure systems to pre-disaster conditions. The recovery phase may also include cost recovery activities. The major objectives of the recovery period include:

- Reinstatement of family and community integrity
- Provision of essential public services
- Restoration of private and public property



- Identification of residual hazards
- Preliminary plans to mitigate future hazards
- Recovery of costs associated with response and recovery efforts
- Coordination of state and federal public and individual assistance

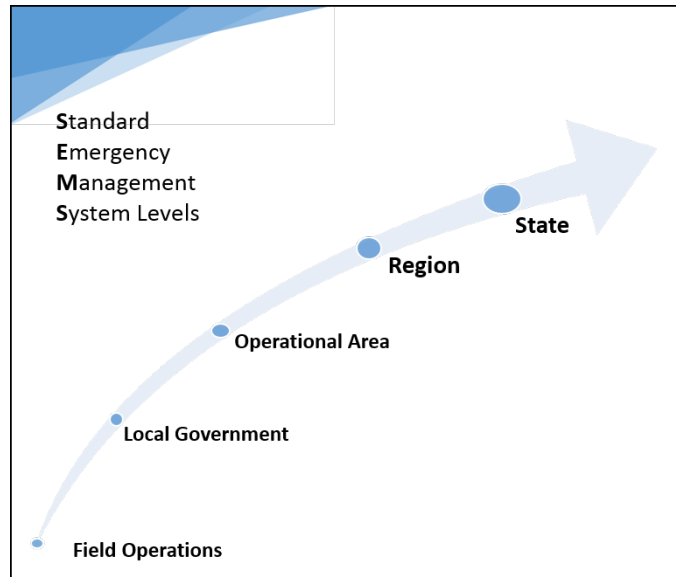


SECTION 3: ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

SEMS designates five organizational levels—field response level, local government level, OA level, regional level, and state level with each level being activated in a modular component network style as needed.

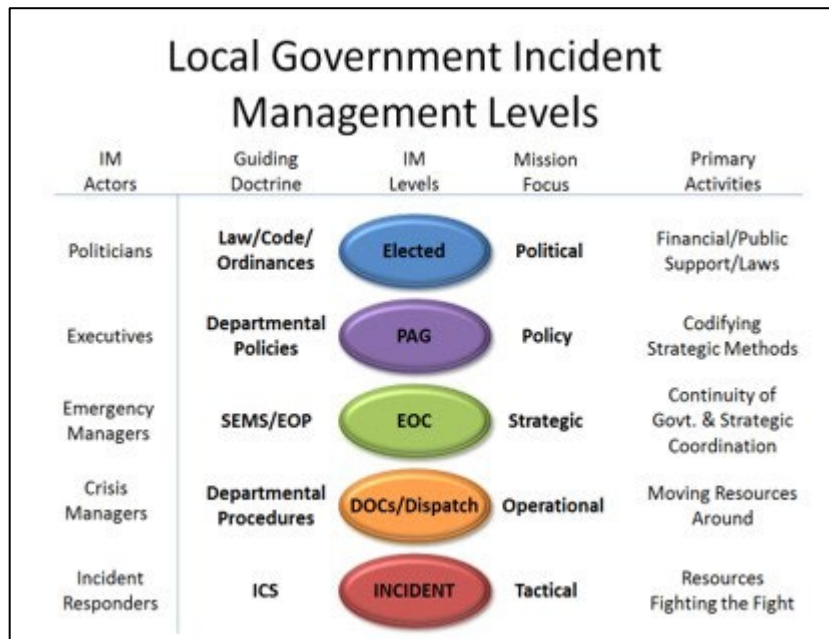
3.1 Field Response

The field response level is where emergency response personnel and resources, under the command of an appropriate authority, carry out tactical decisions and activations in direct response to an incident, multiple incidents, or threat. This is the incident level- where the emergency response begins. SEMS regulations require the use of ICS at this level of an incident. The Town of Los Gatos field responders include, but aren't limited to, the Los Gatos-Monte Sereno Police Department, the Santa Clara County Fire Department, and the Town's Parks and Public Works Department.



3.2 Local Government

Local governments include cities, towns, counties, and special districts. As a local government, the Town of Los Gatos manages and coordinates overall emergency response and recovery activities when multiple emergency agencies, like the Police Department and Parks and Public Works Department are involved in an incident. This can be done through a virtual or in-person emergency operation center (EOC). It is the first coordination level above the field response. Local governments are required to use SEMS when their EOC is activated, or when a local emergency is declared.





Local Government Responsibilities

- Collaborate with County OES to ensure SEMS and NIMS compliance
- Follow SEMS and NIMS requirements and guidelines
- Participate in SEMS and NIMS training and development among Town staff
- Incorporating NIMS requirements into this EOP
- Identification of all Town departments involved in field level response
- Identification of special districts that operate or provide services within the Town
- Integration of local volunteer and private agencies that have an emergency response role
- Determining the emergency role of the local volunteer and private agencies and making provisions for coordination during emergencies

All staff who may work in the EOC, or at the field level will receive appropriate SEMS/NIMS/ICS training as recommended by the Department of Homeland Security. New personnel will be trained as they are hired or assigned. To validate preparedness and planning efforts, the Town will develop an exercise program that provides periodic exercises for EOC personnel under SEMS/NIMS/ICS guidelines.

The Town's full-time Emergency Manager, assigned to the Town Manager's Office, supports the overall coordination and readiness of the emergency management program. During an Emergency Operations Center (EOC) activation, the Emergency Manager serves as the EOC Coordinator. In this role, the Emergency Manager oversees the internal functioning of the EOC, facilitates coordination across activated sections, ensures the development of the EOC Action Plan, manages operational briefings, and maintains situational awareness and documentation throughout the operational period.

The Emergency Manager is authorized, per this Emergency Operations Plan and under the delegated authority of the Director of Emergency Services, to activate the EOC when incident conditions meet the thresholds established in this plan.

Training Standards

Purpose. Establish Town training and exercise standards for EOC roles. The Town maintains compliance with the **National Incident Management System (NIMS)** and California's **Standardized Emergency Management System (SEMS)**. EOC personnel will complete NIMS/SEMS training consistent with FEMA and Cal OES guidance.

Minimums by role

Role	Required Training
Policy Group	G0402
EOC Management & Leadership	IS-100, G0191, G-611, IS-700, IS-800, IS-2200, G-2300
General Staff	IS-100, G-191, G-611, IS-700, IS-800, IS-2200

- Training currency will be maintained through participation in EOC exercises or drills.
- Training records will be maintained by the Town Manager's Office.



Town of Los Gatos Emergency Organization

The Town of Los Gatos Code of Ordinances, Section 8.10.030 establishes the Town Manager as the Director of Emergency Services and the Town Police Chief as the Assistant Director of Emergency Services. The Assistant Director shall exercise all powers vested by the Director in the event of the absence or incapacitation of the Director. The Director of Emergency Services is responsible to the Town Council and serves as the EOC Director.

Order of Succession for Emergency Management Leadership

To ensure the continuity of emergency management operations and timely decision-making during emergencies, the following order of succession is established for the Director of Emergency Services. This succession order will be activated in the event of the absence, incapacitation, or unavailability of the Town Manager (Director of Emergency Services) and/or the Chief of Police (Assistant Director of Emergency Services):

1. Assistant Town Manager
2. Emergency Manager
3. Senior Department Head (by tenure or designation)
4. Deputy Police Chief
5. Acting department head designated by the Town Manager or Town Council

The Emergency Manager serves as the EOC Coordinator during EOC activations and is responsible for internal coordination, development of EOC Action Plans, and facilitating situational awareness across sections. This order of succession ensures continuity of emergency functions and compliance with Standardized Emergency Management System (SEMS) principles.

This succession framework is established under the delegated authority provided to the Director of Emergency Services per Los Gatos Municipal Code §8.10.035(b), which authorizes the issuance of emergency-related policies and procedures.

Town of Los Gatos Emergency Operations Center (EOC)

The Director of Emergency Services, supported by Town staff, including department directors, will coordinate the Town's strategic disaster response and management out of the Town EOC.

An EOC is a location, preferably in-person, but can be virtual, from which centralized emergency management can be performed during an emergency or disaster. An EOC makes possible a coordinated response by the Director of Emergency Services, emergency management staff, and representatives from agencies and other organizations who are assigned emergency management responsibilities. An EOC provides a central location of authority and information, and, when in-person, allows for face-to-face coordination and collaboration among personnel that represent governmental incident management functions/capabilities who must make strategic emergency decisions to ensure incident support and continuity of government.

The Town EOC is the focal point for communication between the Town and the Operational Area, as well as between the Town and field response agencies. Position-based SOPs and checklists are followed during



a Town EOC activation. The level of staffing will vary based on the needs of the specific event or incident. Ensuring the EOC is ready to activate at any time is the responsibility of the Director of Emergency Services and is carried out by Town staff.

The following activities are performed in the Town EOC:

- Information Sharing
- Limited Resource Management
- Support of field response operations
- Receive and disseminate warning information
- Collect intelligence from, and disseminate information to, the various Town EOC representatives, and, as appropriate, to OA, county, cities/towns, special districts, state and federal agencies
- Prepare intelligence/information summaries, situation reports, operational reports, and other reports as needed
- Maintain general and specific maps, information display boards, and other data pertaining to OA emergency operations and situational awareness
- Ensure Continuity of government priorities, objectives, and actions are taken
- Analysis and evaluation of all data pertaining to OA emergency operations
- Maintain contact and coordination with the OA EOC, and as needed, other local jurisdiction EOCs, and the state
- Provide emergency information and instructions to the public, making official releases to the news media and the scheduling of press conferences, as necessary
- Develop emergency policies and procedures

Location

The Town's Emergency Operations Center (EOC) is located at a secured Town facility. Alternate and virtual options are also available.

Activation

EOC activation can be done under the following circumstances:

1. On the order of the following:
 - a. Town Manager
 - b. Police Chief
 - c. Assistant Town Manager
 - d. Emergency Manager
2. When the Governor has proclaimed a State of Emergency in an area including Los Gatos.
3. Automatically on the proclamation of a State of War Emergency as defined in California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code).
4. A Presidential declaration of a National Emergency in an area including Los Gatos.
5. Automatically on receipt of an attack warning or actual attack on the United States.



6. The Town EOC can be activated prior to and completely without an emergency proclamation. Both the EOP and the EOC are flexible instruments of disaster response that can be used only in the parts needed for smaller responses and can also be used to the fullest for major responses. Generally, there are three considerations when deciding to activate the EOC:
 - a. The ability of the Town government to function
 - b. The ability of the people in the Town to go about their daily lives
 - c. The status of infrastructure in the Town including roads, electricity, gas, bridges, water, sewage, etc.

