

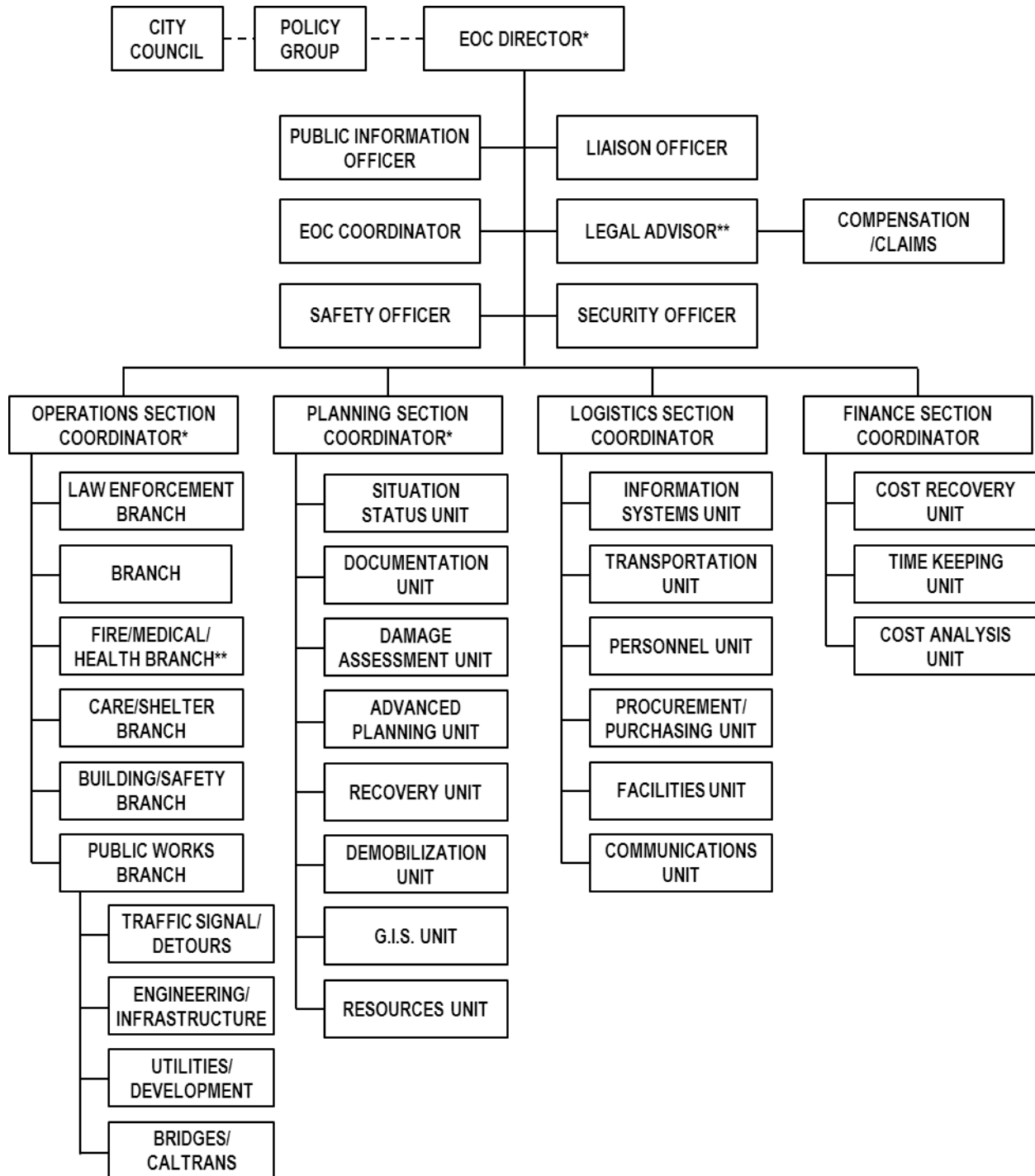


**EMERGENCY  
OPERATIONS PLAN  
2014**

# CITY OF THOUSAND OAKS

## EMERGENCY OPERATIONS CENTER

### ORGANIZATIONAL CHART





# EMERGENCY OPERATIONS PLAN-2014

**CONTENTS OF PLAN  
INTRODUCTION**

	<b>PAGE NO.</b>
ACKNOWLEDGMENTS .....	Introduction-3
FOREWORD .....	Introduction-5
LETTER OF PROMULGATION .....	Introduction-8
RECORD OF REVISIONS .....	Introduction-9
DISTRIBUTION LIST .....	Introduction-10
DEPARTMENT/AGENCY CONCURRENCE .....	Introduction-11

**PART ONE  
BASIC PLAN**

SECTION ONE, BASIC PLAN .....	One-5
SECTION TWO, STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS) .....	One-11
SECTION THREE, NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) .....	One-20
SECTION FOUR, CITY OF THOUSAND OAKS EMERGENCY MANAGEMENT ORGANIZATION .....	One-24
SECTION FIVE, CONTINUITY OF GOVERNMENT .....	One-36
SECTION SIX, MUTUAL AID .....	One-40
SECTION SEVEN, AUTHORITIES AND REFERENCES .....	One-48
SECTION EIGHT, THREAT SUMMARY FOR THE CITY OF THOUSAND OAKS .....	One-52
SECTION NINE, ACRONYMS, ABBREVIATIONS AND GLOSSARY OF TERMS .....	One-92

**PART TWO  
EMERGENCY ORGANIZATION FUNCTIONS**

MANAGEMENT SECTION .....	M-1
SUPPORT DOCUMENTATION .....	MS-1
OPERATIONS SECTION .....	O-1
SUPPORT DOCUMENTATION .....	OS-1
PLANNING SECTION .....	P-1
SUPPORT DOCUMENTATION .....	PS-1
LOGISTICS SECTION .....	L-1
SUPPORT DOCUMENTATION .....	LS-1
FINANCE SECTION .....	F-1
SUPPORT DOCUMENTATION .....	FS-1

**APPENDIX- (Restricted Use Document)**

EMERGENCY RESPONSE TELEPHONE TREE .....	Appendix-3
CONTACTS .....	Appendix-5
CITY SATELLITE PHONE NUMBERS .....	Appendix-7
VENTURA COUNTY AGENCIES SATELLITE PHONE LISTING .....	Appendix-9
CITY HALL EMERGENCY OPERATIONS CENTER (EOC) SET-UP PROCEDURES .....	Appendix-11

CITY OF THOUSAND OAKS EMERGENCY RESPONSE TEAM.....	Appendix-21
EMERGENCY ALERT SYSTEM (EAS) ACTIVATION PROCEDURES.....	Appendix-23
WEBEOC LOG IN PROCEDURES .....	Appendix-25
VC ALERT PROCEDURES .....	Appendix-27
NATIONAL WEATHER SERVICE - RESTRICTED USE NUMBERS .....	Appendix-31
THOUSAND OAKS PRE-IDENTIFIED SHELTER SITES.....	Appendix-33
RESIDENTIAL CARE AND SKILLED NURSING FACILITIES .....	Appendix-35
OUTREACH TO ACCESS AND FUNCTIONAL NEED POPULATIONS .....	Appendix-43
VENTURA COUNTY FIRE STATIONS IN THOUSAND OAKS .....	Appendix-45
PRESERVATION OF VITAL RECORDS.....	Appendix-47
CITY OF THOUSAND OAKS CRITICAL FACILITIES.....	Appendix-49
THOUSAND OAKS TRANSIT CONTRACTOR DISASTER PREPAREDNESS PROCEDURES .....	Appendix-55
ANIMAL EMERGENCIES IN THE CITY OF THOUSAND OAKS .....	Appendix-67

## **ACKNOWLEDGMENTS**

This plan is was prepared and edited by Terra Firma Enterprises and Grahame Watts, Disaster Services Coordinator, with the City of Thousand Oaks Public Works Department. The following vital documents were used as reference information in compiling this plan:

- FEMA Comprehensive Preparedness Guide (CPG) 101: “Developing and Maintaining Emergency Operations Plans,” 2010
- FEMA CPG 1-8a: “State and Local Emergency Operations Plans,” 1996
- OES: “Local Government Emergency Planning Guidance”
- OES: “SEMS Guidelines”
- City of Thousand Oaks General Plan, January, 1971
- City of Thousand Oaks General Plan, Safety Element, March 25, 2014
- City of Thousand Oaks General Plan, Land Use and Circulation Elements, June 9, 1999
- City of Thousand Oaks Multihazard Functional Plan, 2003
- Ventura County Hazard Mitigation Plan, 2011
- OES, “California Implementation Guidelines for the National Incident Management System”, April 2006

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## **INTRODUCTION**

### **FOREWORD**

This Emergency Operations Plan (EOP) addresses the City's planned response to extraordinary emergency situations associated with natural disasters, technological incidents, and national security emergencies. The plan does not address normal day-to-day emergencies or the well established and routine procedures used in coping with such emergencies. Instead, the operational concepts reflected in this plan focus on potential large-scale disasters that can generate unique situations requiring unusual emergency responses.

This plan is a preparedness document—designed to be read, understood, and exercised prior to an emergency. It is designed to include the City as part of the California Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS).

This plan provides basic planning information. City departments must prepare standard operating procedures and, in some cases, more detailed checklists that will describe their internal operations under emergency conditions.

### **ASSUMPTIONS:**

- The City is primarily responsible for emergency actions and will commit all available resources to save lives, minimize injury to persons, and minimize damage to property.
- The City will utilize SEMS and NIMS in emergency response operations.
- The Director of Emergency Services is the City Manager and will coordinate the City's disaster response in conformance with its Municipal Code.
- The City will participate in the Ventura County Operational Area.
- The resources of the City will be made available to local agencies and residents to cope with disasters affecting this area.
- The City will commit its resources to a reasonable degree before requesting mutual aid assistance.
- Mutual aid assistance will be requested when disaster relief requirements exceed the City's ability to meet them.

### **EMERGENCY MANAGEMENT GOALS:**

- Provide effective life safety measures and reduce property loss and protect the environment.
- Provide for the rapid resumption of impacted businesses and community services.
- Provide accurate documentation and records required for cost recovery efforts.



## **ORGANIZATION OF THE SEMS/NIMS EMERGENCY OPERATIONS PLAN (EOP):**

- **Part One - Basic Plan.** Overall organizational and operational concepts relative to response and recovery, as well as an overview of potential hazards. Intended audience - EOC Management Team.
- **Part Two - Emergency Response Organization Functions.** Description of the emergency response organization and emergency action checklists and reference material. Intended audience - EOC staff.
- **Appendix** – A restricted-use document - contains the emergency/disaster organization's notification numbers and other essential contact information. Intended audience - EOC staff.

## **ACTIVATION OF THE SEMS/NIMS EOP:**

- On the order of the City Manager as empowered by the Thousand Oaks Municipal Code, provided that the existence or threatened existence of a Local Emergency has been proclaimed in accordance with the Municipal Code..
- When the Governor has proclaimed a State of Emergency in an area including this jurisdiction.
- 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).
- When there has been a Presidential declaration of a National Emergency.
- Automatically on receipt of an attack warning or the observation of a nuclear detonation.

## **APPROVAL AND PROMULGATION:**

This EOP will be reviewed by all departments/agencies assigned a primary function in the Emergency Responsibilities Matrix (**Part Two, Management Section**). Upon completion of review and written concurrence by these departments/agencies, the EOP will be submitted to the State Office of Emergency Services for review and then to the City Council for review and approval. Upon concurrence by the City Council, the plan will be officially adopted and promulgated.

## **MAINTENANCE OF EOP:**

The EOP will be reviewed annually to ensure that plan elements are valid and current. Each responsible organization or agency will review and upgrade its portion of the EOP and/or modify its SOP as required based on identified deficiencies experienced in drills, exercises or actual occurrences. Changes in government structure and emergency response organizations will also be considered in the EOP revisions. The Emergency Services Manager is responsible

for making revisions to the EOP to enhance the conduct of response and recovery operations and will prepare, coordinate, publish and distribute any necessary changes to the plan to all City departments and other agencies as shown on the distribution list on page 11 of this EOP.

The City Attorney's Office will review documents that provide the legal basis for emergency planning to ensure conformance to SEMS/NIMS requirements and modify as necessary.

Adoption Date: November 18, 2014

## **LETTER OF PROMULGATION**

TO: OFFICIALS, EMPLOYEES, AND RESIDENTS OF CITY THOUSAND OAKS

The preservation of life property and the environment is an inherent responsibility of local, state, and federal government. The City of Thousand Oaks has updated its Emergency Operations Plan (EOP) to ensure the most effective and economical allocation of resources for the maximum benefit and protection of life, property, and the environment during an emergency.

While no plan can prevent death and destruction, good plans carried out by knowledgeable and well trained personnel will minimize losses. This plan describes the emergency organization, assigns tasks, and specifies policies, procedures, and the coordination of planning efforts of staff utilizing the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

The objective of this plan is to coordinate all the facilities and personnel of the City into an efficient organization capable of responding to any emergency.

This EOP is an extension of the California Emergency Plan and the Ventura County Emergency Operations Plan. It has been reviewed by staff and will be exercised periodically and updated as necessary.

The City Council gives its full support to this plan and urges all officials, employees, and residents, individually and collectively, to support the total emergency effort of the City of Thousand Oaks.

Concurrence of this promulgation letter constitutes the adoption of SEMS, NIMS, and the EOP by the City of Thousand Oaks and will become effective upon formal adoption by the City Council.

Andrew P. Fox  
Mayor

## RECORD OF REVISIONS

[illegible]

## DISTRIBUTION LIST

DEPARTMENTS/AGENCIES RECEIVING COPIES OF THE EOP:	NO. OF COPIES
American Red Cross of Ventura County	1
Cal OES, Southern Region	1
City Clerk Department	1
City Council	5
Community Development Department	2
Conejo Recreation and Park District	2
Conejo Valley Unified School District	2
Director of Emergency Services (City Manager)	2
Finance Department	3
Los Angeles County Animal Control	1
Library Services (T.O./Newbury Park)	2
Public Works Department (City Hall/MSC/Hill Canyon)	4
Thousand Oaks Police Department	1
Ventura County Fire Department	2
Ventura County Operational Area - Ventura County Sheriff's OES	1
EOC POTENTIAL STAFF MEMBERS	To be determined

**DEPARTMENT/AGENCY CONCURRENCE  
(2014 concurrence)**

<b>AGENCY/DEPARTMENT</b>	<b>TITLE</b>
American Red Cross of Ventura County	Director
City Attorney's Office	City Attorney
City Clerk Department	City Clerk
Conejo Recreation and Park District	General Manager
Conejo Valley Unified School District	Superintendent
County OES	Assistant Director of Emergency Services
Director of Emergency Services	City Manager
Finance Section Chief	Finance Director
Logistics Chief	Facilities Manager
Los Angeles Animal Control	L.A. County Animal Control via Community Development Department Rep. to City
Management Section	Human Resources Director
Management Section	Cultural Affairs Director
Management Section	Library Services Director
Management Section	Police Chief
Operations Section Chief	Public Works Director
Planning/Intelligence Chief	Community Development Director
State OES, South Region	Emergency Services Coordinator
Ventura County Fire Department	Fire Battalion Chief



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**PART ONE  
BASIC PLAN CONTENTS**

	<b>Page</b>
<b>SECTION ONE, BASIC PLAN</b> .....	One-5
PURPOSE .....	One-5
SCOPE .....	One-5
CONCEPT OF OPERATIONS.....	One-5
Preparedness Phase .....	One-6
Increased Readiness .....	One-6
Response Phase .....	One-6
Pre-Emergency.....	One-6
Emergency Response .....	One-6
Sustained Emergency.....	One-8
Recovery Phase .....	One-8
Mitigation Phase .....	One-8
PUBLIC AWARENESS AND EDUCATION.....	One-9
ADA CONSIDERATIONS FOR LOCAL GOVERNMENT .....	One-9
TRAINING AND EXERCISES .....	One-9
ALERTING AND WARNING .....	One-10
 <b>SECTION TWO, STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)</b> .....	 One-11
GENERAL .....	One-11
SEMS LEVELS .....	One-11
Field Response Level .....	One-11
Local Government Level .....	One-11
Operational Area.....	One-12
Regional.....	One-13
State .....	One-13
Federal .....	One-14
SEMS REQUIREMENTS FOR LOCAL GOVERNMENTS.....	One-14
CITY OF THOUSAND OAKS RESPONSIBILITIES UNDER SEMS .....	One-14
SEMS EOC ORGANIZATION .....	One-15
MAJOR SEMS COMPONENTS .....	One-16
SEMS COORDINATION .....	One-17
Multi-Agency or Inter-Agency Coordination at the Local Government Level .....	One-17
Coordination with the Field Response Level .....	One-17
Coordination with Ventura County Operational Area Level.....	One-17
Coordination with Special Districts.....	One-18
Coordination with Volunteer and Private Agencies .....	One-18
 <b>SECTION THREE, NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)</b> .....	 One-20
GENERAL .....	One-21
NIMS COMPONENTS .....	One-21

---

## EMERGENCY OPERATIONS PLAN

---

Command and Management .....	One-21
Preparedness .....	One-21
Resource Management.....	One-22
Communications and Information Management .....	One-23
Supporting Technologies .....	One-23
Ongoing Management and Maintenance.....	One-23
NIMS COMPLIANCE .....	One-23

### **SECTION FOUR, CITY OF THOUSAND OAKS EMERGENCY MANAGEMENT ORGANIZATION**One-25

GENERAL .....	One-25
CONCEPT OF OPERATIONS.....	One-25
Level One - Decentralized Coordination and Direction .....	One-25
Level Two - Centralized Coordination - Decentralized Direction .....	One-25
Level Three - Centralized Coordination and Direction .....	One-25
EMERGENCY MANAGEMENT ORGANIZATION AND RESPONSIBILITIES.....	One-25
Ventura County Operational Area .....	One-25
Mutual Aid Region Emergency Management.....	One-26
State Emergency Management .....	One-26
Chart 1-City of Thousand Oaks' EOC Organization Matrix .....	One-27
Chart 2-Ventura County Operational Area EOC Organization Matrix .....	One-28
Chart 3-Ventura County Operational Area Channel of Coordination .....	One-29
Chart 4-California Emergency Organization .....	One-30
CITY OF THOUSAND OAKS EOC.....	One-31
EOC Location and Description.....	One-32
Displays .....	One-32
Communications .....	One-32
City of Thousand Oaks EOC Activation Policy .....	One-32
Employee Response .....	One-34
Chart 5-Local Government EOC Staffing Guide .....	One-35

### **SECTION FIVE, CONTINUITY OF GOVERNMENT** .....

PURPOSE .....	One-36
RESPONSIBILITIES.....	One-36
PRESERVATION OF LOCAL GOVERNMENT .....	One-36
LINES OF SUCCESSION FOR OFFICIALS CHARGED WITH DISCHARGING EMERGENCY RESPONSIBILITIES.....	One-37
TEMPORARY COUNCIL MEETING LOCATION/ ALTERNATE CITY GOVERNMENT LOCATION	One-38
PRESERVATION OF VITAL RECORDS.....	One-38
Chart 1-Lines of Succession.....	One-39

### **SECTION SIX, MUTUAL AID** .....

INTRODUCTION.....	One-40
MUTUAL AID SYSTEM .....	One-40
MUTUAL AID REGIONS.....	One-45

---

## EMERGENCY OPERATIONS PLAN

---

MUTUAL AID COORDINATORS .....	One-41
PARTICIPATION OF VOLUNTEER AND PRIVATE AGENCIES .....	One-41
POLICIES AND PROCEDURES .....	One-42
Chart 1 - Mutual Aid Systems Flow Chart .....	One-43
Chart 2 - Mutual Aid Coordinators Flow Chart .....	One-44
Chart 3 - State Mutual Aid Regions Map .....	One-45
Chart 4 – Mutual Aid Region 1 .....	One-46
 <b>SECTION SEVEN, AUTHORITIES AND REFERENCES .....</b>	<b>One-48</b>
GENERAL .....	One-49
AUTHORITIES .....	One-49
Federal .....	One-49
State .....	One-49
Local .....	One-49
REFERENCES .....	One-49
Federal .....	One-49
State .....	One-49
Local .....	One-49
 <b>SECTION EIGHT, THREAT SUMMARY FOR THE CITY OF THOUSAND OAKS .....</b>	<b>One-52</b>
Map of City of Thousand Oaks .....	One-55
Map of City of Thousand Oaks Adjacent Jurisdictions .....	One-55
THREAT ASSESSMENT 1 - MAJOR EARTHQUAKE .....	One-56
THREAT ASSESSMENT 2 - HAZARDOUS MATERIAL INCIDENT .....	One-64
THREAT ASSESSMENT 3 – FLOODING .....	One-66
THREAT ASSESSMENT 4 - FIRE .....	One-68
THREAT ASSESSMENT 5 - DAM FAILURE .....	One-70
THREAT ASSESSMENT 6A -TRANSPORTATION: MAJOR AIR CRASH .....	One-72
THREAT ASSESSMENT 6B -TRANSPORTATION: TRUCK INCIDENT .....	One-74
THREAT ASSESSMENT 7 - CIVIL UNREST .....	One-76
THREAT ASSESSMENT 8 - TERRORISM .....	One-78
THREAT ASSESSMENT 9 – LANDSLIDE .....	One-86
THREAT ASSESSMENT 10- PUBLIC HEALTH EMERGENCY .....	One-88
 <b>SECTION NINE, ACRONYMS, ABBREVIATIONS &amp; GLOSSARY OF TERMS .....</b>	<b>One-92</b>
LIST OF ACRONYMS AND ABBREVIATIONS .....	One-92
GLOSSARY OF TERMS .....	One-100

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## **SECTION ONE BASIC PLAN**

### **PURPOSE**

The Basic Plan addresses the City's planned response and recovery to emergencies associated with natural disasters and manmade incidents. It provides an overview of operational concepts, identifies components of the City's emergency management organization within the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS), and describes the overall responsibilities of the federal, state and county entities and the City for protecting life and property and assuring the overall well-being of the population.

### **SCOPE**

This Emergency Operations Plan (EOP):

- Defines the scope of preparedness and incident management activities
- Describes the organizational structures, roles and responsibilities, policies and protocols for providing emergency support.
- Facilitates response and short-term recovery activities.
- Is flexible enough for use in all emergencies/disasters.
- Describes the purpose, situation and assumptions, concept of operations, organization and assignment of responsibilities, administration and logistics, plan development and maintenance and authorities and references.
- Pre-designates jurisdictional and/or functional area representatives to the Incident Command or Unified Command whenever possible to facilitate responsive and collaborative incident management.
- Includes pre-incident and post-incident public awareness, education and communications plans and protocols.

### **CONCEPT OF OPERATIONS**

Operations during peacetime and national security emergencies involve a full spectrum of activities from a minor incident, to a major earthquake, to a nuclear detonation. There are a number of similarities in operational concepts for peacetime and national security emergencies. Some emergencies will be preceded by a build-up or warning period, providing sufficient time to warn the public and implement mitigation measures designed to reduce loss of life and property damage. Other emergencies occur with little or no advance warning, thus requiring immediate activation of the emergency operations plan and commitment of resources. All agencies must be prepared to respond promptly and effectively to any foreseeable emergency, including the provision and utilization of mutual aid (see **Part One, Section Six-Mutual Aid**).

Emergency management activities during peacetime and national security emergencies are often associated with the four emergency management phases indicated below. However, not every incident necessarily includes all indicated phases.

**Preparedness Phase**

The preparedness phase involves activities taken in advance of an emergency. These activities develop operational capabilities and effective responses to an incident. . These actions may include mitigation activities, emergency planning, training and exercises and public education. Those identified in this plan as having either a primary or support mission relative to response and recovery should follow the City's Standard Operating Procedures (SOPs) detailing that describe personnel assignments, policies, notification procedures. Personnel should be acquainted with these SOPs and checklists through periodic training in the activation and execution procedures.

**Increased Readiness**

Increased readiness actions will be initiated by the receipt of a warning or the observation that an emergency situation is imminent or likely to occur soon. Actions to be accomplished include, but are not necessarily limited to:

- Review and update of emergency plans, SOPs, and resources listings
- Dissemination of accurate and timely emergency public information
- Accelerated training of permanent and auxiliary staff
- Inspection of critical facilities
- Recruitment of additional staff and Disaster Services Workers
- Mobilization of resources
- Testing warning and communications systems

**Response Phase****Pre-Emergency**

When an incident is inevitable, actions are precautionary and emphasize protection of life. Typical responses might be:

- Evacuation of threatened populations to safe areas
- Advising threatened populations of the emergency and apprising them of safety measures to be implemented
- Advising the Ventura County Operational Area of the emergency
- Identifying the need for mutual aid and requesting such through the Ventura County Operational Area via the Sheriff's Office of Emergency Services
- Proclamation of a Local Emergency by local authorities (See Management Support Documentation)

**Emergency Response**

During this phase, emphasis is placed on saving lives and property, control of the situation and minimizing effects of the incident. Immediate response is accomplished within the affected area by local government agencies and segments of the private sector.

One of the following conditions will apply to the City during this phase:

- The situation can be controlled without mutual aid assistance from outside the City
- Evacuations of portions of the City are required due to uncontrollable immediate and ensuing threats
- Mutual aid from outside the City is required
- The City is either minimally impacted or not impacted at all, and is requested to provide mutual aid to other jurisdictions

The emergency management organization will give priority to the following operations:

- Dissemination of accurate and timely emergency public information and warning to the public
- Situation analysis
- Resource allocation and control
- Evacuation and rescue operations
- Medical care and Public Health operations
- Coroner operations
- Care and shelter operations
- Access and perimeter control
- Restoration of vital services and utilities

When local resources are committed to the maximum and additional resources are required, requests for mutual aid will be initiated through the Operational Area. Fire and law enforcement agencies will request or render mutual aid directly through established channels. Any City action which involves financial expenditures or a request for military assistance must be authorized by the appropriate local official.

Depending on the severity of the emergency, a Local Emergency may be proclaimed, the local EOC may be activated, and Operational Area will be advised. The California Office of Emergency Services (Cal OES) Secretary may request a gubernatorial proclamation of a State of Emergency (**See Local and State Proclamations in the Management Support Documentation**). Should a State of Emergency be proclaimed, state agencies will, to the extent possible, respond to requests for assistance. These activities will be coordinated with the Cal OES Secretary.

Cal OES may also activate the State Operations Center (SOC) in Sacramento to support Cal OES Regions, state agencies and other entities in the affected areas and to ensure the effectiveness of the state's SEMS. The State Regional EOC (REOC) in Los Alamitos, or an alternate location, will support the Operational Area.

If the Governor requests and receives a Presidential declaration of an Emergency or a Major Disaster under Public Law 93-288, he will appoint a State Coordinating Officer (SCO). The SCO and an appointed Federal Coordinating Officer (FCO) will coordinate and

control state and federal recovery efforts in supporting local operations. All emergency response efforts and initial recovery support will be coordinated by the REOC.

### **Sustained Emergency**

In addition to continuing life, environment and property protection operations, the following activities will be initiated: mass care, relocation, registration of displaced persons, and damage assessment.

### **Recovery Phase**

As soon as possible, the Cal OES Secretary, operating through the SCO, will bring together representatives of federal, state, county, and city agencies, as well as representatives of the American Red Cross and other Non-Governmental Organizations (NGO), to coordinate the implementation of assistance programs and establishment of support priorities. Local Assistance Centers (LACs) or telephonic centers may also be established, providing a "one-stop" service to initiate the process of receiving federal, state and local recovery assistance. The recovery period has major objectives which may overlap, including:

- Reinstatement of family autonomy
- Provision of essential public services
- Permanent restoration of private and public property
- Identification of residual hazards
- Plans to mitigate future hazards
- Recovery of costs associated with response and recovery efforts

### **Mitigation Phase<sup>1</sup>**

Mitigation includes activities that provide a critical foundation in the effort to reduce the loss of life and property from natural and/or man-made disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities.<sup>2</sup> Mitigation seeks to break the cycle of disaster damage, reconstruction, and repeated damage. Mitigation efforts occur both before and following disaster events. Post-disaster mitigation is part of the recovery process. Mitigation tools include:

- Local ordinances and statutes (zoning ordinance, building codes and enforcement, etc.)
- Structural measures
- Tax levy or abatements
- Public information and community relations
- Land use planning
- Professional training

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<sup>1</sup> National Fire Protection Association's Standard 1600 recommends a fifth "Prevention Phase" to prevent damage and life impacts from disasters. Federal Emergency Management Agency and State OES recognizes "prevention" as a component of the Mitigation Phase.

<sup>2</sup> National Incident Management System, U.S. Department of Homeland Security, January 26, 2007, pg.159



### **PUBLIC AWARENESS AND EDUCATION**

The public's response to any emergency is based on an understanding of the nature of the emergency, the potential hazards, the likely response of emergency services and knowledge of what individuals and groups should do to increase their chances of survival and recovery.

Pre-disaster awareness and education programs must be viewed as equal in importance to all other preparations for emergencies and receive an adequate level of planning. These programs must be coordinated among local, state and federal officials to ensure their contribution to emergency preparedness and response operations. Emergency Public Information procedures are addressed in **Part Two, Management Section Support Documentation**.

### **ADA CONSIDERATIONS FOR LOCAL GOVERNMENT**

Emergency preparedness and response programs must be made accessible to people with disabilities and is required by the Americans with Disabilities Act or 1990 (ADA). Disabilities would include but not be limited to mobility, vision, hearing, cognitive disorders, mental illnesses and language barriers.

Included in the City's planning efforts for those with disabilities are:

- Notification and warning procedures
- Evacuation considerations
- Emergency transportation issues
- Sheltering requirements
- Accessibility to medications, refrigeration and back-up power
- Accessibility to mobility devices or service animals while in transit or at shelter
- Accessibility to information

**Refer to Part Two, Operations Supporting Documentation for additional issues.**

### **TRAINING AND EXERCISES**

The City's Emergency Organization will conduct regular training and exercising of city staff in the use of this plan and other specific training as required for compliance with both SEMS and NIMS. The Disaster Services Coordinator, is responsible for coordinating, scheduling and documenting the training and exercises

The objective is to train and educate public officials, emergency response personnel and volunteers. Both training and exercises are important components to prepare personnel for managing emergency operations.

Training includes classroom instruction and drills. All staff who may participate in emergency response in the EOC, in department operating centers (DOCs) or at the field level must receive appropriate SEMS/NIMS training. **Refer to Cal OES's website for the most current Training Matrix for specific SEMS/NIMS classes and target audiences.**

Regular exercises are necessary to maintain the readiness of operational procedures. Exercises provide personnel with an opportunity to become thoroughly familiar with the procedures, facilities and systems which will be used in an incident. Annual exercises are required by both SEMS and NIMS. There are several forms of exercises:

- **Tabletop exercises** are section based or group oriented discussions that offer a convenient and low-cost method designed to evaluate policy, plans and procedures and resolve coordination and responsibilities. Such exercises are a good way to see if policies and procedures exist to handle certain issues.
- **Functional exercises** usually take place in the EOC and simulate an emergency in the most realistic manner possible, without field activities. They are used to test or evaluate the capabilities of one or more functions, such as evacuation, communications, public information or overall city response.
- **Full-scale exercises** simulate an actual emergency, typically involving personnel in both the field and EOC levels and are designed to evaluate operational capabilities.

#### **ALERTING AND WARNING**

Warning is the process of alerting government agencies and the general public to the threat of imminent danger. Depending on the nature of the threat and the population groups at risk, warnings can originate at any level of government.

The City will utilize various modes to alert and warn the community. The various systems are described and the "Emergency Conditions and Warning Actions" through which these systems may be accessed is in **Part Two, Operations Section Support Documentation**.

## **SECTION TWO**

### **STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)**

#### **GENERAL**

In an emergency, governmental response is an extraordinary extension of responsibility and action, coupled with normal day-to-day activity. Normal governmental duties will be maintained, with emergency operations carried out by those agencies assigned specific emergency functions. The Standardized Emergency Management System (SEMS) has been adopted by the City of Thousand Oaks for managing response to multi-agency and multi-jurisdiction emergencies and to facilitate communications and coordination between all levels of the system and among all responding agencies. Chapter 1 of Division 2 of Title 19 of the California Code of Regulations establishes the standard response structure and basic protocols to be used in emergency response and recovery.

SEMS incorporates the use of the Incident Command System (ICS), the Master Mutual Aid Agreement and existing mutual aid systems, the Operational Area Concept, and multi-agency or inter-agency coordination. Local governments must use SEMS to be eligible for funding of their personnel-related costs under state disaster assistance programs. SEMS consists of five levels: field response, local government, operational areas (countywide), Cal OES Mutual Aid Regions, and state government

NIMS was adopted by the State of California and is integrated into the existing SEMS. NIMS is further discussed in **Part One, Section Three**.

#### **SEMS LEVELS**

##### **Field Response Level**

The field response level is where emergency response personnel and resources, under the command of an appropriate authority, carry out tactical decisions and activities in direct response to an incident or threat. SEMS regulations require the use of the Incident Command System (ICS) at the field response level of an incident. The ICS field functions to be used for emergency management are: command, operations, planning, logistics, and finance.

##### **Local Government Level**

Local governments include cities, counties, and special districts. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. Local governments are required to use SEMS when their emergency operations center is activated or a local emergency is proclaimed in order to be eligible for state funding of response-related personnel costs. Local governmental levels shall provide the following functions: management, operations, planning, logistics, and finance. Local jurisdictions are responsible for overall direction of personnel and equipment provided for emergency operations through mutual aid (Government Code Section 8618). Additional details relative to the organization and responsibilities of the SEMS elements at each of the levels are provided in

**Part Two, Management Section.** Cities are responsible for emergency response within their jurisdictional boundaries

Special districts are primarily responsible in emergencies for restoration of services that they normally provide. They may also be responsible for safety of people at their facilities or on their property and for warning of hazards from their facilities or operations. Some special districts may assist other local governments in the emergency response.

All local governments are responsible for coordinating with other local governments, the field response level and the operational area. Local governments are also responsible for providing mutual aid within their capabilities.

### **Operational Area**

Under SEMS, the operational area is defined in the Emergency Services Act as an intermediate level of the state's emergency services organization consisting of a county and all political subdivisions within the county area. Political subdivisions include cities, a city and county, counties, district or other local governmental agency, or public agency as authorized by law. The operational area is responsible for:

- Coordinating information, resources and priorities among local governments within the operational area
- Coordinating information, resources and priorities between the regional level and the local government level
- Using multi-agency or inter-agency coordination to facilitate decisions for overall operational area level emergency response activities

SEMS regulations specify that all local governments within a county geographic area be organized into a single operational area and that the county board of supervisors is responsible for its establishment. On November 21, 1995, the Ventura County Board of Supervisors adopted a formal resolution establishing the Ventura County Operational Area, which includes the City of Thousand Oaks. The Ventura County Sheriff's Office of Emergency Services is the lead agency for the Ventura County Operational Area which includes the City of Thousand Oaks, Conejo Recreation and Park District, and Conejo Valley Unified School District.

When the Ventura County Operational Area EOC is activated, the Sheriff of Ventura County, designated by County Ordinance, is the Operational Area Coordinator and has the overall responsibility for coordinating and supporting emergency operations within the County. The Operational Area is the focal point for information sharing and support requests by cities within the County. The Operational Area Coordinator and supporting staff constitutes the Operational Area Emergency Management Staff. The Operational Area Staff submits all requests for support that cannot be obtained within the County, and other relevant information, to Cal OES Southern Region, Mutual Aid Region I.

The Ventura County Sheriff's EOC will fulfill the role of the Operational Area EOC. Activation of the Operational Area EOC during a State of Emergency or a Local Emergency is required by SEMS regulations under the following conditions:

1. A local government within the operational area has activated its EOC and requested activation of the operational area EOC to support emergency operations.
2. Two or more cities within the operational area have proclaimed a local emergency.
3. The county and one or more cities have proclaimed a local emergency.
4. A city, city and county, or county has requested a governor's proclamation of a state of emergency, as defined in the Government Code Section 8558(b).
5. A state of emergency is proclaimed by the governor for the county or two or more cities within the operational area.
6. The operational area is requesting resources from outside its boundaries. This does not include resources used in normal day-to-day operations which are obtained through existing mutual aid agreements.
7. The operational area has received resource requests from outside its boundaries. This does not include resources used in normal day-to-day operations which are obtained through existing mutual aid agreements.

### **Regional**

Because of its size and geography, the state has been divided into six mutual aid regions. The purpose of a mutual aid region is to provide for the more effective application and coordination of mutual aid and other emergency related activities.

Cal OES has also established three Administrative Regions (Coastal, Inland and Southern). These Administrative Regions are the means by which Cal OES maintains day-to-day contact with emergency services organizations at local, county and private sector organizations.

In SEMS, the regional level manages and coordinates information and resources among operational areas within the mutual aid region and also between the operational areas and the state level. The regional level also coordinates overall state agency support for emergency response activities within the region.

The City of Thousand Oaks is within Cal OES's Southern Administrative Region and Region 1 Mutual Aid Region (Region 1A for Law Enforcement Mutual Aid).

### **State**

The state level of SEMS manages state resources in response to the emergency needs of the other levels and coordinates mutual aid among the mutual aid regions and between the regional level and state level. The state level also serves as the coordination and communication link between the state and the federal disaster response system.