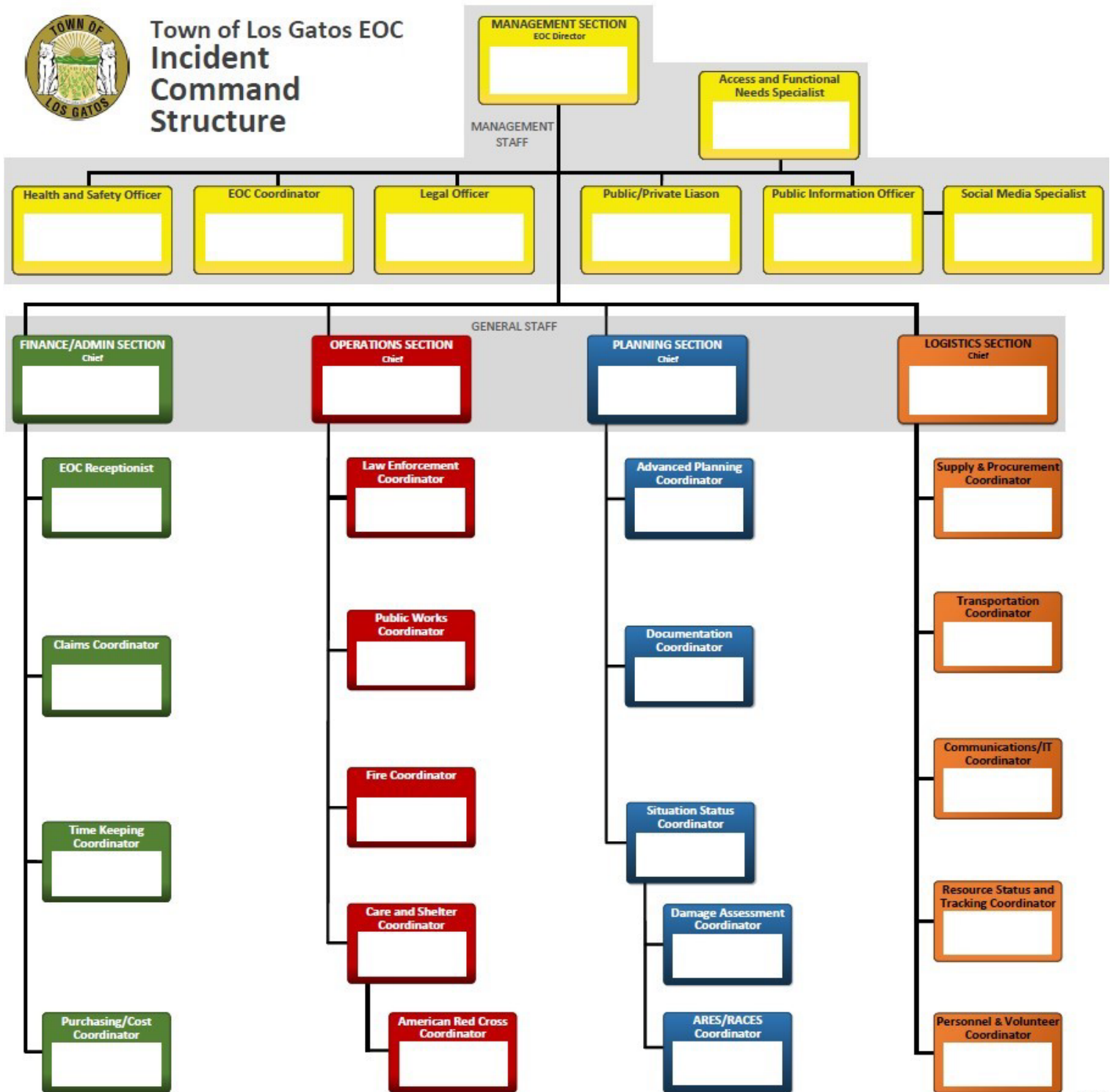
Objectives

The overall objective of emergency management is to ensure the effective government preparedness, mitigation, response, and recovery for situations associated with natural disasters, terrorist attacks, technological incidents, and national security emergencies. To carry out its responsibilities, the Town of Los Gatos EOC organization will accomplish the following objectives during a disaster/emergency:

- Support and coordinate emergency response and recovery operations
- Provide an active presence of the Town Manager, or designee, in setting objectives, establishing priorities, and making decisions that affect Town government and the general public
- Coordinate and work with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities and volunteer agencies to assess situation status, monitor resource needs, and coordinate requests for resources from outside agencies and jurisdictions
- Establish priorities and resolve conflicting demands for support or scarce resources
- Ensure Continuity of government priorities, objectives, and actions are taken
- Prepare and disseminate information to alert, warn, and inform the public
- Collect and disseminate damage and other essential data about the situation
- Fulfill obligations for intelligence gathering and information flow as described in SEMS and other guidelines
- Provide logistical support for the emergency response where appropriate and requested
- Oversee and manage activities incurring costs and expenditures
- Collect records needed for successful cost recovery



Organization The diagram below is the current EOC organizational structure.





Deactivation

Deactivation of the Town EOC occurs upon order of the EOC Director based on incident status. Deactivation may occur through a gradual decrease in staffing or all at once. Town EOC responders must follow applicable deactivation procedures as directed by the EOC Director and identified in the Town EOC position-specific checklists.

3.3 Operational Area (OA)

The “Operational Area” is conceptual in nature and incorporates the effective incident management collaboration of the various jurisdictions within the boundaries of Santa Clara County. The County of Santa Clara, as a jurisdiction and organization is charged with taking the lead coordination and arbitration role within the OA and with being the primary point of contact and for the region and state. In an OA lead entity capacity, the County manages and/or coordinates information, resources, and priorities among local governments and serves as the link between the local government level and the regional level. At this level, the governing bodies are required in SEMS to reach consensus on how resources will be allocated in a major crisis affecting multiple jurisdictions or agencies.

California Government Code, Title 2, Division 1, Chapter 7, Article 9—California Emergency Services Act—defines an operational area as:

“Each county is designated as an operational area. In a state of war emergency each operational area shall serve as a link in the system of communications and coordination between the state’s emergency operating centers and the operating centers of the political subdivisions comprising the operational area.

The governing bodies of each county and of the political subdivisions in the county may organize and structure their operational area.

An operational area may be used by the county and the political subdivisions comprising the operational area for the coordination of emergency activities and to serve as a link in the communications system during a state of emergency or a local emergency.” (Government Code § 8605)

Additionally, in accordance with California Code of Regulations, Title 19, Division 2, Chapter 1, Article 4—Standardized Emergency Management System—“The county government shall serve as the lead agency of the operational area unless another member agency of the operational area assumes that responsibility by written agreement with County government.” (19 California Code of Regulations § 2409)

Operational Area Agreement

In accordance with state statute the OA was organized in 1995 with a cooperative agreement (Santa Clara County Ordinance Code § A8-5) between the County and the 15 cities/towns located within the county geographic area. The Santa Clara County Operational Area Disaster Response and Recovery Organization Interim Agreement defines the OA and provides for sharing of critical information and emergency resources in a disaster, as well as for compliance with SEMS requirements.

Operational Area Responsibilities



The implementation of SEMS and NIMS is a cooperative effort of all departments and agencies within the county, cities/towns, and special districts that have an incident management and/or emergency response role. While every jurisdiction is charged with SEMS and NIMS compliance, County OES has the lead responsibility for SEMS and NIMS collaboration, implementation, and planning with responsibilities for:

- Communicating information within the OA on SEMS and NIMS requirements and guidelines
- Reporting NIMS compliance to Cal OES and the Department of Homeland Security
- Identification of all county departments and agencies involved in field level response
- Identification of departments and agencies with a DOC
- Coordinating with local jurisdictions and volunteer and private agencies on development and implementation of SEMS and NIMS
- Identification of special districts that operate or provide services within the OA
- Determining the emergency role of the OA special districts and making provisions for coordination during emergencies
- Identification of local volunteer and private agencies that have an emergency response role
- Determining the emergency role of the OA volunteer and private agencies and making provisions for coordination during emergencies

3.4 Region

Because of its size and geography, the state has been divided into three administrative regions each with an EOC, to include the Southern, Coastal, and Inland regions. Santa Clara County is in the Coastal Region. Additionally, the state has been divided into six mutual aid regions. Santa Clara County resides in Mutual Aid Region Two, which is based out of Alameda County. The Regional Emergency Operations Center (REOC) prioritizes requests and provides support to the OAs in their region. This is to provide for more effective application and coordination of mutual aid and other related activities.

3.5 State

The State Operations Center (SOC) level is in Sacramento at the Cal OES headquarters. Cal OES manages state resources in response to the emergency needs of the other levels. The state also serves as the coordination and communication link between the state and the federal disaster response system.

3.6 Additional Support and Planning Organizations

The groups, committees, and organizations identified below all participate in ensuring the Town's preparedness to respond to emergencies and disasters.

Disaster Service Workers (DSWs)

The Disaster Service Worker Volunteer Program (DSWVP) was created as the result of legislation to provide workers' compensation benefits to registered Disaster Service Worker (DSW) volunteers who are injured while participating in authorized disaster-related activities, including pre-approved training. Disaster service, as defined for the Program, is designed to aid in the response and recovery phases in a disaster or emergency. It does not include the day-to-day emergency response activities typically associated with, for example, law enforcement, fire services or emergency medical services. The Program also provides limited immunity from liability.



In accordance with state law (California Code of Regulations (CCR) Title 2, Division 2, Chapter 2, Subchapter 3) and Town ordinance (Sec. 8.10.035.b.3) all Town employees are designated as disaster service workers (DSWs). In the event of an emergency the expectation is that Town employees and volunteers will secure their own homes and families and then, if possible and if they are so instructed, they will return to the Town to assist in response activities. Continuity of government services is critical during disasters, and Town employees will play an important role in maintaining the services necessary for the community to recover from a disaster. Additionally, volunteers may register with the county through a virtual Emergency Volunteer Center (EVC) on an as-needed basis in an emergency to be designated DSWs and fill important roles in the overall response effort. Volunteer DSWs may include:

- Community Emergency Response Team (CERT) members
- Amateur radio operators
- Other volunteers

Community Emergency Response Team (CERT)

The Los Gatos-Monte Sereno CERT program educates volunteers about disaster preparedness for hazards that may impact their immediate area and trains them in basic disaster response skills, such as: fire safety, light search and rescue, team organization, and disaster medical operations.

Using classroom and simulation-based education, CERT members can assist others in the neighborhood or workplace immediately following an event when emergency responders may not be immediately available to help.

The Los Gatos-Monte Sereno Police Department will continue to promote a consistent and standardized approach to CERT team activation, mobilization, utilization, and integration into the Town Incident Management structure.

Amateur Radio Emergency Services/Radio Amateur Civil Emergency Services (ARES/RACES)

The Town of Los Gatos utilizes the volunteer services of the Los Gatos-Monte Sereno ARES/RACES amateur radio operators during emergency activations. The licensed radio operators perform radio communication services to the Town and Santa Clara County as requested. When activated during an emergency, Los Gatos-Monte Sereno ARES/RACES will enable radio communications between CERT's Incident Command Posts collecting information in the field and the Town's EOC.

The volunteer group will also provide radio backup services for sharing information between the Town's EOC and the County of Santa Clara. They will operate as described by the Federal Communications Commission in their Radio Amateur Civil Emergency Service (RACES) capacity.

The Los Gatos-Monte Sereno ARES/RACES radio operators will also serve the Planning Section of the Town of Los Gatos EOC and will be available to support communications with the California OES Auxiliary Communications Services (ACS) as needed.



Emergency Operational Area Council (EOAC)

The Santa Clara County Emergency Operational Area Council (EOAC) is charged in Santa Clara County Ordinance Code § A8-24 with the purpose to enhance planning and preparedness for large-scale emergencies; to create effective partnerships in emergency planning, preparedness, training and exercise within the OA; to consolidate activities of cities and special districts to participate more efficiently in planning for future emergencies and disasters; to provide access to public-private partners to participate in emergency planning and preparedness; and to develop broad-based emergency preparedness and planning funding priorities and recommendations.

Operational Area Signatories (OAS)

The Operational Area Signatories (OAS) is an advisory body to the EOAC and is made up of emergency management representatives from the various jurisdictions and special districts within the OA. The OAS collaborates on emergency and incident management planning, logistics, and training and exercise priorities to ensure greater OA consistency and interoperability, as well as ensuring periodic information sharing and situational awareness. Additionally, OAS makes recommendations to the EOAC for Emergency Management Performance Grant (EMPG) proposals and funding. The Town's Emergency Services Coordinator contributes to OAS meetings as scheduled.

Operational Area Advisory Group

The Operational Area Advisory Group is the mechanism by which the OAS ensures and captures whole community engagement, as recommended by FEMA, in its planning priorities, processes, and development; its training and exercise priorities, curriculums, and schedules; and its operations center (EOCs & DOCs) capability, interoperability, and functionality. Various core teams, working groups, and sub-working groups are established in topical areas to develop products; trainings and exercises; prioritize projects; and advise and report to the OAS on progress and status.

Disaster Council

The Town of Los Gatos' Disaster Council consists of the following:

1. The Mayor, who shall be the Chair.
2. The Director of Emergency Services, who shall be the Vice-Chair.
3. The Assistant Director of Emergency Services.

Other persons may be appointed by the Director with the advice and consent of the Town Council.

The Disaster Council, is empowered through Town Code Sec. 8.10.025, to develop and recommend for adoption by the Town Council, emergency and mutual aid plans and agreements and such ordinances and resolutions and rules and regulations as are necessary to implement such plans and agreements. The Disaster Council shall meet upon call of the Chair or, in the Chair's absence from the Town or inability to call such meeting, upon call of the Vice-Chair.

Director of Emergency Services



There is hereby created the office of Director of Emergency Services within Town Code Sec. 8.10.030. The Town Manager shall be the Director of Emergency Services. There is hereby created the office of Assistant Director of Emergency Services who shall be the Town Chief of Police. The Assistant Director shall exercise all powers vested by this chapter in the Director in the event of the absence or incapacitation of the Director.

Santa Clara County Emergency Managers Association

The Santa Clara County Emergency Managers Association is a professional organization of emergency management representatives. The group meets to discuss and coordinate local emergency preparedness, disaster recovery, hazard mitigation, and emergency and incident management-related issues and trends. The Town of Los Gatos is regularly represented at EMA monthly meetings.

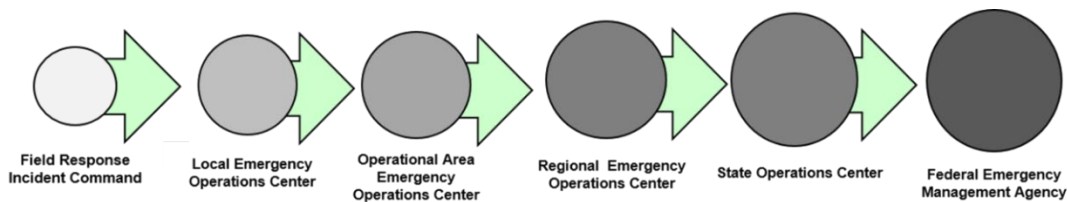
Special Districts and Other Organizations

Many special districts, utilities, and private companies such as the Valley Transportation Authority (VTA), Valley Water District (VWD), and San Jose Water Company also have incident management systems for continuity of operations and to provide resources in support of an emergency response. Community Based Organizations (CBOs), Non-Governmental Organizations (NGOs), and private-sector organizations provide a range of services to address needs that are wholly or partly unmet by local, state, and federal governments during response and recovery operations.



SECTION 4: DIRECTION, CONTROL, AND COORDINATION

The emergency response is coordinated under SEMS, which provides a flexible, adaptable and expandable response organization to address all-hazards of varying magnitude and complexity. An EOC is activated to support field operations and ensure continuity of government when an incident threatens government services, requires additional resources beyond the capacity of the responding agency, or when resources exceed that which is available from within the jurisdiction as a whole. Communications between Los Gatos' field responders (e.g. Santa Clara County Fire Department) and the EOC are established when the EOC is activated. The Town's EOC will establish communications with the OA EOC and the OA EOC will communicate with the state through the REOC.



4.1 Direction and Control Interface

In a major emergency, the Town of Los Gatos' EOC might be activated to coordinate and support the overall response. Personnel that are part of a field level emergency response will utilize ICS to manage and direct on-scene operations. Tactical management of responding resources is always under the leadership of the on-site Incident Commander (IC) at the Incident Command Post (ICP). ICs report or communicate directly to the local EOC usually to their counterpart in the operations section (e.g. Parks and Public Works IC will communicate with the Public Works Coordinator in the Operations Section).

During multiple-incident situations within the county, an area command may be established to provide for the ICs at separate locations. Unified Command is an application of ICS and may be established at the field response level when more than one agency has jurisdictional responsibilities. Agencies work together through the designated members of the Unified Command to establish their designated ICs at a single ICP. Under Unified Command, entities develop a common set of objectives and strategies which provides the basis for a single Incident Action Plan.

4.2 Operational Area Coordination and Communication

As outlined in the Town of Los Gatos and OA Emergency Operations Plan, coordination and communication should be established between an activated local EOC and the OA EOC. Common communications modalities from the Operational Area EOC to the Town, include, but are not limited to, landline telephone, fax, cell phone, satellite phone, computer networks, amateur radio, and low-band EOC to EOC radio. The Town responsibilities involve coordinating with the OA and other organizations to support field-level emergency response personnel, activating the EOC, ensuring continuity of government, and issuing orders to protect and inform the public. In accordance with ICS principles, units in the field receive tactical direction from an on-scene IC. When and where possible, the county will include jurisdictional representatives in planning for jurisdictional support.



When an incident occurs and the Town activates the EOC and requests OA EOC support; or additional cities/towns have proclaimed a local emergency, the county is required under SEMS to activate the OA EOC. The OA EOC then becomes the focal point for information sharing and dissemination and supports or arbitrates requests by cities/towns within the county.

Emergency Operations Center Notification

The Town Manager's Office and Police Department maintain a roster of pre-identified/appointed Town EOC staff and will notify those personnel to report to the Town EOC using AlertSCC (or other appropriate system), the Town's alert and warning system. The EOC staff list includes Town department representatives and agency representatives who are part of each SEMS (and NIMS compliant) EOC section—management, operations, plans and intelligence, logistics, and finance and administration.

The list will be utilized when directed by the Director of Emergency Services or designee activates the Town of Los Gatos EOC. The Director of Emergency Services or designee will determine what positions of the Town EOC will initially be staffed and requested to report. The EOC responders list includes:

- Employees from Town departments and agencies with appropriate authority and expertise
- Representatives from outside agencies including:
 - Special districts
 - Other government agencies
 - Volunteer organizations
 - Private sector organizations

Coordination with Other Levels of Government

The Town Manager's Office has identified the special districts, private non-profit (PNP) organizations, and volunteer agencies within the geographical boundaries of the Town of Los Gatos that may have an emergency response role during an emergency or disaster. Their emergency roles have been identified and provisions for coordination with each of them made. The Town will also work with the county to request up to state and federal agencies that have emergency responsibilities to ensure they are integrated into coordination of emergency operations as appropriate.

Coordination with Special Districts

Special districts are defined as local governments in SEMS and often have unique resources, capabilities, and vulnerabilities. The emergency response role of special districts is generally focused on the return to normal services. During disasters, some types of special districts will be extensively involved in the emergency response by assisting other local governments, like the Town.

Coordination and communications should be established with special districts that are involved in emergency response. Special districts that have a relevant emergency response role are requested to sit in the Town EOC as an Allied Agency. Relationships among special districts, the Town, the county, and the OA are complicated by overlapping boundaries and by the multiplicity of special districts. Special districts need to work with the local governments in their service areas to determine how best to establish coordination and communications in emergencies.



Typically, special district boundaries cross municipal boundaries. A special district may serve several cities/towns and county unincorporated areas. Some special districts serve more than one county. In such a situation, the special district may provide a liaison representative to the Operational Area EOC to facilitate coordination and communication with the various entities it serves. The Town works with key utilities providers and transportation agencies.

Coordination with Non-Profit and Volunteer Organizations

The Town of Los Gatos recognizes the valuable assistance and resources provided by NGO partnerships and the importance of organizations that perform voluntary services in the community. As a result, the Town continues to cultivate relationships with PNP (Private Non-Profit) organizations and has established an extensive trained volunteer base to support emergency response operations within the Town. The Town EOC will generally be a focal point for coordination of response activities with many PNPs and volunteer groups.

Private non-profit agencies and volunteer groups that have a key response role will have representatives at the Town EOC. For example, American Red Cross personnel will be part of the staff in the Town EOC Care and Shelter Branch.

During an emergency, the Town EOC may establish communication with PNP agencies and volunteer groups through an agency representative, volunteer coordinator, or other authorized personnel. Coordination, activation, and deployment of these members may be incident driven and will follow the appropriate organization response guidelines that have been established for the specific PNP organization or volunteer group.

4.3 Multi-Agency Coordination Groups

The Multi-Agency Coordination (MAC) System is one of the four foundational components of California's Standardized Emergency Management System (SEMS), along with the Incident Command System (ICS), the Master Mutual Aid System, and the Operational Area Concept. In accordance with the 2013 California Statewide Multi-Agency Coordination System Guide, MAC groups are convened to address incidents or situations in which resources are considered scarce and decision-makers need to prioritize their allocation in order to best serve the communities in need.

MAC groups are established to allow subject matter experts and agency representatives to evaluate complex situations and problem sets and make actionable recommendations to the MAC group activating body (IC, DOC, EOC, etc). Activating a MAC group helps to ensure that operational tempo is not hindered for the MAC group parent organization/operations center, objectives may still be set, and progress continued to be made while still tackling difficult or complex problems or issues.

A MAC group may be convened by an EOC Director or other authority to establish priorities among multiple competing incidents, provide coordinated decision making for resource allocation among cooperating agencies, harmonize agency policies, and offer strategic guidance and direction to support incident management activities. MAC groups convened to prioritize incidents for the allocation of scarce resources should consist of administrators or executives, or their designee, who are authorized to commit agency resources and funds. A MAC group may also be referred to as a multi-agency committee,



emergency management committee, interagency policy group, or as otherwise defined by the MAC System.