**Federal****Department of Homeland Security**

The Homeland Security Act of 2002 established the Department of Homeland Security (DHS) to prevent terrorist attacks within the United States; reduce vulnerability to terrorism, natural disasters, and other emergencies; and minimize damage and assist in the recovery from terrorist attacks, natural disasters, and other emergencies.

**Federal Emergency Management Agency**

The Federal Emergency Management Agency (FEMA) serves as the federal government's point of contact during disasters and national security emergencies. In an emergency, different federal agencies may be involved in the response and recovery. Federal disaster assistance is organized under the concept of the Emergency Support Functions (ESFs) as defined in the National Response Plan. All contact with FEMA and other federal agencies must be made through the Operational Area during the response phase. During the recovery phase, there may be direct city contact with FEMA and other federal agencies.

**SEMS REQUIREMENTS FOR LOCAL GOVERNMENTS**

The City of Thousand Oaks will remain in compliance with SEMS regulations to be eligible for state funding of response-related personnel costs and will:

1. Use SEMS when a local emergency is declared or proclaimed, or the local government EOC is activated
2. Establish coordination and communications with Incident Commanders either through departmental operating centers (DOCs) to the EOC, when activated, or directly to the EOC, when activated
3. Use existing mutual aid systems for coordinating fire and law enforcement resources
4. Establish coordination and communications between the City of Thousand Oaks's EOC when activated, and any state or local emergency response agency having jurisdiction at an incident within the city's boundaries
5. Use multi-agency or inter-agency coordination to facilitate decisions for overall local government level disaster/emergency response activities
6. SEMS requirements includes providing for the five essential SEMS functions of management, operations, planning, logistics and finance and Fulfilling management and coordination role of local government

**CITY OF THOUSAND OAKS' RESPONSIBILITIES UNDER SEMS**

The development of SEMS will be a cooperative effort of all departments and agencies within the City of Thousand Oaks with an emergency response role. The Emergency Services Manager has the lead staff responsibility for SEMS development, compliance and planning with responsibilities for:

- Communicating information within the City of Thousand Oaks on SEMS requirements and guidelines.

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## EMERGENCY OPERATIONS PLAN

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- Coordinating SEMS development and implementation among departments and agencies.
- Incorporating SEMS into the City of Thousand Oaks's procedures.
- Incorporating SEMS into the City of Thousand Oaks's emergency ordinances, agreements, memorandum of understandings, etc.
- Identification of special districts that operate or provide services within the boundaries of the City of Thousand Oaks. The emergency role of these special districts should be determined and provisions made for coordination during emergencies.
- Identification of local volunteer and private agencies that have an emergency response role. Contacts should be made to develop arrangements for coordination in emergencies.

The City of Thousand Oaks will participate in the Ventura County Operational Area organization and system for coordination and communication within the operational area.

### SEMS EOC ORGANIZATION

SEMS regulations require local governments to provide for five functions: Management, Operations, Planning, Logistics and Finance. These functions are the basis for structuring the EOC organization.

- **Management** Responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.
- **Operations** Responsible for coordinating all jurisdictional operations in support of the disaster/ emergency response through implementation of the local government's EOC Action Plan.
- **Planning** Responsible for collecting, evaluating and disseminating information; developing the City of Thousand Oaks' EOC Action Plan and After-Action/Corrective Action Report in coordination with other functions; and maintaining documentation.
- **Logistics** Responsible for providing facilities, services, personnel, equipment and materials.
- **Finance** Responsible for financial activities and other administrative aspects.

The EOC organization should include representatives from special districts, volunteer agencies, and private agencies with significant response roles.

### MAJOR SEMS COMPONENTS

#### **Organization Flexibility - Modular Organization**

The five essential SEMS functions will be established as "sections" within the EOC and all other functions will be organized as branches, groups or units within sections. The types of

activated functions and their relationship to one another will depend upon the size and nature of the incident. Only those functional elements that are required to meet current objectives will be activated. Those functions which are needed but not staffed will be the responsibility of the next higher element in the organization.

#### **Management of Personnel - Hierarchy of Command and Span-of-Control**

The position title "coordinator" refers to the lead person of each organizational element in the EOC. The term coordinator is used because the role of EOC elements is to coordinate. Each activated function will have a person in charge of it, but a supervisor may be in charge of more than one functional element. Every individual will have a supervisor and each supervisor will generally be responsible for no more than seven employees, with the ideal span-of-control being three to five persons.

Coordinators for Operations, Planning, Logistics and Finance constitute the EOC General Staff. Management and General Staff function as the EOC management team. The General Staff are responsible for:

- Overseeing the internal functioning of their section, and
- Interacting with each other, Management, and other entities within the EOC ensure the effective functioning of the EOC organization.

#### **EOC Action Plans**

At local, operational area, regional and state levels, the use of EOC action plans provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement. Action plans not only provide direction, but they also serve to provide a basis for measuring achievement of objectives and overall system performance. Action planning is an important management tool that involves:

- A process for identifying priorities and objectives for emergency response or recovery efforts,
- Documentation of the priorities and objectives, the tasks and personnel assignments associated with meeting them.

The Planning Section is responsible for coordinating the development of the action plan and for facilitation of action planning meetings

The action planning process should involve Management and General Staff along with other EOC elements, special district representatives and other agency representatives, as needed.

Action plans are developed for a specified operational period which may range from a few hours to 24 hours. The operational period is determined by first establishing a set of priority actions that need to be performed. A reasonable time frame is then established for accomplishing those actions. The action plans need not be complex, but should be sufficiently detailed to guide EOC elements in implementing the priority actions. Guidelines for developing action plans and example action plan formats are contained in **Part Two- Planning Support Documentation - Action Planning**.



**SEMS COORDINATION****Multi-Agency or Inter-Agency Coordination at the Local Government Level**

Emergency response is coordinated at the EOC through representatives from city departments and agencies, outside agencies, volunteer agencies and private organizations. Multi-agency or inter-agency coordination is important for:

- Establishing priorities for response
- Allocating critical resources
- Developing strategies for handling multi-agency response problems
- Sharing information
- Facilitating communications

**Coordination with the Field Response Level**

Coordination among SEMS levels is clearly necessary for effective emergency response. In a major disaster/emergency, the City of Thousand Oaks' EOC may be activated to coordinate the overall response while the Incident Command System is used by field responders. Incident Commanders may report to department operations centers (DOCs) which in turn will coordinate with the EOC. In some jurisdictions Incident Commanders may report directly to the EOC, usually to their counterpart in the Operations Section. When the EOC is directly overseeing Incident Command teams, the EOC is operating in a centralized coordination and direction mode.

**Coordination with Ventura County Operational Area Level**

Coordination and communications should be established between activated local government EOC's and the operational area. The communications links are telephone, satellite phone, radio, data and amateur radio, the Ventura County Auxiliary Communications Services (ACS) radio system, etc.

Ventura County uses an Operational Area Inter Agency Coordinating Group concept when developing response and recovery operations. When and where possible, the County will include jurisdictional representatives in planning for jurisdictional support.

**Coordination with Special Districts**

Special districts are defined as local governments in SEMS. The emergency response role of special districts is generally focused on normal services. During disasters, some types of special districts will be more extensively involved in the emergency response by assisting other local governments.

Coordination and communications should be established among special districts which are involved in emergency response, other local governments and the operational area. This may be accomplished in various ways depending on the local situation. Relationships among special districts, cities, county government and the operational area 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.

When a special district is wholly contained within the city, the special district should have a liaison representative at the City EOC and direct communications should be established between the special district EOC and the City EOC. An exception may occur when there are many special districts within the City.

Typically, special district boundaries cross municipal boundary lines. A special district may serve several cities and county unincorporated areas. Some special districts serve more than one county. In such a situation, the special district may wish to provide a liaison representative to the Operational Area EOC to facilitate coordination and communication with the various entities it serves.

When there are many special districts within a city, it may not be feasible for the city EOC to accommodate representatives from all special districts during area-wide disasters. In such cases, the city should work with the special districts to develop alternate ways of establishing coordination and communications.

#### **Coordination with Volunteer and Private Agencies**

City EOCs will generally be a focal point for coordination of response activities with many non-governmental agencies. The City of Thousand Oaks' EOC will establish and practice communications with private and volunteer agencies providing services within the city, such as the Auxiliary Communication Services (ACS), Community Emergency Response Team (CERT), and the Disaster Assistance Response Team (DART).

Agencies that play key roles in the response should have representatives at the EOC. If an agency supports several functions and has only one representative at the EOC, the agency representative should be located at the liaison area. If an agency is supporting one function only, its representative may be located with that functional element. Some agencies may have several personnel participating in functional elements in the EOC. For example, American Red Cross personnel may be part of the staffing for the Care and Shelter element of the EOC.

Agencies that have countywide response roles and cannot respond to numerous city EOCs should be represented at the operational area level.

Cities served by a large number of private and volunteer agencies may not be able to accommodate representatives in the EOC from all agencies that have important response roles. Cities should develop alternate means of communicating with these agencies when liaison representation is not practical.

Coordination with volunteer and private agencies that do not have representatives at the EOC may be accomplished through telecommunications, liaison with community councils that represent several agencies or involvement of agencies in special multi-agency groups on specific issues.

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### **SECTION THREE**

#### **NATIONAL INCIDENT MANAGEMENT SYSTEM**

##### **GENERAL**

In addition to SEMS, the City of Thousand Oaks recognizes the NIMS and has incorporated the NIMS concepts into the city's EOP, training and exercises. The City adopted NIMS in 2006.

The NIMS integrates existing best practices into a consistent, nationwide approach to domestic incident management that is applicable at all jurisdictional levels and across functional disciplines in an all-hazards context. The National Incident Management System (NIMS) is a system that was mandated by Homeland Security Presidential Directive-5. NIMS provides a consistent, nationwide approach for Federal, State, local, and tribal governments; the private sector; and non government organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size or complexity. To provide for interoperability and compatibility among Federal, State, local and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; multi-agency coordination systems; training; identification and management of resources; qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.

##### **NIMS COMPONENTS**

Six major components make up this systems approach. The following discussion provides a synopsis of each major component of the NIMS, as well as how these components work together as a system to provide the national framework for preparing for, preventing, responding to, and recovering from domestic incidents, regardless of cause, size, or complexity.

##### **Command and Management**

NIMS standard incident command structures are based on three key organizational systems:

- **The ICS** - ICS is a standardized, on-scene, all-hazard incident management concept. Its organizational structure allows its users to match the complexities and demands of single or multiple incidents without being hindered by jurisdictional boundaries.
- **Multi Agency Coordination Systems** - Provides coordination for incident prioritization, critical resource allocation, communication systems integration and information coordination. These systems include facilities, equipment emergency operation centers (EOCs), personnel, procedures, and communications.
- **Public Information Systems** - These refer to processes, procedures, and systems for communicating timely and accurate information to the public during crisis or emergency situations.

##### **Preparedness**

Effective incident management begins with a host of preparedness activities conducted on a "steady-state" basis, well in advance of any potential incident. Preparedness involves an integrated combination of planning, training, exercises, personnel qualification and certification

standards, equipment acquisition and certification standards, and publication management processes and activities.

- **Planning** - Plans describe how personnel, equipment, and other resources are used to support incident management and emergency response activities. Plans provide mechanisms and systems for setting priorities, integrating multiple entities and functions, and ensuring that communications and other systems are available and integrated in support of a full spectrum of incident management requirements.
- **Training** - Training includes standard courses on multi agency incident command and management, organizational structure, and operational procedures; discipline-specific and agency-specific incident management courses; and courses on the integration and use of supporting technologies.
- **Exercises** - Incident management organizations and personnel must participate in realistic exercises—including multi-disciplinary, multi-jurisdictional, and multi-sector interaction—to improve integration and interoperability and optimize resource utilization during incident operations.
- **Personnel Qualification and Certification** - Qualification and certification activities are undertaken to identify and publish national-level standards and measure performance against these standards to ensure that incident management and emergency responder personnel are appropriately qualified and officially certified to perform NIMS-related functions.
- **Equipment Acquisition and Certification** - Incident management organizations and emergency responders at all levels rely on various types of equipment to perform mission essential tasks. A critical component of operational preparedness is the acquisition of equipment that will perform to certain standards, including the capability to be interoperable with similar equipment used by other jurisdictions.
- **Mutual Aid** - Mutual-aid agreements are the means for one jurisdiction to provide resources, facilities, services, and other required support to another jurisdiction during an incident. Each jurisdiction should be party to a mutual-aid agreement with appropriate jurisdictions from which they expect to receive or to which they expect to provide assistance during an incident.
- **Publications Management** - Publications management refers to forms and forms standardization, developing publication materials, administering publications—including establishing naming and numbering conventions, managing the publication and promulgation of documents, and exercising control over sensitive documents—and revising publications when necessary.

### **Resource Management**

The NIMS defines standardized mechanisms and establishes requirements for processes to describe, inventory, mobilize, dispatch, track, and recover resources over the life cycle of an incident.

### **Communications and Information Management**

The NIMS identifies the requirement for a standardized framework for communications, information management (collection, analysis, and dissemination), and information- sharing at all levels of incident management. These elements are briefly described as follows:

- **Incident Management Communications** - Incident management organizations must ensure that effective, interoperable communications processes, procedures, and systems exist to support a wide variety of incident management activities across agencies and jurisdictions.
- **Information Management** - Information management processes, procedures, and systems help ensure that information, including communications and data, flows efficiently through a commonly accepted architecture supporting numerous agencies and jurisdictions responsible for managing or directing domestic incidents, those impacted by the incident, and those contributing resources to the incident management effort. Effective information management enhances incident management and response and helps insure that crisis decision- making is better informed.

### **Supporting Technologies**

Technology and technological systems provide supporting capabilities essential to implementing and continuously refining the NIMS. These include voice and data communications systems, information management systems (i.e., record keeping and resource tracking), and data display systems. Also included are specialized technologies that facilitate ongoing operations and incident management activities in situations that call for unique technology-based capabilities.

### **Ongoing Management and Maintenance**

This component establishes an activity to provide strategic direction for and oversight of the NIMS, supporting both routine review and the continuous refinement of the system and its components over the long term.

### **NIMS COMPLIANCE**

The State of California's NIMS Advisory Committee issued "*California Implementation Guidelines for the National Incident Management System, 2006*" to assist state agencies, local governments, tribes and special districts to incorporate NIMS into already existing programs, plans, training and exercises. The City of Thousand Oaks is following this document to ensure NIMS compliance.

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## **SECTION FOUR**

### **CITY OF THOUSAND OAKS EMERGENCY MANAGEMENT ORGANIZATION**

#### **GENERAL**

This section establishes policies and procedures and assigns responsibilities to ensure the effective management of emergency operations under SEMS and NIMS. It provides information on the City of Thousand Oaks' emergency management structure and how the emergency management team is activated.

#### **CONCEPT OF OPERATIONS**

City emergency/disaster response and recovery operations will be managed in one of three modes, depending on the magnitude of the emergency/disaster.

##### **Level One - Decentralized Coordination and Direction**

Level One activation may be a minor to moderate incident wherein local resources are adequate and available. A Local Emergency may or may not be proclaimed. The City EOC may or may not be activated. Off-duty personnel may be recalled.

##### **Level Two - Centralized Coordination and Decentralized Direction**

Level Two activation may be a moderate to severe emergency/disaster wherein local resources are not adequate and mutual aid may be required on a regional or even statewide basis. Key management level personnel from the principally involved agencies will co-locate in a central location to provide jurisdictional or multi-jurisdictional coordination. The EOC should be activated. Off-duty personnel may be recalled. A Local Emergency will be proclaimed and a State of Emergency may be proclaimed.

##### **Level Three - Centralized Coordination and Direction**

Level Three activation may be a major local or regional disaster wherein resources in or near the impacted area are overwhelmed and extensive state and/or federal resources are required. A Local Emergency and a State of Emergency will be proclaimed and a Presidential Declaration of an Emergency or Major Disaster may be requested. All response and early recovery activities will be conducted from the EOC. Most off-duty personnel will be recalled.

#### **EMERGENCY MANAGEMENT ORGANIZATION AND RESPONSIBILITIES**

The City of Thousand Oaks operates under the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) which are discussed in detail under **SEMS** and **NIMS** in this Section. The City of Thousand Oaks' Emergency Management Organization (including emergency/disaster response and recovery) will be directed by the City Manager who serves as the Director of Emergency Services. The Director of Emergency Services is responsible to the City Council, and Emergency and Disaster Council per Ordinance Number 1360-NS of Thousand Oaks Municipal Code. The Director of Emergency Services is responsible for implementing the SEMS/NIMS Emergency Operations Plan (EOP). While serving



as the Director of Emergency Services during an actual emergency/disaster, this position will be referred to as the EOC Director.

The Director of Emergency Services/EOC Director is supported by the Emergency Management Organization and has overall responsibility for:

- Organizing, staffing and operating the EOC
- Operating communications and warning systems
- Providing information and guidance to the public
- Maintaining information on the status of resources, services, and operations
- Directing overall operations
- Obtaining support for the City of Thousand Oaks and providing support to other jurisdictions as required
- Identifying and analyzing potential hazards and recommending appropriate countermeasures
- Collecting, evaluating and disseminating damage assessment and other essential information
- Providing status and other reports to the Ventura County Operational Area

The City of Thousand Oaks' EOC Organization Matrix is contained in **Chart 1**.

#### **Ventura County Operational Area (See Chart 2)**

If the Operational Area is activated, the Sheriff of Ventura County, designated by County Ordinance, will function as the Operational Area Coordinator and will have the overall responsibility for coordinating and supporting disaster/emergency operations within the County. The Operational Area will also be the focal point for information transfer and support requests by cities within the County. The Operational Area Coordinator and supporting staff will constitute the Operational Area Emergency Management Staff. The Operational Area Staff will submit all requests for support that cannot be obtained within the county, and other relevant information, to Cal OES Mutual Aid Region I.

The City of Thousand Oaks requests all mutual aid (except fire and law) through the Ventura County Operational Area EOC. The Ventura County Operational Area then requests public works, emergency managers or other mutual aid through its regular channels (See **Chart 3**). Fire mutual aid and Law Enforcement mutual aid is coordinated through the designated Regional Fire and Law Enforcement Coordinators.

#### **Reporting to the Ventura County Operational Area**

City reports and notifications are to be made to the Ventura County Operational Area. These reports and notifications include:

- Activation of the City EOC
- Proclamation of a Local Emergency (**See Local and State Proclamations in the Management Support Documentation**)
- Reconnaissance Reports
- City Status Reports

- Initial Damage Estimates
- Incident Reports

**Mutual Aid Region Emergency Management**

The City of Thousand Oaks is within Cal OES Mutual Aid Region I and the Cal OES Southern Administrative Region. The primary mission of Southern Region's emergency management organization is to support Operational Area response and recovery operations and to coordinate non-law and non-fire Mutual Aid Regional response and recovery operations through the Regional EOC (REOC).

**State Emergency Management**

The Governor, through Cal OES and its Mutual Aid Regions, will coordinate statewide operations to include the provision of mutual aid and other support to local jurisdictions and the redirection of essential supplies and other resources as required. The Cal OES Secretary, assisted by State agency directors and their staffs and identified volunteer agency staff, will constitute the State emergency management staff.

# EMERGENCY OPERATIONS PLAN

**CHART 1**  
**THOUSAND OAKS EOC ORGANIZATION MATRIX**

P = Primary Responsibility S = Support Role

City of Thousand Oaks EOC Organization Matrix		City/Disaster Council	City Manager	City Attorney	City Clerk	Community Dev.	Human Resources	Public Works	Finance	Police (DART/ACS)	Fire (CERT)	Library	Community & Cultural Svcs.	American Red Cross	Conejo Valley Uni. School Dist.	Conejo Rec. & Park	County Coroner	Volunteer Organizations
MANAGEMENT	City Council	P	P															
	Policy Group	P	S															
	EOC Director		P	S			S	S	S	S	S							
	Liaison Officer		P															
	Safety Officer					P												
	Security Officer									P								
	Public Information Officer		P							S								
	Legal Advisor		P	P														
OPERATIONS	Operations Section Coordinator		S	S				S/P	S	S/P	S/P						S	S
	Fire Branch										P							
	Law Enforcement Branch									P								
	Public Works Branch							P										
	Care/Shelter Branch						S					S	P	P	S	S		S
	Medical/Health Branch												S				P	
	Building/Safety Branch					P												
PLANNING	Planning Section Coordinator		S		P			S	S	S	S							S
	Situation Status Unit				P													
	Damage Assessment Unit				P													
	Documentation Unit																	
	Advance Planning Unit				P													
	Recovery Planning Unit	S	P	S	P			S	P									
	Geographic Info. Systems Unit																	
	Demobilization Unit																	
	Resources Unit																	
LOGISTICS	Logistics Section Coordinator		S	S				S	S	S	S							S
	Procurement/Purchasing Unit				S													
	Resources Unit				P													
	Personnel Unit					P	P											
	Facilities Unit						P											
	Communication Unit																	
	Transportation Unit						P											
	Information Systems Unit																	S
FINANCE	Finance Section Coordinator		S					S	P	S	S							S
	Cost Recovery Unit																	
	Time Keeping Unit																	
	Cost Analysis Unit																	

# EMERGENCY OPERATIONS PLAN

## CHART 2

### VENTURA COUNTY OPERATIONAL AREA EOC ORGANIZATION MATRIX FUNCTIONAL RESPONSIBILITIES OF LOCAL DEPARTMENTS/AGENCIES

P = Primary Responsibility S = Support Role

Ventura County EOC Organization Matrix		Animal Services	Auditor	Assessor	Board of Supervisors	CEO	Clerk/Recorder	Coroner	County Counsel	Fire	General Services	Harbor	Health Care Agency	Human Resources	Human Svcs. Agency	Info. Systems	Public Works	Purchasing	Resource Mgmt.	Sheriff	Utilities	Volunteer Agencies	Schools
MANAGEMENT	Policy				S	P			S											S			
	EOC. Dir.								S											P		S	
	Liaison Officer					P							S							S			
	P.I.O.				S					S										P			
	Legal Advisor								P														
	EOC Coordinator																			P			
	Safety Officer																		S	P			
	Security Officer										S									P			
OPERATIONS	Ops. Coordinator									S			S				S			P	S	S	
	Fire/Haz Mat/Rescue									P										S			
	Law Enforcement							S												P			
	Infrastructure												S			S	P				S		
	Care & Shelter	P											S		P							S	S
	Med./Pub. Hlth./Coroner							P					P		S								
PLANNING	Bldg & Safety																		P				
	Plans/Intel. Coord.						S			S	S		S		S				S	P		S	
	Resources									S										P			
	Situation Status									S										P			
	Damage Assess									S										P			
	Documentation									S										P			
	Advance Planning									S										P			
	Recovery Planning									S										P			
LOGISTICS	GIS Unit									S						P							
	Demobilization									S										P			
	Logistics Coord.										P	S			S					S		S	
	Procurement																	S	P				
	Personnel													P								S	
FINANCE	Facilities										S												S
	Transportation										P												S
	Info Systems															P							
	Finance Coord.		P								S			S						S		S	
	Purchasing																	P	S	S			
	Comp./Claims																						
RECOVERY	Cost Recovery	S						S		S	S	S	S	S	S	S	S		S	P			
	Time																						
	Cost Analysis																						
					S	P			S		S		S	S	S	S	S	S	S	S	S	S	S

**CHART 3**  
**VENTURA COUNTY OPERATIONAL AREA CHANNEL OF COORDINATION**

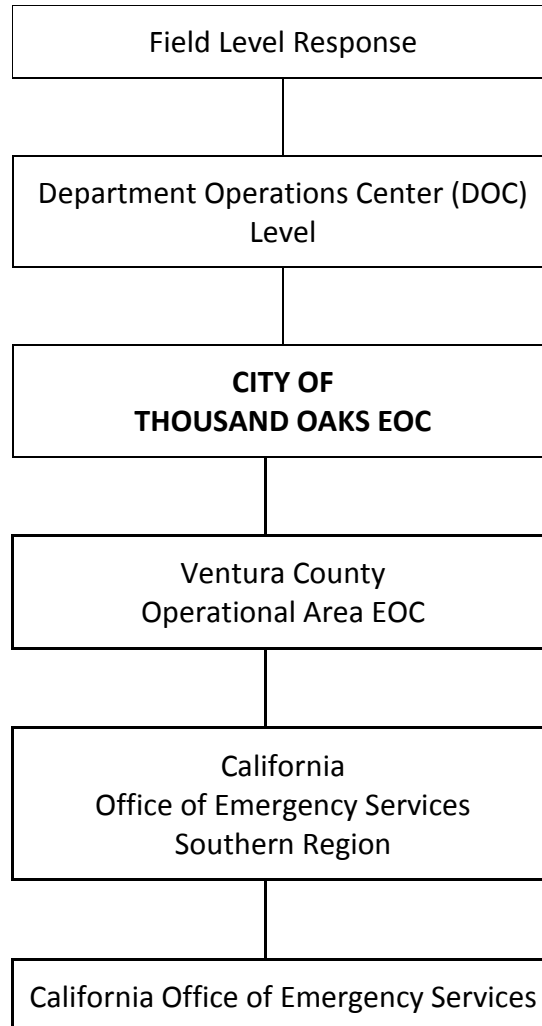
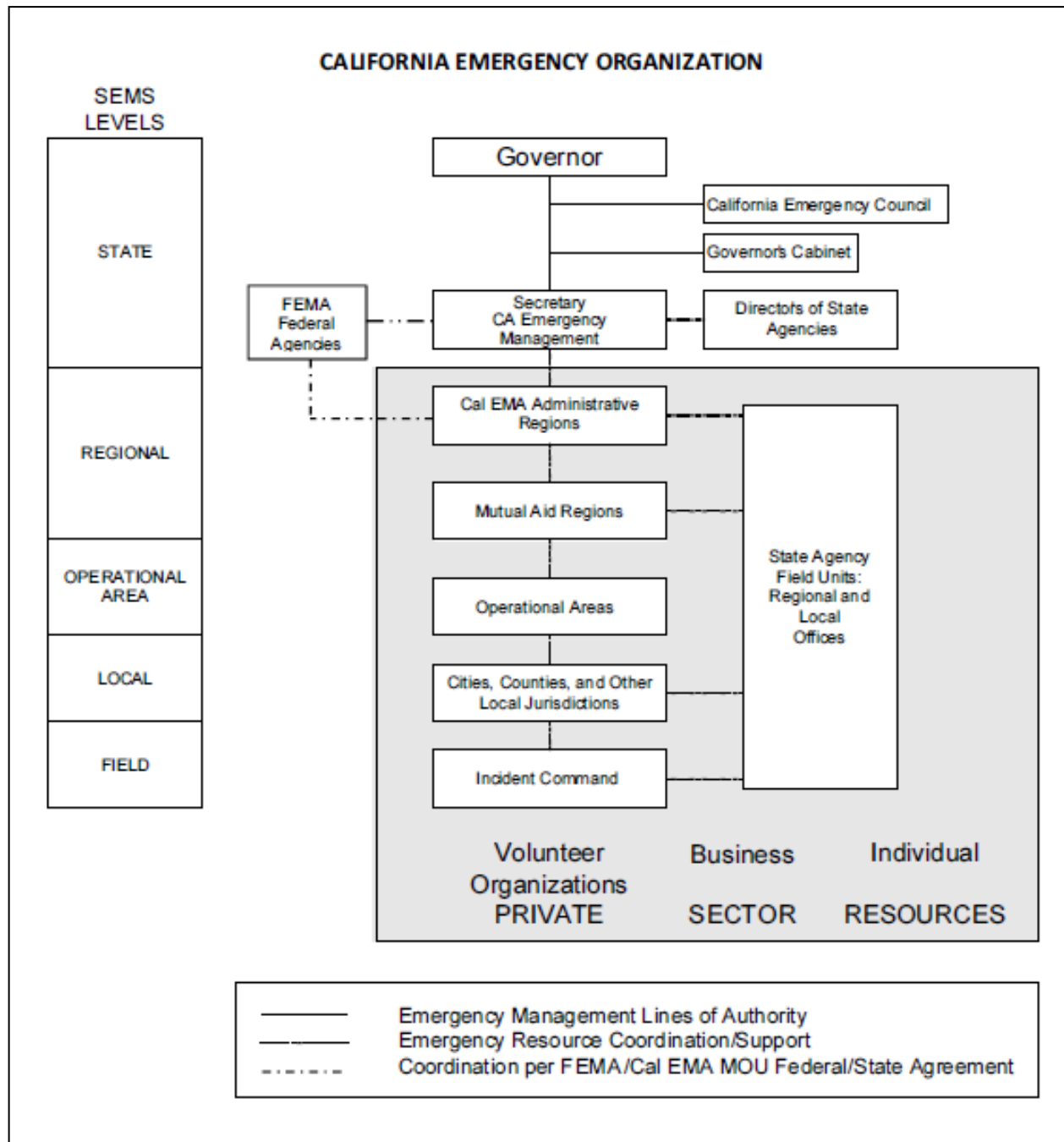


CHART 4  
CALIFORNIA EMERGENCY ORGANIZATION



**CITY OF THOUSAND OAKS' EOC**

Day-to-day operations are conducted from departments and agencies that are widely dispersed throughout the City. An EOC is a location from which centralized disaster/emergency management can be performed during an emergency. This facilitates a coordinated response by the Director of Emergency Services, Emergency Management Staff and representatives from organizations who are assigned emergency management responsibilities. The level of EOC staffing will vary with the specific disaster/emergency situation.

An EOC provides a central location of authority and information, and allows for face-to-face coordination among personnel who must make emergency decisions. The following functions are performed in the City of Thousand Oaks' EOC:

- Managing and coordinating disaster/emergency operations
- Receiving and disseminating warning information
- Developing emergency policies and procedures
- Collecting intelligence from, and disseminating information to, the various EOC representatives, and, as appropriate, to County and State agencies, military, and federal agencies
- Preparing intelligence/information summaries, situation reports, operational reports, and other reports as required
- Maintaining general and specific maps, information display boards, and other data pertaining to disaster/emergency operations
- Continuing analysis and evaluation of all data pertaining to disaster/emergency operations
- Controlling and coordinating, within established policy, the operational and logistical support of departmental resources committed to the disaster/emergency
- Maintaining contact and coordination with support DOCs, other local government EOCs, and the Ventura County Operational Area
- Providing disaster/emergency information and instructions to the public, making official releases to the news media and the scheduling of press conferences as necessary

**EOC LOCATION AND DESCRIPTION**

The EOC is located on the 3<sup>rd</sup> floor of the Civic Arts Plaza (Oak, Park, and Board Rooms), 2100 Thousand Oaks Boulevard, Thousand Oaks California.

The EOC totals 2,305 square feet and is divided among the Policy Group, Management, Operations, Planning, Logistics, and Finance sections. An amateur radio area is located in the Emergency Supplies Room of the EOC for 24 hour radio, ham radio and packet communications. The radio area is staffed by certified radio communication expert volunteers.

Emergency power is provided by a diesel generator. The emergency fuel reserve holds 200 gallons and can run 20-25 hours. Fuel is provided by an on call vendor obtained or through the Municipal Service Center. Power will provide for lighting panels, selected wall

circuits, telephones and radios. On-site services include kitchen, bathrooms, food and water supply.

Alternate EOC locations are: the Municipal Service Center, Annex Building, 1993 Rancho Conejo Blvd., Thousand Oaks, California and the East Valley Sheriff's Station, 2101 Olsen Road, Thousand Oaks, California. It will be activated only during an earthquake event and when the primary EOC is damaged, inaccessible, and/or evacuation of EOC staff members becomes necessary. When the use of an alternate EOC becomes necessary, those occupying the primary EOC will be asked to relocate to the alternate EOC site. If the primary EOC is unusable before its activation, staff members will be asked to report to the alternate EOC site. The Logistics Section will arrange for relocation of EOC staff members to the alternate EOC. Direction and control authority will be transferred from the primary EOC to an alternate EOC when necessary by the EOC Director. All Section Coordinators will advise their emergency response field forces of the transition to the alternate EOC.

The operational capabilities of the alternate EOC will be similar to those of the primary EOC. Auxiliary Communications Services have a complete communications center at the alternate EOC.

#### **DISPLAYS**

Because the EOCs major purpose is gathering and sharing information for coordinated emergency response, status boards for tracking emergency activities will be made available for use in both the primary and alternate EOCs. All EOC sections must maintain display devices so that other sections can quickly comprehend what actions have been taken, what resources are available, and to track the damage in the city resulting from the disaster. The Planning Section is responsible for coordinating display of information. All display charts, boards, and materials are stored in the storage closet in the EOC.

A significant events log should be compiled for the duration of the emergency. The posting of the significant events log is the responsibility of the Planning Section.

#### **COMMUNICATIONS**

Communications are provided in the EOC and include telephone, WebEOC, satellite phone, cellular phone, fax, computers, VC Alert (reverse 9-1-1), amateur radio, video conferencing, and data.

Communication facilities will be continuously staffed during disasters/emergencies, either by volunteers or city staff. The Logistics Section is responsible for communications.

#### **CITY OF THOUSAND OAKS EOC ACTIVATION POLICY**

The local government EOC level is activated when field response agencies need support, a citywide perspective is needed, or multi-departments need to coordinate. Activated EOCs may be partially or fully staffed to meet the demands of the situation.



EOC set up procedures are contained in the **Appendix – EOC Set-Up Procedures (Restricted Use)**.

The Ventura County Operational Area should be notified when the City of Thousand Oaks' EOC is activated.

**When To Activate:**

- On the order of the City Manager or designee, provided that the existence or threatened existence of a Local Emergency has been proclaimed
- When the Governor has proclaimed a State of Emergency in an area which includes the City of Thousand Oaks
- Automatically upon the proclamation of a "State of War Emergency" as defined by the California Emergency Services Act (**See Local and State Proclamations in the Management Support Documentation**)
- By a Presidential Declaration of a National Emergency
- Automatically upon receipt of an attack warning or the observation of a nuclear detonation
- Following an earthquake (5.0+ magnitude) which occurs within a 25 mile radius of Thousand Oaks
- Upon notification of an uncontrolled release or failure of Bard Dam, Lake Sherwood, Westlake Lake, Las Virgenes Reservoir and Lake Eleanor
- Immediately following an emergency situation of such magnitude that mitigation will require a large commitment of resources from two or more City Departments over an extended period of time
- Upon recognition that the City has suffered serious and critical damage as a result of fire, earthquake, flood, nuclear attack, major hazardous materials release, civil disobedience or other disaster, where City manpower has been seriously impacted

**Who Can Activate:**

The following individuals, either acting as the EOC Director or on behalf of the EOC Director, or their appointed representatives (**as referenced in Part Two – Management - Continuity of Government Lines of Succession**) are authorized to activate the EOC:

- City Manager
- Assistant City Manager
- Public Works Director

**How To Activate:**

- EOC Director or designee will direct either a "Level Two" or "Level Three" EOC Activation. (**See Appendix, EOC Notification List**).
- EOC Director or designee will designate personnel to set up the EOC.
- During the notification, the emergency/disaster situation will be described.

**EMPLOYEE RESPONSE:**

(Refer to the City's Emergency Response Procedures) Ultimately, all exempt and non-exempt employees must be prepared to report to City Hall if requested, provided they are physically able to do so. If an employee is unable to make contact and the employee emergency hotline (805-449-2502) is not operating, the employees as listed by Department are to report to the Civic Arts Plaza or other work site as assigned. If the telephone system has failed and no other means of communication is available, employees shall report to City Hall, if in their judgment, the emergency requires their assistance. Additionally, employees are encouraged to listen to the radio, as the City will utilize the designated Emergency Alert System (EAS) radio station for Ventura County (KVEN, 1450 am) and KHAY 100.7 FM to broadcast information relative to Thousand Oaks City employees.

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**EMERGENCY OPERATIONS PLAN**

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**CHART 5**  
**LOCAL GOVERNMENT EOC STAFFING GUIDE**

Event/Situation	Activation Level	Minimum Staffing
Unusual occurrences or advance notice of possible events that may impact the health and safety of the public and/or environment. Heightened awareness is desired.	Alert	Designated staff members. <b>The EOC will not be activated.</b>
Unusual occurrences with severe potential impacts on the health and safety of the public and/or environment	One	EOC Director  Other Designees  <i><b>Note: May be limited to Department Operations Center activation.</b></i>
Severe Weather Issuances (see <b>Operations Support Documentation -NWS</b> )		
Significant incidents involving 2 or more departments		
Earthquake Advisory/Prediction Level One		
Power outages and Stage 1 and 2 power emergencies.		
Earthquake with damage reported	Two	EOC Director  Section Coordinators, Branches and Units as appropriate to situation  Liaison/Agency representatives as appropriate.  Public Information Officer
Earthquake Advisory/Prediction Level Two or Three		
Major wind or rain storm		
Two or more large incidents involving 2 or more departments		
Wildfire affecting developed area		
Major scheduled event		
Severe hazardous materials incident involving large-scale or possible large-scale evacuations		
Unusual occurrences with severe potential impacts on the health and safety of the public and/or environment		
Large scale power outages and Stage 3 power emergencies		
Major city or regional emergency-multiple departments with heavy resource involvement	Three	All EOC positions
Earthquake with significant damage in City or adjacent cities.		
Unusual occurrences with severe potential impacts on the health and safety of the public and/or environment		

## **SECTION FIVE CONTINUITY OF GOVERNMENT**

### **PURPOSE**

A major disaster or national security emergency could result in the death or injury of key government officials and/or the partial or complete destruction of established seats of government, and public and private records essential to continued operations of government and industry. Government at all levels is responsible for providing continuity of effective leadership, authority and adequate direction of emergency and recovery operations. The California Government Code Section 8643(b) and the Constitution of California provide the authority for state and local government to reconstitute itself in the event incumbents are unable to serve.

### **RESPONSIBILITIES**

Government at all levels is responsible for providing continuity of effective leadership, authority and adequate direction of emergency and recovery operations (preparedness, response, recovery, and mitigation). Under California's concept of mutual aid, local officials remain in control of their jurisdiction's emergency operations while other jurisdictions may provide additional resources upon request. A key aspect of this control is to be able to communicate official requests, situation reports, and emergency information during any disaster a community might face.

### **PRESERVATION OF LOCAL GOVERNMENT**

The California Government Code Section 8643(b) and the Constitution of California provide the authority for state and local government to reconstitute itself in the event incumbents are unable to serve.

Article 15 of the California Emergency Services Act (CESA, Chapter 7 of Division 1 of Title 2 of the Government Code) provides the authority, as well as the procedures to be employed, to ensure continued functioning of political subdivisions within the State of California. Generally, Article 15 permits the appointment of up to three standby officers for each member of the governing body, and up to three standby officers for the chief executive, if not a member of the governing body. Article 15 provides for the succession of officers who head departments responsible for maintaining law and order, or in furnishing public services relating to health and safety.

Article 15 also outlines procedures to assure continued functioning of political subdivisions in the event the governing body, including standby officers, is unavailable to serve.

The CESA provides for the preservation of city government in the event of a peacetime or national security emergency.

**LINES OF SUCCESSION FOR OFFICIALS CHARGED WITH DISCHARGING EMERGENCY RESPONSIBILITIES**

The first step in assuring continuity of government is to have personnel who are authorized and prepared to carry out emergency actions for government in the event of a natural, technological, or national security disaster.

Article 15, Section 8638 of the CESA authorizes governing bodies to designate and appoint three standby officers for each member of the governing body and for the chief executive, if not a member of the governing body. Standby officers may be residents or officers of a political subdivision other than that to which they are appointed. Standby officers take the same oath as regular officers and are designated Number 1, 2, or 3 as the case may be.

A successor to the position of Director of Emergency Services is appointed by the City Council. The succession occurs:

- Should the director be unavailable or unable to serve, the positions listed below, in order, shall act as the Director of Emergency Services.
- Should these positions be unavailable or unable to serve, the individuals who hold permanent appointments to the following positions in the city will automatically serve as acting director in the order shown. The individual who serves as acting director shall have the authority and powers of the Director, and will serve until the Director is again able to serve, or until a successor has been appointed by the City Council.

First Alternate:	Assistant City Manager
Second Alternate:	Public Works Director
Third Alternate:	Community Development Department Director

Notification of any successor changes shall be made through the established chain of command.

Article 15, Section 8637 of the CESA authorizes political subdivisions to provide for the succession of officers (department heads) having duties related to law and order and/or health and safety. **(See Lines of Succession list for city departments at the end of this Section.)**

Article 15, Section 8644 of the CESA establishes a method for reconstituting the governing body. It authorizes that, should all members, including all standbys be unavailable, temporary officers shall be appointed as follows:

- By the chairman of the board of the county in which the political subdivision is located, or
- By the chairman of the board of any other county within 150 miles (nearest and most populated down to farthest and least populated).
- By the mayor of any city within 150 miles (nearest and most populated down to farthest and least populated).

Article 15, Section 8643 CESA describes the duties of a governing body during emergencies as follows:

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## **EMERGENCY OPERATIONS PLAN**

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- Ascertain the damage to the jurisdiction and its personnel and property.
- Reconstitute it and any subdivisions.
- Perform functions in preserving law and order and furnishing local services.

### **TEMPORARY COUNCIL MEETING LOCATION AND ALTERNATE CITY GOVERNMENT LOCATION**

Section 8642 of the CESA authorizes the City Council to meet at a place not necessarily within the City in the event of State of War Emergency, State of Emergency, or Local Emergency.

Section 54954 of the Brown Act provides that if a fire, flood, earthquake, or other emergency makes it unsafe to meet in the place designated for holding regular City Council meetings, the presiding officer of the City Council, or his or her designee, can designate the place that regular meetings will be held for the duration of the emergency. The presiding officer's designation of a meeting place under those circumstances must be:

- Made in a notice to the local media that have requested notice pursuant to Section 54956 of the Government Code, and
- By the most rapid means of communication available at the time. (Section 54954(e))

The Thousand Oaks Municipal Code, Section 1-8-111, provides that the "presiding officer" of the City Council is the Mayor, or in the Mayor's absence, the Mayor Pro Tem.

In the event that City Hall is not usable because of emergency conditions, the temporary office of city government will be as follows:

1st Alternate: Hillcrest Center, 401 Hillcrest Drive

2nd Alternate: Goebel Senior Adult Center, 1385 East Janss Road

### **PRESERVATION OF VITAL RECORDS**

In the City of Thousand Oaks, the City Clerk is responsible for the preservation of vital records.

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

- Protect and preserve the rights and interests of individuals, governments, corporations and other entities. Examples include contracts, legislative actions, land and tax records, license registers and articles of incorporation.
- Conduct emergency response and recovery operations. Records of this type include utility system maps, locations of emergency supplies and equipment, emergency operations plans and procedures, personnel rosters, etc.
- Reestablish normal governmental functions and protect the rights and interests of government. Constitutions and charters, statutes and ordinances, court records, official proceedings and financial records would be included here.

Please refer to the Appendix Section of this Plan (a restricted use document) to see where vital records of the City of Thousand Oaks are routinely stored. Each department within the city should identify, maintain and protect its own essential records.

**CHART 1  
LINES OF SUCCESSION**

<b>SERVICE/DEPARTMENT</b>	<b>TITLE/POSITION</b>
City Manager (Director of Emergency Services)	1. City Manager 2. Assistant City Manager 3. Public Works Director
Fire (County Fire)	1. Asst. Fire Chief 2. Division Chief 3. Battalion Captain
Police	1. Commander 2. Captain 3. Patrol Captain
Public Works	1. Public Works Director 2. Deputy Public Works Director 3. Public Works Superintendent
City Attorney	1. City Attorney 2. Assistant City Attorney 3. Assistant City Attorney
City Clerk	1. City Clerk 2. Deputy City Clerk 3. Records Management Supervisor
Community Development	1. Community Development Director 2. Planning Division Manager 3. Planning Division Manager
Finance	1. Finance Director 2. Deputy Finance Director 3. Deputy Finance Director
Library Services	1. Library Services Director 2. Dep. Director of Library Services
Cultural Affairs	1. Director 2. Deputy Director 3. Technical Services Supervisor
Human Resources	1. Director 2. Deputy Director

## **SECTION SIX MUTUAL AID**

### **INTRODUCTION**

Mutual aid is designed to ensure that adequate resources, facilities and other support are provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation(s). The basis for the system is the California Disaster and Civil Defense Master Mutual Aid Agreement, as provided for in the California Emergency Services Act (**see Part Two Management Support Documentation-Legal Documents**). This Agreement was developed in 1950 and has been adopted by the state, all 58 counties and most incorporated cities in the State of California. The Master Mutual Aid 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 in law enforcement, fire services, building and safety, medical and public works and emergency managers (EMMA). In addition to the Mutual Aid agreements that are in place within the state of California, more recently, the Governor signed (September 2005) the Emergency Management Assistance Compact (EMAC) which allows the state of California to participate with 50 other states in a nationwide mutual aid system.

### **MUTUAL AID SYSTEM**

A statewide mutual aid system, operating within the framework of the Master Mutual Aid Agreement, allows for the progressive mobilization of resources to and from emergency response agencies, local governments, operational areas, regions and state with the intent to provide requesting agencies with adequate resources. The general flow of mutual aid resource requests and resources within mutual aid systems are depicted in the diagram in **Chart 1**.

The statewide mutual aid system includes several discipline-specific mutual aid systems, such as fire and rescue, law, medical and public works. The adoption of SEMS does not alter existing mutual aid systems. These systems work through local government, operational area, regional and state levels consistent with SEMS.

Mutual aid may also be obtained from other states via the Emergency Management Assistance Compact.

### **MUTUAL AID REGIONS**

Mutual aid regions are established under the Emergency Services Act. Six mutual aid regions numbered I-VI have been established within California. The City of Thousand Oaks is within Region 1 which is divided into two Regions for Law Enforcement Mutual Aid – Regions 1 and Region 1A. Each mutual aid region consists of designated counties. Region I is in the Cal OES Southern Administrative Region. (**See Chart 3 and 4**)



**MUTUAL AID COORDINATORS**

To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, regional and state levels. The basic role of a mutual aid coordinator is to receive mutual aid requests, coordinate the provision of resources from within the coordinator's geographic area of responsibility and pass on unfilled requests to the next level.

Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the emergency services mutual aid system by emergency management staff at the local government, operational area, regional and state levels. The flow of resource requests and information among mutual aid coordinators is illustrated in **Chart 2**.

Mutual aid coordinators may function from an EOC, their normal departmental location or other locations depending on the circumstances. Some incidents require mutual aid but do not necessitate activation of the affected local government or operational area EOCs because of the incident's limited impacts. In such cases, mutual aid coordinators typically handle requests from their normal work location. When EOCs are activated, all activated discipline-specific mutual aid systems should establish coordination and communications with the EOCs:

- When an operational area EOC is activated, operational area mutual aid system representatives should be at the operational area EOC to facilitate coordination and information flow.
- When a Cal OES regional EOC (REOC) is activated, regional mutual aid coordinators should have representatives in the REOC unless it is mutually agreed that effective coordination can be accomplished through telecommunications. State agencies may be requested to send representatives to the REOC to assist Cal OES regional staff in handling mutual aid requests for disciplines or functions that do not have designated mutual aid coordinators.
- When the State Operations Center (SOC) is activated, state agencies with mutual aid coordination responsibilities will be requested to send representatives to the SOC.

Mutual aid system representatives at an EOC may be located in various functional elements (sections, branches, groups or units) or serve as an agency representative, depending on how the EOC is organized and the extent to which it is activated.

**PARTICIPATION OF VOLUNTEER AND PRIVATE AGENCIES**

Volunteer agencies and private 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, Auxiliary Communication Services, Disaster Assistance Response Teams, Community Emergency Response Teams, 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 also 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 EOCs.

Some private agencies have established mutual aid arrangements to assist other private agencies within their functional area. For example, electric and gas utilities have mutual aid agreements within their industry and established procedures for coordinating with governmental EOCs. In some functional areas, services are provided by a mix of special district, municipal and private agencies. Mutual aid arrangements may include both governmental and private agencies.

Liaison should be established between activated EOCs and private agencies involved in a response. Where there is a need for extensive coordination and information exchange, private agencies should be represented in activated EOCs at the appropriate SEMS level.

#### **POLICIES AND PROCEDURES**

- Mutual aid resources will be provided and utilized in accordance with the California Master Mutual Aid Agreement.
- During a proclaimed emergency, inter-jurisdictional mutual aid will be coordinated at the county, operational area or mutual aid regional level.
- Because different radio frequencies are in use among most agencies, local agencies should provide incoming mutual aid forces with portable radios having local frequencies.
- The City of Thousand Oaks will make mutual aid requests through the Ventura County Operational Area via the Ventura County Sheriff's Office of Emergency Services. Requests should specify, at a minimum:
  - Number and type of personnel needed.
  - Type and amount of equipment needed.
  - Reporting time and location.
  - Authority to who forces should report.
  - Access routes.
  - Estimated duration of operations.
  - Risks and hazards.

All mutual aid requests will be documented via WebEOC. Information may be found in **Part Two, Logistics Support Documentation**.

CHART 1

MUTUAL AID SYSTEM FLOW CHART

Mutual Aid System Concept: General Flow of Requests and Resources

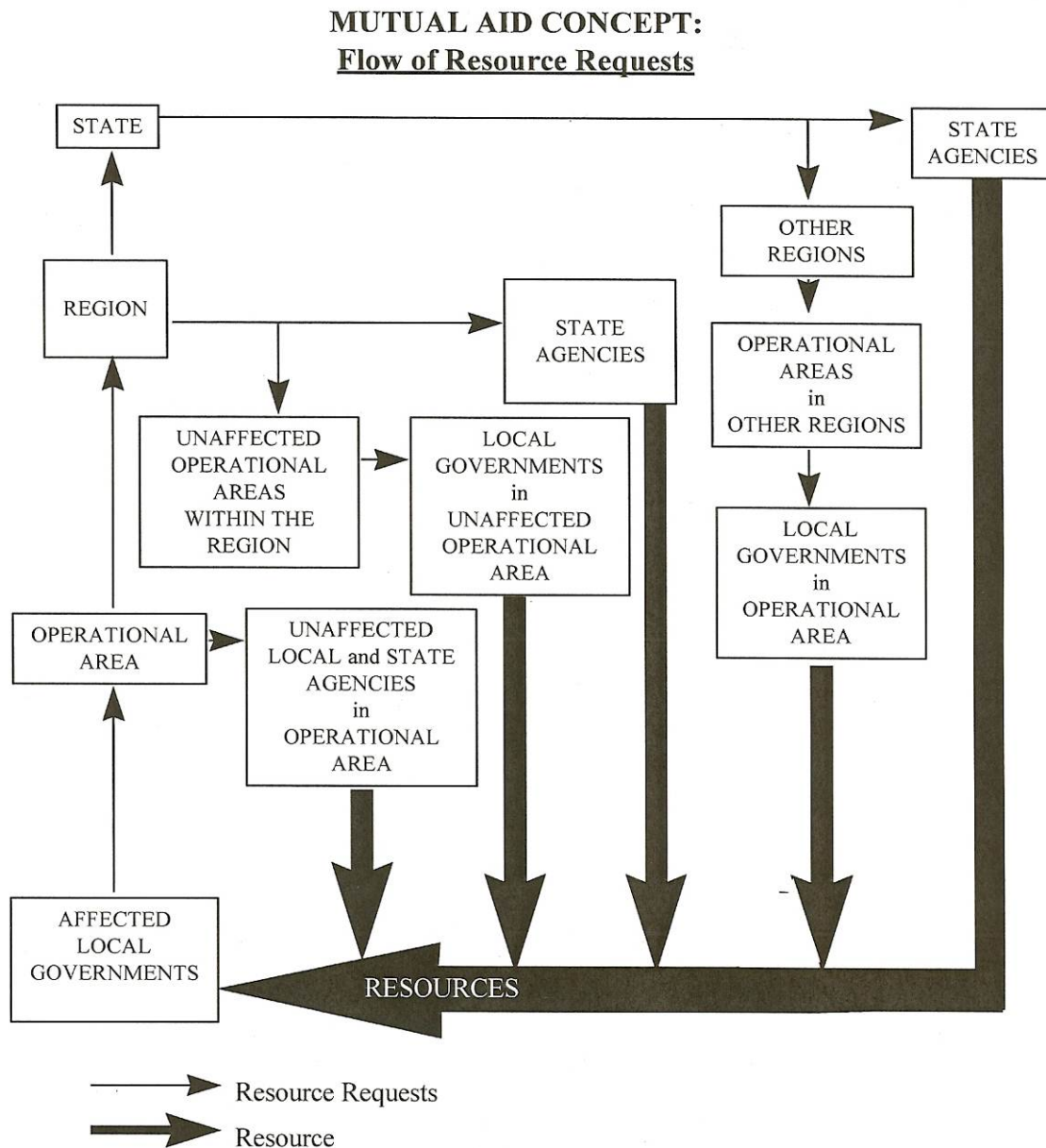
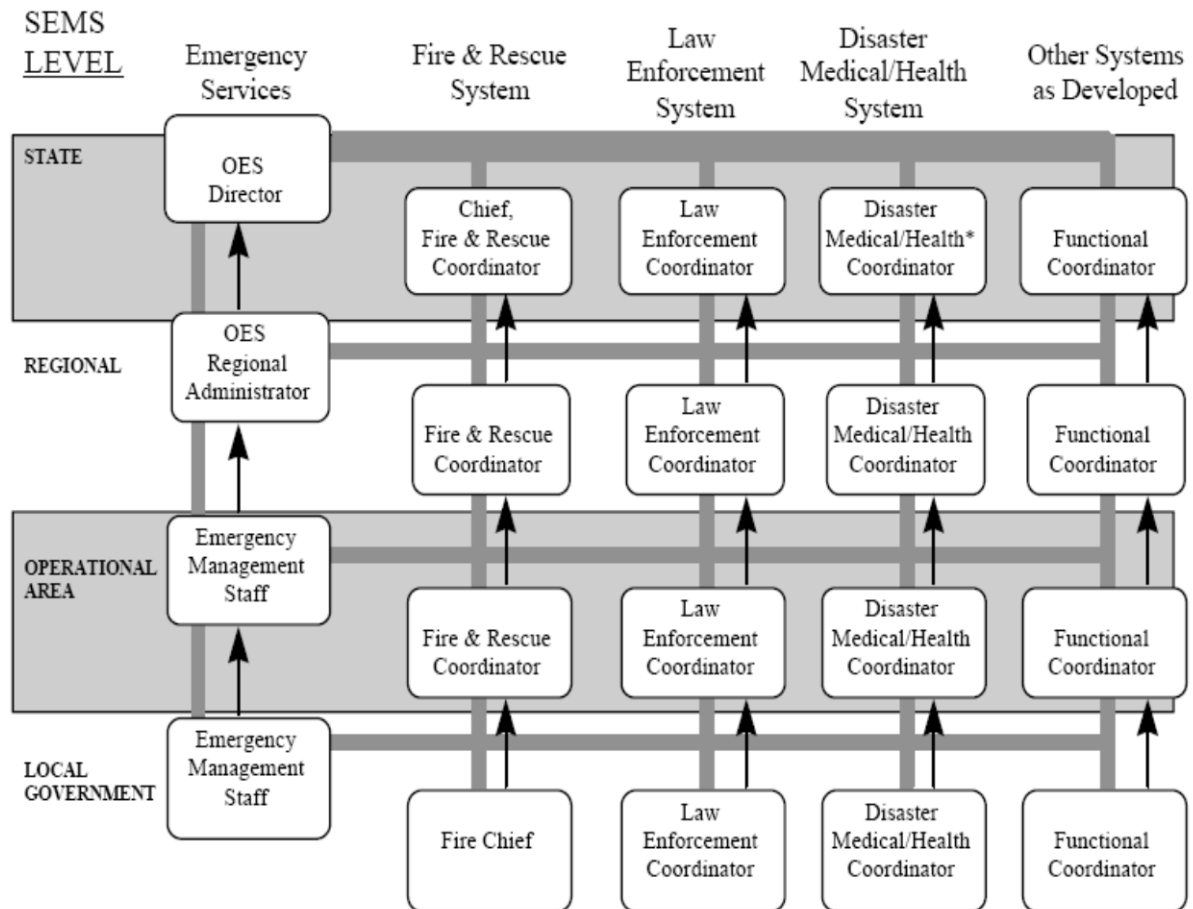


CHART 2  
MUTUAL AID COORDINATORS FLOW CHART

### MUTUAL AID CHANNELS: Discipline Specific Mutual Aid Systems



\* Includes Mental Health Mutual Aid System

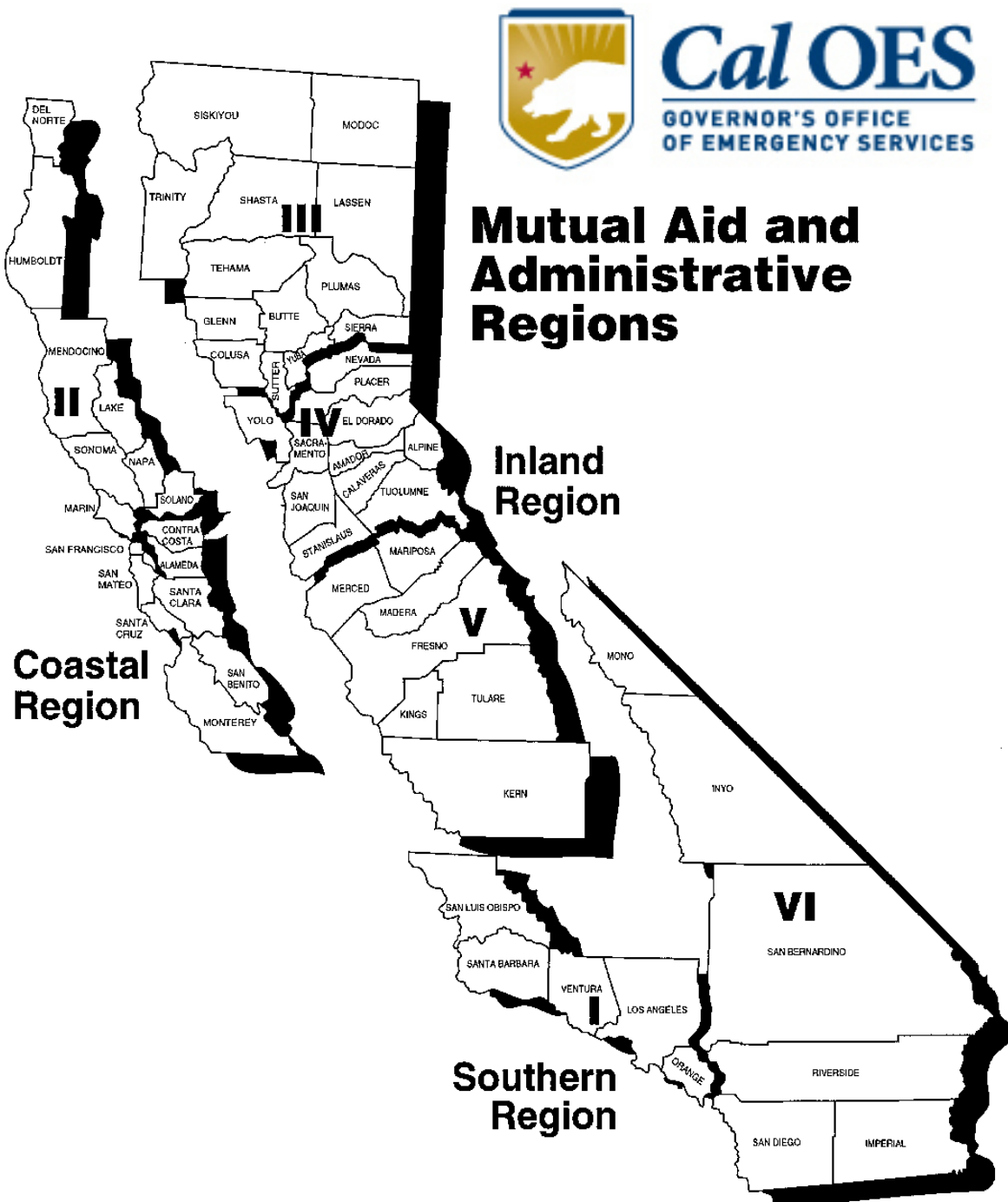


Resource Requests



Information Flow  
and Coordination

CHART 3  
STATE MUTUAL AID REGIONS MAP  
REPLACE



**CHART 4  
MUTUAL AID REGION 1**

Cal OES Southern Region Headquarters  
4671 Liberty Avenue  
Los Alamitos, CA 90720-5158  
Tel: 562-795-2900  
Fax: 562-795-2877



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## **SECTION SEVEN AUTHORITIES AND REFERENCES**

### **GENERAL**

The California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code), hereafter referred to as the Act, provides the basic authorities for conducting emergency operations following a proclamation of Local Emergency, State of Emergency or State of War Emergency by the Governor and/or appropriate local authorities, consistent with the provisions of the Act. **(For more information on Proclamations see Local and State Proclamations in the Management Support Documentation).**

The Standardized Emergency Management System (SEMS) Regulations (Chapter 1 of Division 2 of Title 19 of the California Code of Regulations), hereafter referred to as SEMS, establishes the SEMS to provide an effective response to multi-agency and multi-jurisdiction emergencies in California. SEMS is based on the Incident Command System (ICS) adapted from the system originally developed by the Firefighting Resources of California Organized for Potential Emergencies (FIRESCOPE) program. SEMS incorporates the use of ICS, the Master Mutual Aid Agreement and existing mutual aid systems, the Operational Area concept, multi-agency or inter-agency coordination and OASIS.

The California Emergency Plan, which is promulgated by the Governor, is published in accordance with the Act and provides overall statewide authorities and responsibilities, and describes the functions and operations of government at all levels during extraordinary emergencies, including wartime. Section 8568 of the Act states, in part, that "the State Emergency Plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof". Local emergency plans are, therefore, considered to be extensions of the California Emergency Plan.

The National Incident Management Section, hereafter referred to as NIMS, was mandated by Homeland Security Presidential Directive No. 5 and is also based on the Incident Command System and the multi-agency coordination system.

The National Response Framework (NRF) establishes a comprehensive all-hazards approach to enhance the ability of the United States to manage domestic incidents. The plan specifies how the federal government coordinates with state, local and tribal governments and the private sector to respond to Incidents of National Significance (incidents requiring the Department of Homeland Security [DHS] coordination.) The NRF is based on the premise that incidents are typically managed at the lowest possible geographic, organizational and jurisdictional level.



**AUTHORITIES**

The following provides emergency authorities for conducting and/or supporting emergency operations:

**Federal**

- Americans with Disabilities Act of 1990 (ADA)
- Emergency Planning and Community Right-To-Know Act of 1986, also known as the Superfund Amendments and Reauthorization Act of 1986, Title III (42 U.S.C. §§ 11001-11050)
- Federal Civil Defense Act of 1950, Public Law 920, as amended
- Homeland Security Act, Public Law 107-296, as amended (6 U.S.C. §101-557)
- Homeland Security Presidential Directive #5, February 28, 2003
- Homeland Security Presidential Directive #8, December 17, 2005
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, Public Law 93-288, as amended
- Volunteer Protection Act of 1997, Public Law 105-19 (42 U.S.C. §§ 14501-14505)

**State**

- California Emergency Services Act, Chapter 7 of Division 1 of Title 2 of the Government Code
- California Government Code, Title 19, Public Safety, Div. 1, OES, Chapter 2, Emergency and Major Disasters, Subchapter 3, Disaster Services Worker Volunteer Program
- California Health and Safety Code, Division 20, Chapter 6.5, Sections 25115 and 25117, Chapter 6.95, Sections 2550 et seq., Chapter 7, Sections 25600 through 25610, dealing with hazardous materials
- California Disaster Assistance Act, Chapter 7.5 of Division 1 of Title 2 of the Government Code
- Executive Order S-2-05, National Incident Management System Integration into the State of California
- “Good Samaritan” Liability
- Orders and Regulations Promulgated by the Governor to Take Effect upon the Existence of a State of War Emergency
- Orders and Regulations which may be Selectively Promulgated by the Governor during a State of Emergency
- Standardized Emergency Management System (SEMS) Guidelines
- Standardized Emergency Management System (SEMS) Regulations, Chapter 1 of Division 2 of Title 19 of the California Code of Regulations and Government Code Section 8607(a)

**Local**

- City of Thousand Oaks Emergency Services Ordinance No.191-NS, as amended by April 8, 1971
- City of Thousand Oaks Resolution No. 71-40 adopting the Master Mutual Aid Agreement, dated February 16, 1971

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## EMERGENCY OPERATIONS PLAN

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- City of Thousand Oaks Resolution No. 71-41 adopting Worker's Compensation Benefits for Disaster Service Workers, dated March 2, 1971
- Ventura County Ordinance No. 2538 pertaining to public emergency adopted January 18, 1972
- Ventura County Operational Area Organization Agreement adopted November 21, 1995
- Ventura County/Cities Mutual Aid Agreement for Emergency Building and Safety Services adopted July 11, 1995
- City of Thousand Oaks Resolution No. 2006-125 adopting the National Incident Management System (NIMS), adopted October 10, 2006
- City of Thousand Oaks Resolution No. \_\_\_\_\_ adopting the 2014 Emergency Operations Plan.

### REFERENCES

#### Federal

- Hazardous Materials Emergency Planning Guide, NRT-1 and Plan Review Guide, NRT-1A: (Environmental Protection Agency's National Response Team)
- National Fire Protection Association (NFPA) Standard 1600
- National Incident Management System (NIMS): U.S. Department of Homeland Security
- National Response Plan: U.S. Department of Homeland Security
- NIMS Emergency Operations Plan (EOP) Compliance Checklist
- U.S. Dept. of Homeland Security: Local and Tribal NIMS Integration

#### State

- California OES Disaster Assistance Procedure Manual
- California Emergency Plan
- California OES Emergency Planning Guidance for Local Government and Crosswalk (Checklist for Reviewing Emergency Plans)
- California Emergency Resources Management Plan
- California Fire and Rescue Operations Plan
- California Hazardous Materials Incident Contingency Plan
- California OES Implementation Guidelines for the National Incident Management System (NIMS)
- California Law Enforcement Mutual Aid Plan
- California Master Mutual Aid Agreement
- California OES State Emergency Plan (SEP) – Checklist Review (Based on Checklist for a NIMS-Compliant EOP from the Template for NIMS Implementation Plan)

#### Local

- Ventura County Hazard Mitigation Plan, 2010
- Ventura County Hazard Materials Area Plan, 2010
- Ventura County Operational Area Tsunami Evacuation Plan, June 2011
- Ventura Nuclear Response Plan, 2012
- Ventura County Emergency Operations Plan,(to be adopted in 2013)

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## **EMERGENCY OPERATIONS PLAN**

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- Los Angeles County Animal Care and Control, Los Angeles County Operational Area Animal Emergency Response Annex, 2010 (Currently being updated)
- Conejo Valley Unified School District Disaster Plan, July 2004
- Conejo Recreation and Park District Disaster Plan, July 2004

**SECTION EIGHT**  
**THREAT SUMMARY FOR THE CITY OF THOUSAND OAKS**

This section of the Basic Plan (Part One) consists of a series of threat summaries based on the City of Thousand Oaks Safety Element in the city's General Plan. The Safety Element of the General Plan, originally published in 1996, was being updated in 2013. The purpose is to describe the area at risk and the anticipated nature of the situation, which could result should the event threaten or occur. For further details, refer to the Safety Element of the city's General Plan.

The City of Thousand Oaks is located within Ventura County, Region I, and Southern Administrative Region of the State Office of Emergency Services. The City is located in the Conejo Valley of eastern Ventura County. The City, which includes Newbury Park, part of the community of Westlake Village not in Los Angeles County, and unincorporated islands and adjacent unincorporated areas such as Lynn Ranch, Casa Conejo, Ventu Park, Kelly Estates, Miller Ranch and Rolling Oaks, covers about 55 square miles. The Conejo Valley has distinctive geomorphic features comprised of mountains, artificial lakes and rolling hills with clearly defined access points to the City. The Valley is about nine miles long and seven miles wide and is situated at an elevation of about 800 feet above sea level. The Valley is rimmed by Mountclef Ridge and the Simi Hills to the north and east, the Santa Monica Mountains to the south, and the Conejo Mountain to the west. Access to the City is primarily via seven major arterials. From the east, entrance to the Valley is via U.S. Route 101 (Ventura Freeway), Thousand Oaks Boulevard, and Agoura Road. From the west, access is via U.S. Route 101 over the Conejo Grade. Access from the north is via State Route 23, Moorpark Road and Olsen Road. The city has a residential population of approximately 128,000<sup>3</sup>. The city's population is served by the Conejo Valley Unified School District with three comprehensive high schools, two alternative high schools, eighteen K-5/6 elementary schools, one K-8 elementary school, four middle schools, and one adult education school. Conejo Recreation and Park District offers the community an array of parks, sporting facilities, and community centers.

- An earthquake could impact segments of or the total population.
- The City has some industry and faces the potential for hazardous materials incidents from the stationary hazardous materials users as well as transportation accidents, pipeline ruptures, and illegal dumping.
- Five dams in the Thousand Oaks area have the potential to result in inundation of portions of the City: Lake Sherwood Dam, Westlake Lake, Westlake Reservoir, Lake Eleanor, Wood Ranch and the Lang Ranch Detention Basin.
- A portion of the City may be subject to flooding, due to flash flooding, urban flooding (storm drain failure/infrastructure breakdown), river channel overflow, downstream flooding, etc.
- A transportation incident such as a major air crash, or trucking incident could impact areas within the City.

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<sup>3</sup> <http://www.toaks.org/living/about/default.asp>

- A civil unrest incident could impact areas within the City or the entire City.
- The entire Ventura County basin is considered as a risk area for an act of terrorism; therefore both sheltering and evacuation should be considered.

Any single incident or a combination of events could require evacuation and/or sheltering of the population. Neither the City nor the County of Ventura has the capability to plan for the organized evacuation of the county; therefore, the extent of planning at this time is restricted to assisting and expediting spontaneous evacuation. In the increased readiness stage, expedient shelters will be utilized as appropriate and information will be provided to the public. Public fallout shelters are no longer maintained by the County.

The City contracts for police and fire services through the Ventura County Sheriff's Department and the Ventura County Fire Department. The City also relies on the Disaster Assistance Response Team (DART), Community Emergency Response Team (CERT), and Amateur Communication Services (ACS), a group of amateur ham operators, for assistance in emergency communications and other necessary emergency services. The City will coordinate communicate and depend on the effective response of the Conejo Valley Unified School District and the Conejo Recreation and Park District, other special districts, and on the city's neighboring cities.

City staff has been designated to coordinate all SEMS functions.

During the response phase, the City's EOC is the coordination and communication point and the access to the Ventura Operational Area.

The following threat assessments identify and summarize the hazards which could impact the City of Thousand Oaks.

Threat Assessment 1: Major Earthquake  
Threat Assessment 2: Hazardous Materials  
Threat Assessment 3: Flooding  
Threat Assessment 4: Fire  
Threat Assessment 5: Dam Failure  
Threat Assessment 6-A: Transportation: Major Air Crash  
Threat Assessment 6-B: Transportation: Trucking Incident  
Threat Assessment 7: Civil Unrest  
Threat Assessment 8: Terrorism  
Threat Assessment 9: Landslide  
Threat Assessment 10: Public Health Emergency

The following maps referenced in these Threat Assessments are in the City of Thousand Oaks' Safety Element of the General Plan, which was being updated in 2013.