SECTION 5: INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

A primary objective of the Town of Los Gatos EOC is the timely gathering of accurate, accessible, and consistent information during an emergency and sharing vetted intelligence to ensure coordinated timely emergency response and the continuity of government operations. Status boards and other technologies for tracking emergency activities will be utilized. All Town EOC sections must maintain and display current status information so that other sections can quickly comprehend what actions have been taken, what resources are available, and to track damage status across the Town. Situation reports create a common operating picture and will be used to inform the operational objectives, priorities and strategies.

To ensure effective intelligence flow, emergency response agencies at all levels must establish communications systems and protocols to organize, integrate, and coordinate intelligence among the responding agencies.

- The flow of situation reports among the levels of government should occur as follows:
- Field level reports disseminated to local EOCs
- The Town EOC provides a jurisdictional situation report to the OA EOC based on field reports; DOC reports; and EOC activities and intelligence

5.1 Information Collection and Management Tool

An Information Collection and Management Tool is used in EOCs to accomplish the objective of timely gathering of accurate, accessible, and consistent information during an emergency. Every emergency event is unique, as such the Information Collection and Management Tool should be tailored to fit the circumstances and needs demanded by individual incidents.

At a minimum, every Information Collection and Management Tool should include the following information elements:

Essential Element of Information (e.g. boundaries of the disaster area, access points to the disaster area, jurisdictional boundaries).

Specific Information Requirement in support of an Essential Element of Information (e.g. traffic control points, safe routes, special permits required to access the disaster area).

Proposed Method or Source that could be used to obtain the Specific Information Requirement (e.g. field operation reports, GIS, reconnaissance).

Responsible Element, Section, or Agency identifies the responsible party tasked with collecting the specified information (e.g. EOC Operations Section, EOC Plans Section).

Deliverable Product specifies the mechanism the Responsible Element, Section, or Agency utilizes to relay a particular Specific Information Requirement (e.g. ICS Form 209, EOC Action Plan, incident map).



Collection Suspense or Schedule defines the reporting frequency for each Specific Information Requirement (e.g. daily, hourly, status change).

Distribution Requirement identifies the position, personnel, agency, or organization receiving the most up-to-date information in accordance with the Collection Suspense or Schedule (e.g. all EOC Section Chiefs, the REOC).



SECTION 6: CRISIS COMMUNICATIONS AND PUBLIC INFORMATION

Per NIMS, public information is coordinated and integrated across jurisdictions and functional agencies; among Federal, State, local, and tribal partners; and with private-sector entities and nongovernmental organizations. In order to effectively ensure timely and accurate public information and alert and warning messages are disseminated systems, structures, plans, policies, and equipment must be developed and identified to accomplish these tasks.

6.1 Joint Information System (JIS)

The Joint Information System (JIS) provides the mechanism to organize, integrate, and coordinate information to ensure timely, accurate, accessible, and consistent messaging across multiple jurisdictions and/or disciplines with nongovernmental organizations and the private sector. It includes the plans, protocols, procedures, and structures used to provide public information.

The JIS structure is used for ensuring that:

- Public Information Officer (PIO) functions are coordinated and integrated.
- A structure and system for developing and delivering coordinated interagency messages is provided.
- Public information plans and strategies on behalf of the incident management leadership can be developed, recommended, and executed.
- Leadership is effectively advised on public affairs issues that could affect a response effort, and rumors and inaccurate information that could undermine public confidence are controlled and managed.

Federal, State, tribal, territorial, regional, or local Public Information Officers and established Joint Information Centers (JICs) are critical supporting elements of the JIS. A robust and competent Town JIS is integral to an effective and comprehensive Town incident management capability.

6.2 Joint Information Center (JIC)

The Joint Information Center (JIC) is:

- A central location that facilitates operation of the Joint Information System.
- A location where personnel with public information responsibilities perform critical emergency information functions, crisis communications, and public affairs functions.

JICs may be established at various levels of government or at incident sites, or can be components of Multiagency Coordination (MAC) Systems (e.g., MAC Groups or EOCs). A single JIC location is preferable, but the system is flexible and adaptable enough to accommodate virtual or multiple JIC locations, as required.



6.3 EOC Communication Systems

The Town of Los Gatos EOC is equipped with multiple redundant communication modalities allowing the sharing of situational awareness, resource status, raw intelligence and data, and alert and warning. The communication capabilities are routinely reviewed and updated as technology advances. Current communication resources in the Town EOC include, but are not limited to:

- EOC information management system for internal coordination, status boards, ICS forms, and situation reporting (e.g., VEOCI)
- Land-line based phones
- Satellite phone
- Fax machine
- Silicon Valley Interoperability Radio Authority (SVIRA) ECOMM phone
- Internet enabled computers
- Radio systems
 - ARES/RACES amateur radio
 - Public safety frequencies (i.e., law, fire, EMS)

Public Alerting and Notifications

During an emergency, the Town of Los Gatos is responsible for the dissemination of information to the public. Public Information Officers (PIOs) disseminate emergency instructions and critical information to affected audiences—including governments, media, and the public—to provide messages that are accessible to all sectors of the community. Several county departments, as well as, PIOs from cities/towns, special districts, PNP organizations, and private companies share in the responsibility for disseminating complete, coordinated, and correct information to the public.

The Town has various systems in place for disseminating warnings and emergency information to the public which are describe below:

ALERT SCC AlertSCC is the county's public alert and notification system which has been made available for use to each of the 15 cities/towns within the county. AlertSCC uses the 9-1-1 database to deliver messages to the public via landline-based telephones. Additionally, the public can register through a web portal to directly receive AlertSCC alerts and notifications on cell phones and via email and SMS. Town of Los Gatos representatives have been trained and authorized to create and send public alerts and notifications. OES and County Communications staff are available 24/7 to assist the Town representatives in creating and sending public messages, as needed.

Emergency Alert System The Emergency Alert System (EAS) is a national public warning system that may be used by local authorities to deliver important emergency information to the public via local broadcast media. The county's primary station is KCBS (740 AM) and KSJO (92.3 FM) serves as the county's backup station. OES and County Communications have the credentials to access EAS and script emergency messages to inform the public of a threat, the steps to be taken by them, and where additional information can be obtained.



Integrated Public Alert and Warning System The Integrated Public Alert and Warning System (IPAWS) is an internet-based capability Federal, State, and local authorities can use to issue critical public alerts and notifications. County OES has been provided a federal credential and maintains it on behalf of local jurisdictions. That credential is provided to those city's/jurisdictions/individuals who have completed the applicable County mandatory training to be accessed through the AlertSCC system. IPAWS delivers alerts simultaneously through multiple communications devices reaching as many people as possible to save lives and protect property. These communication pathways include EAS (described above) and Wireless Emergency Alerts (WEA). The WEA system is capable of delivering alerts and notifications to cell phones within a geographic area without the cell phone being registered with the local alerting system. Best practice is to have the local Public Safety Access Point (PSAP/Dispatch) be the primary point of contact for dissemination of time sensitive alert and warning messages.

6.4 Public Awareness and Education

The public's response to any emergency is based on their understanding of the nature of the emergency, the potential hazards, the likely response of emergency services, and knowledge of what individuals and groups with or without access and functional needs, should do to increase their chances of survival and recovery. Individuals caring for the elderly, children, or pets also need an increased understanding of their specific situation as it pertains to disaster preparedness.

The Town makes emergency preparedness information available to the residents of Los Gatos through social media and the Town website. Further, the Town Manager's Office will provide special emphasis on specific hazards throughout the calendar year, aiding in the disaster preparation and education of the communities within the Town.

The Town utilizes various pathways to distribute incident management information; promote disaster preparedness; and disseminate warnings, alerts, and notifications. For complete information, consult the Town of Los Gatos Crisis Communications Annex to this Emergency Operations Plan. It provides best practices for crafting effective alert and warning messages, choosing appropriate alerting channels and spokespeople, and providing public education to ensure people understand how to obtain, use, and respond to information from the Town. The Town Manager's Office and Police Department utilize the following mediums for distributing incident management and preparedness information to the public and partnering stakeholders:

Town Sites:

- Town Website: www.losgatosca.gov/2026/Emergency-Preparedness
- Town Facebook: www.facebook.com/losgatosca
- Town Instagram: www.instagram.com/townoflosgatos/
- Town X: <https://x.com/TownLG>
- Town LinkedIn: www.linkedin.com/company/town-of-los-gatos
- Town Nextdoor: <https://nextdoor.com/agency-detail/ca/los-gatos/town-of-los-gatos/>
- Notify Me Distribution Lists: Sign up at www.LosGatosCA.gov/NotifyMe

Los Gatos-Monte Sereno Police Department Social Media Pages:



- Facebook: <https://www.facebook.com/LGMSPolice/>
- Twitter: <https://twitter.com/lgmsspolice?lang=en>
- YouTube: https://www.youtube.com/channel/UC_ovaYpCkfNEtSR2oHrBMZw



SECTION 7: ADMINISTRATION, FINANCE, AND LOGISTICS

7.1 Finance Considerations

To enhance the capability of the Town of Los Gatos to respond to incidents by providing financial support and coordination to the Town's incident management operations and coordinating the recovery of costs as allowed by Federal and State law, the financial priorities during incident management operations are:

- Preserve life, property, and the environment
- Provide continuity of financial support to the Town, and OA when appropriate
- Cooperate with the other sections of the Town EOC
- Document the Town's costs and recovery of those costs as allowable
- Maintain a positive image for the Town in its dealings with the public

The Finance/Administration function will operate under the following policies during a qualifying incident/event as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed
- All existing Town and departmental fiscal operating procedures will be adhered to unless modified by Town Council or the EOC Director
- For incident/events that render the accounting systems either inaccessible or unusable for any period of time, appropriate personnel will be on an operational period, as determined by the EOC Director. This may be a period of 12 hours.

The Finance/Administration function's primary responsibility is to maintain to the greatest extent possible the financial systems necessary to keep the Town of Los Gatos functioning during an incident or crisis of any size or type. These systems include but are not limited to:

- Payroll
- Payments
- Revenue collection
- Claim processing
- Cost recovery documentation

The function also supervises the negotiation and administration of vendor and supply contracts and procedures in collaboration with the incident management procurement functions.

Cost Recovery Documentation Requirements

To ensure eligibility for state and federal reimbursement, the Town of Los Gatos will follow FEMA and Cal OES requirements for cost documentation during disaster response and recovery. Departments and Town personnel must track expenses using the following categories and forms, as appropriate:

- **Labor:** Timesheets or FEMA Force Account Labor Summary (Form 90-123) with employee name, title, hours worked, and fringe benefits.



- **Equipment:** Equipment usage logs or FEMA Form 90-127 documenting hours, operator, type/classification, and rates.
- **Materials and Supplies:** Itemized receipts or inventory lists showing unit price and quantity used.
- **Contracted Services:** Executed contracts, invoices, and scope of work documentation.
- **Administrative Costs:** Time and expense records for finance staff or other disaster-specific administrative work.
- **Damage Assessment:** Photos, maps, and field inspection notes documenting incident damage with estimated costs.