- Lifeline Facilities (Water, Electrical, Gas and Oil)
- Major Faults near Thousand Oaks

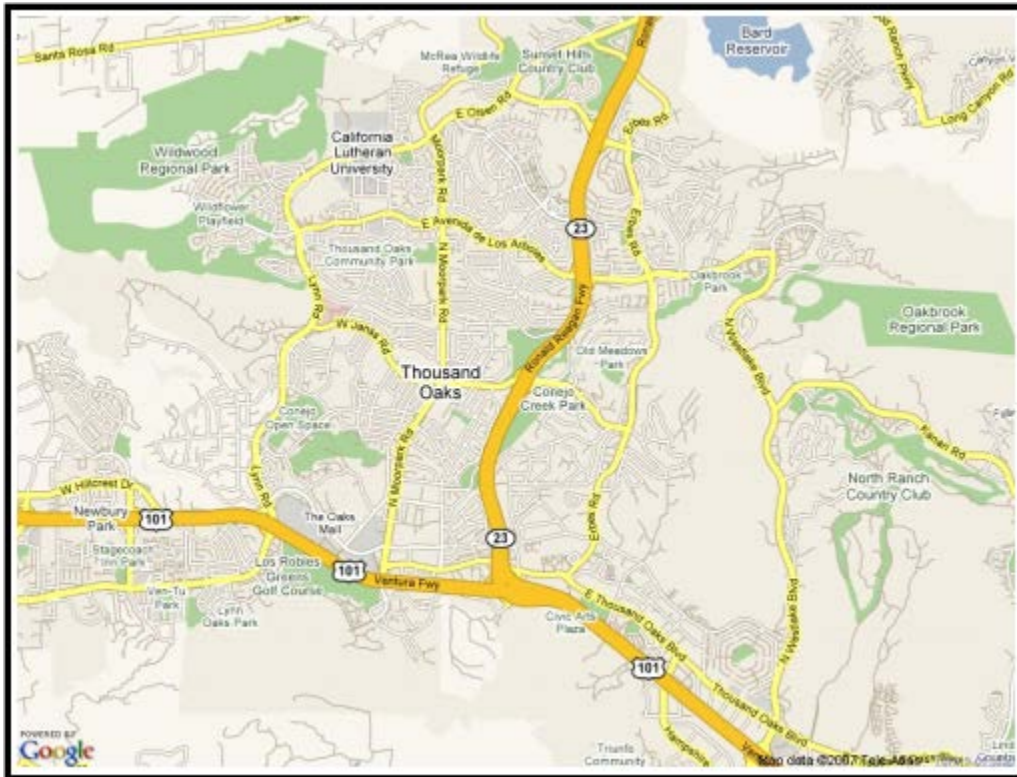
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## **EMERGENCY OPERATIONS PLAN**

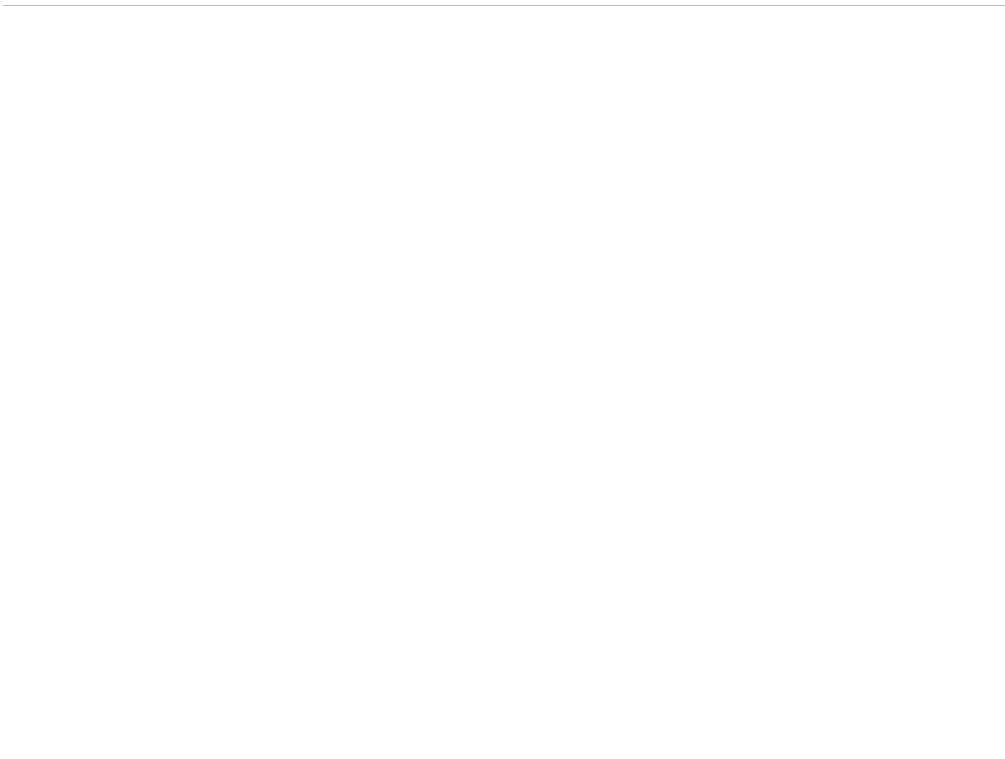
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- Thousand Oaks Dam Inundation Areas
- Thousand Oaks Fire Hazard Areas
- Thousand Oaks Flood Zones
- Thousand Oaks Ground Shaking Potential
- Thousand Oaks Landslide Hazard Areas
- Thousand Oaks Liquefaction Areas

### Map of City of Thousand Oaks



### Map of City of Thousand Oaks Adjacent Jurisdictions



## **THREAT ASSESSMENT 1 MAJOR EARTHQUAKE**

### **GENERAL SITUATION**

The City of Thousand Oaks is in the vicinity of several local active and potentially active earthquake faults including the Simi/Santa Rosa Fault, Sycamore Canyon Fault, Boney Mountain Fault, Malibu Coast Fault, the Oakridge Fault and the San Andreas Fault.

One of the most studied and most active faults, the San Andreas lies approximately 40 miles north east of the City of Thousand Oaks. This fault has the capability of producing an earthquake of up to 8.0 magnitude on the Richter scale. An 8.0 magnitude earthquake on the southern section of the San Andreas will most certainly affect areas many miles away from the epicenter. Ground shaking caused by the magnitude 6.7 Northridge Earthquake of January 17, 1994 resulted in one of the most costly natural disasters in U.S. history. Thousand Oaks, located about 20 miles from the epicenter, issued over 1,500 building permits valuing approximately \$12.5 million.<sup>4</sup>

Based on seismic modeling, the Simi fault, located north of the City, and is anticipated to be capable of generating the highest peak ground acceleration for the City. A maximum credible earthquake of 6.9 on the Simi fault would be capable of generating peak accelerations of 0.6 g and a Modified Mercalli Intensity (MMI) of X **(see Attachment 1: Modified Mercalli Intensity)**. Seismic experts believe that within the next 30 years, there is about a 40% chance of peak ground accelerations exceeding 0.2 g for Thousand Oaks.<sup>5</sup> **(See the Map of Major Faults near Thousand Oaks in the City's Safety Element.)**

The City of Thousand Oaks more than likely will not be directly impacted by a rupture on the San Andreas. The City may, however, suffer indirect impacts such as water, electricity, and gas disruptions, transportation problems along highways that serve the City, requests for Mutual Aid and even perhaps an influx of people needing assistance from the heavily impacted surrounding areas.

A major earthquake occurring in or near this jurisdiction may cause many deaths and casualties, extensive property damage, fires and hazardous material spills and other ensuing hazards. The effects could be aggravated by aftershocks and by the secondary affects of fire, hazardous material/chemical accidents and possible failure of the waterways and dams. The time of day and season of the year would have a profound effect on the number of dead and injured and the amount of property damage sustained. Such an earthquake would be catastrophic in its affect upon the population and could exceed the response capabilities of the individual cities, Ventura County Operational Area and the State of California regional emergency services.

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<sup>4</sup> Dave Hueners, Community Development

<sup>5</sup> Henyey, Thomas, *A Layman's Version of the Phase II Report: Probable Earthquakes, 1994-2024, Part II-Results*, Southern California Earthquake Center Quarterly Newsletter, Vol. 2, Summer, 1996



Damage control and disaster relief support would be required from other local governmental and private organizations, and from the state and federal governments.

Extensive search and rescue operations would be required to assist trapped or injured persons. Emergency medical care, food and temporary shelter could be required by injured or displaced persons. Identification and burial of many dead persons would pose difficult problems; public health would be a major concern. Mass evacuation may be essential to save lives, particularly in areas downwind from hazardous material releases. Many families would be separated particularly if the earthquake should occur during working hours, and a personal inquiry or locator system could be essential. Emergency operations could be seriously hampered by the loss of communications and damage to transportation routes within, and to and from, the disaster area and by the disruption of public utilities and services.

The economic impact on the City of Thousand Oaks from a major earthquake would be considerable in terms of loss of employment and loss of tax base. Also, a major earthquake could cause serious damage and/or outage of computer facilities. The loss of such facilities could curtail or seriously disrupt the operations of banks, insurance companies and other elements of the financial community. In turn, this could affect the ability of local government, business and the population to make payments and purchases.

### **SPECIFIC SITUATION**

The potential hazards that the City of Thousand Oaks may face in an earthquake include the following:

#### **Ground Shaking**

The most significant earthquake action in terms of potential structural damage and loss of life is ground shaking. Ground shaking is the movement of the earth's surface in response to a seismic event. The intensity of the ground shaking and the resultant damages are determined by the magnitude of the earthquake, distance from the epicenter, and characteristics of surface geology. This hazard is the primary cause of the collapse of buildings and other structures. **(See the Map of Thousand Oaks Ground Shaking Potential in the City's Safety Element.)**

It is generally understood that an earthquake does not in itself present a seismic hazard, but that it becomes a hazard when it occurs in a highly urbanized area. Therefore, the significance of an earthquake's ground shaking action is directly related to the density and type of buildings and number of people exposed to its effect.

#### **Liquefaction**

Many areas may have buildings destroyed or unusable due to the phenomenon of liquefaction. Liquefaction is a phenomenon involving the loss of shear strength of a soil. The shear strength loss results from the increase of pore 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. In effect, the

liquefaction soil strata behave as a heavy fluid. Buried tanks may float to the surface and objects above the liquefaction strata may sink. Pipelines passing through liquefaction materials typically sustain a relatively large number of breaks in an earthquake. **(See the Map of Thousand Oaks Liquefaction Areas in the City's Safety Element.)**

Much of the City of Thousand Oaks lies on bedrock, and is not susceptible to liquefaction. Areas of the City underlain by unconsolidated alluvium, such as along canyons and the floor of the Conejo Valley, may be susceptible to liquefaction. Ground water levels in the Conejo Valley Basin fluctuate considerably – being highly dependent on rainfall. It appears that much of the basin may have ground water levels within about 10 to 20 feet from ground surface. Thus, based solely on groundwater depths, the entire alluvial basin may be susceptible to liquefaction during periods of high rainfall.

### **DAMAGE TO VITAL PUBLIC SERVICES, SYSTEMS AND FACILITIES**

#### **Bed Loss in Hospitals**

The Thousand Oaks area is served by Los Robles Regional Medical Center, a 365 bed facility with acute care capabilities.

The City is also served by three urgent care facilities: Newbury Park Urgent Care, Thousand Oaks Urgent Care and West Oaks Urgent Care. There is also one surgical hospital, Thousand Oaks Surgical Hospital, which could be expanded to accommodate surge capacities. It is anticipated that medical facilities will be impacted by a major earthquake due to structural damage. This will impair the number of beds available and create the need for several field hospitals. During a disaster, bed availability and transfer of patients will be coordinated by the Ventura County Emergency Medical Services. The City will access the Ventura County Emergency Medical Services via the Operational Area Emergency Operation's Center and WebEOC, which is a web-based resources portal agencies use to share information during an incident.

#### **Communications**

Telephone systems will be affected by system failure, overloads, loss of electrical power and possible failure of some alternate power systems. Immediately after the event, numerous failures will occur coupled with saturation overloads. This will disable up to 80% of the telephone system for one day. In light of the expected situation, emergency planners should not plan on the use of telephone systems for the first few days after the event.

Radio systems are expected to be 40 to 75% effective; microwave systems, 30% effective or less.

#### **Dam and Flood Control Channels**

Because of the current design and construction practices and ongoing programs of review and modification, catastrophic dam failure is considered unlikely. Many flood control channels are expected to suffer damage.

### **Electrical Power**

Major power plants are expected to sustain some damage due to liquefaction and the intensity of the earthquake. Up to 60% of the system load may be interrupted immediately following the initial shock. According to representatives of Southern California Edison, the electrical power will not be rerouted and will be lost for an undefined period of time. Much of the imported power is expected to be lost. In some areas of greatest shaking it should be anticipated that some of the distribution lines, both underground and surface, will be damaged. Much of the affected area may have service restored in days; damaged areas with underground distribution may require a longer time. Loss of Southern California Edison transmission lines is possible. **(See the Map of Lifeline Facilities (Water, Electrical, Gas and Oil in the City's Safety Element.)**

### **Fire Operations**

Although total collapse of fire stations is not expected, possible disruption of utilities, twisted doors and loss of power can create major problems. Numerous fires due to disruption of power and natural gas networks can be expected. Many connections to major water sources may be out and storage facilities would have to be relied on; water supply could vary from little or none to inadequate. First response from fire personnel is expected to be assessment of the area to establish what is needed to determine response and recovery needs. Operations may take days because of the disruption of transportation routes for fire department personnel and equipment. The City of Thousand Oaks is within the Ventura County Fire Department and can expect the equipment located in the City at the time of the event to be available for the City.

Secondary responses by the Fire Department after assessment will be placed upon diversion of resources to accomplish search and rescue of trapped persons. Major problems the Fire Department should expect are loss of power and water, jammed doors, restricted mobility due to debris, possible loss of primary dispatch capability and delays in reaching maximum effectiveness due to personnel shortages.

### **Highways and Bridges**

Damage to freeway systems is expected to be major. Any inner surface transportation routes could be subject to delays and detours. A major portion of surface streets in the vicinity of freeways may be blocked due to collapsed overpasses.

### **Natural Gas**

Natural gas is supplied to the City by the California Gas Company (Sempra Energy Utility). Distribution lines traverse between Olsen Road and Westlake Boulevard and along Lynn Road using older alluvium and may be susceptible to liquefaction and other soil related hazards. Another area of concern is the Erbes Road landslide (along Westlake Boulevard). Three main gas lines pass through this feature. **(See the Map of Lifeline Facilities (Water, Electrical, Gas and Oil in the City's Safety Element.)** Damage to these lines during an earthquake could result in an interruption of service or, in a worst case scenario, fires, or explosions. Leaks would be expected to occur mostly at piping connections and valves.

**Petroleum Fuels**

A 10-inch diameter crude oil pipeline, operated by Equilon traverses the northeastern portion of the City. **(See the Map of Lifeline Facilities (Water, Electrical, Gas and Oil in the City's Safety Element.)** Crude oil pipelines are typically buried within the upper 5 feet and are equipped with emergency shut off valves. This pipeline could potentially be damaged in an earthquake, resulting in disruption of service and contamination of surface waterways, soil, and underlying ground water. The pipeline passes through the Erbes Road landslide and areas of older unconsolidated alluvium (between Olsen Road and Westlake Boulevard) and, may be susceptible to landslides, liquefaction and other soil related hazards. There is a possibility of fire where pipeline failures occur. Fire is a serious threat if leaking products are ignited.

**Sanitation Systems**

The city's wastewater treatment facility, Hill Canyon Wastewater Treatment Plant, could be out of service from 4 to 6 months depending on the damage caused by the severity of intensity, liquefaction and the conditions of the potable water system and the sewage collection system. The wastewater will require discharge with emergency chlorination to reduce health hazards. As a result, there may be flows of untreated sewage in some street gutters. Many house sewer connections may break.

**Water Supply**

Two of the three major aqueducts serving Southern California are expected to be out of service from 3 to 6 months following the event; only the Colorado River Aqueduct is expected to remain in service. This indicates the imported water supply to Ventura County may be only partial for a 3 to 6 months period. Water is supplied to water purveyors within the City of Thousand Oaks by Calleguas Municipal Water District (CMWD). **(See the Map of Lifeline Facilities (Water, Electrical, Gas and Oil in the City's Safety Element.)** CMWD purchases approximately 120,000 acre-feet of water per year from the Metropolitan Water District of Southern California (MWD). Bard Reservoir, located north of the City and owned by CMWD, stores about 10,000 acre-feet of water. Area reservoirs include Newbury Park Reservoir, Lake Sherwood Reservoir, and Thousand Oaks Reservoir. Three main water retailers supply CMWD water to City residents: California-American Water Company, California Water Service Company and the City of Thousand Oaks.

Water distribution lines could be damaged in an earthquake as a result of liquefaction. Breaks in water distribution pipelines could result in disruption of service, loss of pressure, and localized flooding and associated impacts (erosion, sinkholes, etc.). A lack of adequate water pressure could result in inadequate flow for fire suppression. Areas of the City potentially susceptible to liquefaction and other soil related hazards include lines along Borchard Road, Lawrence Drive, U.S. Highway 101, Olsen Road, Moorpark Road, Paige Lane and Erbes Road.

**EMERGENCY RESPONSE ACTIONS**

Emergency response actions applicable to all common hazards are presented in the Checklist Actions in Part Two of this Plan.

<b>MODIFIED MERCALLI INTENSITY SCALE<sup>6</sup></b>	
<b>I</b>	Not felt. Marginal and long-period effects of large earthquakes.
<b>II</b>	Felt by persons at rest, on upper floors, or favorably placed.
<b>III</b>	Felt indoors. Hanging objects swing. Vibration like passing of light trucks. Duration estimated. May not be recognized as an earthquake.
<b>IV</b>	Hanging objects swing. Vibration like passing of heavy trucks; or sensation of a jolt like a heavy ball striking the walls. Standing motor cars rock. Windows, dishes, doors rattle. Glasses clink. Crockery clashes. In the upper range of IV, wooden walls and frames creak.
<b>V</b>	Felt outdoors; direction estimated. Sleepers awakened. Liquids disturbed, some spilled. Small unstable objects displaced or upset. Doors swing, close, open. Shutters, pictures move. Pendulum clocks stop, start, change rate.
<b>VI</b>	Felt by all. Many frightened and run outdoors. Persons walk unsteadily. Windows, dishes, glassware broken. Knickknacks, books, etc., off shelves. Pictures off walls. Furniture moved or overturned. Weak plaster and masonry D cracked. Small bells ring (church, school). Trees, bushes shaken (visibly, or heard to rustle).
<b>VII</b>	Difficult to stand. Noticed by drivers of motor cars. Hanging objects quiver. Furniture broken. Damage to masonry D, including cracks. Weak chimneys broken at roof line. Fall of plaster, loose bricks, stones, tiles, cornices (also unbraced parapets and architectural ornaments). Some cracks in masonry C. Waves on ponds; water turbid with mud. Small slides and caving in along sand or gravel banks. Large bells ring. Concrete irrigation ditches damaged.
<b>VIII</b>	Steering of motor cars affected. Damage to masonry C; partial collapse. Some damage to masonry B; none to masonry A. Fall of stucco and some masonry walls. Twisting, fall of chimneys, factory stacks, monuments, towers, elevated tanks. Frame houses moved on foundations if not bolted down; loose panel walls thrown out. Decayed piling broken off. Branches broken from trees. Changes in flow or temperature of springs and wells. Cracks in wet ground and on steep slopes.
<b>IX</b>	General panic. Masonry D destroyed; masonry C heavily damaged, sometimes with complete collapse; masonry B seriously damaged. (General damage to foundations.) Frame structures, if not bolted, shifted off foundations. Frames cracked. Serious damage to reservoirs. Underground pipes broken. Conspicuous cracks in ground. In alluviated areas, sand and mud ejected, earthquake fountains, sand craters.
<b>X</b>	Most masonry and frame structures destroyed with their foundations. Some well-built wooden structures and bridges destroyed. Serious damage to dams, dikes, embankments. Large landslides. Water thrown on banks of canals, rivers, lakes, etc. Sand and mud horizontally on beaches and flat land. Rails bent slightly.
<b>XI</b>	Rails bent greatly. Underground pipelines completely out of service.
<b>XII</b>	Damage nearly total. Large rock masses displaced. Lines of sight and level distorted. Objects thrown into the air.

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<sup>6</sup> From Harry O. Wood and Frank Neumann, in *Bulletin of the Seismological Society of America*, vol. 21, no. 4, December 1931.

**Definition of Masonry A, B, C, D:**

- Masonry A:** Good workmanship, mortar, and design; reinforced, especially laterally, and bound together by using steel, Concrete, etc.; designed to resist lateral forces.
- Masonry B:** Good workmanship and mortar; reinforced, but not designed in detail to resist lateral forces.
- Masonry C:** Ordinary workmanship and mortar; no extreme weaknesses like failing to tie in at corners, but neither reinforced nor designed against horizontal forces.
- Masonry D:** Weak materials, such as adobe; poor mortar; low standards of workmanship; weak horizontally.

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## **THREAT ASSESSMENT 2 HAZARDOUS MATERIALS INCIDENT**

### **GENERAL SITUATION**

Hazardous materials are any substance or combination of substances which because of quantity, concentration, or characteristics may cause or significantly contribute to an increase in death or serious injury, or pose substantial hazards to humans and/or the environment. Hazardous material incidents differ from other emergency response situations because of the wide diversity of causative factors and the pervasiveness of the potential threat. Circumstances such as the prevailing wind and geographic features in the vicinity of emergency incidents are relevant factors which may greatly increase the hazardous chemical dangers. Incidents may occur at fixed facilities where, most likely, the occupants have filed site specific emergency response contingency and evacuation plans. However incidents may also occur at any place along any land, water or air transportation routes, and (in event aircraft accidents from cargo and fuel, misuse of agricultural chemicals and illegal dumping) may occur in unpredictable areas, relatively inaccessible by ground transportation.

In Thousand Oaks the vast majority of hazardous material incidents are handled prior to their becoming a major disaster. This plan is designed to accommodate both the large number of relatively routine minor spill incidents and the truly catastrophic hazardous material disaster.

### **SPECIFIC SITUATION**

The Ventura County Fire Department is responsible for maintaining information about the types of hazardous materials used, produced, or stored in Thousand Oaks. This information is provided to the City by the Fire Department. The information required by the Fire Department is exhaustive. It includes but is not limited to location of hazardous materials; emergency contacts; location of utility shut-offs; location of emergency medical assistance; site diagrams; and type of hazardous material training received by employees.

The Fire Department is the lead agency in Thousand Oaks in the event of a hazardous incident and maintains a Hazardous Materials Response Team at Fire Station 50 located at 189 Las Posas Road, Camarillo. The HazMat team is specifically trained and equipped to respond to emergencies involving potentially hazardous materials. The Ventura County Environmental Health Department is the Administering Agency for the County's Hazardous Material Area Plan.

The Fire Department will notify the City in the event of an emergency situation at a site that uses, produces, or stores hazardous materials. The Fire Department is also responsible for obtaining necessary protective respiratory devices, clothing, equipment, and antidotes for personnel to perform assigned tasks in hazardous radiological or chemical environments. City employees will receive radiological training in order to back-up Fire Department efforts as needed.



The threat of a major hazardous material incident in City of Thousand Oaks exists from commercial vehicles; fixed facility; and clandestine dumping.

### **Transportation**

The greatest probability of a major hazmat incident is from a transportation accident. Historically, hazardous material incidents frequently occur on the heaviest traveled streets and at major intersections and freeway interchanges. Hazardous materials are located in industrial and commercial areas of the City, primarily along Thousand Oaks Boulevard, Moorpark Road and the Rancho Conejo industrial corridor. These roads, in addition to U.S. Highway 101, comprise the routes hazardous materials transporters would use through the City of Thousand Oaks.

### **Fixed Facility**

The second most likely serious hazmat threat exists from an accidental spill and/or incident at one of the facilities that manufacture, warehouse, and process toxic chemicals and/or generate hazardous waste materials within or next to City boundaries. There are approximately 400 businesses in the City of Thousand Oaks using and/or storing materials which are classified as hazardous. Industrial use of hazardous materials is centered in the Newbury Park industrial area (Rancho Conejo Industrial Park) north of Highway 101. Many of the commercial businesses that store or use hazardous materials are located on Thousand Oaks Boulevard or Moorpark Road. Although there are numerous facilities involved with hazardous materials throughout the City, they are less of a threat due to required plant contingency and evacuation plans. The Ventura County Environmental Health Department reviews these plans and makes sure they are in compliance with current laws and regulations. The city will coordinate all hazardous materials incidents with the Ventura County Fire Department.

### **Pipelines**

A 10-inch diameter crude oil pipeline, operated by Equilon, traverses the northeastern portion of the City. Crude oil pipelines are typically buried within the upper five feet and are equipped with emergency shut off valves. This pipeline could potentially be damaged in an earthquake. Fire is a serious threat if leaking products are ignited.

### **Illegal Clandestine Dumping**

Clandestine dumping is the criminal act of disposing of toxic materials and hazardous waste on public or private property. Acts of Illegal disposal of hazardous materials/wastes has declined over the last several years, but high disposal costs and restricted disposal options will likely result in the continuation of this environmental crime.

### **EMERGENCY RESPONSE ACTIONS**

Emergency response actions applicable to all common hazards are presented in the Checklist Actions in Part Two of this Plan. Refer to Ventura County Environmental Health's Hazardous Materials Area Plan for specific information. Appropriate facility listings and maps are contained in that plan.

### **THREAT ASSESSMENT 3 FLOODING**

#### **GENERAL SITUATION**

The size and frequency of a flood in a particular area depends on a complex combination of conditions, including the amount, intensity and distribution of rainfall, previous moisture condition and drainage patterns.

The magnitude of a flood is measured in terms of its peak discharge, which is the maximum volume of water passing a point along a channel. Floods are usually referred to in terms of their frequency of occurrence, 50 or 100 years.

The primary effect of flooding is the threat to life and property. People and animals may drown; structures and their contents may be washed away or destroyed; roads, bridges, and railroad tracks may be washed out; and crops may be destroyed.

Floods may also create health hazards due to the discharge of raw sewage from damaged septic tank leach fields, sewer lines, and sewage treatment plants and due to flammable, explosive, or toxic materials carried off by flood waters. In addition, vital public services may be disrupted.

#### **SPECIFIC SITUATION**

Development within Thousand Oaks and surrounding areas is primarily on the Conejo Valley floor and on slopes less than 25% (Hawks and Associates, 1992). The watershed is defined by the Santa Monica Mountains to the south and the Simi Hills on the north and east. The Arroyo Conejo is the major drainage feature through the City. This watercourse and the South Branch tributary drain from the eastern and southeastern limits of the watershed, westerly through the Santa Rosa Valley. Flow proceeds to Conejo Creek and then to Calleguas Creek through the Oxnard Plain and into the Pacific Ocean. Major tributaries of the Arroyo Conejo include Olsen Channel, North Fork Arroyo Conejo and Lang Creek. Southeastern portions of the City, including the Westlake area, drain into Los Angeles County (to Malibu) via Lindero Creek, Schoolhouse Canyon and Potrero Creek.

#### **EMERGENCY READINESS STAGES**

Flood in the special risk areas can occur rapidly or slowly depending on the heaviness and severity of rainfall. Emergency preparedness will be based on four stages of response actions.

**Stage I (Watch Stage):** Light to Moderate rain. All field units (Public Works, Police, Fire Departments, etc.) are to review their procedures for flood incidents.

**Stage II:** Moderate to heavy rain expected for the next four to six hours. Public Information on location of sandbags, sand and flood clean-up kits to be prepared and distributed to appropriate departments.

**Stage III:** Continuation of heavy rain over next 6 to 12 hours. Identified risk areas should be closed to traffic. Public information to be distributed to residents and businesses in affected areas by all available field units.

**Stage IV:** Threat to private property and persons. Areas should be evacuated that pose a safety or health hazard.

#### **EVACUATION ROUTES**

Pertinent information relating to evacuation operations are found in **Part Two, Operations Section**.

#### **EMERGENCY RESPONSE ACTIONS**

Emergency response actions applicable to all common hazards are presented in the Checklist Actions in Part Two of this Plan.

The following reference maps are in the City of Thousand Oaks' Safety Element of the General Plan, which was being updated in 2013.

- Map of Thousand Oaks Flood Zones

## **THREAT ASSESSMENT 4 FIRE**

### **GENERAL SITUATION**

Ventura County is a very pleasant place. The climate is warm and dry with gentle winter rains and clear summer skies. The hills are green or golden all year long, with brush and oaks at the low elevations and pine forest at the ridge tops. However, these same amenities make it one of the most hazardous fire areas in the country.

### **SPECIFIC SITUATION**

Virtually all of the local hills are covered by native brush known as coastal sage shrub vegetation. Areas of natural brush can be considered to have a fire hazard at all times except immediately after the rainy season. By late fall, the fire hazard becomes extreme and major conflagrations can occur.

Most of the City is within or in close proximity to a high fire hazard area. (**See the Thousand Oaks Fire Hazard Areas in the City's Safety Element.**) Therefore, it is necessary to meet certain minimum fire protection standards such as brush clearance and protection of flammable structures to prevent a major fire in the area. Fortunately, most facilities constructed within or adjacent to the hazard zone are built and landscaped in such a way that damage from a fire is greatly reduced.

The Ventura County Fire Department (VCFPD) is the lead agency in Thousand Oaks in the event of a wildland or structure fire. VCFPD has seven stations that serve the city. Generally, there are adequate fire resources available through the VCFPD and/or mutual aid sources to provide structure protection and suppression actions under "Santa Ana" conditions, assuming there is only one such major event. Multiple fires burning simultaneously or fires erupting from earthquake related causes would pose significant loss potential.

### **EMERGENCY RESPONSE ACTIONS**

Emergency response actions applicable to all common hazards are presented in the Checklist Actions in Part Two of this Plan.

The following reference maps are in the City of Thousand Oaks' Seismic Safety Element of the General Plan.

- Map of Thousand Oaks Fire Hazard Areas

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## **THREAT ASSESSMENT 5 DAM FAILURE**

### **GENERAL SITUATION**

Dam failures can result from a number of causes such as earthquakes, erosion of the face or foundation, improper siting, rapidly rising flood waters, and structural/design flaws. There are three general types of dams: earth and rockfill, concrete arch or hydraulic fill, and concrete gravity.

A dam failure will cause loss of life, damage to property, and other ensuing hazards, as well as the displacement of persons residing in the inundation path. Damage to electric transmission lines could impact life support systems in communities outside the immediate hazard areas. A catastrophic dam failure, depending on size of dam and population downstream, could exceed the response capability of local communities. Damage control and disaster relief support would be required from other local governmental and private organizations, and from the state and federal governments. Mass evacuation of the inundation areas would be essential to save lives, if warning time should permit. Extensive search and rescue operations may be required to assist trapped or injured persons. Emergency medical care, food, and temporary shelter would be required for injured or displaced persons. Identification and burial of many dead persons would pose difficult problems; public health would be a major concern.

These and other emergency operations could be seriously hampered by the loss of communications, damage to transportation routes, and the disruption of public utilities and other essential services. Governmental assistance could be required and may continue for an extended period. Actions would be required to remove debris and clear roadways, demolish unsafe structures, assist in reestablishing public services and utilities, and provide continuing care and welfare for the affected population including, as required, temporary housing for displaced persons.

### **SPECIFIC SITUATION**

In the unlikely event of a dam failure, five dams in the Thousand Oaks area have the potential to result in inundation to the City or surrounding environs or in a serious disruption of water supply. These are Lake Sherwood, Potrero (Westlake Lake), Westlake (Las Virgenes Reservoir), Banning Dam (Lake Eleanor), and Wood Ranch (Bard Reservoir) and Lang Ranch Detention Basin. **(See the Thousand Oaks Dam Inundation Areas in the City's Safety Element.)**

**Lake Sherwood Dam** is a constant radius concrete arch dam operated by Lake Sherwood Ranch. Lake Sherwood Dam is one of the oldest concrete dams in the State, constructed in 1902. The reservoir has a drainage area of 16.1 square miles. Normal operation is at 100% capacity which is 2,600 acre feet. Storm inflows are not impounded, and are passed over the main arch dam to Potrero Valley Creek. Under a worst-case scenario, Lake Sherwood Reservoir could fail by sudden removal of the concrete arch dam, resulting in a very high discharge in a short period of time. The area impacted in the unlikely event of a failure would be the Westlake area of Thousand Oaks.

**Potrero Dam (Westlake Lake)**, which impounds Westlake Lake, is a gravity dam operated by Westlake Lake Management. The reservoir has a drainage area of 28.9 square miles. It is maintained near full capacity (791 acre feet) for recreational purposes, and thus, flood flows are bypassed downstream.

**Westlake Dam (Las Virgenes Reservoir)** is a compacted earth fill dam operated by Las Virgenes Municipal Water District. The reservoir has a drainage area of only 0.9 square miles. Runoff into the reservoir is relatively insignificant. The dam's storage capacity is 9,200 acre feet. The County line and Westlake areas would be impacted in the event of a failure of this dam.

**Banning Dam (Lake Eleanor)** is a constant radius arch dam operated by Conejo Open Space and Conservation Agency. The reservoir has a capacity of 128 acre feet. The area impacted in the unlikely event of a failure would be the Westlake Boulevard area to Westlake.

**Lang Ranch Detention Basin** is an earthen-filled dam that is maintained by Ventura County Flood Control. The reservoir is designed to store 414.5 acre feet. The Final Environmental Impact Report for the Lang Ranch Detention Basin indicates that no significant seismic impacts are anticipated for the proposed project.

#### **EMERGENCY RESPONSE ACTIONS**

Emergency response actions applicable to all common hazards are presented in the Checklist Actions in Part Two of this Plan.

#### **EVACUATION ROUTES**

The only required evacuation route would be the movement onto high ground out of the flood plain. Pertinent information relating to evacuation operations is included in **Part Two, Operations Section**.

The following reference maps are in the City of Thousand Oaks' Seismic Safety Element of the General Plan.

- Map of Thousand Oaks Dam Inundation Areas

**THREAT ASSESSMENT 6-A**  
**TRANSPORTATION: MAJOR AIR CRASH**

**GENERAL SITUATION**

A major air crash that occurs in a heavily populated residential area can result in considerable loss of life and property. The impact of a disabled aircraft as it strikes the ground creates the likely potential for multiple explosions, resulting in intense fires. Regardless of where the crash occurs, the resulting explosions and fires have the potential to cause injuries, fatalities and the destruction of property at and adjacent to the impact point. The time of day when the crash occurs may have a profound effect on the number of dead and injured. Damage assessment and disaster relief efforts associated with an air crash incident will require support from other local governments, private organizations and in certain instances from the state and federal governments.

It can be expected that few, if any, airline passengers will survive a major air crash. The intense fires, until controlled, will limit search and rescue operations. Police barricades will be needed to block off the affected area. The crowds of onlookers and media personnel will have to be controlled. Emergency medical care, food and temporary shelter will be required by injured or displaced persons. Many families may be separated, particularly if the crash occurs during working hours and a locator system should be established at a location convenient to the public. Investigators from the National Transportation and Safety Board (NTSB) and the Ventura County Medical Examiner's Office will have short-term jurisdiction over the crash area and investigations will be completed before the area is released for clean up. The clean-up operation may consist of the removal of large debris, clearing of roadways, demolishing unsafe structures and towing of demolished vehicles.

It can be anticipated that the mental health needs of survivors and the surrounding residents will greatly increase due to the trauma associated with such a catastrophe. A coordinated response team, comprised of mental health professionals, should take a proactive approach toward identifying and addressing mental health needs stemming from any traumatic disaster.

It is impossible to totally prepare, either physically or psychologically, for the aftermath of a major air crash. However, since Southern California has become one of the nation's most overcrowded airspaces, air crash incidents are no longer a probability but a reality. Therefore, air crash incidents must be included among other potential disasters.

**SPECIFIC SITUATION**

The skies above Thousand Oaks are heavily occupied by aircraft originating and departing from a number of airports located in Southern California. The airports nearest to Thousand Oaks which handle the greatest amount of air traffic include Los Angeles International Airport, Burbank Airport, Camarillo Airport, Oxnard Airport, Santa Barbara Airport and the Naval Air Weapons Station at Point Mugu.



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## **EMERGENCY OPERATIONS PLAN**

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The Uniform Aircraft Financial Responsibility Act (Section 24230, and all the Public Utilities Code, State of California, added by Chapter 1452 of Statute in 1968) makes it a duty of the Chief of Police to report any aircraft accident which occurs within his or her jurisdiction. This duty to report applies to aircraft accidents in which there is an injury or death resulting there from or in which property damage is sustained in excess of \$400.00. The Chief of Police shall notify the Business and Transportation Agency, Department of Aeronautics, in writing, immediately, but not later than 48 hours. The Watch Commander or Senior Officer will assure that such written report is completed by the officers assigned by the investigation. The classification of such report will be a C&I report under the heading "Incident Involving Aircraft" and either "crash" or "forced landing".

### **EMERGENCY RESPONSE ACTIONS**

Emergency response actions applicable to all common hazards are presented in the Checklist Actions in Part Two of this Plan.

**THREAT ASSESSMENT 6-B  
TRANSPORTATION: TRUCKING INCIDENT**

**GENERAL SITUATION**

A major truck incident that occurs in a heavily populated industrial area or residential area can result in considerable loss of life and property. Potential hazards could be overturned tank trailers, direct impact either into a residence or industrial building, or the truck entering into the normal flow of traffic.

Each of these hazards encompass many threats, such as hazardous materials incident, fire, severe damage to either adjacent buildings or vehicles, and loss of life of pedestrians or those in either the adjacent buildings or vehicles.

**SPECIFIC SITUATION**

A major transportation incident, resulting in a multi casualty incident, can happen almost anywhere on the highways and roads through out the City. The greatest areas of concern are U.S. 101 and SR 23. The most vulnerable areas along these routes are considered to be the on/off ramps and interchanges near the City.

Current traffic volumes obtained from Caltrans Website indicate the following 2011 vehicle and truck volumes for the City:

<b>Freeway Segment</b>	<b>Average Daily Vehicle Volume</b>	<b>Average Daily Truck Volume<sup>7</sup></b>
101, Jct. Rte. 23 S., Westlake Blvd	172,000	6,966
101, Wendy Dr. Interchange	124,000	6,051

Both highways are heavily traveled and as a result have a history of accidents that includes both deaths and hazardous materials.

**EMERGENCY RESPONSE ACTIONS**

Emergency response actions applicable to all common hazards are presented in the Checklist Actions in Part Two of this Plan.

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<sup>7</sup> <http://www.dot.ca.gov/hq/traffops/saferesr/trafdata/truck2011final.pdf>

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## **THREAT ASSESSMENT 7 CIVIL UNREST**

### **GENERAL SITUATION**

The spontaneous disruption of normal, orderly conduct and activities in urban areas, or outbreak of rioting or violence that is of a large nature is referred to as civil unrest. Civil unrest can be spurred by specific events, such as large sporting events or criminal trials, or can be the result of long-term disfavor with authority. Civil unrest is usually noted by the fact that normal on-duty police and safety forces cannot adequately deal with the situation until additional resources can be acquired. This is the time period when civil unrest can grow to large proportions.

Threat to law enforcement and safety personnel can be severe and bold in nature. Securing of essential facilities and services is necessary. Looting and arson fires can take place as a result of perceived or actual non-intervention by authorities.

### **SPECIFIC SITUATION**

Although Thousand Oaks consistently ranks as one of the safest cities for its size in the nation by FBI reporting standards, there still exists a remote possibility of civil unrest.

Transportation routes used for normal traffic movements (streets, freeways, etc.) are vulnerable and can also facilitate the movement of potential rioters.

### **EMERGENCY RESPONSE ACTIONS**

Emergency response actions applicable to all common hazards are presented in the Checklist Actions in Part Two of this Plan.

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## **THREAT ASSESSMENT 8 TERRORISM**

### **GENERAL SITUATION**

In the wake of the 1993 World Trade Center bombing in New York and the Oklahoma City bombing in 1995, terrorism became a serious concern for emergency management, emergency responders, and the public at large. However, the 2001 attack on the World Trade Center and the Pentagon elevated concern about terrorism. Terrorism is a crime where the threat of violence is often as effective as the commission of the violent act itself. Terrorism is a strategy used by individuals or groups to achieve their political goals.

Throughout California there is nearly limitless number of potential targets, depending on the perspective of the terrorist. Some of these targets include: government offices, pregnancy centers, religious facilities, public places (such as shopping centers), schools, power plants, refineries, utility infrastructures, water storage facilities, dams, private homes, prominent individuals, financial institutions and other businesses.

There are unique challenges to a terrorist event involving a Weapon of Mass Destruction (WMD), such as a nuclear, radiological, biological, explosive or chemical weapon. As in all incidents, WMD incidents may involve mass casualties and damage to buildings or other types of property. However, there are a number of factors surrounding WMD incidents that are unlike any other type of incidents that must be taken into consideration when planning a response.

- The situation may not be recognizable until there are multiple casualties or a secondary event occurs that indicates that the first was not an accident. Most chemical and biological agents are not detectable by conventional methods used for explosives and firearms. Most agents can be carried in containers that look like ordinary items.
- There may be multiple events (i.e., one event in an attempt to influence another event's outcome).
- Responders are placed at a higher risk of becoming casualties because agents are not readily identifiable. Responders may become contaminated before recognizing the agents involved. First responders may, in addition, be targets for secondary releases or explosions.
- The location of the incident will be treated as a crime scene. As such, preservation and collection of evidence is critical. Therefore, it is important to ensure that actions on-scene are coordinated between response organizations to minimize any conflicts between law enforcement authorities, who view the incident as a crime scene, and other responders, who view it as a hazardous materials or disaster scene.
- In addition to local response coordination challenges, the WMD incident will add a myriad of state and federal agencies into the system. Coordination and communication issues between all response levels (local, state, and federal) will constantly need to be assessed.
- Contamination of critical facilities and large geographic areas may result. Victims may carry an agent unknowingly to public transportation facilities, businesses, residences, doctors'

offices, walk-in medical clinics, or emergency rooms because they don't realize that they are contaminated. First responders may carry the agent to fire or precinct houses, hospitals, or to the locations of subsequent calls.

- The scope of the incident may expand geometrically and may affect mutual aid jurisdictions. Airborne agents flow with the air current and may disseminate via ventilation systems, carrying the agents far from the initial source.
- There will be a stronger reaction from the public than with other types of incidents. The deliberate destruction of life and property is both horrific and difficult to process, and the fear of additional attacks as well as the unknown makes the public's response more severe. Also, the thought of exposure to a chemical or biological agent or radiation evokes terror in most people.
- Time is working against responding elements. The incident can expand geometrically and very quickly. In addition, the effects of some chemicals and biological agents worsen over time.
- Support facilities, such as utility stations and 911 centers along with critical infrastructures, are at risk as targets.
- Specialized State and local response capabilities may be overwhelmed.

### **TERRORISM HAZARDS**

Terrorism hazards may be WMD (including conventional explosives, secondary devices, and combined hazards) or other means of attack (including low-tech devices and delivery, attacks on infrastructure, and cyber terrorism).

#### **WMD Hazard Agents**

Weapons of mass destruction are defined as any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals; disease organisms; radiation or radioactivity; or explosion or fire. At least two important considerations distinguish these hazards from other types of terrorist tools. First, in the case of chemical, biological, and radioactive agents, their presence may not be immediately obvious, making it difficult to determine when and where they have been released, who has been exposed, and what danger is present for first responders and medical technicians. Second, although there is a sizable body of research on battlefield exposures to WMD agents, there is limited scientific understanding of how these agents affect civilian populations.

#### **Chemical**

Chemical agents are intended to kill, seriously injure, or incapacitate people through physiological effects. A terrorist incident involving a chemical agent will demand immediate reaction from emergency responders—fire departments, police, hazardous materials (HazMat) teams, emergency medical services (EMS), and emergency room staff—who will need adequate training and equipment. Hazardous chemicals, including industrial chemicals and agents, can be introduced via aerosol devices (e.g., munitions, sprayers, or aerosol generators), breaking containers, or covert dissemination. Such an attack might involve the release of a chemical

warfare agent, such as a nerve or blister agent or an industrial chemical, which may have serious consequences. Some indicators of the possible use of chemical agents are listed in Table 1. Early in an investigation, it may not be obvious whether an outbreak was caused by an infectious agent or a hazardous chemical; however, most chemical attacks will be localized, and their effects will be evident within a few minutes. There are both persistent and nonpersistent chemical agents. Persistent agents remain in the affected area for hours, days, or weeks. Nonpersistent agents have high evaporation rates, are lighter than air, and disperse rapidly, thereby losing their ability to cause casualties after 10 to 15 minutes, although they may be more persistent in small, unventilated areas.

**Table 1. General Indicators of Possible Chemical Agent Use**

<b>Stated Threat to Release a Chemical Agent</b>
<b>Unusual Occurrence of Dead or Dying Animals</b> <ul style="list-style-type: none"><li>• For example, lack of insects, dead birds</li></ul>
<b>Unexplained Casualties</b> <ul style="list-style-type: none"><li>• Multiple victims</li><li>• Surge of similar 911 calls</li><li>• Serious illnesses</li><li>• Nausea, disorientation, difficulty breathing, or convulsions</li><li>• Definite casualty patterns</li></ul>
<b>Unusual Liquid, Spray, Vapor, or Powder</b> <ul style="list-style-type: none"><li>• Droplets, oily film</li><li>• Unexplained odor</li><li>• Low-lying clouds/fog unrelated to weather</li></ul>
<b>Suspicious Devices, Packages, or Letters</b> <ul style="list-style-type: none"><li>• Unusual metal debris</li><li>• Abandoned spray devices</li><li>• Unexplained munitions</li></ul>

### **Biological**

Recognition of a biological hazard can occur through several methods, including identification of a credible threat, discovery of bioterrorism evidence (devices, agent, clandestine lab), diagnosis (identification of a disease caused by an agent identified as a possible bioterrorism agent), and detection (gathering and interpretation of public health surveillance data).

When people are exposed to a pathogen such as anthrax or smallpox, they may not know that they have been exposed, and those who are infected, or subsequently become infected, may not feel sick for some time. This delay between exposure and onset of illness, the incubation period, is characteristic of infectious diseases. The incubation period may range from several hours to a few weeks, depending on the



exposure and pathogen. Unlike acute incidents involving explosives or some hazardous chemicals, the initial detection and response to a biological attack on civilians is likely to be made by direct patient care providers and the public health community.

Terrorists could also employ a biological agent that would affect agricultural commodities over a large area (e.g., wheat rust or a virus affecting livestock), potentially devastating the local or even national economy.

Responders should be familiar with the characteristics of the biological agents of greatest concern for use in a bioterrorism event. Unlike victims of exposure to chemical or radiological agents, victims of biological agent attack may serve as carriers of the disease with the capability of infecting others (e.g., smallpox, plague). Some indicators of biological attack are given in Table 2.

**Table 2. General Indicators of Possible Biological Agent Use**

<b>Stated Threat to Release a Biological Agent</b>
<b>Unusual Occurrence of Dead or Dying Animals</b>
<b>Unusual Casualties</b> <ul style="list-style-type: none"><li>• Unusual illness for region/area</li><li>• Definite pattern inconsistent with natural disease</li></ul>
<b>Unusual Liquid, Spray, Vapor, or Powder</b> <ul style="list-style-type: none"><li>• Spraying; suspicious devices, packages, or letters</li></ul>

#### **Nuclear/Radiological**

The difficulty of responding to a nuclear or radiological incident is compounded by the nature of radiation itself. In an explosion, the fact that radioactive material was involved may or may not be obvious, depending upon the nature of the explosive device used. The presence of a radiation hazard is difficult to ascertain, unless the responders have the proper detection equipment and have been trained to use it properly. Although many detection devices exist, most are designed to detect specific types and levels of radiation and may not be appropriate for measuring or ruling out the presence of radiological hazards. Table 3 lists some indicators of a radiological release.

**Table 3. General Indicators of Possible Nuclear Weapon/Radiological Agent Use**

<b>Stated Threat to Deploy a Nuclear or Radiological Device</b>
<b>Presence of Nuclear or Radiological Equipment</b> <ul style="list-style-type: none"><li>• Spent fuel canisters or nuclear transport vehicles</li></ul>
<b>Nuclear Placards/Warning Materials Along with Otherwise Unexplained Casualties</b>

### **Conventional Explosives and Secondary Devices**

The easiest to obtain and use of all weapons is still a conventional explosive device, or improvised bomb, which may be used to cause massive local destruction or to disperse chemical, biological, or radiological agents. The components are readily available, as are detailed instructions on constructing such a device. Improvised explosive devices are categorized as being explosive or incendiary, also called firebombs, which employ high or low filler explosive materials to explode and/or cause fires. Explosions and fires also can be caused by projectiles and missiles, including aircraft used against high-profile targets such as buildings, monuments, and special events. Bombs and firebombs are cheap and easily constructed, involve low technology, and are the terrorist weapon most likely to be encountered. Large, powerful devices can be outfitted with timed or remotely triggered detonators and can be designed to be activated by light, pressure, movement, or radio transmission. The potential exists for single or multiple bombing incidents in single or multiple municipalities. Historically, less than five percent of actual or attempted bombings were preceded by a threat. Explosive materials can be employed covertly with little signature and are not readily detectable. Secondary explosive devices may also be used as weapons against responders and the public in coincident acts. Other diversionary events or attacks could also be aimed at responders.

### **Combined Hazards**

WMD agents can be combined to achieve a synergistic effect—greater in total effect than the sum of their individual effects. They may be combined to achieve both immediate and delayed consequences. Mixed infections or toxic exposures may occur, thereby complicating or delaying diagnosis. Casualties of multiple agents may exist; casualties may also suffer from multiple effects, such as trauma and burns from an explosion, which exacerbate the likelihood of agent contamination. Attacks may be planned and executed so as to take advantage of the reduced effectiveness of protective measures produced by employment of an initial WMD agent. Finally, the potential exists for multiple incidents in single or multiple municipalities.

### **Other Terrorism Hazards**

Planners also need to consider the possibility of unusual or unique types of terrorist attacks previously not considered likely.<sup>8</sup> Although it is not realistically possible to plan for and prevent every conceivable type of terrorist attack, planners should anticipate that future terrorism attempts could range from simple, isolated attacks to complex, sophisticated, highly coordinated acts of destruction using multiple agents aimed at one or multiple targets. Therefore, the plans developed for terrorist incidents must be broad in scope yet flexible enough to deal with the unexpected. These considerations are particularly important in planning to handle the consequences of attacks using low-tech

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<sup>8</sup> Prior to the World Trade Center attack, the use of multiple commercial airliners with full fuel loads as explosive, incendiary devices in well-coordinated attacks on public and governmental targets, was not considered a likely terrorist scenario.

devices and delivery, assaults on public infrastructure, and cyber terrorism. In these cases, the training and experience of the responders may be more important than detailed procedures.

#### **Low-Tech Devices and Delivery**

Planning for the possibility of terrorist attacks must consider the fact that explosives can be delivered by a variety of methods. Most explosive and incendiary devices used by terrorists would be expected to fall outside the definition of a WMD. Small explosive devices can be left in packages or bags in public areas for later detonation, or they can be attached directly to a suicide bomber for detonation at a time and place when and where the terrorist feels that maximum damage can be done. The relatively small size of these explosive devices and the absence of specific security measures in most areas make these types of terrorist attacks extremely difficult to prevent. Small explosive devices can also be brought onto planes, trains, ships, or buses, within checked bags or hand carried. Larger quantities of explosive materials can be delivered to their intended target area by means of car or truck bombs.

#### **Infrastructure Attacks**

Potential attacks on elements of the nation's infrastructure require protective considerations. Infrastructure protection involves proactive risk management actions taken to prevent destruction of or incapacitating damage to networks and systems that serve society, according to the 1997 report of the President's Commission on Critical Infrastructure Protection.

#### **Cyber Terrorism**

Cyber terrorism involves the malicious use of electronic information technology to commit or threaten to commit acts dangerous to human life, or against a nation's critical infrastructures in order to intimidate or coerce a government or civilian population to further political or social objectives

#### **Management Consideration**

Unlike natural disasters, a disaster resulting from a terrorist incident is also a crime scene. Therefore, two separate response operations need to be managed simultaneously in the event of this type of incident. These two operations are described in the California Terrorism Response Plan as: Crisis Management and Consequence Management.

Homeland Security Presidential Directive 5 says to prevent, prepare for, respond to, and recover from terrorist attacks, major disasters, and other emergencies, the United States Government shall establish a single, comprehensive approach to domestic incident management. The objective of the United States Government is to ensure that all levels of government across the Nation have the capability to work efficiently and effectively together, using a national approach to domestic incident management. In these efforts, with regard to domestic incidents, the United States Government treats crisis management and consequence management as a single, integrated function, rather than as two separate functions.

**SPECIFIC SITUATION**

The Ventura County Sheriff's OES has developed a broad threat assessment of potential terrorist targets, threat elements and local response capabilities. This assessment is contained in a restricted-use planning document maintained by Ventura County Sheriff's OES. The information contained in this document will be used as necessary during a threat situation or actual event. However, following is a general overview of potential terrorist targets in Ventura County and specifically Thousand Oaks:

- Facilities that store, manufacture or transport hazardous materials
- US Highway 101
- Telecommunications facilities
- Federal, state, county and city offices
- Shopping Malls
- Los Robles Regional Medical Center
- Schools, churches & religious centers
- Research Facilities
- Electrical Facilities and Power Plants
- Water and Wastewater Facilities, Dams
- Bridges and Overpasses

In 1998, Ventura County Sheriff's OES formed the Terrorism Working Group (TWG) in response to a growing concern about terrorism at the federal, state and local level. The mission of the TWG is to prepare Ventura County emergency response agencies to mitigate, plan, prepare and respond to any act or incident involving terrorism, working in coordination with agencies from all levels including local agencies within the Operational Area. The Thousand Oaks Police Department participates with this group.

**EMERGENCY RESPONSE ACTIONS**

Emergency response actions applicable to all common hazards are presented in the Checklist Actions in Part Two of this Plan or the Ventura County Terrorism Response Plan for more information.

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## **THREAT ASSESSMENT 9 LANDSLIDE**

### **GENERAL SITUATION**

Landslide is a general term for a falling mass of soil or rocks; vertical movement of small pieces of soil. “Mudslide” (mudflow) is a flow of very wet rock and soil. The primary effects of a landslide or mudslide can include:

- Abrupt depression and lateral displacement of hillside surfaces over distances of up to several hundreds of feet
- Disruption of surface drainage
- Blockage of flood control channels and roadways
- Displacement or destruction of improvements such as roadways, buildings, water lines, waste water lines, oil and water wells

The speeds with which landslides can occur vary considerably from rapid rockfalls to virtually imperceptible movements down slope under the pull of gravity. Soil creep is a very slow type of earth flow movement. It occurs mainly in solids containing clay. Most landslides are shallow, ranging up to perhaps 100 feet in depth and limited in extent to generally less than 100 acres. Most are not presently in motion (active), but have moved down slope to a position of stability and have remained.

### **SPECIFIC SITUATION**

Much of the City of Thousand Oaks is comprised of topographically pronounced areas. **(See the Thousand Oaks Landslide Hazard Areas in the City’s Safety Element.)** These hill slopes and mountains consist of sedimentary and volcanic rock outcrops that are locally covered with soil. Slope instability is of greatest concern in these topographically pronounced areas. The majority of landslide and slope wash problems in the Thousand Oaks area occur in geologic terrain involving folded sequences of clay shale, siltstone, and very fine-grained sandstone. These fine-grained areas are easily eroded, resulting in the undermining of slopes which then tend to fail. If the slopes are destabilized, seismically induced ground shaking can trigger the landslide movement.<sup>9</sup>

The largest ancient landslide mapped in the City is in the vicinity of Lang Ranch and is commonly referred to as the Erbes Road landslide. The bedrock landslide encompasses about 230 acres and involves slightly folded and contorted but mostly gently dipping shale bedrock of the Monterey (Modelo) Formation (Weber, 1984). A large portion of this landslide has been stabilized as a part of the extension of Westlake Boulevard and adjacent residential developments in the Lang Ranch area.

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<sup>9</sup> Rincon Consultants, Inc., *Safety Element Thousand Oaks General Plan*, July 2, 1996.

**EMERGENCY RESPONSE ACTIONS**

Emergency response actions applicable to all common hazards are presented in the Checklist Actions in Part Two of this Plan. Refer to the Ventura County Terrorism Response Plan for more information.

The following reference maps are in the City of Thousand Oaks' Safety Element of the General Plan, which was being updated in 2013.

- Map of Thousand Oaks Landslide Hazard Areas

## **THREAT ASSESSMENT 10 PUBLIC HEALTH EMERGENCY**

### **GENERAL SITUATION**

Public health emergencies can take many forms—disease epidemics, large-scale incidents of food or water contamination, or extended periods without adequate water and sewer services. There can also be harmful exposure to chemical, biological, radiological, nuclear or explosive agents (CBRNE), and large-scale infestations of disease carrying insects or rodents.

Public health emergencies can occur as primary events by themselves, or they may be secondary to another disaster or emergency, such as flood, or hazardous material incident. For more information on those particular incidents, see Threat Assessment 2 – Hazardous Material and Threat Assessment 3 – Flooding. The common characteristic of most public health emergencies is that they adversely impact, or have the potential to adversely impact, a large number of people. Public health emergencies can be world wide or localized in scope and magnitude.

In particular, two public health hazards have recently emerged as issues of great concern, with far reaching consequences. One pertains to the intentional release of a CBRNE agent, as a terrorist act of sabotage to adversely impact a large number of people. For more information on biochemical terrorism see Threat Assessment 8 – Terrorism. The second hazard concerns a deadly outbreak (other than one caused by an act of terrorism) that could kill or sicken thousands of people across the county or around the globe, as in the case of the Spanish Flu epidemic of 1918-1919.

### **PANDEMIC**

A flu pandemic occurs when a new influenza virus emerges for which people have little or no immunity and for which there is no vaccine. The disease spreads easily person-to-person, because of its serious illness, and can sweep across the country and around the world in very short time.

#### **Pandemic Phases for “Distant Origin”<sup>10</sup>**

##### **Interpandemic Period**

**Phase 1 / Federal Stage 0:** No new influenza virus subtypes have been detected in humans. An influenza virus subtype that has caused human infection may be present in animals. If present in animals, the risk of human infection or disease is considered to be low.

**Phase 2 / Federal Stage 0:** No new influenza virus subtypes have been detected in humans. However, a circulating animal influenza virus subtype poses a substantial risk of human disease.

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<sup>10</sup> Ventura County Public Health Influenza Plan (DRAFT), 2009.



**Pandemic Alert Period**

**Phase 3 / Federal Stage 0 or 1:** Human infection(s) with a new subtype, but no human-to-human spread, or at most rare instances of spread to a close contact.

**Phase 4 / Federal Stage 2:** Small cluster(s) with limited human-to-human transmission but spread is highly localized, suggesting that the virus is not well adapted to humans.

**Phase 5 / Federal Stage 2:** Larger cluster(s) but human-to-human spread is still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk).

**Pandemic Period****Phase 6 / Federal Stage 3:**

Pandemic: Increased and sustained human-to-human transmission in the general population outside the United States.

**Phase 6 / Federal Stage 4:**

Pandemic: Increased and sustained human-to-human transmission in the general population within the geographic boundaries of the United States.

**Phase 6 / Federal Stage 5:**

Pandemic: Increased and sustained human-to-human transmission in the general population within a bordering County(s) of Ventura County or other region in close geographic proximity to Ventura County.

**Phase 6 / Federal Stage 5 and 6:**

Pandemic: Increased and sustained human-to-human transmission in the general population within Ventura County.

**SPECIFIC SITUATION**

Compared to other natural infectious health threats, pandemic flu has great potential to cause large-scale social disruption. If a novel (new strain) and highly contagious strain of flu emerges, the resulting pandemic could lead to wide-ranging illness, death, and severe social and economic disruption worldwide. Because of the county's large, multicultural and diverse population, the potential consequences of pandemic flu in Ventura County require special actions for public health preparedness.

The essential components of the Ventura County Public Health Influenza Response Plan are:

- Surveillance
- Case Investigation
- Communication
- Antiviral Management

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## **EMERGENCY OPERATIONS PLAN**

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- Vaccine Management
- Emergency Response

Should Ventura County be impacted by a Public Health Emergency, Ventura County Public Health along with the County's other response and supporting agencies, area hospitals, schools and businesses will partner in the implementation of the Ventura County Influenza Response Plan.

### **EMERGENCY RESPONSE ACTIONS**

Emergency response actions applicable to all common hazards are presented in the Checklist Actions in Part Two of this Plan. Refer to Ventura County Public Health's Influenza Response Plan for specific information.

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**SECTION NINE  
ACRONYMS, ABBREVIATIONS & GLOSSARY OF TERMS**

**LIST OF ACRONYMS AND ABBREVIATIONS**

<b>A&amp;E</b>	<b>Architecture and Engineering</b>
<b>AC</b>	<b>Area Command</b>
<b>ACS</b>	<b>Auxiliary Communication Services</b>
<b>ADA</b>	<b>Americans with Disabilities Act</b>
<b>AFN</b>	<b>Access and Functional Needs</b>
<b>AQMD</b>	<b>Air Quality Management District</b>
<b>ARC</b>	<b>American Red Cross</b>
<b>ARES</b>	<b>Amateur Radio Emergency Services</b>
<b>BPA</b>	<b>Blanket Purchasing Agreements</b>
<b>C of S</b>	<b>Chief of Staff</b>
<b>CAA</b>	<b>Clean Air Act</b>
<b>CalTrans</b>	<b>California Department of Transportation</b>
<b>CAL FIRE</b>	<b>California Department of Forestry and Fire Protection</b>
<b>Cal OES</b>	<b>California Office of Emergency Services</b>
<b>CALWAS</b>	<b>California Warning System</b>
<b>CAO</b>	<b>Chief Administrative Office(r)</b>
<b>CBO</b>	<b>Community Based Organization</b>
<b>CBRNE</b>	<b>Chemical, Biological, Radiological, Nuclear and or High-Yield Explosive</b>
<b>CCC</b>	<b>California Conservation Corps</b>
<b>CCP</b>	<b>Casualty Collection Points</b>
<b>CDBG</b>	<b>Community Development Block Grant</b>
<b>CDAA</b>	<b>California Disaster Assistance Act</b>
<b>CDC</b>	<b>Centers for Disease Control, U.S. Public Health Service</b>
<b>CDRG</b>	<b>Catastrophic Disaster Response Group</b>
<b>CEO</b>	<b>Chief Executive Officer</b>
<b>CEPEC</b>	<b>California Earthquake Prediction Evaluation Council</b>
<b>CEQA</b>	<b>California Environmental Quality Act</b>
<b>CERCLA</b>	<b>Comprehensive Environmental Response Compensation and Liability Act</b>
<b>CERT</b>	<b>Community Emergency Response Team</b>
<b>CESA</b>	<b>California Emergency Services Association</b>
<b>CESFRS</b>	<b>California Emergency Service Fire Radio System</b>
<b>CESRS</b>	<b>California Emergency Services Radio System</b>
<b>CFR</b>	<b>Code of Federal Regulations</b>
<b>CHP</b>	<b>California Highway Patrol</b>
<b>CIKR</b>	<b>Critical Infrastructure, Key Resources</b>
<b>CLEMARS</b>	<b>California Law Enforcement Mutual Aid Radio System</b>

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**EMERGENCY OPERATIONS PLAN**

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<b>CLERS</b>	<b>California Law Enforcement Radio System</b>
<b>CLETS</b>	<b>California Law Enforcement Telecommunications System</b>
<b>CMAS</b>	<b>Commercial Mobile Alert System</b>
<b>COE</b>	<b>Corps of Engineers (US Army)</b>
<b>COG</b>	<b>Continuity of Government</b>
<b>CPG</b>	<b>Civil Preparedness Guide</b>

<b>DA</b>	<b>Damage Assessment</b>
<b>DAP</b>	<b>Disaster Assistance Programs</b>
<b>DCS</b>	<b>Disaster Communications Service</b>
<b>DEST</b>	<b>Disaster Emergency Support Team</b>
<b>DFCO</b>	<b>Deputy Federal Coordinating Officer</b>
<b>DFO</b>	<b>Disaster Field Office</b>
<b>DHA</b>	<b>Disaster Housing Assistance</b>
<b>DHS</b>	<b>Department of Homeland Security</b>
<b>DMAT</b>	<b>Disaster Medical Assistance Team</b>
<b>DMORT</b>	<b>Disaster Mortuary Operational Response Team</b>
<b>DMIS</b>	<b>Disaster Management Information System</b>
<b>DOC</b>	<b>Department Operations Center</b>
<b>DOD</b>	<b>Department of Defense</b>
<b>DOE</b>	<b>Department of Energy</b>
<b>DOJ</b>	<b>Department of Justice</b>
<b>DOI</b>	<b>Department of Interior</b>
<b>DOL</b>	<b>Department of Labor</b>
<b>DOS</b>	<b>Department of State</b>
<b>DOT</b>	<b>Department of Transportation</b>
<b>DRC</b>	<b>Disaster Recovery Center</b>
<b>DRM</b>	<b>Disaster Recovery Manager</b>
<b>DRO</b>	<b>Disaster Recovery Operations</b>
<b>DSA</b>	<b>Division of the State Architect (California)</b>
<b>DSCA</b>	<b>Defense Support of Civilian Authorities</b>
<b>DWR</b>	<b>California Department of Water Resources</b>

<b>EAS</b>	<b>Emergency Alert System</b>
<b>EDD</b>	<b>Employment Development Department</b>
<b>EDIS</b>	<b>Emergency Digital Information System</b>
<b>EIR</b>	<b>Environmental Impact Review</b>
<b>EMAC</b>	<b>Emergency Management Assistance Compact</b>
<b>EMI</b>	<b>Emergency Management Institute</b>
<b>EMIS</b>	<b>Emergency Management Information System</b>
<b>EMMA</b>	<b>Emergency Managers Mutual Aid</b>
<b>EMP</b>	<b>Electromagnetic Pulse</b>
<b>EMPG</b>	<b>Emergency Management Performance Grant</b>
<b>EMSA</b>	<b>Emergency Medical Services Authority</b>

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**EMERGENCY OPERATIONS PLAN**

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EMS	Emergency Medical Services
ENN	Emergency News Network
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPA	Environmental Protection Agency
EPI	Emergency Public Information
EPIC	Emergency Public Information Center
ERT	Emergency Response Team
ERT	Evidence Response Team (FBI)
ESA	California Emergency Services Act
ESC	Emergency Services Coordinator
ESF	Emergency Support Functions
EST	Emergency Support Team
FAA	Federal Aviation Administration
FAS	Federal Aid System Road
FAST	Federal Agency Support Team
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
FFY	Federal Fiscal Year
FHWA	Federal Highway Administration
FIA	Federal Insurance Administration
FIRESCOPE	Firefighting Resources of Calif. Organized for Potential Emergencies
FmHA	Farmers Home Administration
FTS	Field Treatment Sites
GAR	Governor's Authorized Representative
GIS	Geographic Information System
GSA	General Services Administration
HAZMAT	Hazardous Materials
HEW	U.S. Department of Health, Education and Welfare
HM	Hazard Mitigation
HHS	Department of Health and Human Services
HMC	Hazard Mitigation Coordinator
HMDA	Hazard Mitigation and Disaster Assistance
HMGP	Hazard Mitigation Grant Program
HMO	Hazard Mitigation Officer
HMT	Hazard Mitigation Team
HSAS	Homeland Security Advisory System
HSC	Homeland Security Council
HSOC	Homeland Security Operations Center

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**EMERGENCY OPERATIONS PLAN**

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<b>HSEEP</b>	<b>Homeland Security Exercise Evaluation Program</b>
<b>HSPD</b>	<b>Homeland Security Presidential Directive</b>
<b>HUD</b>	<b>Housing and Urban Development Program</b>
<b>IA</b>	<b>Individual Assistance</b>
<b>IAEM</b>	<b>International Association of Emergency Managers</b>
<b>IA/O</b>	<b>Individual Assistance/Officer</b>
<b>IACG</b>	<b>Inter Agency Coordinating Group</b>
<b>IAP</b>	<b>Incident Action Plan</b>
<b>IC</b>	<b>Incident Commander</b>
<b>ICP</b>	<b>Incident Command Post</b>
<b>ICS</b>	<b>Incident Command System</b>
<b>IDE</b>	<b>Initial Damage Estimate</b>
<b>IFG</b>	<b>Individual and Family Grant Program (State of California program)</b>
<b>IFGP</b>	<b>Individual and Family Grant Program</b>
<b>IG</b>	<b>Inspector General</b>
<b>IIMG</b>	<b>Interagency Incident Management Group</b>
<b>IMT</b>	<b>Incident Management Team</b>
<b>IPAWS</b>	<b>Integrated Public Alert and Warning System</b>
<b>IRS</b>	<b>Internal Revenue Service</b>
<b>JFO</b>	<b>Joint Field Office</b>
<b>JPA</b>	<b>Joint Powers Agreement</b>
<b>JPIC</b>	<b>Joint Public Information Center</b>
<b>JIC</b>	<b>Joint Information Center</b>
<b>JIS</b>	<b>Joint Information System</b>
<b>JOC</b>	<b>Joint Operations Center</b>
<b>JTTF</b>	<b>Joint Terrorism Task Force</b>
<b>LAC</b>	<b>Local Assistance Center</b>
<b>LFA</b>	<b>Lead Federal Agency</b>
<b>LGAC</b>	<b>Local Government Advisory Committee</b>
<b>MACS</b>	<b>Multi-Agency Coordination System</b>
<b>MARAC</b>	<b>Mutual Aid Regional Advisory Committee</b>
<b>MARS</b>	<b>U.S. Army Military Affiliate Radio System</b>
<b>MC</b>	<b>Mobilization Center</b>
<b>MHFP</b>	<b>Multihazard Functional Planning</b>
<b>MMRS</b>	<b>Metropolitan Medical Response Team</b>
<b>MOA</b>	<b>Memorandum of Agreement</b>
<b>MOU</b>	<b>Memorandum of Understanding</b>
<b>MSA</b>	<b>Multi-Purpose Staging Area</b>
<b>MSC</b>	<b>Municipal Service Center, City of Thousand Oaks</b>
<b>MTA</b>	<b>Metropolitan Transit Authority</b>

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**EMERGENCY OPERATIONS PLAN**

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<b>NAWAS</b>	<b>National Warning System</b>
<b>NCS</b>	<b>National Communications System</b>
<b>NDAA</b>	<b>California Natural Disaster Assistance Act</b>
<b>NDEA</b>	<b>National Defense Education Act</b>
<b>NDMS</b>	<b>National Disaster Medical System</b>
<b>NEP</b>	<b>National Exercise Program</b>
<b>NEST</b>	<b>Nuclear Emergency Search Team</b>
<b>NETC</b>	<b>National Emergency Training Center</b>
<b>NFA</b>	<b>National Fire Academy</b>
<b>NFDA</b>	<b>National Funeral Directors Association</b>
<b>NFIP</b>	<b>National Flood Insurance Program</b>
<b>NGO</b>	<b>Non Government Organization</b>
<b>NHPA</b>	<b>National Historic Preservation Act</b>
<b>NICC</b>	<b>National Interagency Coordinating Center, National Infrastructure Coordination Center</b>
<b>NIFCC</b>	<b>National Interagency Fire Coordination Center</b>
<b>NIMS</b>	<b>National Incident Management System</b>
<b>NMRT</b>	<b>National Medical Response Team</b>
<b>NOAA</b>	<b>National Oceanic and Atmospheric Administration</b>
<b>NOC</b>	<b>National Operations Center</b>
<b>NOI</b>	<b>Notice of Interest</b>
<b>NRC</b>	<b>Nuclear Regulatory Commission</b>
<b>NRCS</b>	<b>Natural Resources Conservation Service</b>
<b>NRF</b>	<b>National Response Framework</b>
<b>NRT</b>	<b>National Response Team</b>
<b>NSC</b>	<b>National Security Council</b>
<b>NSSE</b>	<b>National Special Security Event</b>
<b>NTC</b>	<b>National Teleregistration Center</b>
<b>NTSB</b>	<b>National Transportation and Safety Board</b>
<b>NVOAD</b>	<b>National Voluntary Organizations Active in Disaster</b>
<b>NWS</b>	<b>National Weather Service</b>
<b>OA</b>	<b>Operational Area</b>
<b>OASIS</b>	<b>Operational Area Satellite Information System</b>
<b>OEM</b>	<b>Office of Emergency Management</b>
<b>OPA</b>	<b>Oil Pollution Act</b>
<b>OPM</b>	<b>Office of Personnel Management</b>
<b>OSA</b>	<b>California Office of the State Architect</b>
<b>OSC</b>	<b>On-Scene Coordinator</b>
<b>OSHA</b>	<b>Occupational Safety and Health Administration</b>
<b>PA</b>	<b>Public Affairs</b>
<b>PAO</b>	<b>Public Affairs Officer</b>
<b>PA</b>	<b>Public Assistance</b>



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**EMERGENCY OPERATIONS PLAN**

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PA/O	Public Assistance Officer
PA#	Project Application Number
PDA	Preliminary Damage Assessment
PDD	Presidential Decision Directive
PFO	Principal Federal Officer
PIO	Public Information Officer
POC	Point of Contact
PNP	Private Nonprofit Organization
PSI	Pounds per Square Inch
PUC	California Public Utilities Commission
PW	Project Worksheet
RACES	Radio Amateur Civil Emergency Services
RADEF	Radiological Defense
RAP	Radiological Assistance Program
RCP	Regional Oil and Hazardous Substances Pollution Contingency Plan
RD	Regional Director (FEMA)
REACT	Radio Emergency Associated Communication Team
REOC	Regional Emergency Operations Center
RIMS	Response Information Management System
RM	Radiological Monitor
RO	Radiological Officer
ROC	Regional Operations Center
RRCC	Regional Response Coordinating Center
RRT	Regional Response Team
RTOS	Rail Transit Operations Supervisor
SA	Salvation Army
SAC	Special Agent in Charge
SAP	State Assistance Program
SAR	Search and Rescue
SARA	Superfund Amendment Reauthorization Act (Title III)
SAST	California State Agency Support Team
SBA	Small Business Administration
SCAQMD	South Coast Air Quality Management District
SCO	State Coordinating Officer
SEMS	Standardized Emergency Management System
SFLEO	Senior Federal Law Enforcement Officer
SFO	Senior Federal Officer
SHMO	State Hazard Mitigation Officer
SHPO	State Historic Preservation Officer
SIOC	Strategic Information and Operations Center
SITREP	Situation Report
SLPS	State and Local Programs and Support Directorate (FEMA)

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**EMERGENCY OPERATIONS PLAN**

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<b>SOC</b>	<b>State Operations Center</b>
<b>SOP</b>	<b>Standard Operating Procedure</b>
<b>STO</b>	<b>State Training Officer</b>
<b>TEWG</b>	<b>Terrorism Early Warning Group</b>
<b>TWG</b>	<b>Terrorism Working Group</b>
<b>USACE</b>	<b>United States Army Corps of Engineers</b>
<b>USAR</b>	<b>Urban Search and Rescue</b>
<b>USDA</b>	<b>U.S. Department of Agriculture</b>
<b>USFA</b>	<b>United States Fire Administration</b>
<b>USGS</b>	<b>United States Geological Survey</b>
<b>VA</b>	<b>Veterans Administration</b>
<b>VSAT</b>	<b>Very Small Aperture Terminal</b>
<b>VOAD</b>	<b>Volunteer Organizations Active in Disaster</b>
<b>WMD</b>	<b>Weapons of Mass Destruction</b>

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### GLOSSARY OF TERMS

This Glossary contains definitions of terms commonly used in the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

**Advance Element of the Emergency Response Team (ERT-A):** The portion of the Emergency Response Team (ERT) which is the first group deployed to the field to respond to a disaster incident.

**Action Plan:** "Action Plan" means the plan prepared in the EOC containing the emergency response objectives of that SEMS level reflecting overall priorities and supporting activities for a designated period. The plan is shared with supporting agencies.

**Aerial Reconnaissance:** An aerial assessment of the damaged area which includes gathering information on the level and extent of damage and identifying potential hazardous areas for on-site inspections.

**After Action Report:** A report covering response actions, application of SEMS and NIMS, modifications to plans and procedures, training needs, and recovery activities. After action reports are required under SEMS after any emergency which requires a declaration of an emergency. Reports are required within 90 days.

**Agency:** An agency is a division of government with specific function, or a non-governmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation), or assisting and/or cooperating (providing resources and/or assistance). (See Assisting, Cooperating Agency and Multi-agency.)