Cost records should be compiled daily during activation and submitted to the Finance Section for centralized tracking. Final documentation must be compiled within **30 days** of demobilization for federal assistance submission.

The extent and complexity of the incident or crisis will determine the extent to which the Finance/Administration function will mobilize. For some incidents/events, only part of the section may need to be engaged. In larger more complex incidents the entire function will likely engage.

The Finance/Administration function acts in a support role in all incidents/events to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements through maintenance of proper and accurate documentation of all actions taken.

To carry out its responsibilities, the Finance/Administration function will accomplish the following during a disaster/emergency:

For incidents/events where the Town of Los Gatos' computer systems and bank are accessible and usable:

- Notify the other parts of the incident management organization and Town departments that incident management accounting procedures will be initiated and used for the event
- Determine (in collaboration with technical staff) the extent to which the county's computer systems are accessible and/or usable
- Determine if the Town's banking institutions can continue handling financial transactions
- Inform the incident management organization and Town departments that the payroll and payments processing will be handled on a "business-as-usual" basis except that incident management accounting procedures will be used for incident/event-related costs
- Disseminate information about the incident management accounting procedures to other sections and departments as necessary
- Upon proclamation or declaration of a disaster by the State and/or Federal Governments, coordinate to initiate the recovery process of the Town's costs
- Coordinate with the other sections and departments on the collection and documentation of costs pertaining to the incident/event
- Coordinate with the State and Federal disaster assistance agencies for the required inspections, documentation, audits, and other necessary work in order to recover costs

For incidents/events where the Town's computer systems and/or banking institutions are either inaccessible or unusable

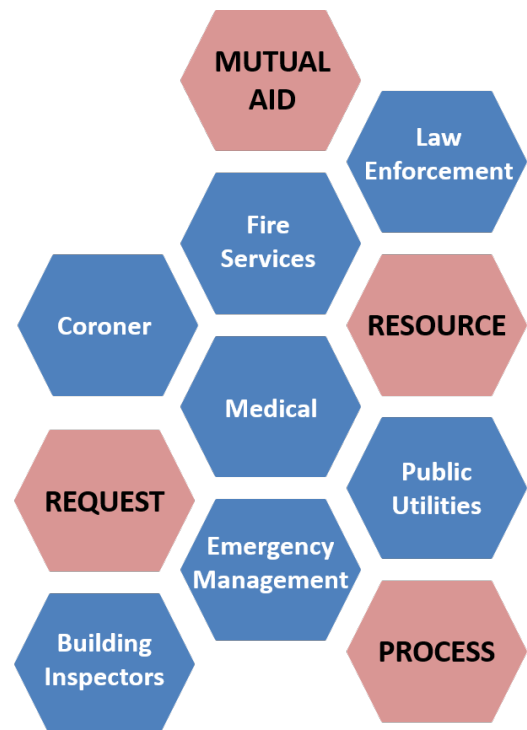


- Notify the other parts of the incident management organization and Town departments that incident management accounting procedures will be initiated and used for the event
- Determine (in collaboration with technical staff) the extent to which the Town's computer systems are accessible and/or usable
- Determine if the Town's banking institutions can continue handling financial transactions
- Inform the incident management organization and Town departments that payroll and payments will be on hold for a short time and that processing will continue on a normal basis as of a specified date
- Activate other Finance/Administration functions as necessary
- Maintain, as best possible, the financial continuity of the Town (payroll, payments and revenue collection)
- Disseminate information about the incident management accounting procedures to other sections and departments as necessary
- Upon proclamation or declaration of a disaster by the State and/or Federal Governments, coordinate with those agencies to initiate the recovery process of the Town costs
- Coordinate with the other sections and departments on the collection and documentation of costs pertaining to the incident/event
- Coordinate with the State and Federal disaster assistance agencies for the required inspections, documentation, audits, and other necessary work in order to recover costs

7.2 Mutual Aid

The foundation of California's emergency planning and response is a statewide mutual aid system which is designed to ensure adequate resources, facilities and other support is provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation. The basis for the system is the California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA).

The MMAA was developed in 1950 and has been adopted by the state, all 58 counties, and most incorporated cities in the state. The agreement creates a formal structure wherein each jurisdiction retains control of its own facilities, personnel and resources, but may also receive or render assistance to other jurisdictions within the state. State government is obligated to provide available resources to assist local jurisdictions in emergencies. It is the responsibility of the local jurisdiction to negotiate, coordinate, and prepare mutual-aid agreements.





Mutual-aid agreements exist for:

- Law Enforcement
- Fire Services
- Emergency Medical Services
- Emergency Management
- Public Utilities
- Building Inspectors
- Coroner
- Transit Operators

Mutual Aid Systems

A statewide mutual-aid system, operating within the framework of the MMAA allows for the progressive mobilization of resources to and from emergency response agencies, local governments, OAs, and state regions with the intent to provide requesting agencies with adequate resources. Emergency mutual-aid response and recovery activities are generally conducted at the request and under the direction of the affected local government.

The statewide mutual-aid system includes several discipline-specific mutual aid systems, such as fire rescue and law. The adoption of SEMS/NIMS does not alter existing mutual-aid systems. These systems work through local government, OAs; regional and state levels consistent with SEMS/NIMS guidelines.

Fire agencies in Santa Clara County have signed onto a countywide mutual-aid agreement to ensure that firefighting resources and personnel will be available to combat wildland/urban interface fires. If these resources are not enough to meet the threat, fire resources from throughout the state can be requested under the MMAA. Requested mutual aid resources will be provided and utilized in accordance with the MMAA. During a proclaimed emergency, mutual aid will be coordinated at the local government, OA, or mutual aid regional level. The Town of Los Gatos must make mutual aid requests through the OA EOC for resources not covered under the MMAA.

During and following an incident, the coordination of resources is critical when there are multiple request for similar resource or when resources are scarce. It is anticipated that, at the County level, Mutual Aid MAC Group will be established to coordinate mutual aid resources. The 2013 California Statewide MACS Guide provides the architecture to support coordination for incident prioritization, scarce resource allocation, communications systems integration, and information coordination.

Volunteer and Private Sector Agencies in Mutual Aid

Volunteer and private sector agencies may participate in the mutual aid system along with governmental agencies. For example, the disaster medical mutual aid system relies heavily on private sector involvement for medical/health resources. Some volunteer agencies such as the American Red Cross, Salvation Army, and others are an essential element of the statewide emergency response to meet the needs of disaster victims. Volunteer agencies mobilize volunteers and other resources through their own systems. They



may identify resource needs that are not met within their own systems that would be requested through the mutual aid system. Volunteer agencies with extensive involvement in the emergency response should be represented in the Town EOC.

Some private sector agencies have established mutual-aid arrangements to assist other private sector agencies within their functional area. For example, electric and gas utilities have mutual aid agreements within their industry and established procedures for coordinating with a governmental EOC. In some functional areas, services are provided by a mix of special district, municipal, and private sector agencies. Mutual aid arrangements may include both governmental and private sector agencies. Liaison should be established between an activated EOC and private sector agencies involved in a response. Where there is a need for extensive coordination and information exchange, private sector agencies should be represented in an activated EOC at the appropriate SEMS level.

Special Mutual Aid Considerations For Terrorism Incidents

Terrorism incidents require response by law enforcement at many levels and require crime scene management. As such, the information flow, command structure, and mutual aid processes can be different from those in the management of other emergency situations.

A terrorist activity emergency has its own unique threat and crisis characteristics and must be dealt with in accordance to its magnitude and with an appropriate level of response. Plans and procedures have been created, exercised and revised for both the most likely and worst-case scenarios.

Mutual Aid Authorities, Plans, and Guidance Documents

Mutual-aid assistance may be provided to Town departments or response organizations operating in the Town under one or more of the following authorities:

- California Master Mutual Aid Agreement (MMAA)
- California Law Enforcement Mutual Aid Plan
- California Fire Service and Rescue Mutual Aid Plan
- California Medical Mutual Aid Plan
- Emergency Managers Mutual Aid Plan
- San Francisco Bay Area Transit Operators Mutual Aid Agreement
- Santa Clara County Law Enforcement Mutual Aid Protocol
- California Statewide Multi-Agency Coordination System Guide

7.3 Resource Management

It is state policy that resource requests for emergency response and disaster repair and restoration be entered into by the lowest level of government. When Town resources are exhausted and additional resources are required, resource requests will follow an established process for ordering, tracking, mobilizing, and demobilizing.

Maintenance of resources is important throughout all aspects of resource management. Maintenance prior to deployment ensures their availability and capability. Maintenance during the deployment phase

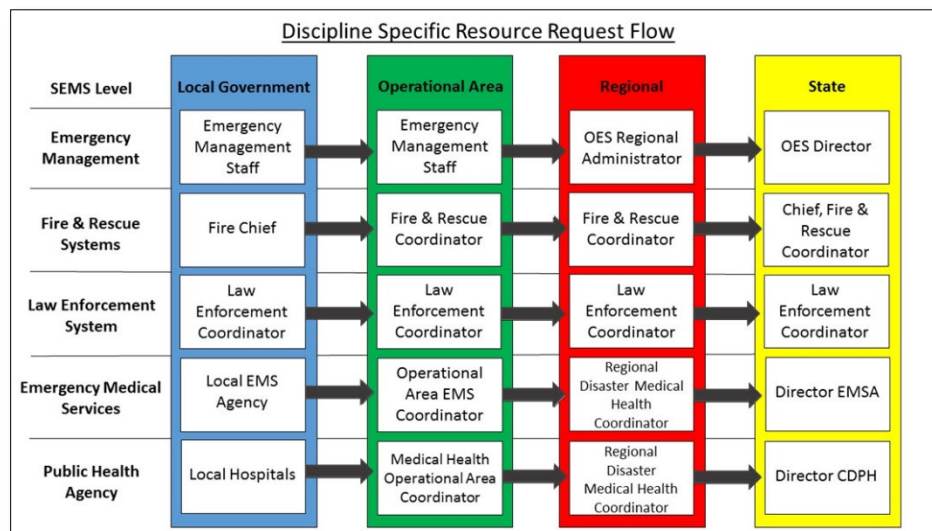


ensures continued capabilities (e.g., ensuring adequate fuel supplies during use). Post-operational inspection and maintenance ensures future availability.

Integration of Mutual Aid Resources

In order to receive County, State, and federal resources, coordination needs to be done through the Los Gatos EOC, and field level command structures. The Logistics Section will be in charge of tracking requests for equipment, resources, and manpower under existing mutual aid protocols. The requesting agencies are responsible to report to OA EOC the number and status of resources deployed on a mission on a daily basis. Resources requested through the Town EOC will be done following the prescribed county resource requesting process below:

Resource typing of equipment will be handled by individual disciplines—law, fire, EMS, public works, and others—under the guidance issued by Cal OES regarding NIMS implementation.