**Agency Executive or Administrator:** Chief executive officer (or designee) of the agency or jurisdiction that has responsibility for the incident.

**Agency Representative:** An individual assigned to an incident or to an EOC from an assisting or cooperating agency who has delegated authority to make decisions on matters affecting that agency's participation at the incident or at the EOC. Agency Representatives report to the Liaison Officer.

**Air Operations Branch Director:** The person primarily responsible for preparing and implementing the air operations portion of the Incident Action Plan. Also responsible for providing logistical support to helicopters operating on the incident.

**Allocated Resources:** Resources dispatched to an incident.

**AMBER Plan:** A Plan adopted locally or statewide that provide for an EAS Alert message to use the public to find abducted children. For more information contact the National Center for Missing and Exploited Children (NCMEC). (703) 837-6354

**Area Command:** An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System organization; or 2) to oversee the management of a very large incident that has multiple Incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed.

**Assessment:** The evaluation and interpretation of measurements and other information to provide a basis for decision-making.

**Assignments:** Tasks given to resources to perform within a given operational period, based upon tactical objectives in the Incident or EOC Action Plan.

**Assistant:** Title for subordinates of the Command Staff positions at the Field SEMS level. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be used to supervise unit activities at camps.

**Assisting Agency:** An agency directly contributing tactical or service resources to another agency.

**Auxiliary Communication Services (ACS):** An emergency services volunteer group designed to make efficient use of skilled radio amateurs throughout the state in accordance with approved civil defense communications plans. Operators are registered with a Cal OES agency to provide emergency communications support.

**Available Resources:** Incident-based resources which are available for immediate assignment.

**Base:** The location at an incident at which primary logistics functions for an incident are coordinated and administered. There is only one Base per incident. (Incident name or other designator will be added to the term "Base.") The Incident Command Post may be collocated with the Base.

**Base Flood:** A National Flood Insurance Program term to indicate the minimum size flood to be used by a community as a basis for its floodplain management regulations. The Base Flood is a flood which has a one-percent chance of being equaled or exceeded in any given year. The Base Flood is also known as a 100-year flood or one-percent chance flood.

**Base Flood Elevation (BFE):** The elevation for which there is a one-percent chance in any given year that flood levels will equal or exceed it. The BFE is determined by statistical analysis for each local area and designated on the Flood Insurance Rate Map. It is also known as the 100-Year Flood.

**Branch:** The organizational level at the SEMS Field Level having functional or geographic responsibility for major parts of incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals or by functional name (e.g., medical, security, etc.). Branches are also used in the same sequences at the SEMS EOC Levels.

**Branch Director:** The ICS title for individuals responsible for supervision of a Branch at the Field Level. At SEMS EOC levels, the title Branch Coordinator is preferred.

**Cache:** A pre-determined complement of tools, equipment and/or supplies stored in a designated location, available for incident use.

**California Emergency Council:** The official advisory body to the Governor on all matters pertaining to statewide emergency preparedness.

**Camp:** A geographical site, within the general incident area, separate from the Incident Base, equipped and staffed to provide sleeping, food, water, and sanitary services to the incident personnel.

**Care and Shelter:** A phase of operations that meets the food, clothing, and shelter needs of people on a mass care basis.

**Catastrophic Disaster:** Although there is no commonly accepted definition of a catastrophic disaster the term implies an event or incident which produces severe and widespread damages of such a magnitude as to result in the requirement for significant resources from outside the affected area to provide the necessary response.

**Chain of Command:** A series of management positions in order of authority.

**Check-in:** The process whereby resources first report to an incident or into an EOC/Check-in locations at the SEMS Field level include: Incident Command Post (Resources Unit), Incident Base, Camps, Staging Areas, Helibases, Helispots, and Division Supervisors (for direct line assignments).

**Checklist:** A list of actions taken by an element of the emergency organization in response to a particular event or situation.

**Civil Air Patrol:** A civilian auxiliary of the United States Air Force which provides personnel, services, and equipment for specified missions in support of state and local emergency operations.

**Civil Disorder:** Any incident intended to disrupt community affairs that require Law enforcement intervention to maintain public safety including riots and mass demonstrations as well as terrorist attacks.

**Clear Text:** The use of plain English in radio communications transmissions. No Ten Codes or agency specific codes are used when utilizing Clear Text.

**CLERS:** California Law Enforcement Radio System. The State's radio system dedicated to public safety/law enforcement purposes that run off the State's microwave backbone. Local CLERS VHF channels provide State EAS audio to broadcasters.

**CLETS:** California Law Enforcement Telecommunications System. CLETS terminals can be permissioned to originate EDIS messages. Please see EDIS definition below.

**Command:** The act of directing, and/or controlling resources at an incident by virtue of explicit legal, agency, or delegated authority. May also refer to the Incident Commander.

**Command Post:** (See Incident Command Post)

**Command Staff:** The Command Staff at the Field level consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander and may have an assistant or assistants, as needed. These functions may also be found at the EOC levels and would be referred to as Management Staff.

**Common Operating Picture:** A broad view of the overall situation as reflected by situation reports, aerial photography, and other information or intelligence.

**Communications Unit:** An organizational unit in the Logistics Section responsible for providing communication services at an incident or an EOC. A communications Unit may also be a facility (e.g. a trailer or mobile van) used to provide the major part of an Incident Communications Center.

**Community Right-to-Know:** Legislation requiring the communicating of chemical information to local agencies or the public.

**Compact:** Formal working agreements among agencies to obtain mutual aid.

**Compensation Unit/Claims Unit:** Functional unit within the Finance/Administration Section responsible for financial concerns resulting from property damage, injuries or fatalities at the incident or within an EOC.

**Complex:** Two or more individual incidents located in the same general area which is assigned to a single Incident Commander or to a Management.

**Computerized Hazard Identification Program (CHIP):** Part of FEMA's Integrated Emergency Management System, this evaluation program identifies the hazards posing the greatest threat to State and local governments and the capabilities of existing programs to respond (formerly referred to as Hazard Identification and Capability Assessment).

**Continuity of Government (COG):** All measures that may be taken to ensure the continuity of essential functions of governments in the event of emergency conditions, including line-of succession for key decision makers.

**Contingency Plan:** A sub or supporting plan which deals with one specific type of emergency, it's probable effect on the jurisdiction, and the actions necessary to offset these effects.

**Cooperating Agency:** An agency supplying assistance other than direct tactical or support functions or resources to the incident control effort (e.g., American Red Cross).

**Coordination:** The process of systematically analyzing a situation, developing relevant information, and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc. Multi-agency or Inter-agency coordination is found at all SEMS levels.

**Cost Sharing Agreements:** Agreements between agencies or jurisdictions to share designated costs related to incidents. Cost sharing agreements are normally written but may also be verbal between authorized agency and jurisdictional representatives at the incident.

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

**Damage Assessment:** The process utilized to determine the magnitude of damage and the unmet needs of individuals, businesses, the public sector, and the community caused by a disaster or emergency event.

**Dam Failure:** Part or complete collapse of a dam causing downstream flooding.

**Declaration:** The formal action by the President to make a State eligible for major disaster or emergency assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 3-288, as amended (the Stafford Act).

**Declaration Process:** When a disaster strikes, local authorities and individuals request help from private relief organizations and their State government, which give all assistance possible.



If assistance is beyond their capability, the Governor requests a Presidential declaration of a major disaster or an emergency.

**Delegation of Authority:** A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints and other considerations or guidelines as needed. Many agencies require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on larger incidents.

**Demobilization Unit:** Functional unit within the Planning Section responsible for assuring orderly, safe and efficient demobilization of incident or EOC assigned resources.

**Department Operations Center:** A facility used by a distinct discipline, such as fire, medical, hazardous material, or a unit, such as Department of Public Works, Department of Health or local water district. Department operations centers may be used at all SEMS levels above the field response level depending upon the impacts of the emergency.

**Deputy Incident Commander (Section Chief or Branch Director):** A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies may also be found as necessary at all SEMS EOC levels.

**Designated Area:** Any emergency or major disaster-affected portion of a State that has been determined eligible for Federal assistance.

**Direction and Control (Emergency Management):** The provision of overall operational control and/or coordination of emergency operations at each level of the Statewide Emergency Organization, whether it be the actual direction of field forces or the coordination of joint efforts of governmental and private agencies in supporting such operations.

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

**Disaster Assistance Program:** A program that provides state funding or reimbursement for local government response related personnel costs incurred in response to an incident as defined in Section 2402 (i).

**Disaster Field Office:** A central facility established by the Federal Coordinating Office within or immediately adjacent to disaster impacted areas to be utilized as a point of coordination and control for state and federal governmental efforts to support disaster relief and recovery operations.

**Disaster Preparedness Improvement Grant Program (DPIG):** Authorized under Section 201 of the Stafford Act. Annual matching awards are provided to States to improve or update their disaster assistance plans and capabilities.

**Disaster Recovery Manager (DRM):** The person appointed to exercise the authority of a Regional Director for a particular emergency or disaster.

**Disaster Service Worker:** Includes public employees and any unregistered person impressed into service during a State of War emergency, a State of emergency, or a Local Emergency by a person having authority to command the aid of citizens in the execution of his duties. It does not include anyone registered as an active fire fighting member of any regularly organized volunteer fire department, having official recognition, and full or partial support of the county, city, town or district in which such fire department is located.

**Disaster Welfare Inquiry (DWI):** A service that provides health and welfare reports about relatives and certain other individuals believed to be in a disaster area and when the disaster caused dislocation or disruption of normal communications facilities precludes normal communications.

**Dispatch:** The implementation of a command decision to move a resource or resources from one place to another.

**Dispatch Center:** A facility from which resources are assigned to an incident.

**Division:** Divisions are used to divide an incident into geographical areas of operation. Divisions are identified by alphabetic characters for horizontal applications and, often, by numbers when used in buildings. Divisions are also used at SEMS EOC levels and are found organizationally between Branches and Units.

**Division or Group Supervisor:** The position title for individuals responsible for command of a Division or Group at an Incident. At EOC level, the title is Division Coordinator.

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

**Dose:** Accumulated or total exposure to gamma radiation, commonly expressed in REM.

**Dosimeter:** An instrument for measuring and registering total accumulated exposure to gamma radiation.

**Economic Stabilization:** The intended result of governmental use of direct and indirect controls to maintain and stabilize the nation's economy during emergency conditions. Direct controls include such actions as the setting or freezing of wages, prices, and rents or the direct rationing of goods. Indirect controls can be put into effect by government through use of monetary, credit, tax, or other policy measures.

**EDIS:** Emergency Digital Information Service. The "government wireless service" provided by the State and carried locally on 39.32 MHz that is used for longer form text emergency information, along with a website at [[www.edis.ca.gov](http://www.edis.ca.gov)]. Plans are underway for EDIS to be linked with EAS to help TV stations put text on screen faster to better serve the needs of the hearing impaired. EDIS is also a key system to reinforce and support the LA County AMBER Plan.

**Emergency:** A condition of disaster or of extreme peril to the safety of persons and property caused by such conditions as air pollution, fire, flood, hazardous material incident, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake or other conditions, other than conditions resulting from a labor controversy.

**Emergency Alert System:** A system that enables the President and federal, state, and local governments to communicate through commercial radio and television broadcast stations with the general public in the event of a disaster.

**Emergency Management (Direction and Control):** The provision of overall operational control and/or coordination of emergency operations at each level of the Statewide Emergency Organization, whether it be the actual direction of field forces or the coordination of joint efforts of governmental and private agencies in supporting such operations.

**Emergency Management Coordinator:** The individual within each jurisdiction that is delegated the day-to-day responsibility for the development and maintenance of all emergency management coordination efforts.

**Emergency Management Director (Emergency Services Director):** The individual within each political subdivision that has overall responsibility for jurisdiction emergency management coordination efforts.

**Emergency Medical Services:** Treatment of casualties necessary to maintain their vital signs prior to treatment at a medical center.

**Emergency Operations:** Those actions taken during the emergency period to protect life and property, care for the people affected, and temporarily restore essential community services.

**Emergency Operations Center (EOC):** A location from which centralized emergency management can be performed. EOC facilities are established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

**Emergency Operations Plan:** The plan that each jurisdiction has and maintains for responding to appropriate hazards.

**Emergency Plans:** Those official and approved documents which describe principles, policies, concepts of operations, methods and procedures to be applied in carrying out emergency operations or rendering mutual aid during emergencies. These plans include such elements as continuity of government, emergency functions of governmental agencies, mobilization and application of resources, mutual aid, and public information.

**Emergency Public Information (EPI):** Information disseminated to the public by official sources during an emergency, using broadcast and print media. EPI includes: (1) instructions on survival and health preservation actions to take (what to do, what not to do, evacuation procedures, etc.), (2) status information on the disaster situation (number of deaths, injuries, property damage, etc.), and (3) other useful information (state/federal assistance available).

**ENN:** The Emergency News Network. A term used to describe the use of voice, video, and data to provide not only alerts, but also the ongoing story of any major emergency; from response to recovery much as NASA does with its NASA Mission Control.

**Emergency Public Information System:** The network of information officers and their staffs who operate from EPICs (Centers) at all levels of government within the state. The system also includes the news media through which emergency information is released to the public.

**Emergency Support Function:** A grouping of government and certain private-sector capabilities into an organizational structure to provide the support, resources, program implementation, and services that are most likely to be needed to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal, when feasible, following domestic incidents. The ESFs serve as the primary operational-level mechanism to provide assistance to State, local, and tribal governments or to Federal departments and agencies conducting missions of primary Federal responsibility.

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

**Essential Facilities:** Facilities essential for maintaining the health, safety, and overall well-being of the public following a disaster (e.g., hospitals, law enforcement and fire department buildings, utility facilities, etc.). May also include buildings for use as mass care facilities (e.g., schools, churches, etc.).

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

**Evacuee:** An individual who moves or is moved from a hazard area to a less hazardous area with anticipation of return when the hazard abates.

**Event:** A planned, non-emergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts or sporting events.

**Exercise:** Maneuver or simulated emergency condition involving planning, preparation, and execution; carried out for the purpose of testing, evaluating, planning, developing, training, and/or demonstrating emergency management systems and individual components and capabilities, to identify areas of strength and weakness for improvement of an emergency operations plan (EOP).

**Expedient Shelter:** Any shelter constructed in an emergency or crisis period on a "crash basis" by individuals, single families, or small groups of families.

**Facilities Unit:** Functional unit within the Support Branch of the Logistics Section at the SEMS Field Response Level that provides fixed facilities for the incident. These facilities may include the Incident Base, feeding areas, sleeping areas, sanitary facilities, etc.

**Federal Agency (Federal Definition):** Any department, independent establishment, Government Corporation, or other agency of the executive branch of the federal government, including the United States Postal Service, but not including the American Red Cross.

**Federal Coordinating Officer (FCO):** The person appointed by the President to coordinate federal assistance following an emergency or major disaster declaration.

**Federal Disaster Assistance:** Provides in-kind and monetary assistance to disaster victims, state, or local government by federal agencies under the provision of the Federal Disaster Relief Act and other statutory authorities of federal agencies.

**Federal Disaster Relief Act:** Public Law 93-288, as amended, that gives the President broad powers to supplement the efforts and available resources of state and local governments in carrying out their responsibilities to alleviate suffering and damage resulting from major (peacetime) disasters.

**Federal Emergency Management Agency:** This agency was created in 1979 to provide a single point of accountability for all Federal activities related to disaster mitigation and emergency preparedness, response, and recovery.

**Federal Hazard Mitigation Officer (FHMO):** The FEMA employee responsible for representing the agency for each declaration in carrying out the overall responsibilities for hazard mitigation and for Subpart M, including coordinating post-disaster hazard mitigation actions with other agencies of government at all levels.

**Federal Insurance Administration (FIA):** the government unit, a part of FEMA that administers the National Flood Insurance Program.

**FEMA-State Agreement:** A formal legal document between FEMA and the affected State stating the understandings, commitments, and binding conditions for assistance applicable as the result of the major disaster or emergency declared by the President. It is signed by the FEMA Regional director, or designee, and the Governor.

**Federal Coordinating Officer (FCO)** - (1) The person appointed by the FEMA Director or in his/her absence, the FEMA Deputy Director, or alternatively the FEMA Associate Director for Response and Recovery, following a declaration of a major disaster or of an emergency by the President, to coordinate Federal assistance.

**Federal On-Scene Commander (OSC)** - The FBI official designated upon JOC activation to ensure appropriate coordination of the overall United States government response with Federal, State and local authorities, until such time as the Attorney General transfers the LFA role to FEMA.

**Field Coordination Center:** A temporary facility established by Cal OES within or adjacent to areas affected by a disaster. It functions under the operational control of the Cal OES mutual aid regional manager and is supported by mobile communications and personnel provided by Cal OES and other state agencies.

**Field Operations Guide:** A pocket-size manual of instructions on the application of the Incident Command System.

**Field Treatment Site:** Temporary sites utilized for emergencies when permanent medical facilities are not available or adequate to meet emergency medical care needs. The FTS is designed to provide triage and medical care for up to 48 hours that are no longer arriving at the site. The Medical/Health Branch has the authority to activate an FTS and determine the number and location of FTSs.

**Finance/Administration Section:** Also called Finance Section. One of the five primary functions found at all SEMS levels which is responsible for all costs and financial considerations. At the incident the Section can include the Time Unit, Procurement Unit, Compensation/Claims Unit and Cost Unit.

**FIPS Code:** Federal Information Processing Identifier. A unique five digit number for every county, borough, parish or census district in the Nation.

**Flood Hazard Boundary Map (FHBM):** the official map of a community that shows the boundaries of the flood plain and special flood hazard areas that have been designated. It is prepared by FEMA, using the best flood data available at the time a community enters the emergency phase of the NFIP. It is superseded by the FIRM after a more detailed study has been completed.

**Flood Insurance:** Insurance coverage provided under the National Flood Insurance Program.

**Flood Insurance Rate Map (FIRM):** The official map of a community prepared by FEMA, which shows the base flood elevation, along with the special hazard areas and the risk premium zones. The study is funded by FEMA and is based on detailed surveys and analysis of the site-specific hydrologic characteristics.

**Food Unit:** Functional unit within the Service Branch of the Logistics Section responsible for providing meals for incident and EOC personnel.

**Function:** In ICS, function refers to the five major activities in the ICS, i.e., Command, Operations, Planning, Logistics and Finance/Administration. The same five functions also are found at all SEMS EOC levels. At the EOC, the term Management replaces Command. The term function is also used when describing the activity involved, e.g., "the planning function."

**Functional Element:** Refers to a part of the incident, EOC or DOC organization such as section, branch, group or unit.

**General Staff:** The group of management personnel reporting to the Incident Commander or to the EOC Director. They may each have a deputy, as needed. At the Field SEMS level, the General Staff consists of: Operations Section Chief, Planning Section Chief, Logistics Section Chief and the Finance Section Chief

**Ground Support Unit:** Functional unit within the Support Branch of the Logistics Section at the SEMS Field Response Level that is responsible for the fueling, maintaining and repairing of vehicles, and the transportation of personnel and supplies.

**Group:** Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. (See Division) Groups are located between Branches (when activated) and Resources in the Operations Section.

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

**Hazard Mitigation:** A cost effective measure that will reduce the potential for damage to a facility from a disaster...

**Hazard Mitigation Assistance Program:** Authorized under Section 404 of the Stafford Act. Provided funding for hazard mitigation projects that are cost effective and compliment existing post-disaster mitigation program funding for beneficial mitigation measures that are not funded through other programs.

**Hazard Mitigation Plan:** The plan resulting from a systematic evaluation of the nature and extent of vulnerability to the effects of natural hazards present in society that includes the actions needed to minimize future vulnerability to hazards.

**Incident:** An occurrence or event, either human-caused or by natural phenomena, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources.

**Incident Action Plan:** The plan developed at the field response level which contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The plan may be oral or written.

**Incident Base:** Location at the incident where the primary logistics functions are coordinated and administered. (Incident name or other designator will be added to the term "Base.") The Incident Command Post may be collocated with the Base. There is only one Base per incident.

**Incident Commander:** The individual responsible for the command of all functions at the field response level.

**Incident Command Post (ICP):** The location at which the primary command functions are executed. The ICP may be collocated with the incident base or other incident facilities.

**Incident Command System (ICS):** The nationally used standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, with responsibility for the management of resources to effectively accomplish stated objectives pertinent to an incident.

**Incident Management Team:** The Incident commander and appropriate General and Command Staff personnel assigned to an incident.

**Incident Objectives:** Statements of guidance and direction necessary for the selection of appropriate strategy(s) and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

**Individual Assistance (IA):** Supplementary Federal assistance provided under the Stafford Act to individuals and families adversely affected by a major disaster or an emergency. Such assistance may be provided directly by the Federal Government or through State or local governments or disaster relief organizations.



**Initial Action:** The Actions taken by resources which are the first to arrive at an incident.

**Initial Response:** Resources initially committed to an incident.

**Joint Field Office (JFO):** A temporary Federal facility established locally to provide a central point for Federal, State, local, and tribal executives with responsibility for incident oversight, direction, and/or assistance to effectively coordinate protection, prevention, preparedness, response, and recovery actions. The JFO will combine the traditional functions of the JOC, the FEMA DFO, and the JIC within a single Federal facility.

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

**Joint Information System (JIS):** Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during a crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the IC; advising the IC concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.

**Joint Operations Center (JOC):** The JOC is the focal point for all Federal investigative law enforcement activities during a terrorist or potential terrorist incident or any other significant criminal incident, and is managed by the Senior Federal Law Enforcement Officer. The JOC becomes a component of the JFO when the National Response Plan is activated.

**Jurisdiction:** The range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (e.g., special district city, county, state or federal boundary lines), or functional (e.g., law enforcement, health department, etc.) (See Multi-jurisdiction.)

**Jurisdictional Agency:** The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function.

**Landing Zone:** (See Helispot)

**Leader:** The ICS title for an individual responsible for a functional unit, task forces, or teams.

**LECC:** Local Emergency Communications Committee. The LECC is the broadcast industry component of EAS that works closely with local government entities to form a partnership to make EAS work.

**Liaison:** A form of communication for establishing and maintaining mutual understanding and cooperation.

**Liaison Officer:** A member of the Command Staff at the Field SEMS level responsible for coordinating with representatives from cooperating and assisting agencies. At SEMS EOC levels, the function may be done by a Coordinator and/or within a Section or Branch reporting directly to the EOC Director.

**Lifelines:** A general term including all systems for storing, treating, and distributing fuel, communications, water, sewage, and electricity.

**Life-Safety:** Refers to the joint consideration of both the life and physical well-being of individuals.

**Local Assistance Center:** A facility jointly established by the Federal and State Coordinating Officers within or adjacent to an disaster impacted area to provide disaster victims a "one-stop" service in meeting their emergency representatives of local, state, and federal governmental agencies, private service organizations and certain representatives of the private sector.

**Local Emergency:** The duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, or earthquake or other conditions, other than conditions resulting from a labor controversy, which conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and required the combined forces of political subdivisions to combat.

**Local Government:** Means local agencies defined in Government Code 8680.2 and special districts as defined in California Code of Regulations, Title 19 Division 2, Chapter 5, CDAA, 2900(y).

**Local Government Advisory Committee (LGAC):** Committees established by the Director of Cal OES to provide a forum for the exchange of information among the cities and counties of a Mutual Aid region. The LGAC may develop a consensus of action and policy among local emergency managers on issues, policies, and programs of concern to local governments, and if necessary bring such concerns to the attention of Cal OES Executive Management.

**Logistics Section:** One of the five primary functions found at all SEMS levels that is responsible for providing facilities, services and materials for the incident or at an EOC.

**Major Disaster:** Any hurricane, tornado, storm, flood, high-water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, explosions, or other catastrophe in any part of the United States which, in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Federal Disaster Relief Act, above and beyond emergency services by the Federal Government, to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

**Management by Objectives:** In SEMS field and EOC levels, this is a top-down management activity which involves a three-step process to achieve the desired goal. The steps are: establishing the objectives, selection of appropriate strategy(s) to achieve the objectives; and the direction or assignments associated with the selected strategy.

**Mass Care Facility:** A location where temporary services are provided to disaster victims during an emergency which may include lodging, food, clothing, registration, welfare inquiry, first aid, and essential social services.

**Master Mutual Aid Agreement:** An agreement entered into by and between the State of California, its various departments and agencies, and the various political subdivision, municipal corporations, and other public agencies of the State of California to assist each other by providing resources during an emergency. Mutual aid occurs when two or more parties agree to furnish resources and facilities and to render services to each other to prevent and combat any type of disaster or emergency.

**Media:** All means of providing information and instructions to the public, including radio, television, and newspapers.

**Mitigation:** Pre-event planning and actions which aim to lessen the effects of potential disaster.

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

**Mobilization Center:** An off-incident location at which emergency service personnel and equipment are temporarily located pending assignment to incidents, release, or reassignment.

**Multi-Agency Coordination:** The participation of agencies and disciplines involved at any level of the SEMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

**Multi-Agency Coordination System (MACS):** The combination of personnel, facilities, equipment, procedures and communications integrated into a common system. When activated, MACS has the responsibility for coordination of assisting agency resources and support in a multi-agency or multi-jurisdiction environment. A MAC Group functions within the MACS. MACS organizations are used within the California Fire Services.

**Multi-Agency Incident:** An incident where one or more agencies assist a jurisdictional agency or agencies. The incident may be managed under single or Unified Command.

**Multi-jurisdiction Incident:** An incident requiring action from multiple agencies that have a statutory responsibility for incident mitigation. In ICS these incidents will be managed under Management.

**Multi-purpose Staging Area (MSA):** A pre-designated location such as a County/District Fairgrounds having large parking areas and shelter for equipment and operators, which provides a base for coordinated localized emergency operations, a rally point for mutual aid coming into an area, and a site for post-disaster population support and recovery.

**Mutual Aid Agreement:** Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.

**Mutual Aid Coordinator:** An individual at local government, operational area, region or state level that is responsible to coordinate the process of requesting, obtaining, processing and using mutual aid resources. Mutual Aid Coordinator duties will vary depending upon the mutual aid system.

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

**Mutual Aid Staging Area:** A temporary facility established by the California Emergency Services Agency (CalEMA) within, or adjacent to, affected areas. It may be supported by mobile communications and personnel provided by field or headquarters staff from state agencies, as well as personnel from local jurisdictions throughout the state.

**National Disaster Medical System (NDMS):** A coordinated partnership between DHS, HHS, DOD, and the Department of Veterans Affairs established for the purpose of responding to the needs of victims of a public health emergency. NDMS provides medical response assets and the movement of patients to healthcare facilities where definitive medical care is received when required.

**National Flood Insurance Program (NFIP):** The Federal program, created by an act of Congress in 1968 that makes flood insurance available in communities that enact satisfactory floodplain management regulations.

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

**National Infrastructure Coordination Center (NICC):** Managed by the DHS Information Analysis and Infrastructure Protection Directorate, the NICC monitors the Nation's critical infrastructure and key resources on an ongoing basis. In the event of an incident, the NICC provides a coordinating vehicle to share information with critical infrastructure and key resources information-sharing entities.

**National Interagency Coordination Center (NICC):** Located in Boise, ID The organization responsible for coordinating allocation of resources to one or more coordination centers or major fires within the Nation.

**National Response Framework (NRF):** A guide to how the Nation conducts all-hazards response.

**National Warning System:** The federal portion of the civil defense warning system, used to disseminate warning and other emergency information from the warning centers or regions to warning points in each state.

**Nongovernmental Organization:** An entity with an association that is based on interests of its members, individuals, or institutions and that is not created by a government, but may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the American Red Cross.

**One Hundred (100)-Year Flood:** The flood elevation that has a one-percent chance of being equaled or exceeded in any given year. It is also known as the base flood elevation.

**Operational Area:** An intermediate level of the state emergency organization, consisting of a county and all political subdivisions within the county area.

**Operational Area Coordinator:** The individual within the operational area responsible for a specific function such as law enforcement, coroner's services, or emergency medical services.

**Operational Period:** The period of time scheduled for execution of a given set of operation actions as specified in the Incident or EOC Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.

**Operations Section:** One of the five primary functions found at all SEMS levels that is responsible for all tactical operations at the incident, or for the coordination of operational activities at an EOC. The Operations Section at the SEMS Field Response Level can include Branches, Divisions and/or Groups, Task Forces, Team, Single Resources and Staging Areas. At the EOC levels, the Operations Section would contain Branches or Divisions as necessary because of span of control considerations.

**Out-of-Service Resources:** Resources assigned to an incident but unable to respond for mechanical, rest, or personnel reasons.

**Plan:** As used by Cal OES, a document which describes the broad, overall jurisdictional response to potential extraordinary emergencies or disasters.

**Planning Meeting:** Meetings held as needed throughout the duration of an incident to address specific strategies and tactics for incident control and planning. On larger incidents, the planning meeting is a major element in the development of the Incident Action Plan. Planning meetings are also an essential activity at all SEMS EOC levels.

**Planning/Intelligence Section:** One of the five primary functions found at all SEMS levels. Responsible for the collection, evaluation, and dissemination of information related to the incident or an emergency, and for the preparation and documentation of Incident or EOC Action Plans. The section also maintains information on the current and forecasted situation, and on the status of resources assigned to the incident.

**Political Subdivision:** Includes any city, city and county, county, district, or other local governmental agency or public agency authorized by law.

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

**Preparedness Organizations:** The groups that provide interagency coordination for domestic incident management activities in a non-emergency context. Preparedness organizations can include all agencies with a role in incident management, for prevention, preparedness, response, or recovery activities. They represent a wide variety of committees, planning groups, and other organizations that meet and coordinate to ensure the proper level of planning, training, equipping, and other preparedness requirements within a jurisdiction or area.

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

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

**Principal Federal Official (PFO):** The Federal official designated by the Secretary of Homeland Security to act as his/her representative locally to oversee, coordinate, and execute the Secretary's incident management responsibilities under HSPD-5 for Incidents of National Significance.

**Procurement Unit:** Functional unit within the Finance/Administration Section responsible for financial matters involving vendor contracts.

**Public Assistance (PA):** Supplementary Federal assistance provided under the Stafford Act to State and local governments or certain private, nonprofit organizations other than assistance for the direct benefit of individuals and families.

**Public Information Officer:** The individual at field or EOC level that has been delegated the authority to prepare public information releases and to interact with the media. Duties will vary depending upon the agency and SEMS level.

**Radiological Protection:** The organized effort, through warning, detection, and preventive and remedial measures, to minimize the effect of nuclear radiation on people and resources.

**Radiological Officer: (RO)** An individual assigned to an Emergency Management Staff who is responsible for radiological protection operations. The RO is the principal advisor to the Director/Coordinator and other officials on matters pertaining to radiological protection operations.

**Radiological Monitor:** An individual trained to measure, record, and report radiation exposure and exposure rates; provide limited field guidance on radiation hazards associated with operations to which he/she is assigned; and perform operator's checks and maintenance on radiological instrument.

**Reception Area:** An area which, through a hazard analysis and related preparedness planning, is pre-designated to receive and care for (or provide basic needs for) persons displaced from a hazard area.

**Recovery:** Activities traditionally associated with providing Federal supplemental disaster recovery assistance under a Presidential major disaster declaration. These activities usually begin within days after the event and continue after the response activities cease. Recovery includes individual and public assistance programs which provide temporary housing assistance, grants and loans to eligible individuals and government entities to recovery from the effects of a disaster.

**Recovery Plan:** A plan developed by a State, local, or tribal jurisdiction with assistance from responding Federal agencies to restore the affected area.

**Regional Director (RD):** A director of a regional office of FEMA, or his/her designated representative. As used in the Stafford Act, Regional Director also means the Disaster Recovery Manager who has been appointed to exercise the authority of the regional Director for a particular emergency or major disaster.

**Regional Emergency Operations Center (REOC):** Facilities found at Cal OES Administrative Regions. REOCs are used to coordinate information and resources among operational areas and between the operational areas and the state level.

**Resources:** Personnel and equipment available, or potentially available, for assignment to incidents or to EOCs. Resources are described by kind and type, and may be used in tactical support or supervisory capacities at an incident or at EOCs.

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

**Resources Unit:** Functional unit within the Planning Section at the SEMS Field Response level responsible for recording the status of resources committed to the incident. The Unit also evaluates resources currently committed to the incident, the impact that additional responding resources will have on the incident, and anticipated resources needs.

**Response:** Activities to address the immediate and short-term effects of an emergency or disaster. Response includes immediate actions to save lives, protect property and meet basic human needs. Based on the requirements of the situation, response assistance will be provided to an affected State under the National Response Framework using a partial activation of selected ESFs or full activation of all ESFs to meet the needs of the situation.



**Safety Officer:** A member of the Command Staff at the incident or within an EOC responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The Safety Officer may have assistants.

**Section:** That organization level with responsibility for a major functional area of the incident or at an EOC, e.g., Operations, Planning, Logistics, Finance/Administration.

**Section Chief:** The ICS title for individuals responsible for command of functional sections: Operations, Planning/Intelligence (or Planning), Logistics and Finance/Administration (or Finance). At the EOC level, the position title will be Section Coordinator.

**Sensitive Facilities:** Facilities in reception areas that will not normally be used as lodging facilities for relocatees. The facilities area either considered unsuitable or are required for essential activities (food establishments, fire stations, banks, radio stations, etc.). However, if any of these facilities provide adequate protection against radioactive fallout, they may be used as fallout shelters.

**Service:** An organization assigned to perform a specific function during an emergency. It may be one department or agency if only that organization is assigned to perform the function, or it may be comprised of two or more normally independent organizations grouped together to increase operational control and efficiency during the emergency.

**Service Branch:** A Branch within the Logistics Section in the field that is responsible for service activities at the incident and includes the Communications, Medical and Food Units.

**Shelter Complex:** A geographic grouping of facilities to be used as a fallout shelter when such an arrangement serves planning, administrative, and/or operation purposes. Normally, a complex will include a maximum of 25 individual shelter facilities, within a diameter of about 2 mile.

**Shelter Manager:** An individual who provides for the internal organization, administration, and operation of a shelter facility.

**Short-Term Prediction:** A prediction of an earthquake that is expected within a few hours to a few weeks. The short-term-prediction can be further described as follows:

**Alert--**Three days to a few weeks

**Imminent Alert--**Now to three days

**Single Resource:** An individual, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified work supervisor that can be used on an incident.

**Situation Status Unit:** Functional unit within the Planning Section responsible for the collection, organization and analysis of incident status information, and for analysis of the situation as it progresses. Reports to the Planning Section Chief.

**Span of Control:** The supervisory ratio maintained within an ICS or EOC organization. A span of control of five-positions reporting to one supervisor is considered optimum.

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

**Stafford Act:** Robert T. Stafford disaster Relief and Emergency Assistance Act, PL 100-707, signed into law November 23, 1988; amended the Disaster Relief Act of 1974, PL 93-288.

**Staging Areas:** Staging Areas are locations set up at an incident where resources can be placed while awaiting a tactical assignment. Staging Areas are managed by the Operations Section.

**Staging Area Managers:** Individuals within ICS organizational units that are assigned special managerial responsibilities at Staging Areas. (Also Camp Manager.)

**Standard Operating Procedures (SOPs):** A set of instructions having the force of a directive, covering those features of operations which lend themselves to a definite or standardized procedure. Standard operating procedures support an annex by indicating in detail how a particular task will be carried out.

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

**State Agency:** Any department, division, independent establishment, or agency of executive branch of the state government.

**State Coordinating Officer (SCO):** The person appointed by the Governor to act for the State in cooperation with the Federal Coordinating Officer.

**State Emergency Organization:** The agencies, board, and commissions of the executive branch of state government and affiliated private sector organizations.

**State Emergency Plan:** The State of California Emergency Plan as approved by the Governor.

**State of Emergency:** The duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, or earthquake or other conditions, other than conditions, resulting from a labor controversy, or conditions causing a "state of war emergency", which conditions by reason of magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat.

**State of War Emergency:** The condition which exists immediately, with or without a proclamation thereof by the Governor, whenever the state or nation is directly attacked by an enemy of the United States, or upon the receipt by the state of a warning from the federal government that such an enemy attack is probable or imminent.

**State Operations Center (SOC):** An EOC facility operated by CalEMA at the state level in SEMS.

**Strategic:** Strategic elements of incident management are characterized by continuous long-term, high-level planning by organizations headed by elected or other senior officials. These elements involve the adoption of long-range goals and objectives, the setting of priorities; the establishment of budgets and other fiscal decisions, policy development, and the application of measures of performance or effectiveness.

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

**Strike Team:** A set of resources of the same kind and type that have an established minimum number of personnel.

**Subgrantee:** An eligible applicant in federally declared disasters.

**Supply Unit:** Functional unit within the Support Branch of the Logistics Section responsible for ordering equipment and supplies required for incident operations.

**Support Branch:** A Branch within the Logistics Section in the field responsible for providing personnel, equipment and supplies to support incident operations. Includes Supply, Facilities and Ground Support Units.

**Support Resources:** Non-tactical resources under the supervision of the Logistics, Planning/Intelligence, Finance/Administration Sections or the Command Staff.

**Supporting Materials:** Attachments that may be included with an Incident Action Plan such as the communications plan, map, safety plan, traffic plan, and medical plan.