Resource Tracking Procedures

The Town will implement NIMS-compliant resource tracking protocols for all major incidents. The following procedures will be used during EOC activation:

- **Resource Typing:** All requested or deployed resources will be typed using FEMA and Cal OES guidelines.
- **Tracking Tools:**
 - ICS 211: Check-In List (for personnel and equipment)
 - ICS 215A: Incident Action Plan Safety Analysis (risk-based assignments)
 - ICS 221: Demobilization Check-Out
- **Logistics Section Responsibilities:**
 - Maintain an active inventory of deployed resources
 - Assign tracking numbers for mutual aid assets
 - Ensure accountability for return, demobilization, or replacement



- **Systems Used:** Resource status will be recorded in the current EOC System (VEOCI, Excel tracking tool, or another system). If systems are down, hard copy ICS forms will be used.

Resources provided under mutual aid will be coordinated through the Operational Area EOC as



SECTION 8: PLAN DEVELOPMENT AND MAINTENANCE

8.1 Plan Maintenance

The Town Manager's Office will maintain this plan and record administrative updates, such as changes to references, terminology, contact information, and procedural clarifications, in the official Plan Revision Log. Major revisions will be brought forward to the Town Council for review and adoption.

8.2 Plan Concurrence

All departments, divisions, and supporting organizations identified in this Emergency Operations Plan are expected to review and acknowledge their assigned responsibilities. By receiving and reviewing this Plan, these entities concur with their roles and commit to integrating EOP guidance into their emergency procedures, training, and response activities. Concurrence with this Plan affirms a shared responsibility for coordinated preparedness and response across the Town of Los Gatos.

8.3 Plan Training and Exercise

Exercise Program Requirements

The Town of Los Gatos will maintain a regular exercise program aligned with the Homeland Security Exercise and Evaluation Program (HSEEP) to test and evaluate emergency response capabilities.

- At least one interagency or EOC-level exercise every one or two years is recommended under California SEMS guidance and federal preparedness best practices. This may be a functional or full-scale exercise involving the Emergency Operations Center or similar multi-agency coordination.
- Acceptable substitutes for an exercise may include a real-world EOC activation, provided:
 - The activation involves coordination of two or more Town departments or agencies
 - The Town completes an After Action Report (AAR) within 60 days
 - An Improvement Plan (IP) is developed within 90 days

Other recommended activities include:

- Semi-annual tabletop exercises for key EOC sections
- Quarterly training or drills focused on priority emergency management functions, such as alert and warning, communications, shelter coordination, or other core EOC capabilities. These exercises support readiness and provide an opportunity to validate plans, training, and procedures. Documentation of all exercises and improvement efforts will be retained by the Town Manager's Office.

Below is a list of the different progressive exercise types:

Seminars: generally orient participants to, or provide an overview of, authorities, strategies, plans, policies, procedures, protocols, resources, concepts, and ideas. As a discussion-based exercise, seminars



can be valuable for entities that are developing or making major changes to existing plans or procedures. Seminars can be similarly helpful when attempting to assess or gain awareness of the capabilities of interagency or inter-jurisdictional operations.

Workshop: Although similar to seminars, workshops differ in two important aspects: participant interaction is increased, and the focus is placed on achieving or building a product. Effective workshops entail the broadest attendance by relevant stakeholders. Products produced from a workshop can include new standard operating procedures (SOPs), emergency operations plans, continuity of operations plans, or mutual aid agreements. To be effective, workshops should have clearly defined objectives, products, or goals, and should focus on a specific issue.

Tabletop Exercise: A tabletop exercise (TTX) is intended to generate discussion of various issues regarding a hypothetical, simulated emergency. TTXs can be used to enhance general awareness, validate plans and procedures, rehearse concepts, and/or assess the types of systems needed to guide the prevention of, protection from, mitigation of, response to, and recovery from a defined incident. Generally, TTXs are aimed at facilitating conceptual understanding, identifying strengths and areas for improvement, and/or achieving changes in perceptions.

During a TTX, participants are encouraged to discuss issues in depth, collaboratively examining areas of concern and solving problems. The effectiveness of a TTX is derived from the energetic involvement of participants and their assessment of recommended revisions to current policies, procedures, and plans.

TTXs can range from basic to complex. In a basic TTX (such as a facilitated discussion), the scenario is presented and remains constant—it describes an emergency and brings discussion participants up to the simulated present time. Participants apply their knowledge and skills to a list of problems presented by the facilitator; problems are discussed as a group; and resolution is reached and documented for later analysis.

In a more advanced TTX, play advances as participants receive pre-scripted messages that alter the original scenario. A facilitator usually introduces problems one at a time in the form of a written message, simulated telephone call, videotape, or other means. Participants discuss the issues raised by each problem, referencing established authorities, plans, and procedures for guidance. Participant decisions are incorporated as the scenario continues to unfold.

During a TTX, all participants should be encouraged to contribute to the discussion and be reminded that they are making decisions in a no-fault environment. Effective TTX facilitation is critical to keeping participants focused on exercise objectives and associated capability targets.

Games: A game is a simulation of operations that often involves two or more teams, usually in a competitive environment, using rules, data, and procedures designed to depict an actual or hypothetical situation. Games explore the consequences of player decisions and actions. They are useful tools for validating plans and procedures or evaluating resource requirements.

During game play, decision-making may be either slow and deliberate or rapid and more stressful, depending on the exercise design and objectives. The open, decision-based format of a game can incorporate “what if” questions that expand exercise benefits. Depending on the game’s design, the



consequences of player actions can be either pre-scripted or decided dynamically. Identifying critical decision-making points is a major factor in the success of evaluating a game.

Drill: A drill is a coordinated, supervised activity usually employed to validate a specific function or capability in a single agency or organization. Drills are commonly used to provide training on new equipment, validate procedures, or practice and maintain current skills. For example, drills may be appropriate for establishing a community-designated disaster receiving center or shelter. Drills can also be used to determine if plans can be executed as designed, to assess whether more training is required, or to reinforce best practices. A drill is useful as a stand-alone tool, but a series of drills can be used to prepare several organizations to collaborate in an FSE.

For every drill, clearly defined plans, procedures, and protocols need to be in place. Personnel need to be familiar with those plans and trained in the processes and procedures to be drilled.

Functional Exercise: Functional Exercises (FEs) are designed to validate and evaluate capabilities, multiple functions and/or sub-functions, or interdependent groups of functions. FEs are typically focused on exercising plans, policies, procedures, and staff members involved in management, direction, command, and control functions. In FEs, events are projected through an exercise scenario with event updates that drive activity typically at the management level. An FE is conducted in a realistic, real-time environment; however, movement of personnel and equipment is usually simulated.

FE controllers typically use a Master Scenario Events List (MSEL) to ensure participant activity remains within predefined boundaries and ensure exercise objectives are accomplished. Simulators in a Simulation Cell (SimCell) can inject scenario elements to simulate real events.

Full Scale Exercise: Full Scale Exercises (FSEs) are typically the most complex and resource-intensive type of exercise. They involve multiple agencies, organizations, and jurisdictions and validate many facets of preparedness. FSEs often include many participants operating under cooperative systems such as the ICS or Unified Command.

In an FSE, events are projected through an exercise scenario with event updates that drive activity at the operational level. FSEs are usually conducted in a real-time, stressful environment that is intended to mirror a real incident. Personnel and resources may be mobilized and deployed to the scene, where actions are performed as if a real incident had occurred. The FSE simulates reality by presenting complex and realistic problems that require critical thinking, rapid problem solving, and effective responses by trained personnel.

The level of support needed to conduct an FSE is greater than that needed for other types of exercises. The exercise site for an FSE is usually large, and site logistics require close monitoring. Safety issues, particularly regarding the use of props and special effects, must be monitored. Throughout the duration of the exercise, many activities occur simultaneously.



SECTION 9: ACCESS AND FUNCTIONAL NEEDS

9.1 Purpose

This section ensures that all emergency planning, response, and recovery operations conducted by the Town of Los Gatos are inclusive of individuals with disabilities and others with access and functional needs (D/AFN).

9.2 Scope

This section applies to all Town departments, partners, and agencies involved in emergency management activities. It covers preparedness, response, recovery, and mitigation efforts, ensuring that D/AFN populations receive appropriate communications, transportation, sheltering, medical care, and other critical services during emergencies.

9.3 Situation Overview

- Approximately 20% of Los Gatos residents are 65 or older, and 30% speak a language other than English at home. Many residents may have disabilities, limited English proficiency, or other access and functional needs.
- Emergencies disproportionately impact D/AFN populations, who may require additional assistance with evacuation, communication, medical care, or sheltering.

9.4 Planning Assumptions

- D/AFN individuals reside and work throughout Los Gatos and may not be able to self-evacuate or access emergency information without assistance.
- Emergency shelters and programs must be accessible to all, including those with mobility, sensory, cognitive, mental health, or language needs.
- The Town will coordinate with community-based organizations, the Operational Area, and mutual aid partners to address D/AFN requirements.

9.5 Roles and Responsibilities

EOC Management Section

Management section is responsible for overall emergency policy and coordination. Elements 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
- The EOC Director ensures D/AFN considerations are integrated into all EOC functions and operations.
- The D/AFN Coordinator (or AFN Technical Specialist) is assigned under the Management Section as a Technical Specialist. This position advises the EOC Director and all Section Chiefs on D/AFN issues, ensuring compliance and best practices.



- Prepare and disseminate emergency public information, other essential information and data about impacts and damage

Operations Section

- Ensures that evacuation, sheltering, mass care, and field operations are accessible and inclusive.
- Coordinates with the D/AFN Coordinator to address specific needs in real time.

Planning Section

- Tracks D/AFN-related resource requests, unmet needs, and maintains situational awareness of D/AFN issues.

Logistics Section

- Procures accessible transportation, communication aids, medical equipment, and supplies for D/AFN populations.

Finance/Administration Section

- Documents costs related to D/AFN accommodations for potential reimbursement.

D/AFN Coordinator

- Responsible for identifying and mitigating safety concerns for the D/AFN populations and maintaining awareness of potential Town liability during EOC response and recovery activities
- Determine which D/AFN populations are impacted.
- Provide advice and assistance with other Sections as they manage resources and activities.
- Monitor and assist with message development/translation, as needed, including alert and warning messages to ensure all D/AFN populations are reached.
- Participate in planning meetings and Incident Action Plan (IAP) development to ensure D/AFN considerations are operationalized.

9.6 Concept of Operations

Notification and Warning

- All public alerts and warnings will be provided in multiple formats (e.g., voice, text, visual, languages) to reach individuals with sensory or language barriers.
- The Town will use AlertSCC and other accessible platforms to notify D/AFN populations.

Evacuation and Transportation

- Accessible transportation resource requests (e.g., wheelchair-accessible vehicles, paratransit) will be identified and coordinated through the Operational Area.
- Assistance for individuals with mobility, cognitive, or medical needs will be prioritized.

Sheltering and Mass Care



- General population shelters designated by the Town or coordinated through the OA will strive to meet ADA requirements or be modified to achieve accessibility upon activation.
- Santa Clara County Functional Assessment Service Teams (FAST) may be deployed to assess and support D/AFN needs in shelters.
- Service animals, durable medical equipment, and personal assistance services will be accommodated.