**Task Force:** A combination of single resources assembled for a particular tactical need with common communications and a leader.

**Team:** (See Single Resource.)

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

**Technical Specialists:** Personnel with special skills that can be used anywhere within the ICS or EOC organization.

**Technological Hazard:** Includes a range of hazards emanating from the manufacture, transportation, and use of such substances as radioactive materials, chemicals, explosives, flammables, agricultural pesticides, herbicides and disease agents; oil spills on land, coastal waters or inland water systems; and debris from space.

**Terrorism:** As defined in the Homeland Security Act of 2002, activity that involves an act that is dangerous to human life or potentially destructive of critical infrastructure or key resources; is a violation of the criminal laws of the United States or of any State or other subdivision of the United States; and appears to be intended to intimidate or coerce a civilian population, to influence the policy of a government by intimidation or coercion, or to affect the conduct of a government by mass destruction, assassination, or kidnapping.

**The Petris Bill #1841:** As a result of the lessons learned from the disasters in Northern California, the State of California passed into law in September of 1992 the Petris Bill. This legislation directs the Office of Emergency Services to implement the use of the ICS and MACS throughout the State by no later than December 1, 1996.

**Threat:** An indication of possible violence, harm, or danger.

**Time Unit:** Functional unit within the Finance/Administration Section responsible for recording time for incident or EOC personnel and hired equipment.

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

**Traffic Control Points (TCP):** Places along movement routes that are manned by emergency personnel to direct and control the flow of traffic.

**Triage:** A process of priority sorting sick and injured people on the basis of urgency and type of condition presented so that they can be routed to appropriate medical facilities.

**Tribal:** Any Indian tribe, band, nation, or other organized group or community, including any Alaskan Native Village as defined in or established pursuant to the Alaskan Native Claims Settlement Act (85 stat. 688) [43 U.S.C.A. and 1601 et seq.], that is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians.

**Tsunami:** Also called a seismic sea wave. It is a large oceanic wave generated by earthquakes, submarine volcanic eruptions, or large submarine landslides in which sudden forces are applied to the water mass. The fastest tsunami waves can move at speeds of hundreds of miles per hour in the open ocean. However, as the waves enter shallower waters in coastal area, wave velocity decreases and wave height can increase to 100 feet or more on impact at the shore line.

**Type:** Refers to resource capability. A Type 1 resource provides a greater overall capability due to power, size, capacity, etc., than would be found in a Type 2 resource. Resource typing provides managers with additional information in selecting the best resource for the task.

**Unified Area Command:** A Unified Area Command is established when incidents under an Area Command are multi-jurisdictional. (See Area Command and Management.)

**Unified Command:** In ICS, Unified Command is a unified team effort which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility or accountability.

**Unit:** An organizational element having functional responsibility. Units are commonly used in incident Planning Logistics, or Finance/Administration Section and can be used in operations for some applications. Units are also found in EOC organizations.

**Unity of Command:** The concept by which each person within an organization reports to one and only one designated person.

**Volunteers:** Individuals who make themselves available for assignment during an emergency. These people may or may not have particular skills needed during emergencies and may or may not be part of a previously organized group.

**PART TWO - EMERGENCY ORGANIZATION FUNCTIONS  
MANAGEMENT SECTION**

**CONTENTS**

**MANAGEMENT**

PURPOSE .....	M-9
OVERVIEW.....	M-9
OBJECTIVES .....	M-9
CONCEPT OF OPERATIONS.....	M-9
SECTION ACTIVATION PROCEDURES .....	M-10
 <b>CITY OF THOUSAND OAKS EOC ORGANIZATION CHART .....</b>	 M-11
<b>RESPONSIBILITIES CHART .....</b>	M-12
<b>MANAGEMENT SECTION STAFF .....</b>	M-13
<b>COMMON EOC RESPONSIBILITIES .....</b>	M-15
 <b>SECTION POSITION CHECKLISTS</b>	
EOC DIRECTOR .....	M-17
PUBLIC INFORMATION OFFICER .....	M-21
LIAISON OFFICER .....	M-25
SAFETY OFFICER .....	M-29
SECURITY OFFICER .....	M-31
LEGAL ADVISOR.....	M-33
COMPENSATION/CLAIMS .....	M-35
CITY COUNCIL .....	M-37
POLICY GROUP .....	M-39

**MANAGEMENT SECTION SUPPORT DOCUMENTATION**

**EOC DIRECTOR (Look in Forms Section also)**

EMPLOYEE EMERGENCY RESPONSE .....	MS-3
PUBLIC NOTIFICATION SYSTEM .....	MS-9

**LEGAL OFFICER (Look in Forms Section also)**

LOCAL AND STATE PROCLAMATIONS .....	MS-11
EXHIBIT 1 – RESOLUTION REQUESTING GOVERNOR TO PROCLAIM A “STATE OF EMERGENCY” AND REQUEST FOR STATE AND FEDERAL ASSISTANCE.....	MS-15
EXHIBIT 2 - RESOLUTION PROCLAIMING EXISTENCE OF A LOCAL EMERGENCY AND RENDERING CERTAIN EMERGENCY ORDERS.....	MS-17
EXHIBIT 3 -PROCLAMATION AND ORDER OF THE DIRECTOR OF EMERGENCY SERVICES PROCLAIMING EXISTENCE OF LOCAL EMERGENCY.....	MS-21

---

## EMERGENCY OPERATIONS PLAN

---

EXHIBIT 4 – RESOLUTION REQUESTING A PRESIDENTIAL DECLARATION AND ASKING FOR ASSISTANCE DUE TO THE EXTENT AND SEVERITY OF THE PROCLAIMED LOCAL EMERGENCY.....	MS-23
CITY OF THOUSAND OAKS EMERGENCY ORGANIZATION ORDINANCE.....	MS-25
CALIFORNIA DISASTER AND CIVIL DEFENSE MASTER MUTUAL AID AGREEMENT .....	MS-31
EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC).....	MS-37
AUTHORITIES AND RESPONSIBILITIES OF LOCAL HEALTH OFFICERS IN DISASTERS ...	MS-43

### **PUBLIC INFORMATION OFFICER (Look in Forms Section also)**

EMERGENCY ALERT SYSTEM ACTIVATION PROCEDURES .....	MS-51
THE PUBLIC INFORMATION OFFICER .....	MS-53
MEDIA ACCREDITATION .....	MS-61

### **LIAISON OFFICER (Look in Forms Section also)**

EOC VISITOR CONTROL PROCEDURES .....	MS-63
--------------------------------------	-------

### **FORMS SECTION**

EMERGENCY PUBLIC INFORMATION RELEASE LOG .....	MS-65
PUBLIC INFORMATION STATUS LOG .....	MS-67
EOC VISITATION REQUEST FORM .....	MS-71
AGENCY REPRESENTATIVE REGISTRATION FORM .....	MS-73
ACTIVITY LOG .....	MS-75

## **OPERATIONS**

PURPOSE .....	O-5
OVERVIEW.....	O-5
OBJECTIVES .....	O-5
CONCEPT OF OPERATIONS.....	O-5
ORGANIZATION AND RESPONSIBILITIES .....	O-6
SECTION ACTIVATION PROCEDURES .....	O-6

<b>CITY OF THOUSAND OAKS EOC ORGANIZATION CHART .....</b>	<b>O-7</b>
---	------------

<b>RESPONSIBILITIES CHART .....</b>	<b>O-8</b>
-------------------------------------	------------

<b>OPERATIONS SECTION STAFF .....</b>	<b>O-9</b>
---------------------------------------	------------

<b>COMMON EOC RESPONSIBILITIES.....</b>	<b>O-11</b>
---	-------------

### **SECTION POSITION CHECKLISTS**

OPERATIONS SECTION COORDINATOR DIRECTOR .....	O-13
LAW ENFORCEMENT BRANCH DIRECTOR.....	O-15
FIRE, MEDICAL, AND HEALTH BRANCH DIRECTOR .....	O-19
CARE AND SHELTER BRANCH DIRECTOR.....	O-23
BUILDING AND SAFETY BRANCH DIRECTOR .....	O-27
PUBLIC WORKS BRANCH DIRECTOR.....	O-31

---

## EMERGENCY OPERATIONS PLAN

---

TRAFFIC SIGNALS/DETOURS UNIT LEADER .....	O-35
ENGINEERING/INFRASTRUCTURE UNIT LEADER .....	O-37
UTILITIES/DEVELOPMENT UNIT LEADER.....	O-39
BRIDGES/CALTRANS UNIT LEADER .....	O-41

### OPERATIONS SECTION SUPPORT DOCUMENTATION

#### **CARE AND SHELTER BRANCH (Look in Forms Section also)**

LIST OF FACILITIES TO USE AS SHELTERS .....	OS-3
RESIDENTIAL CARE AND SKILLED NURSING FACILITIES .....	OS-5
SHELTER-IN-PLACE .....	OS-7

#### **LAW ENFORCEMENT BRANCH (Look in Forms Section also)**

ALERT AND WARNING PROTOCOLS.....	OS-7
LOCAL ALERTING AND WARNING SYSTEM .....	OS-7
Mobile Emergency Vehicle Sirens and Loud Speakers .....	OS-7
TOTV/Cable Television.....	OS-7
Public Notification System (PNS) .....	OS-7
Emergency Alert System (EAS).....	OS-7
OPERATIONAL AREA ALERTING, NOTIFICATION AND WARNING SYSTEMS .....	OS-8
VC Alert .....	OS-8
Operational Area Satellite Information System (OASIS).....	OS-8
EAS .....	OS-8
STATE ALERTING AND WARNING SYSTEMS.....	OS-8
California Warning System (CALWAS) .....	OS-8
California Emergency Services Fire Radio Systems (CESFRS) .....	OS-9
California Emergency Services Radio System (CESRS) .....	OS-9
California Law Enforcement Mutual Aid Radio System (CLEMARS) .....	OS-9
California Law Enforcement Telecommunications System (CLETS) .....	OS-9
EAS .....	OS-9
Emergency Digital Information System (EDIS).....	OS-9
OASIS.....	OS-10
FEDERAL ALERTING AND WARNING SYSTEMS .....	OS-10
EAS .....	OS-10
National Warning System (NAWAS) .....	OS-10
National Weather Service (NWS).....	OS-10
EMERGENCY CONDITIONS AND WARNING ACTIONS.....	OS-11
Earthquake.....	OS-11
Earthquake Advisories .....	OS-11
Earthquake Prediction (Short-Term) .....	OS-12
Fire .....	OS-13
Flood .....	OS-13
Flood Stages and Bulletins .....	OS-13



---

## EMERGENCY OPERATIONS PLAN

---

Hazardous Materials Situations .....	OS-13
Tsunami (Seismic Sea Wave) .....	OS-13
Severe Weather Warning.....	OS-13
Terrorism-The National Terrorism Advisory System (NTAS) .....	OS-14
NTAS Alerts .....	OS-14
Alert Announcements .....	OS-14
NATIONAL WEATHER SERVICE ISSUANCES .....	OS-15
THOUSAND OAKS DISASTER ASSISTANCE RESPONSE TEAM (DART) .....	OS-17

### **FIRE BRANCH (Look in Forms Section also)**

THOUSAND OAKS DISASTER COMMUNITY EMERGENCY RESPONSE TEAMS (CERT) ..	OS-19
RADIOLOGICAL PROTECTION PROCEDURES .....	OS-21
CIVIL PREPAREDNESS GUIDE RADIOLOGICAL PROTECTION REQUIREMENTS .....	OS-23

### **PUBLIC WORKS BRANCH (Look in Forms Section also)**

EMERGENCY POTABLE WATER-PROCUREMENT AND DISTRIBUTION .....	OS-25
WATER CONCEPT OF OPERATIONS.....	OS-27

## FORMS

THOUSAND OAKS DAILY SHELTER ACTIVITY REPORT .....	OS-31
CRITICAL FACILITIES STATUS LOG .....	OS-33
ACTIVITY LOG .....	OS-35

## PLANNING

PURPOSE .....	P-3
OVERVIEW.....	P-3
OBJECTIVES .....	P-3
CONCEPT OF OPERATIONS.....	P-4
SECTION ACTIVATION PROCEDURES .....	P-4
CITY OF THOUSAND OAKS EOC ORGANIZATION CHART .....	P-5
RESPONSIBILITIES CHART .....	P-6
PLANNING SECTION STAFF .....	P-7
COMMON EOC RESPONSIBILITIES.....	P-9
PLANNING/INTELLIGENCE SECTION POSITION CHECKLISTS .....	P-11
PLANNING/INTELLIGENCE SECTION COORDINATOR .....	P-11
SITUATION STATUS UNIT LEADER.....	P-15
DOCUMENTATION UNIT LEADER.....	P-19
DAMAGE ASSESSMENT UNIT LEADER.....	P-21
ADVANCE PLANNING UNIT LEADER.....	P-23
RECOVERY PLANNING UNIT LEADER.....	P-25

---

## EMERGENCY OPERATIONS PLAN

---

DEMOBILIZATION UNIT LEADER .....	P-27
GEOGRAPHIC INFORMATION SYSTEMS (GIS) UNIT LEADER.....	P-29
RESOURCES UNIT LEADER.....	P-31

### PLANNING/INTELLIGENCE SECTION SUPPORT DOCUMENTATION

#### DOCUMENTATION UNIT (Look in Forms Section also)

ACTION PLANNING.....	PS-3
“Planning P” .....	PS-4
AFTER ACTION/CORRECTIVE ACTION .....	PS-5

#### RECOVERY UNIT (Look in Forms Section also)

TYPES OF RECOVERY PROGRAMS .....	PS-11
----------------------------------	-------

### FORMS

EOC ACTION PLAN TEMPLATE.....	PS-13
EOC ORGANIZATION ASSIGNMENT LIST (ICS FORM 203).....	PS-21
EOC RADIO COMMUNICATIONS PLAN (ICS FORM 205) .....	PS-23
INITIAL DAMAGE ESTIMATE (IDE) FORM .....	PS-25
EVENT/MAJOR INCIDENT REPORT .....	PS-29
SITUATION REPORT.....	PS-31
AFTER ACTION/CORRECTIVE ACTION (AA/CA) REPORT SURVEY TEMPLATE.....	PS-33
AFTER ACTION REPORT QUESTIONNAIRE.....	PS-37
ACTIVITY LOG .....	PS -45

### LOGISTICS

PURPOSE .....	L-3
OVERVIEW.....	L-3
OBJECTIVES .....	L-3
CONCEPT OF OPERATIONS.....	L-4
SECTION ACTIVATION PROCEDURES .....	L-4

CITY OF THOUSAND OAKS EOC ORGANIZATION CHART .....	L-5
--	-----

RESPONSIBILITIES CHART .....	L-6
------------------------------	-----

LOGISTICS SECTION STAFF.....	L-7
------------------------------	-----

COMMON EOC RESPONSIBILITIES.....	L-9
----------------------------------	-----

POSITION CHECKLISTS .....	L-11
---------------------------	------

LOGISTICS SECTION COORDINATOR .....	L-11
-------------------------------------	------

INFORMATION SYSTEMS UNIT LEADER .....	L-15
---------------------------------------	------

TRANSPORTATION UNIT LEADER.....	L-17
---------------------------------	------

---

## EMERGENCY OPERATIONS PLAN

---

PERSONNEL UNIT LEADER.....	L-19
PROCUREMENT UNIT LEADER .....	L-21
PURCHASING UNIT LEADER .....	L-25
FACILITIES UNIT LEADER .....	L-27
COMMUNICAITONS UNIT LEADER.....	L-29

### LOGISTICS SUPPORT DOCUMENTATION

#### COMMUNICATIONS UNIT (Look in Forms Section also)

AUXILIARY COMMUNICATIONS SERVICES (ACS).....	LS-3
--	------

#### PERSONNEL UNIT (Look in Forms Section also)

FEEDING EOC SUPPORT AND FIELD STAFF.....	LS-5
ANIMAL CARE.....	LS-7
FAMILY AND CHILD CARE .....	LS-9
REQUESTING CRITICAL INCIDENT STRESS MANAGEMENT (CISM) PROCEDURES .....	LS-11
GUIDELINES FOR UTILIZATION OF VOLUNTEERS .....	LS-13

#### FORMS SECTION

ACTIVITY LOG .....	LS-17
CITY EOC RESOURCE REQUEST .....	LS-19
MISSION/REQUEST TASKING FORM .....	LS-21
SAMPLE PROCUREMENT FORM.....	LS-23
EOC RADIO COMMUNICATIONS PLAN (ICS FORM 05) .....	LS-25

## FINANCE

PURPOSE .....	F-3
OVERVIEW.....	F-3
OBJECTIVES .....	F-3
CONCEPT OF OPERATIONS.....	F-4
SECTION ACTIVATION PROCEDURES .....	F-5
CITY OF THOUSAND OAKS EOC ORGANIZATION CHART .....	F-6
RESPONSIBILITIES CHART .....	F-7
FINANCE SECTION STAFF .....	F-9
COMMON EOC RESPONSIBILITIES.....	F-11
SECTION POSITION CHECKLISTS.....	F-13
FINANCE SECTION COORDINATOR .....	F-13
COST RECOVERY UNIT LEADER .....	F-17
TIME KEEPING UNIT LEADER.....	F-19
COST ANALYSIS UNIT LEADER .....	F-21

<b>FINANCE SUPPORT DOCUMENTATION</b>
--------------------------------------

**COST RECOVERY UNIT (Look in Forms Section also)**

EMERGENCY ACCOUNTING RECORDS .....	FS-3
DISASTER ACCOUNTING SYSTEM: DOS AND DON'TS .....	FS-5
PROCEDURES FOR APPLYING FOR FINANCIAL ASSISTANCE .....	FS-7
FEMA WORK CATEGORIES .....	FS-11
TYPES OF RECOVERY PROGRAMS .....	FS-13
CITY RESOLUTION ADOPTING CALTRANS EQUIPMENT RENTAL RATE .....	FS-15
HAZARD MITIGATION .....	FS-17

**FORMS SECTION**

DESIGNATION OF APPLICANT'S AGENT RESOLUTION (CAL OES FORM 130) .....	FS-21
PROJECT ASSURANCES FOR FEDERAL ASSISTANCE (CAL OES FORM 89).....	FS-23
PROJECT WORKSHEET (FEMA FORM 90-91).....	FS-25
EOC CHECK-IN LIST .....	FS-27
ACTIVITY LOG .....	FS-29
DISASTER LABOR RECORD (SAMPLE) .....	FS-31
DISASTER MATERIALS RECORD (SAMPLE) .....	FS-32
DISASTER FORCE ACCOUNT EQUIPMENT RECORD (SAMPLE) .....	FS-33
DISASTER RENTED EQUIPMENT RECORD (SAMPLE) .....	FS-34
CONTRACT WORK SUMMARY RECORD (SAMPLE).....	FS-35
MEMO REGARDING CITY EMPLOYEE DUTY LOGS.....	FS-37
EMPLOYEE DUTY LOG FORM .....	FS-39
MEMO REGARDING CITY THEATRE EMPLOYEE DUTY LOG.....	FS-39
THEATRE EMPLOYEE DUTY LOG FORM.....	FS-42
LETTER REGARDING CHARITABLE CONTRIBUTIONS .....	FS-43
CHARITABLE CONTRIBUTIONS FORM .....	FS-44

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## **MANAGEMENT SECTION**

### **PURPOSE**

To direct and manage the City's response and recovery from an emergency in a uniformed and coordinated effort to protect people, property, and the environment.

### **OVERVIEW**

The Management Section is responsible for overall emergency policy and coordination through the joint efforts of governmental agencies, non-governmental agencies, and private sector organizations.

The Management Section incorporates the following functions:

- EOC Director
- Public Information Officer
- Liaison Officer
- Safety Officer
- Security Officer
- Legal Advisor
- Compensation/Claims
- City Council
- Policy Group

### **OBJECTIVES**

To ensure the effective management of response forces and resources in preparing for and responding to local or national emergencies, Management Section objectives include:

- Overall management and coordination of emergency response and recovery operations, including on-scene incident management as required.
- Coordinate and liaise with federal, state, and local public agencies, including the private sector and volunteer agencies.
- Establish priorities and resolve any conflicting demands for support.
- Prepare and disseminate emergency public information to inform, alert and warn the public.
- Disseminate damage information and other essential data.

### **CONCEPT OF OPERATIONS**

The Management Section will operate under the following policies during an emergency as the situation dictates:

- SEMS and NIMS will be followed.
- City and departmental operating procedures will be City employees are expected to remain on duty until dismissed. Off City employees are required to return to work in accordance with adopted policies. **(See Employee Guidelines in Management Support Documentation.)**

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## EMERGENCY OPERATIONS PLAN

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- While in an emergency mode, operational periods will be 12 hours for the duration of the event. Operational periods will normally change at 7 a.m. and 7 p.m. Operational periods should be event driven.

City emergency response and recovery operations will be managed in one of three modes, depending on the magnitude of the emergency: Level 1, Level 2, or Level 3.

### **SECTION ACTIVATION PROCEDURES**

The EOC Director is authorized to activate the Management Section.

#### **When to Activate**

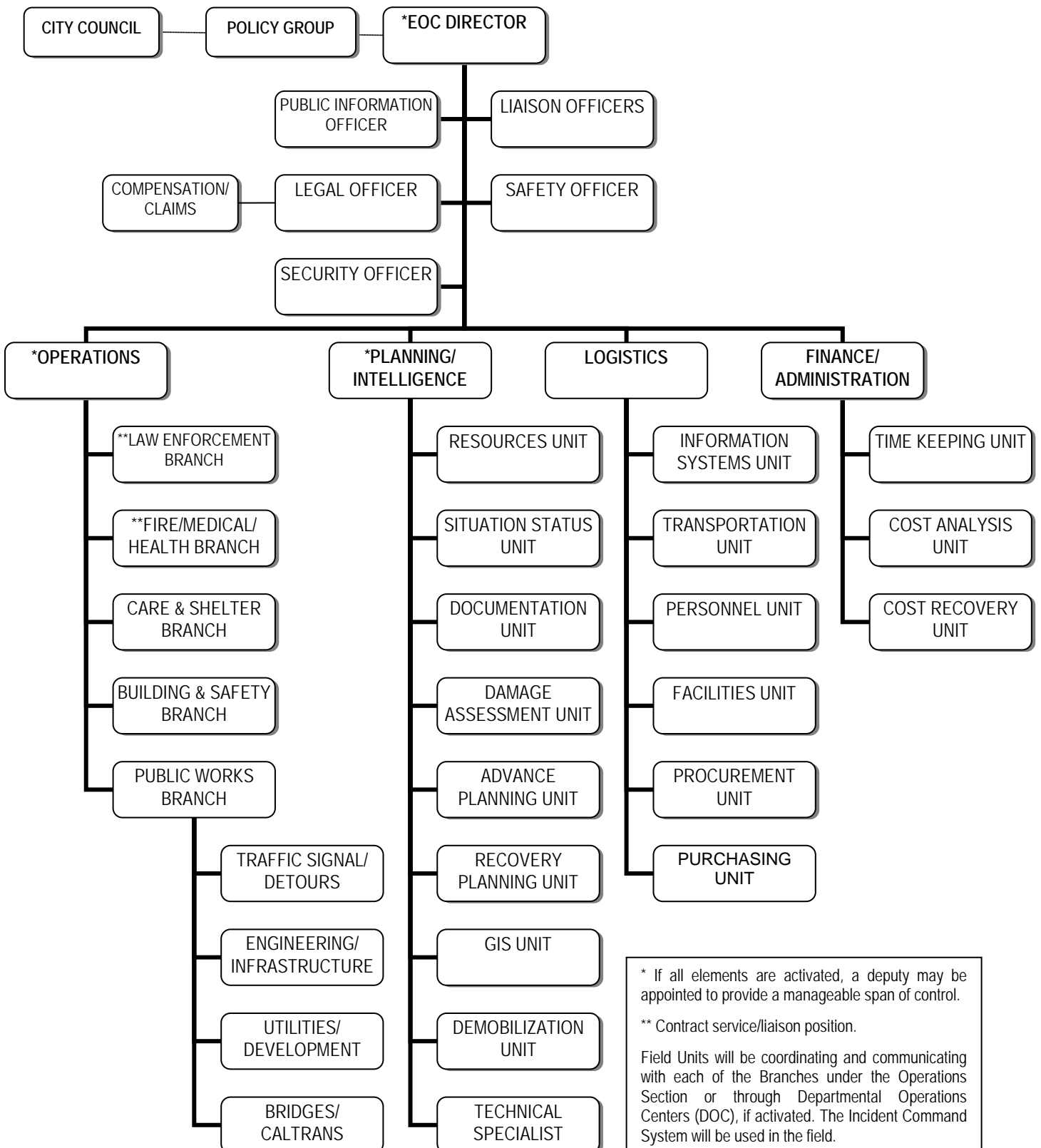
The Management Section may be activated when the City's EOC is activated or upon the order of the EOC Director.

#### **Where to Report**

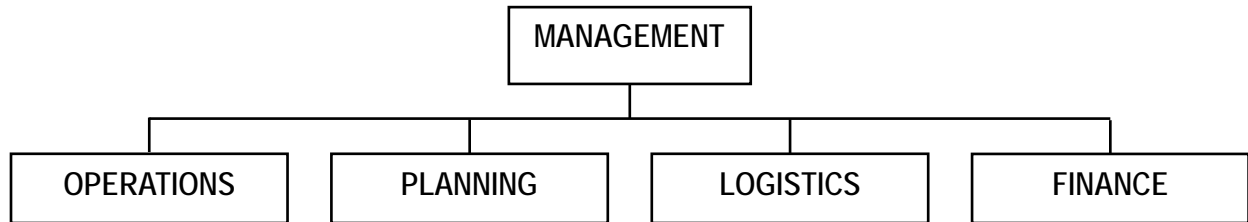
The EOC is located on the 3<sup>rd</sup> floor of the Civic Arts Plaza (Oak, Park & Board Room), 2100 Thousand Oaks Boulevard. The alternate EOC is located at the Municipal Service Center, Annex Building, 1993 Rancho Conejo Blvd.

## EMERGENCY OPERATIONS PLAN

### CITY OF THOUSAND OAKS EOC ORGANIZATION CHART





**RESPONSIBILITIES CHART****Responsibilities:****Management Section**

**Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies, non-governmental agencies and private sector organizations. EOC Director will either activate appropriate sections or perform their functions as needed.**

**Operations Section**

Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan.

**Planning Section**

Responsible for collecting, evaluating and disseminating information; tracking resources; coordinating the development of the City's EOC Action Plan in coordination with other sections; initiating and preparation of the City's After-Action/Corrective Action Report and maintaining documentation.

**Logistics Section**

Responsible for providing communications, facilities, services, personnel, equipment, supplies and materials.

**Finance Section**

Responsible for financial activities and other administrative aspects, including activating and maintaining a Disaster Accounting System, providing financial resources necessary for recovery, maintaining payroll and payments, coordinating documentation for cost recovery and working with disaster agencies on cost recovery.

### **MANAGEMENT SECTION STAFF**

The Management Section is lead by the EOC Director and is established for EOC activation to coordinate operations. The City Manager by city ordinance will fill this position while serving as the Director of Emergency Services during an emergency. The EOC Director, General Staff (Section Coordinators) and others as designated make up the EOC Management Team. The Management team is responsible for advising the EOC Director on policy matters and assisting the Director of Emergency Services and EOC Director in the development of overall strategy, rules, regulations, proclamations and orders. The Management Section also includes the following staff functions required to support the Management function.

- Public Information Officer
- Liaison Officer
- Safety Officer
- Security Officer
- Legal Advisor
- City Council Policy Group

#### **EOC Director**

- Responsible for the overall management of the City's emergency response and recovery effort.
- Determines the operational period and the priorities for the operational period
- Fills any needed Management Section position as needed and if not assigned

#### **Public Information Officer (PIO)**

Ensures that:

- Information support is provided on request
- Information released is consistent, accurate, and timely
- Appropriate information is provided to all required agencies and the media

#### **Liaison Officer**

- Serves as a point of contact for the Agency Representatives from assisting organizations, all councilmembers and other elected representatives, and agencies outside our city government structure
- Aids in coordinating the efforts of city, local, state, federal, and other outside agencies to reduce the risk of their operating independently
- Coordinate and communicate regularly with the Terrorism Liaison Officer at the County's Joint Regional Intelligence Center (JRIC), if activated

#### **Safety Officer**

- Identifies and mitigates safety hazards and situations of potential City liability during EOC operations
- Ensures a safe working environment in the EOC

- Typically is most needed at the beginning of and EOC activation and when the safety of the EOC has been assessed, this position may be only filled as needed

**Security Officer**

- Responsible for security of all EOC facilities and personnel

**Legal Advisor**

- Provides legal advice to the EOC Director in all legal matters relative to the emergency and assists in the proclamation of an emergency
- Manages the investigation and compensation of physical injuries and property damage claims involving the City arising out of an emergency, including completing all forms required by Worker's Compensation programs and local agencies, maintaining a file of injuries and illnesses associated with the incident, providing investigative support of claims and issuing checks upon settlement of claims.

**Compensation/Claims**

Under the guidance of the Legal Advisor, Compensation/Claims is responsible for managing the investigation and compensation of physical injuries and property damage claims involving the City arising out of an emergency/disaster, including completing all forms required by workers' compensation programs and local agencies, maintaining a file of injuries and illnesses associated with the incident, and for providing investigative support of claims.

**City Council**

- Proclaims and/or ratifies a local emergency, approve emergency orders, and serve as City Official

**Policy Group**

- Department directors
- Gives policy support to the EOC Director
- May provide City departmental support to the EOC Director

**COMMON EOC RESPONSIBILITIES**

(The following is a checklist applicable to all EOC positions and is to be used in conjunction with the specific checklist for each EOC position.)

- ☐ Check-in upon arrival at the EOC.
- ☐ Report to your EOC organizational supervisor.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself by putting on your vest.
- ☐ Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Log into WebEOC. **(Procedures can be found in the Appendix.)**
- ☐ Open and maintain a position activity log.
- ☐ Determine 24-hour staffing requirements and request additional support as required.
- ☐ Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center/Joint Information Center.
- ☐ Request additional resources through the appropriate Logistics Section Unit.
- ☐ Based on the situation as known or forecasted, determine likely future Section needs.
- ☐ Think ahead and *anticipate* situations and problems before they occur.
- ☐ Using activity log, maintain all required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster. Document:
  - Messages received
  - Action taken
  - Decision justification and documentation
  - Requests filled
  - EOC personnel, time on duty and assignments

*Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.*

**General Operational Duties**

- ☐ Keep up to date on the situation and resources associated with your position.
- ☐ Maintain current status reports and displays.
- ☐ Keep your EOC organizational supervisor advised of your status and activity and on any problem areas that now need or will require solutions.
- ☐ Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.

- ☐ Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and **anticipate** support requirements and forward to your EOC organizational supervisor.
- ☐ Monitor your position activities and adjust staffing and organization to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your EOC organizational supervisor at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

**Deactivation**

- ☐ Ensure that all required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- ☐ Determine what follow-up to your assignment might be required before you leave.
- ☐ Deactivate your position and close out logs when authorized by your EOC organizational supervisor.
- ☐ Leave forwarding phone number where you can be reached.

**EOC DIRECTOR**

**SUPERVISOR:** City Council

**RESPONSIBILITIES:**

- Serve as the Director of Emergency Services for the City.
- Make executive decisions based on policies of the City Council.
- Issue rules, regulations, proclamations, and orders.
- Establish the appropriate level of organization, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional branches/groups/units, as dictated by the situation.
- Exercise overall management responsibility for the coordination of the response efforts within the affected area. In conjunction with the General Staff, set priorities for response efforts, and ensure that all agency actions are accomplished within the priorities established.
- Ensure that multi-agency or inter-agency coordination is accomplished effectively within the EOC.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page M-17.

**Activation**

- ☐ Establish operational period and EOC objectives.
- ☐ Determine the operational status and appropriate level of activation based on situation as known.
- ☐ As appropriate, respond to the EOC.
- ☐ Mobilize appropriate personnel for initial activation of the EOC.
- ☐ Activate an alternate EOC as required. When there is damage to the primary EOC sufficient to render it unusable, report to the alternate EOC. **(See Appendix for location.)**
- ☐ Obtain briefing from whatever sources are available.

**Position Start-Up Actions**

- ☐ Direct the implementation of the City's Emergency Operations Plan. Confirm level of EOC activation and ensure that positions are filled as needed.
- ☐ Notify the County that the City EOC is activated. (Delegate the task to the Liaison Officer.)
- ☐ Assign staff to initiate check-in procedures.
- ☐ Assign person to record EOC Director Actions.

- ☐ Ensure that the EOC Organization and staffing chart is posted and that arriving team members are assigned by name.
- ☐ Ensure the EOC is properly set up and ready for operations.
- ☐ Support activation of Auxiliary Communication Services (ACS) in the City EOC.
- ☐ Appoint EOC Section Coordinators (General Staff) are in place as soon as possible and are staffing their respective sections.
  - Operations Section Coordinator
  - Planning Section Coordinator
  - Logistics Section Coordinator
  - Finance Section Coordinator
- ☐ Ensure that the Management Section is staffed as soon as possible at the level needed.
  - Public Information Officer
  - Liaison Officer
  - Legal Advisor
  - Compensation/Claims
  - Safety Officer
  - Security Officer
  - City Council
  - Policy Group
- ☐ Ensure WebEOC incident is created
- ☐ Request additional personnel to maintain a 24-hour operation as required.
- ☐ Brief incoming EOC Section personnel prior to their assuming their duties. Briefings should include:
  - Current situation assessment
  - Identification of specific job responsibilities
  - Identification of co-workers within the job function and/or geographical assignment
  - Availability of communications
  - Location of work area
  - Identification of eating and sleeping arrangements as appropriate
  - Procedural instructions for obtaining additional supplies, services and personnel
  - Identification of operational period work shifts
- ☐ Prepare work objectives for Section staff, brief staff and make staff assignments.
- ☐ Ensure that all EOC Management Team meetings, General Staff meetings and policy decisions are documented by a scribe.
- ☐ Ensure telephone, radio and data communications with other facilities are established and functional.
- ☐ Ensure all departments account for personnel and work assignments.
- ☐ Confirm delegation of authority. Obtain guidance as necessary.
- ☐ Determine appropriate delegation of purchasing authority to the Procurement/Purchasing Unit of the Logistics Section.
- ☐ Schedule the first planning meeting.

- ☐ Confer with EOC Operations Section Coordinator and other General Staff to determine what representation is needed at the EOC from other agencies.
- ☐ Ensure that the field agency representatives have been assigned to other facilities as necessary.
- ☐ Determine need and establish, if necessary, a deputy director position.
- ☐ Establish the frequency of briefing sessions.
- ☐ Based on the situation as known or forecasted, determine likely future EOC Management Section needs.
- ☐ Think ahead and *anticipate* situations and problems before they occur.
- ☐ Request additional resources through the appropriate EOC Logistics Section Unit.

**Duties:**

- ☐ In conjunction with the Safety Officer, establish and maintain a safe working environment.
- ☐ Carry out responsibilities of your EOC Section not currently staffed.
- ☐ Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- ☐ Ensure Section logs and files are maintained.
- ☐ Monitor Section activities and adjust Section organization as appropriate.
- ☐ Resolve problems that arise in conducting Section and EOC responsibilities.
- ☐ Conduct periodic briefings for Section. Ensure that all organizational elements are aware of priorities.
- ☐ Carry out responsibilities of all other EOC Sections not currently staffed.
- ☐ Assess situation, work in progress, resources and estimate incident duration.
- ☐ Set up EOC planning meeting schedule with all EOC Section Coordinators.
- ☐ Develop overall strategy with the EOC Section Coordinators.
- ☐ Ensure that EOC Sections are carrying out their principle duties:
  - Implementing operational objectives per the EOC Action Plan.
  - Preparing action plans and status reports.
  - Providing adequate facility and operational support.
  - Providing administrative and fiscal record keeping and support.
- ☐ Develop and issue appropriate rules, regulations, proclamations and orders.
- ☐ Initiate Emergency Proclamations, as needed (**See Management Support Documentation - Legal Documents**)
- ☐ Establish City Hall hours of operation.
- ☐ Conduct periodic briefing sessions with the entire EOC Management Team to update the overall situation.
- ☐ Conduct periodic briefing sessions with the City Council to update the overall situation.
- ☐ Set priorities for restoration of city services.
- ☐ Determine if support is required from other jurisdictions; request mutual aid from the Ventura County Operational Area via Logistics Section.



- ☐ Approve and authorize the implementation of the EOC Action Plan developed and prepared by the EOC Planning Section and EOC Management Team.
- ☐ In conjunction with the EOC Public Information Officer (PIO), coordinate and conduct news conferences and review media releases as required. Establish procedure for information releases affecting inter-agency coordination.
- ☐ Authorize PIO to release information to the media and to access the Emergency Alert System (EAS) as needed through appropriate channels.
- ☐ Monitor performance of EOC personnel for signs of stress or under-performance; initiate Critical Incident Stress Debriefing as appropriate in coordination with Personnel Unit of the Logistics Section.
- ☐ Ensure proper security of the EOC is maintained at all times.
- ☐ Ensure Liaison Officer is providing and maintaining positive and effective inter-agency coordination.
- ☐ Establish and maintain contacts with adjacent jurisdictions/agencies and with other organizational levels as appropriate.
- ☐ Monitor section level activities to assure all appropriate actions are being taken.
- ☐ Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.