Communication

- As needed, emergency public information will be provided in accessible formats, in accordance with CA SB160.
- The Public Information Officer (PIO) will coordinate with the D/AFN Coordinator to ensure messaging is accessible and culturally appropriate.

Medical and Health Services

- Coordination with public health and medical partners to ensure continuity of care for individuals with chronic conditions, medication needs, or life-sustaining equipment.

Recovery

- D/AFN considerations will continue through recovery, including accessible Disaster Recovery Centers and assistance programs.

9.7 Integration and Coordination

- The D/AFN Coordinator will work closely with all EOC sections, community-based organizations, and county/state partners.
- The Town will maintain updated resource lists for accessible transportation, sheltering, and communication aids.
- Regular training and exercises will include D/AFN scenarios and participation from DAFN-serving organizations.

Compliance

Los Gatos maintains compliance with California Government Code § 8593.3 by:

- Including D/AFN considerations in emergency alerting, evacuation, transportation, sheltering, and communications planning.
- Ensuring alerts and warnings utilize accessible communication methods.
- Regularly integrating D/AFN considerations into Town trainings and exercises.

Partner Coordination

- **Santa Clara County:** Provides extensive public health, medical, and behavioral health support, as well as specialized AFN resources.



- **American Red Cross:** Oversees and manages shelter accessibility and specialized shelter needs.
- **CADRE:** Coordinates with voluntary and community-based organizations to provide localized D/AFN support.

9.8 EOC Checklist (D/AFN considerations)

- Confirm D/AFN Coordinator reporting within the Management Section and coordination across all EOC sections.
- Initiate immediate liaison with Santa Clara County, Red Cross, and CADRE.
- Ensure accessible communication channels for public information dissemination.
- Verify accessibility of evacuation, transportation, and sheltering resources.
- Maintain documentation of all D/AFN-related activities, resource requests, and decisions.



ABBREVIATIONS AND GLOSSARY

ACRONYMS

AAR/IP — After-Action Report/Improvement Plan

ADA — Americans with Disabilities Act

ADAAA — Americans with Disabilities Amendments Act

ADAAG — Americans with Disabilities Act Accessibility Guidelines

AFN — Access and Functional Needs

ALERT — Automated Local Evaluation in Real Time

AlertSCC — Alert Santa Clara County

ARC — American Red Cross

ARES — Amateur Radio Emergency Services

ASC — Animal Services

BHS — Behavioral Health Services

CADRE — Collaborating Agencies' Disaster Relief Effort

Cal FIRE — California Department of Forestry and Fire Protection

Cal OES — California Governor's Office of Emergency Services

CBO — Community-Based Organization

CCO — Office of County Counsel

CDAA — California Disaster Assistance Act

CEO — Office of the County Executive

CERT — Community Emergency Response Team

CHP — California Highway Patrol

ConOps — Concept of Operations

COOP — Continuity of Operations Plan

CRC — Community Resource Center

CWS — Child Welfare Services

DEH — Department of Environmental Health

D/AFN — Disabilities/Access and Functional Needs

DOC — Department Operations Center



DPEC — Disaster Preparedness Executive Committee

DSW — Disaster Service Worker

EAS — Emergency Alert System

EF — Emergency Function

EMPG — Emergency Management Performance Grant

EOAC — Santa Clara County Emergency Operational Area Council

EMS — Emergency Medical Services

EOC — Emergency Operations Center

EOP — Emergency Operations Plan

ESF — Emergency Support Function

FAST — Functional Assessment and Support Team

FBO — Faith-Based Organization

FCC — Federal Communications Commission

FE — Functional Exercise

FEMA — Federal Emergency Management Agency

FIN — Finance Agency

FSE — Full-Scale Exercise

FSP — Food Safety Program

GIS — Geographic Information System

HSEEP — Homeland Security Exercise and Evaluation Program

HSPD — Homeland Security Presidential Directive

IC — Incident Commander

ICP — Incident Command Post

ICS — Incident Command System

IHSS — In-Home Supportive Services

IPAWS — Integrated Public Alert and Warning System

JIC — Joint Information Center

JIS — Joint Information System

LAET — Large Animal Evacuation Team

MAC — Multi-Agency Coordination



MAC Group — Multi-Agency Coordination Group

MACS — Multi-Agency Coordination System

MMAA — California Master Mutual Aid Agreement

MOA — Memorandum of Agreement

MOU — Memorandum of Understanding

MSEL — Master Scenario Events List

NGO — Non-Governmental Organization

NIMS — National Incident Management System

NRF — National Response Framework

NWS — National Weather Service

OA — Operational Area

OA EOC — Operational Area Emergency Operations Center

OAFN — Office of Access and Functional Needs (Cal OES)

OASIS — Operational Area Satellite Information System

OCC — Office of Cultural Competency

OE — Office of Education

OEM — Office of Emergency Management

OES — Office of Emergency Services

OIR — Office of Immigrant Relations

OPA — Office of Public Affairs

OSH — Office of Supportive Housing

PG&E — Pacific Gas and Electric Company

PHD — Public Health Department

PIO — Public Information Officer

PL — Public Law

PNP — Private Non-Profit

PPD — Presidential Policy Directive

RACES — Radio Amateur Civil Emergency Services

REOC — Regional Emergency Operations Center

SCCFD — Santa Clara County Fire Department



SCVWD — Santa Clara Valley Water District
SEMS — Standardized Emergency Management System
SimCell — Simulation Cell
SMS — Short Message Service
SOC — State Operations Center
SOP — Standard Operating Procedures
SO — Sheriff’s Office
SSA — Social Services Agency
SVIRA — Silicon Valley Interoperability Radio Authority
TDD/TTY — Telecommunication Device for the Deaf/Teletypewriter
TSS — Technology Services and Solutions
TTX — Tabletop Exercise
VOAD — Voluntary Organizations Active in Disasters
VTA — Santa Clara Valley Transportation Authority
WEA — Wireless Emergency Alerts



GLOSSARY

Accessible — A facility is accessible if it has the legally required features and/or qualities that ensure entrance, participation, and usability of places, programs, services, and activities by individuals with a wide variety of disabilities.

Access and Functional Needs (AFN) Population — Individuals who have developmental or intellectual disabilities; physical disabilities; chronic conditions or injuries; limited English proficiency; or who are non-English speaking, older adults, children, people living in institutionalized settings; those who are low income, homeless, or transportation disadvantaged (including those dependent on public transit); or those who are pregnant.

Affected Population — Persons who have been displaced, injured, or suffered some other loss due to an incident, event, or disaster.

American Red Cross (ARC/Red Cross) — A humanitarian organization, led by volunteers, that provides relief to victims of disasters and helps people prevent, prepare for, and respond to emergencies.

Americans with Disabilities Act (ADA) — Prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities; also establishes requirements for telecommunications relay services.

Annex — A functional, support, hazard-, or incident-specific supplement to a basic emergency plan.

Appendix — An attachment to an emergency plan that provides referenced information, such as forms, SOPs, or guidance materials.

Catastrophe — A cascading set of human-caused or influenced events whose adverse consequences may be irreversible. A catastrophe may be caused by a disaster, or cause one, but is distinct from an “emergency” or “state of emergency.”

Civil Unrest — A disruption of the social order such as a strike, protest, riot, or rebellion, which may be non-violent or violent.

Community-Based Organization (CBO) — Non-profit organizations operating within a single community; may be small and informal or formally incorporated.

Crisis — A phenomenon, event, or active threat that poses inevitable harm to life, property, environment, organizational performance, reputation, or way of life, requiring urgent intervention.

Dam Failure — Partial or complete collapse of a dam causing downstream flooding.

Disability and Access and Functional Needs (D/AFN) — Individuals with disabilities and/or AFN who may require additional assistance before, during, and after an incident (includes physical, sensory, cognitive, and intellectual disabilities; older adults; children; people with limited English proficiency; and those with limited access to transport, medical care, or services).

Disaster — Any natural event (e.g., hurricane, tornado, earthquake, wildfire, flood) or other emergency of such severity as to warrant federal disaster assistance.



Disaster Service Worker (DSW) — A California program providing workers' compensation benefits to government employees and affiliated volunteers performing authorized disaster activities.

Emergency — An incident or crisis that threatens safety or property and exceeds local response resources/capacity.

Emergency Medical Services (EMS) — Out-of-hospital acute medical care, patient transport, and related services.

Emergency Operations — Actions taken during an emergency to protect life and property, assist affected people, and restore essential services.

Emergency Operations Center (EOC) — The site from which officials coordinate, monitor, and support response activities.

Emergency Operations Plan (EOP) — Describes how people and property will be protected in disasters; identifies responsibilities, resources, and coordination methods.

Emergency Responder / First Responder — Individuals responsible for protecting life, property, environment, or evidence in the early stages of an incident (law enforcement, fire, EMS, etc.).

Emergency Response Providers — Federal, state, and local governmental and nongovernmental agencies involved in emergency response, including EMS and hospital emergency services.

Evacuation — Organized, supervised dispersal of people from dangerous areas.

Evacuee — Persons removed or self-relocating from areas threatened or affected by a disaster.

Federal Emergency Management Agency (FEMA) — The federal agency responsible for coordinating planning, preparedness, risk reduction, response, and recovery.

Flood — Temporary inundation of dry land by overflow of waters, rapid runoff, or mudflow.

Hazard — Any source of danger or element of risk to people or property.

Hazardous Material (HazMat) — Substances that pose a health, safety, or property risk when released in sufficient quantities.

Incident — An occurrence, natural or human-caused, requiring emergency action to protect life or property.

Incident Command System (ICS) — A standardized emergency management system that provides an integrated organizational structure for coordinated response.

Limited English Proficiency (LEP) — Persons whose primary language is not English and who have limited ability to read, speak, write, or understand it.

Local Government / Local Jurisdiction — Under SEMS, cities, counties, and special districts. For unincorporated areas, refers to the county.

Mass Care and Shelter — Feeding, housing, and providing essential services to affected populations (including during Public Safety Power Shutoffs).

Medical Baseline Program — Utility program offering discounted rates and advance PSPS notifications for customers with qualifying medical conditions.



Mitigation — Actions taken before, during, or after an incident to lessen its impacts.

Mobilization — Procedures for activating, assembling, and deploying resources in response.

Multi-Agency Coordination (MAC) — Coordination across government and organizations to make joint emergency response decisions and allocate resources.

Multi-Jurisdiction Incident — An incident involving statutory responsibility across multiple jurisdictions, managed under Unified Command.

Mutual Aid — Voluntary provision of services and resources between jurisdictions when one's own resources are insufficient.

Mutual Aid Agreement — A written agreement between agencies or jurisdictions to provide assistance upon request.

Natural Disaster — Any catastrophic natural event (hurricane, earthquake, wildfire, flood, etc.) causing significant damage or risk.

National Incident Management System (NIMS) — A national framework providing a standardized approach to incident management.

National Response Framework (NRF) — Federal framework outlining guiding principles, roles, and structures for coordinated national disaster response.

Non-Governmental Organization (NGO) — An entity not created by government but serving public purposes; may cooperate with governments (e.g., faith-based charities, Red Cross).

Office of Emergency Services (OES) — Lead agency under the California Emergency Services Act and Operational Area coordinator for Santa Clara County.

Operational Area (OA) — Encompasses all jurisdictions within a county; coordinates mutual aid and resource allocation between local and state.

Operational Area Emergency Operations Center (OA EOC) — Physical location for OA coordination of information and resources.

Person with a Disability — A person with a physical or mental impairment limiting major life activities, or a history/perception of such impairment.

Plan — A document describing the overall jurisdictional response to potential emergencies.

Preparedness — The ongoing process of building and improving capabilities through planning, training, exercises, and resources.

Recovery — Long-term activities to restore community systems and improve resilience after an incident.

Resources — Personnel, facilities, and equipment available for assignment.

Response — Immediate activities to address the direct effects of an incident, save lives, and protect property.

Shelter — Facilities providing safe, accessible, and secure temporary refuge (general, medical needs, or pet shelters).



Situational Report (SitRep) — A status report summarizing the current situation for decision-makers.

Special District — Local government unit (e.g., water district) with authority to own, operate, or maintain facilities/projects.

Standardized Emergency Management System (SEMS) — California’s system for managing emergency response across five levels: field, local, OA, regional, and state.

State of Emergency — A formal declaration of imminent or occurring incidents that exceed jurisdictional capacity.

Terrorism — Criminal violence against civilians or infrastructure to achieve political ends through fear and intimidation.

Threat — Intent or capability (communicated or inferred) to harm life, property, or the environment.

Volunteer Organizations Active in Disasters (VOAD) — Established disaster relief organizations, often faith-based, that provide housing repair, feeding, cleanup, supplies, childcare, animal sheltering, mental health support, and coordination (e.g., 2-1-1).



AUTHORITIES AND REFERENCES

Emergency response, like all governmental action, is based on legal authority. The Town of Los Gatos Emergency Operations Plan (EOP), follows federal, state, and local regulations and guidelines. Additionally, best practices and lessons-learned have also been integrated in to this plan where possible; these were identified in the review of after-action reports from recent national large-scale disasters, incidents, and events (to include Stafford Act, non-Stafford Act, terrorist non-Stafford act, and off-shore non-Stafford act incidents and events).

Local

- Town of Los Gatos Municipal Code [Chapter 8 - Civil Defense and Disaster](#)
- Town of Los Gatos 2040 General Plan, [Chapter 9 – Hazards and Safety](#)
- Santa Clara County Office of Emergency Management [Emergency Operations Plan, January 2022. County of Santa Clara](#)
- Santa Clara County Office of Emergency Management [Santa Clara County Multi-Jurisdictional Hazard Mitigation Plan, 2021](#)

County

- [County of Santa Clara Ordinance Code, Division A8: Civil Protection and Emergency Services](#)
- Santa Clara County Operational Area Disaster Response and Recovery Organization Interim Agreement 1995

State

- California Constitution (Article XI: Local Government)
- California Coroners' Mutual Aid Plan
- California Disaster and Civil Defense Master Mutual Aid Agreement
- California Disaster Assistance Act (Title 19, Division 2, Chapter 6, California Code of Regulations)
- California Education Code, §32282
- California Emergency Services Act (Gov. Code, Title 2, Division 1, Chapter 7)
- California Fire Service and Rescue Emergency Mutual Aid Plan
- California Government Code, §§11135, 8588.15, 8608
- California Health and Safety Code, §§101025 and 34070–34082
- California Law Enforcement Mutual Aid Plan
- Disaster Service Worker Program (Gov. Code, Title 1, Division 4, Chapter 8; Labor Code §3211.92)
- Standardized Emergency Management System (SEMS) (Title 19, Division 2, Chapter 1, California Code of Regulations)
- Standardized Emergency Management System Guidelines
- State of California Emergency Plan
- Title 22, California Code of Regulations (CCR), §§72551 and 87223
- Title 24, California Code of Regulations (CCR), Accessibility Regulations

Federal



- ADA Amendments Act (ADAAA)
- ADA Checklist for Emergency Shelters
- Americans with Disabilities Act (ADA)
- Americans with Disabilities Act Accessibility Guidelines (ADAAG)
- Americans with Disabilities Act of 1990 (PL 101-336), as amended
- Civil Rights Act of 1964 (PL 88-352, Section VI)
- Communications Act of 1934, as amended
- Comprehensive Preparedness Guide (CPG-101): Developing and Maintaining Emergency Operations Plans (2021)
- Executive Order 13166 – Improving Access to Services for Persons with Limited English Proficiency
- Executive Order 13347 – Individuals with Disabilities in Emergency Preparedness
- Federal Civil Defense Act of 1950 (PL 920)
- Federal Communications Commission – Emergency Alert System Rules
- H.R. 5441 (PL 109-295), Section 689: Individuals with Disabilities
- Homeland Security Act of 2002 (PL 107-296)
- Homeland Security Presidential Directive-5 (HSPD-5): Management of Domestic Incidents
- National Incident Management System (NIMS, 2017)
- National Response Framework (2019)
- Pets Evacuation and Transportation Standards Act of 2006 (PL 109-308)
- Post-Katrina Emergency Management Reform Act of 2006 (PL 109-295)
- Presidential Policy Directive 8 (PPD-8): National Preparedness
- Rehabilitation Act of 1973 (PL 93-112, Section 504), as amended
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (PL 93-288), as amended
- SARA Title III – Superfund Amendments and Reauthorization Act of 1986
- Section 508 of the Rehabilitation Act of 1973
- The Joint Commission on Accreditation of Healthcare Organizations (JCAHO)

Additional Sources

- <https://maps.conservation.ca.gov/cgs/informationwarehouse/regulatorymaps/>
- <https://www.fire.ca.gov/incidents/>
- U.S. Census Bureau, “Los Gatos town, California.”
<https://data.census.gov/cedsci/profile?q=Los%20Gatos%20town,%20California&g=1600000US0644112&table=DP05&tid=ACSDP5Y2017.DP05>.



APPENDEX



Appendix A: Local / State / Federal Crosswalk

The table below provides a crosswalk that approximates equivalent terms used by the Town of Los Gatos, the State of California, and the U.S. Federal Government.



Federal (FEMA) Emergency Support Function (ESF)	State (Cal OES) Emergency Function (EF)	Town of Los Gatos EOC Section and Position Title	Description
ESF 1 Transportation	EF1 Transportation	Logistics Section Transportation Coordinator	Assists in the management of transportation systems and infrastructure during domestic threats or in response to incidents.
ESF 2 Communications	EF 2 Communications	Logistics Section Communications/IT Coordinator Operations Section ARES/Races Coordinator	Provides resources, support and restoration of government emergency telecommunications.
ESF 3 Public Works and Engineering	EF 3 Construction and Engineering	Operations Section Public Works Coordinator	Organizes the capabilities and resources of the government to facilitate the delivery of services, technical assistance, engineering expertise, construction management and other support.
ESF 4 Firefighting	EF 4 Fire and Rescue	Operations Section Fire Coordinator	Monitors the status of fire mutual aid activities. Coordinates support activities related to the detection and suppression of urban, rural and wild land fires and emergency incident scene rescue activities and provides personnel, equipment and supplies.
ESF 5 Emergency Management	EF 5 Management	Management Section All Positions Plans & Intel Section Plans & Intel Chief Situation Status Branch	Serves in an advisory capacity to the EOC Director while providing EOC personnel with guidance. Ensures accurate and timely situational awareness is provided to support staff in the form of a common operating picture.
ESF 6 Mass Care, Emergency Assistance, Housing and Human Services	EF6 Care and Shelter	Operations Section Care and Shelter Coordinator Allied Agency American Red Cross Representative	Coordinates actions to assist the Town in meeting the needs of survivors displaced during an incident including food assistance, clothing, mental health care, sheltering, family reunification and victim recovery.
ESF 7 Logistics Management and Resource Support	EF 7 Resources	Logistics Section All Positions	Coordinates plans and activities to locate, procure, and preposition resources to support emergency operations.
ESF 8 Public Health and Medical Services	EF 8 Public Health and Medical	Allied Agency Medical and Health Representative	Coordinate public health and medical activities and services in support of resource needs for preparedness, response, and recovery from emergencies and disasters.
ESF 9 Search and Rescue	EF 4 Fire and Rescue	Operations Section Fire Coordinator	Supports and coordinates response of personnel and equipment to search for and rescue missing or trapped persons. Supports and coordinates responses to search for, locate and rescue missing or lost persons, missing and downed aircraft, high angle rock rope rescue and investigations of missing person incidents that may involve criminal acts and water rescues. Supports and coordinates responses to search for, locate and rescue victims of structural collapse, construction cave-ins, trench, confined space, high angle structure rope rescue and similar emergencies and disasters and water rescues.



Federal (FEMA) Emergency Support Function (ESF)	State (Cal OES) Emergency Function (EF)	Town of Los Gatos EOC Section and Position Title	Description
ESF 10 Oil and Hazardous Materials Response	EF 10 Hazardous Materials	Allied Agency Santa Clara County Fire Department Representative	Coordinates resources and supports the Town to prepare for, prevent, minimize, assess mitigate, respond to and recover from a threat to the public or environment by actual or potential hazardous materials releases.
ESF 11 Agriculture and Natural Resources	EF 11 Food and Agriculture	Allied Agency Santa Clara County Environmental Health Representative	Supports the Town and coordinates activities during emergencies impacting the agriculture and food industry and supports the recovery of impacted industries and resources after and during incidents.
ESF 12 Energy	EF 12 Utilities	Allied Agency Energy, Water Representative Operations Section Public Works Coordinator	Coordinates with private and public energy service providers to meet utility needs before, during, and after an emergency event.
ESF 13 Public Safety and Security	EF 13 Law Enforcement	Operations Section Law Enforcement Coordinator	Coordinates law enforcement personnel and equipment to support responsible law enforcement agencies, evacuation, and public safety in accordance with Law Enforcement Plans.
ESF 14 Long-Term Community Recovery	EF 14 Long-Term Recovery	As appointed by EOC Director	Supports and enables economic recovery of the Town community from the long-term consequences of extraordinary emergencies and disasters.
ESF 15 External Affairs	EF 15 Public Information	Management Section Public Information Officer Social Media Specialist	Supports the accurate, coordinated, timely and accessible information to affected audiences, including governments, media, the private sector and the local populace, including the special needs population.
N/A	EF 17 Volunteer and Donations Management	Management Section Public Information Officer Logistics Section Personnel & Volunteer Coordinator Allied Agency TBD	Supports the Town in ensuring the most efficient and effective use of affiliated and unaffiliated volunteers and organizations and monetary and in-kind donated resources to support incidents requiring a response.
N/A	EF 18 Cyber Security	Logistics Section Communications/IT Coordinator	Supports Town departments in ensuring secure technological infrastructure and takes measures to protect against the criminal or unauthorized use of Town electronic data.



Appendix B: Emergency Operations Plan Document Descriptions