**Deactivation:**

- ☐ Authorize deactivation of sections, branches or units when they are no longer required.
- ☐ Notify Ventura County Operational Area, adjacent facilities and other EOC's as necessary of planned time for deactivation.
- ☐ Ensure open actions not yet completed will be taken care of after deactivation.
- ☐ Ensure all required forms or reports are completed prior to deactivation.
- ☐ Be prepared to provide input to the EOC After-Action Report/Corrective Action Report.
- ☐ Deactivate the EOC and close out logs when emergency situation no longer requires activation.
- ☐ Proclaim termination of the emergency and proceed with recovery operations.

**PUBLIC INFORMATION OFFICER**

**SUPERVISOR: EOC Director**

**RESPONSIBILITIES:**

- Serve as the dissemination point for all media releases related to City impacts and activities. Other agencies wishing to release information to the public should coordinate through the Public Information function.
- Coordinate use of the City's public notification system, VC Alert, TOTV, and event page on the City's Website
- Communicate with the public within the affected area receives complete, accurate, timely, and consistent information about lifesaving procedures, health preservation instructions, emergency status and other information, and relief programs and services
- Review and coordinate all related information releases, including dissemination of emergency information to City departments to keep employees apprised of the situation.
- Maintain a relationship with the media representatives and hold periodic press conferences, as required.
- Provide news releases, answer questions the media may have, and arrange for tours or photo opportunities of the incident.
- If multiple agencies and/or jurisdictions are affected and response operations are expected over 24 hours, a Joint Information Center (JIC) may be activated. The JIC could also expand to include county, state, and federal agencies. If a JIC is established, the PIO may send a representative to the JIC.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC Responsibilities on page M-15

**Duties:**

- ☐ Secure guidance from the EOC Director regarding the release of available information, and authorization to issue a VC Alert notification and the posting of information on TOTV and the City's website, if needed. (See **Part Two, Management Support Documentation, Emergency Alert System Procedures**)
- ☐ Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Provide an estimate of the impact and severity and make recommendations, as appropriate.
- ☐ Coordinate all media events with the EOC Director.
- ☐ Ensure that all departments, agencies and response organizations in the jurisdiction are aware that they must coordinate release of emergency information through the PIO and that all press releases must be cleared with the EOC Director before releasing information to the media.

- ☐ Establish a Media Information Center/Joint Information Center at a site away from the EOC, Command Post and incident for media use and dissemination of information. Provide necessary work space, materials, telephones, and staffing. Media Information Center Location: Board Room or City Manager's Office. Announce safe access routes to Media Information Center for media. If there are multiple local, state and federal agencies involved consider establishing a Joint Information Center (JIC) or if a JIC is established designate staff to participate at the JIC.
- ☐ Schedule and post times and locations of news briefings in the EOC, Media Information Center, and other appropriate areas.
- ☐ Prepare and provide approved information to the media. Post news releases in the EOC, Media Information Center, and other appropriate areas.
- ☐ Develop an information release program.
- ☐ Interact with other branches/groups/units to provide and obtain information relative to public information operations.
- ☐ Coordinate with the Situation Status Unit of the Planning Section and define areas of special interest for public information action. Identify means for securing the information as it is developed.
- ☐ Maintain an up-to-date picture of the situation for presentation to media.
- ☐ Obtain, process, and summarize information in a form usable in presentations.
- ☐ Provide periodic briefings and press releases about the disaster situation throughout the affected areas. Refer media representatives to incident level PIOs for specific information.
- ☐ As required, periodically prepare briefings for the jurisdiction executives or elected officials.
- ☐ Develop a fact sheet for field personnel to distribute to residences and local businesses. Include information about water and electrical outages/shortages, water supply stations, health services, etc.
- ☐ Respond to information requests from the EOC Director and EOC Management Team.
- ☐ Ensure that a rumor control function is established as necessary, and has the means for identifying false or erroneous information. Develop procedure to be used to squelch such information.
- ☐ Provide sufficient staffing and telephones to efficiently handle incoming media and public calls and to gather status information.
- ☐ Consider establishing a staffing a hot-line to answer inquiries from the public as needed.
- ☐ Provide sufficient staffing and telephones to efficiently handle incoming media and public calls and to gather status information.
- ☐ Prepare, update and distribute to the public a Disaster Assistance Information Directory containing locations to obtain food, shelter, supplies, health services, etc.
- ☐ Prepare a briefing sheet to be distributed to all employees at the beginning of each shift so they can answer questions from the public, such as shelter locations, water distribution sites, etc.
- ☐ Release emergency information to local radio stations and Government Cable Channel.
- ☐ Arrange for meetings between media and City officials or incident personnel.
- ☐ Prepare a briefing sheet to be distributed to City employees to answer questions from the

public, such as shelter locations, water distribution sites, Local Assistance Centers, etc. **(See Part Two, Management Support Documentation)**

- ☐ Provide escort service to the media and VIPs; arrange for tours and photo opportunities when available staff and time permit. Coordinate VIP tours with Liaison Officer, and City Council.
- ☐ Assist in making arrangements with adjacent jurisdictions for media visits.
- ☐ Determine which radio and TV stations are operational. **(See Part Two, Management Support Documentation)**
- ☐ Determine requirements for support to the emergency public information function at other EOC levels.
- ☐ Monitor broadcast media, and use information to develop follow-up news releases and rumor control.
- ☐ When federal emergency response teams respond, coordinate activities through the Ventura County Operational Area to ensure coordination of local, state, and federal public information activities. If a federal Joint Information Center (JIC) is established, designate a City representative to the JIC.
- ☐ Ensure that announcements, information and materials are translated and prepared for special populations (non-English speaking; non-readers; elderly; deaf, hard of hearing, sight, and mobility impaired; etc.).
- ☐ Prepare materials that describe the health risks associated with each hazard, the appropriate self-help or first aid actions and other appropriate survival measures.
- ☐ Prepare instructions for people who must evacuate from a high-risk area, including the following information for each threat: evacuation routes; suggestions on types and quantities of clothing, food, medical items, etc. the evacuees should bring; location of shelters.
- ☐ During periods of increased national readiness, or in time of need, prepare materials that address national security survival tips.
- ☐ Issue timely and consistent advisories and instructions for life safety, health and assistance:
  - What **to do** and **why**.
  - What **not to do** and **why**.
  - Hazardous areas and structures to stay away from.
  - Evacuation routes, instructions and arrangements for persons without transportation or with access or functional needs (non-ambulatory, sight-impaired, etc.).
  - Location of mass care shelters, first aid stations, food and water distribution points, etc.
  - Location where volunteers can register and be given assignments.
  - Street, road, bridges, and freeway overpass conditions, congested areas to avoid and alternate routes to take.
  - Instructions from the coroner and public health officials pertaining to dead bodies, potable water, human waste, and spoiled food disposal.
  - Curfew information

- School information (The Conejo Valley Unified School District (CVUSD) should issue specific information. The City PIO can issue general information authorized by CVUSD.)
  - Weather hazards, when appropriate.
  - Public information hotline numbers.
  - Status of Local Proclamation, Governor's Proclamation or Presidential Declaration.
  - Local, state, and federal assistance available; locations and times to apply.
  - Local Application Center (LAC) locations, opening dates and times.
  - How and where people can obtain information about relatives/friends in the emergency/disaster area. **(Coordinate with the Red Cross on the release of this information.)**
- ☐ Warn all non-English speaking, deaf and hard of hearing persons of the emergency situation/hazard by:
- Using bilingual employees whenever possible.
  - Translating all warnings, written and spoken, into appropriate languages.
  - Contacting media outlets (radio/television) that serve the languages you need.
  - Using 9-1-1 translation services to contact the deaf and hard of hearing.
  - Using pre-identified lists and non-governmental agencies to reach populations with access and functional needs
  - Using pre-identified lists of disabled and deaf persons for individual contact.
- ☐ Issue other information pertaining to the emergency/disaster (acts of heroism, historical property damaged or destroyed, prominence of those injured or killed, other human interest stories)
- ☐ Through the Ventura County Operational Area, coordinate with state, federal or private sector agencies to get technical information (health risks, weather, etc.) for release to the public and media.
- ☐ Ensure file copies are maintained of all information released and posted in the EOC.
- ☐ Provide copies of all releases to the EOC Director.
- ☐ Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

**LIAISON OFFICER**

**SUPERVISOR:** EOC Director

**RESPONSIBILITIES:**

- Coordinate with Agency Representatives assigned to the EOC and handle requests from other agencies for sending agency representative personnel to other EOCs.
- Function as a central location for incoming Agency Representatives, provide workspace and arrange for support as necessary.
- Interact with EOC Team within the EOC to obtain information.
- Ensure all guidelines, directives, action plans and appropriate situation information is disseminated to Agency Representatives.
- Liaise with outside public jurisdictions and internal departments.
- Provide information and guidance to the EOC Director.
- Maintain contact with the Ventura County Operational Area EOC Liaison Officer.
- Coordinate with Councilmembers and other elected representatives that contact the EOC and handle requests.
- Function as a central point of contact for incoming Councilmembers and other elected representatives requests and support EOC Director and PIOs as needed.
- Ensure Councilmembers understand their role, and follow procedures, directives, and action plans.
- Coordinate Councilmembers and other elected representatives visits to the EOC with the PIO.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page M-15.

**Duties:**

- ☐ Liaison with other agencies (Operational Area, State and FEMA) as required. Ensure that all notifications are made to the Ventura County Operational Area. As necessary, verify with Operational Area that requests for assistance have been addressed or forwarded to the State Regional EOC.
- ☐ If the County's Joint Regional Intelligence Center is activated, coordinate with the County's Terrorism Liaison Officer.
- ☐ Arrange and coordinate VIP tours with city Councilmembers and elected representatives.
- ☐ Contact all on-site Agency Representatives. Make sure:
  - They have signed into the EOC.
  - Complete and returned Agency Representative Registration Sheet (return a copy to them)
  - They understand their assigned function.

- They know their work location.
  - They understand EOC organization and floor plan (provide both).
  - They have clear communications with their home agency
- ☐ Determine if outside liaison is required with other agencies such as:
- Local/county/state/federal agencies
  - Schools
  - Volunteer organizations (ACS, CERT)
  - Non-governmental agencies (American Red Cross, United Way, etc.)
  - Private sector organizations
  - Utilities not already represented
- ☐ Determine status and resource needs and availability of other agencies.
- ☐ Brief Agency Representatives on current situation, priorities and EOC Action Plan.
- ☐ Request Agency Representatives contact their agency, determine level of activation of agency facilities, and obtain any intelligence or situation information that may be useful to the EOC.
- ☐ Notify and coordinate with adjacent jurisdictions on facilities and/or dangerous releases that may impose risk across boundaries.
- ☐ Respond to requests for liaison personnel from other agencies.
- ☐ Act as liaison with state or federal emergency response officials and appropriate city personnel.
- ☐ Determine if there are communication problems in contacting outside agencies. Provide information to the Information Systems Branch of the EOC Logistics Section.
- ☐ Know the working location of Agency Representatives assigned to a branch/ group/unit
- ☐ Compile list of Agency Representatives (agency, name, EOC phone) and make available to all Section and Branch/Group/Unit Coordinators.
- ☐ Respond to requests from sections and branches/groups/units for Agency information. Direct requesters to appropriate Agency Representatives.
- ☐ Provide periodic update briefings to Agency Representatives as necessary.
- ☐ Brief Councilmembers and elected representatives on current situation, priorities and EOC Action Plan and inform them of the established council briefing area. Make sure:
- They have signed into the Councilmember's briefing area
  - They understand the EOC organization
- ☐ Determine if an outside liaison is required with other councilmembers or elected officials.
- ☐ Determine needs and availability of Councilmembers and elected officials.
- ☐ Brief Councilmembers and elected officials on current situation, priorities and EOC Action Plan.
- ☐ Obtain any intelligence or situation information from the Councilmembers and elected officials that may be useful to the EOC.
- ☐ Determine if there are communication problems in contacting Councilmembers and elected officials, if not present. Provide information to the Information Systems Unit of the EOC Logistics Section.

- ☐ Compile list of Councilmembers and elected officials (name, position, and contact information).
- ☐ Provide periodic update briefings to Councilmembers and elected officials as necessary.
- ☐ Assist PIO with the dissemination of information to the public by having the Councilmembers and elected officials disseminate authorized emergency information from their offices to their constituents.



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**SAFETY OFFICER**

**SUPERVISOR:** EOC Director

**RESPONSIBILITIES:**

- Ensure that all facilities used in support of EOC operations have safe operating conditions.
- Monitor all EOC and related facility activities to ensure that they are being conducted in as safe a manner as possible under the circumstances that exist.
- Stop or modify all unsafe operations.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page M-15

**Duties:**

- ☐ Advise EOC Security Officer of your function. Secure information regarding emergency conditions
- ☐ Support Safety Officers in the field to ensure safety of field operations for employees and volunteers
- ☐ Tour the entire facility area and determine the scope of on-going operations.
- ☐ Evaluate conditions and advise the EOC Director of any conditions and actions which might result in liability—e.g. oversights, improper response actions, etc.
- ☐ Coordinate with the Personnel Unit of the Logistics Section to ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements.
- ☐ Study the facility to learn the location of all fire extinguishers, fire hoses and emergency pull stations.
- ☐ Be familiar with particularly hazardous conditions in the facility
- ☐ Ensure that the EOC location is free from environmental threats
- ☐ If the event that caused activation was an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- ☐ Coordinate with EOC Security to obtain assistance for any special safety requirements.
- ☐ Keep the EOC Director advised of safety conditions.
- ☐ Coordinate with the Legal Advisor or Safety Officer on any personnel injury claims or records preparation as necessary for proper case evaluation and closure.

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**SECURITY OFFICER**

**SUPERVISOR:** EOC Director

**RESPONSIBILITIES:**

- Provide twenty-four hour a day security for EOC facilities.
- Control personnel access to facilities in accordance with policies established by the EOC Director.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page M-15.

**Duties:**

- ☐ Determine current security requirements and establish staffing as needed.
- ☐ Determine needs for special communications. Make needs known to the Information Systems Branch of the EOC Logistics Section.
- ☐ Complete a radio or communications check with all on-duty security personnel as appropriate.
- ☐ Establish or relocate security positions as dictated by the situation.
- ☐ Determine needs for special access facilities. Consider need for vehicle traffic control plan. Develop if required.
- ☐ Assist in any EOC evacuation.
- ☐ Assist in sealing off any dangerous areas. Provide access control as required.
- ☐ As requested, provide security for any EOC critical facilities, supplies or materials.
- ☐ Provide executive security as appropriate or required.
- ☐ Provide security input and recommendations as appropriate to conditions to EOC Director.

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**LEGAL ADVISOR****SUPERVISOR:** EOC Director**RESPONSIBILITIES:**

- Prepare proclamations, emergency ordinances, and other legal documents and provide legal services as required.
- Maintain legal information, records and reports relative to the emergency. **(See Management Support Documentation – Legal Documents)**
- Commence legal proceedings, as needed.
- Review claims against the City resulting from an emergency/disaster.
- Collect information for forms required by Workers Compensation and local agencies.
- Maintain a file of injuries/illnesses associated with EOC personnel and maintain a file of written witness statements of injuries.
- Manage and direct all compensation for injury specialists and claims specialists assigned to the emergency/disaster.
- Provide investigative support in areas of claims for bodily injury and property damage compensation presented to the City.
- Participate as a member of the EOC Management Team when requested by EOC Director.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page M-15.

**Duties:**

- ☐ Prepare proclamations, emergency ordinances, and other legal documents required by the City Council and the EOC Director.
- ☐ Develop rules, regulations, and laws required for the acquisition and/or control of critical resources.
- ☐ Develop emergency ordinances and regulations to provide a legal basis for evacuation and/or population control.
- ☐ Commence civil and criminal proceedings as necessary and appropriate to implement and enforce emergency actions.
- ☐ Advise the EOC Director on areas of legal responsibility and identify potential liabilities.
- ☐ Advise the City Council, EOC Director, and management personnel of the legality and/or legal implications of contemplated emergency actions and/or policies.
- ☐ Prepare documents relative to the demolition of hazardous structures or conditions.
- ☐ Maintain a log of all injuries occurring during disaster.
- ☐ Develop and maintain a log of potential and existing claims.

- ☐ Prepare claims relative to damage to City property and notify and file the claims with insurers.
- ☐ Determine if there is a need for Compensation-for-Injury and Claims Specialists and order personnel as needed.
- ☐ Ensure that all Compensation-for-Injury and Claims logs and forms are complete and routed to the appropriate department for post-EOC processing.
- ☐ Ensure the investigation of all accidents, if possible.
- ☐ Ensure that the Personnel Unit of the Logistics Section completes claims for any injured personnel or volunteers working at the emergency.
- ☐ Obtain all witness statements pertaining to claims and review for completeness.

**COMPENSATION/CLAIMS****SUPERVISOR:** Legal Advisor**RESPONSIBILITIES:**

- Accept as agent for the City claims resulting from an emergency/disaster.
- Manage the investigation and compensation of physical injuries and property damage claims involving the City including completing all forms required by workers' compensations programs and local agencies.
- Collects information for all forms required by Workers' Compensation and local agencies.
- Maintain a file of injuries and illness associated with the personnel activity at the EOC and maintains a file of written witness statements on injuries.
- Manage and direct all compensation for injury specialists and claims specialists assigned to the emergency/disaster.
- Provide investigative support in areas of claims for bodily injury and property damage compensation presented to the City.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on M-15.

**Duties:**

- ☐ Coordinate with the Safety Officer, Liaison Officer, Agency Representatives, Personnel Unit of the Logistics Section, and ICS Field Level Compensation/Claims Unit Leader.
- ☐ Maintain a log of all injuries occurring during the disaster/emergency.
- ☐ Develop and maintain a log of potential and existing claims.
- ☐ Prepare claims relative to damage to City property and notify and file the claims with insurers.
- ☐ Periodically review all logs and forms produced by Unit to ensure:
  - Work is complete
  - Entries are accurate and timely
  - Work is in compliance with City of Ventura requirements and policies.
- ☐ Determine if there is a need for Compensation-for-Injury and Claims Specialists and order personnel, as needed.
- ☐ Ensure that all Compensation-for-Injury and Claims logs and forms are complete and routed to the appropriate department for post-EOC processing.
- ☐ Ensure the investigation of all accidents, if possible.
- ☐ Ensure that the Personnel Unit of the Logistics Section completes claims for any injured personnel or volunteers working at the emergency.
- ☐ Provide report of injuries and coordinate with the Safety Officer for mitigation of hazards.



- ☐ Obtain all witness statements pertaining to claims and review for completeness.

**CITY COUNCIL**

**SUPERVISOR:**            **Electorate**

**RESPONSIBILITIES:**

- Proclaim and/or ratify a local emergency.
- Establish executive level policies and priorities for management of emergency.
- Ensure that the EOC Director has clear policy direction.
- Obtain briefings from EOC Director and provide information to the public and media.
- Support a multi-agency disaster response.
- Host and accompany VIPs and government officials on tours of the emergency/disaster.

**NOTE:** City Councilmember's should refrain from direct involvement with City or joint City/County/State Emergency Operations Center (EOC) activities. Council members will be provided information updates through the EOC Director.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page M-15.

**Duties:**

- ☐ Check-in at the City Manager's Office.
- ☐ Receive incident briefing from the EOC Director.
- ☐ Call emergency meetings of the City Council to proclaim and/or ratify a local emergency and approve emergency orders as needed.
  - Three (3) members of the City Council are needed for an official quorum.
  - Emergency proclamations must be ratified within seven (7) days.
  - Approve extraordinary expenditure requirements as necessary.
- ☐ Review, at least every 21 days, the need for continuing the Local Emergency and proclaim the termination of the Local Emergency as conditions warrant.
- ☐ In consultation with the EOC Director and General Staff, develop priorities and temporary emergency policies for managing the strategic aspects of the emergency.
- ☐ Oversee the release of official statements.
- ☐ Upon request of PIO, or Liaison Officer, host and accompany VIP's and governmental officials on tours of the emergency/disaster area. Coordinate all tours with Public Information Officer (PIO).
- ☐ Provide interviews to the media as arranged by the PIO.
- ☐ Refer all requests for emergency information to the EOC Director or Public Information Officer.
- ☐ Serve on and coordinate activities of the Disaster Council.

- ☐ Develop or utilize existing citizen’s advisory group to address concerns.
- ☐ Consider developing an emergency planning task force within the local business or trade association to discuss concerns and disseminate pre-event planning information and post-event recovery information.
- ☐ Consider developing a plan to provide a “citizen and business aid” location that can be utilized for information and assistance to citizens and businesses impacted by an emergency.
- ☐ Encourage post-event discussions in the community to identify perceived areas of improvements.

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**POLICY GROUP**

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**SUPERVISOR:** EOC Director/City Manager

**RESPONSIBILITIES:**

- Participate as a member of the City's Policy Group supporting the Director of Emergency Services.
- Ensure that the Director of Emergency Services (City Manager and/or his designee) has clear policy direction.
- Assist in making executive decisions based on policies of the City Council.
- Assist the EOC Director in the development of rules, regulations, proclamations, and orders.
- Ensure Continuity of Government and Continuity of Operations.

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**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

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- ☐ See Common EOC responsibilities on page M-15.

**Activation**

- ☐ As appropriate, report to the City Manager for a briefing.
- ☐ Mobilize appropriate personnel for initial activation of the EOC.
- ☐ Obtain briefing from whatever sources are available.

**Position Start-Up Actions**

- ☐ Upon arrival to EOC or CMO Conference Room, identify yourself as a member of the Policy Group.
- ☐ Review your position responsibilities.
- ☐ Identify yourself by putting on the vest with your title. Print your name on the EOC organizational chart next to your assignment.
- ☐ Determine if all **your** key Department personnel or alternates have been notified or are en-route to the EOC as necessary.
- ☐ Obtain a briefing or preliminary survey of the emergency/disaster from **your** staff and impact on **your** Department's operational capability.
- ☐ Receive incident briefing from the EOC Director.
- ☐ Provide the EOC Director with a status report of **your** Department.
- ☐ Request additional personnel to maintain a 24-hour operation as required.
- ☐ Assist the EOC Director in the preparation of the Action Plan.
- ☐ Determine information needs and advise the EOC Director of those needs.
- ☐ Assign Department staff to the EOC, as needed.
- ☐ Advise and assist the EOC Director in the release of information to the public and the media,

requests for additional resources, requests for release of resources, and plans for recovery, reconstruction and demobilization.

- ☐ In consultation with the Director of Emergency Services, develop temporary emergency policies for managing the strategic aspects of the emergency.
- ☐ Ensure Continuity of Government and Continuity of Operations and prepare the EOC for transition to a recovery organization to restore the City to pre-disaster conditions as quickly and effectively as possible.

### **Demobilization**

- ☐ Assist with recovery operations.

**MANAGEMENT SECTION  
SUPPORT DOCUMENTATION**

**REFERENCE DOCUMENTS BY POSITION**

**EOC DIRECTOR (Look in Forms Section also)**

EMPLOYEE EMERGENCY RESPONSE ..... MS-3

PUBLIC AND EMPLOYEE NOTIFICATION SYSTEM..... MS-9

**LEGAL OFFICER (Look in Forms Section also)**

**LEGAL DOCUMENTS**

LOCAL AND STATE PROCLAMATIONS ..... MS-11

EXHIBIT 1 – RESOLUTION OF THE CITY COUNCIL OF THE CITY OF THOUSAND  
OAKS REQUESTING GOVERNOR TO PROCLAIM A “STATE OF EMERGENCY”  
FOR CITY OF THOUSAND OAKS AND A REQUEST FOR STATE AND/OR  
FEDERAL ASSISTANCE ..... MS-15

EXHIBIT 2 – RESOLUTION OF THE CITY COUNCIL OF THE CITY OF THOUSAND  
OAKS PROCLAIMING EXISTENCE OF A LOCAL EMERGENCY AND RENDERING  
CERTAIN EMERGENCY ORDERS..... MS-17

EXHIBIT 3 –PROCLAMATION AND ORDER OF THE DIRECTOR OF  
EMERGENCY SERVICES FOR THE CITY OF THOUSAND OAKS PROCLAIMING  
EXISTENCE OF LOCAL EMERGENCY ..... MS-21

EXHIBIT 4 – RESOLUTION OF THE CITY OF THOUSAND OAKS REQUESTING  
A PRESIDENTIAL DECLARATION AND OF A CONDITION OF A FEDERALLY  
DECLARED EMERGENCY AND ASKING FOR ASSISTANCE DUE TO THE  
EXTENT AND SEVERITY OF THE PROCLAIMED LOCAL EMERGENCY.....MS-23

EXHIBIT 5 – RESOLUTION OF THE CITY OF THOUSAND OAKS  
PROCLAIMING TERMINATION OF LOCAL EMERGENCY ..... MS-25

CITY OF THOUSAND OAKS EMERGENCY ORGANIZATION AND FUNCTIONS ..... MS-26

CALIFORNIA DISASTER AND CIVIL DEFENSE MASTER MUTUAL AID AGREEMENT ..... MS-31

EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC).....	MS-37
AUTHORITIES AND RESPONSIBILITIES OF HEALTH OFFICERS IN DISASTERS .....	MS-43

#### **PUBLIC INFORMATION OFFICER (Look in Forms Section also)**

EMERGENCY ALERT SYSTEM (EAS) ACTIVATION PROCEDURES.....	MS-51
PUBLIC INFORMATION OFFICER .....	MS-53
MEDIA ACCREDITATION PROCEDURES .....	MS-61

#### **LIAISON OFFICER (Look in Forms Section also)**

EOC VISITOR CONTROL PROCEDURES .....	MS-63
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#### **FORMS SECTION**

EPI RELEASE LOG .....	MS-65
PUBLIC INFORMATION STATUS LOG.....	MS-67
SCHOOLS-SPECIFIC INFORMATION .....	MS-69
CITY OF THOUSAND OAKS EOC VISITATION REQUEST FORM .....	MS-71
AGENCY REPRESENTATIVE REGISTRATION FORM .....	MS-73
ACTIVITY LOG .....	MS-75

## **EMPLOYEE EMERGENCY RESPONSE**

### **PURPOSE**

To provide a procedure, which identifies how and when City employees will respond to an emergency, during non-working hours.

### **GUIDELINES**

1. California Government Code, Section 3100 states that "all public employees are hereby declared to be emergency/disaster service workers subject to such emergency services activities as may be assigned to them by their superiors or by law."
2. The City will use the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) in the event of an emergency. The City Manager, acting as the EOC Director, shall activate the City's Emergency Operations Center (EOC), if necessary. If the emergency takes place during non-working hours, all City employees are to report to the work site as scheduled or an otherwise assigned site.
3. Section 4-4.05 C of the City of Thousand Oak's Municipal Code, the City can "...require emergency service of any city officer or employee..."

### **PROCEDURES**

1. Immediately after an emergency/disaster:
  - A. The City Manager, City Attorney, Community Development Director, Public Works Director, Human Resources Director, City Clerk, Community and Cultural Services Director, and Finance Director shall respond to EOC at the Civic Arts Plaza (CAP), if physically able. The Police Chief shall report to the East County Sheriff's Station. The Library Director, Municipal Service Center Superintendent, and Hill Canyon Wastewater Treatment Plant Superintendent shall report to their respective facilities.
  - B. A representative from the Thousand Oaks Police Department, the Deputy Director of Public Works, and Emergency Services Coordinator shall also report to the CAP unless otherwise directed.
  - C. Consistent with the City's Emergency Preparedness Program, employees are to respond immediately. If an employee is unable to make contact and the employee emergency hotline (805-449-2502) is not operating, the employees as listed by Department are to report to the CAP or other work site, as assigned. Employees



may also hear messages from the City through the Emergency Alert System on radio stations KVEN 1450 AM or KHAY 100.7FM.

- D. Employees that live outside of Thousand Oaks and cannot get into the City, except employees identified in 1.A., 1.B., and 1.C., shall report as an Emergency Services Volunteer to a predetermined site or the local municipal agency closest to you, either by phone or in person, until access is available to Thousand Oaks. Register with that agency and make contact with Thousand Oaks, as soon as possible. It may be possible to make radio contact with the EOC of another jurisdiction. When you can get to Thousand Oaks, you should report as soon as possible.

#### Department Procedures

- A. City Manager's Office (CMO)

In any event, during normal working hours, CMO employees should report to work, unless contacted and informed otherwise by a supervisor, emergency notification system, recorded phone message on the City's "emergency hotline", or via radio stations KVEN 1450 AM, KHAY 100.7 FM, or KCLU 88.3 FM. In the event of an emergency, all able-bodied employees should:

1. Help ensure the physical safety of themselves and those within their immediate location (i.e. home, office); and
2. Take reasonable steps to protect and prevent damage to employee's property.

The following employees shall report to City offices at the CAP: City Manager, Assistant City Manager, Public Information Officer, Special Projects and Programs Manager, and Management Assistant. In the event City Offices are unsafe to occupy or otherwise unusable, the above-listed employees shall report to the pine tree/eagle sculpture in the CAP Park. The highest ranking employee shall direct whether designated employees must report to the City.

The following employees shall be available to report to the work site as a Disaster Service Workers if called: Cable Services Coordinator, Senior Video Production Manager, Senior Video Production Specialist., Management Analyst, Management Assistant, Executive Secretary, Administrative Assistant, Administrative Clerk, and Economic Development Officer. All designated employees are to be available by phone or are to call the employee emergency hotline (805-449-2502) for instructions and/or work assignments. If phones are not operating, employees are to listen to radio stations KVEN 1450 AM, KHAY 100.7 FM, or KCLU 88.3 FM for instructions.

B. Human Resources Department

The following employees shall report to the City EOC: Human Resources Director, Deputy Human Resources Director, Health and Safety Specialist, Human Resources Analyst.

Employees not listed above are to call the employee emergency hotline (805-449-2502) for instructions and/or work assignment. If phones are not operating, employees are to listen to radio stations KVEN 1450 AM, KHAY 100.7 FM, or KCLU 88.3 FM for instructions.

C. Public Works Department

The following employees shall contact their immediate Supervisor, or the Deputy Public Works Director to determine if they need to report to the CAP, Municipal Service Center, or Hill Canyon Wastewater Treatment Plant: Division Managers, Management Analysts, Senior Management Analysts, Environmental Programs Administrator, and Senior Civil Engineers. Employees not listed above are to call the employee emergency hotline (805-449-2502) for instructions and/or work assignment. If phones are not operating, employees are to listen to radio stations KVEN 1450 AM, KHAY 100.7 FM, or KCLU 88.3 FM for instructions.

D. City Attorney's Office

In the event of an emergency, all employees are to attempt to contact the City Attorney or the designee via office telephone, home telephone, voice mail, cell phone, through another department employee, etc. for instructions as to reporting to work or other tasks. If unable to contact City Attorney during that day, employees, if physically able, are to report to the CAP at 8:00 A.M. of the next day. Employees may also call the Employee Emergency Hotline (805-449-2502) for instructions and/or work assignments. If phones are not operating, employees are to listen to radio stations KVEN 1450 AM, KHAY 100.7 FM, or KCLU 88.3 FM for instructions.

E. City Clerk Department

The Deputy City Clerk and Records Management Supervisor shall report to the CAP, if physically able. Employees not listed above are to call the employee emergency hotline (805-449-2502) for instructions and/or work assignments. If phones are not operating, employees are to listen to radio stations KVEN 1450 AM, KHAY 100.7 FM, or KCLU 88.3 FM for instructions.

F. Finance Department

The following employees shall immediately report to the CAP: Deputy Finance Directors, Information Technology Supervisor, Facilities Manager, Facilities Maintenance Supervisor, and Maintenance Workers. Employees not listed above are to call the employee emergency hotline (805-449-2502) for instructions and/or

work assignment. If phones are not operating, employees are to listen to radio stations KVEN 1450 AM, KHAY 100.7 FM, or KCLU 88.3 FM for instructions.

G. Police Department

To begin the callback procedure for additional staffing, the Incident Commander shall have designated clerical staff or sworn personnel (2-4) persons to call and notify East County personnel to report to duty. Once Shift "A" has been activated and deployed, shift "B" shall be called and advised when to report to duty. If twelve (12) hour shifts begin they will continue, without days off, until emergency deployment is no longer required. Should additional law enforcement support be needed during an emergency, the Incident Commander shall notify the Division Commander or his/her designee, to conform implementation of the emergency staffing procedure. As available, the Police Department shall send a representative to the EOC.

H. Cultural Affairs Services Department

The following employees shall report to the CAP, if physically able: Theatre Director, Theatre Operations Supervisor/House Manager, Technical Production Manager, Box Office Supervisor, and Senior Stage Technician. Employees not listed above are to call the employee emergency hotline (805-449-2502) for instructions and/or work assignment. If phones are not operating, employees are to listen to radio stations KVEN 1450 AM, KHAY 100.7 FM, or KCLU 88.3FM for instructions.

I. Library Services Department

In the event of an emergency affecting only one of the library facilities, all employees who are scheduled to work shall report to the unaffected facility (e.g. if the Grant Brimhall facility is on fire, is flooded, or other incident, staff scheduled to work at that facility are to report to the Newbury Park branch). If an emergency occurs, which has an area-wide affect and telephones are working, each employee is to call the employee emergency hotline (805-449-2502) for instructions. Signs will be posted on the doors of any closed building. Staff should access the emergency line regularly to learn of any changes. If the employee emergency hotline is not operational, employees shall be notified of conditions and job assignments via an established "Telephone Tree." If telephones are not operating, employees are to listen to radio stations KVEN 1450 AM or KHAY 100.7 FM or KCLU 88.3FM for instructions. If an employee must address family and/or property issues prior to reporting to the work site he/she is to contact a supervisor within the Library Department, as soon as possible. An estimated time to the work site should be provided to the supervisor and updated as necessary, should delays occur. If an employee is unable to contact a library supervisor, he/she should report to the EOC.

Employees who do not reside in Ventura County shall not attempt to report to work until notified to do so. For other employees, group leaders will be

responsible for monitoring the process and verifying that everyone in the group has been notified.

Those employees that live outside the City, who cannot get into the area, should report to the closest municipal agency either by phone or in person. If the emergency affects that agency, the employee is to report as an Emergency Services Volunteer and make contact with the City of Thousand Oaks, as soon as possible. Whether the local agency is affected by the emergency or not, it may be possible for them to contact the City by radio.

J. Community Development Department

In the event of an emergency, employees are to report to their regular worksite, as soon as possible. If the employee must address family and/or property issues prior to reporting to the work-site, contact with their immediate supervisor or other supervisor within the Department should be made as soon as possible. An estimated time to the work-site should be provided to the supervisor. If an extended delay, past that estimated time of arrival occurs, the employee should re-contact the supervisor with an updated time of arrival. Employees are to call the employee emergency hotline (805-449-2502) for instructions. If phones are not operating, employees are to listen to radio stations KVEN 1450 AM, KHAY 100.7FM, or KCLU 88.3FM for instructions.

2. Chain of Command for the EOC

- A. The City shall use SEMS in the event of an emergency. The first employee at the EOC shall take command of the emergency response effort until relieved by an employee of higher rank.
- B. The City Manager (EOC Director) or designee is responsible for assigning EOC positions not already assigned or currently filled. An employee's rank and duties during an emergency may differ from their rank under normal city operational status.

3. Activation of Additional Staff

- A. All non-exempt and exempt employees shall be prepared to report to their work site if requested, provided that the employee is physically able to do so. In the event that the City's phone system is down and/or there is an area-wide telephone system failure, employees shall report to the CAP or their normal work site if, in their judgment, the emergency requires their assistance. In the event that the emergency impacts an employee's home and/or if a threat still exists (e.g., aftershocks), the City will make every effort to provide temporary accommodations (housing, assistance, child care) for an employee's family.

- B. If an employee lives outside of Thousand Oaks and cannot get into the City, remain at home. Every effort is to be made to contact the workplace. Employees are to listen to the radio, since the City will utilize the designated Emergency Alert System (EAS) radio station for Ventura County (KVEN -1450 AM, KHAY 100.7 FM or KCLU 88.3FM) to broadcast information relative to Thousand Oaks City employees.
- C. When reporting to work, employees are to bring the following items since long work shifts may be required: City ID card, prescription eyeglasses, prescriptions/medications, jacket/sweatshirt, and personal hygiene items.

## **PUBLIC AND EMPLOYEE NOTIFICATION SYSTEM**

The City of Thousand Oaks operates a public notification system (VC Alert) that is used to advise the public and to notify EOC staff and other key personnel at the City, Fire Department, and Police Department. Other potential uses include:

1. Emergency Operations Center (EOC) activation. Notifying and recording response of staff requesting availability to report to work;
2. Small area notifications such as hazardous waste/wastewater spills, local fires, and transportation incidents that require closing of streets or the freeway; and
3. Mass area notifications within limited time window, such as advising the public of evacuation procedures. The notification system and the distribution of messages are jointly coordinated by the Public Information Officer and Emergency Services Coordinator

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## **LOCAL AND STATE EMERGENCY PROCLAMATIONS**

When there is a condition of extreme peril or potential peril to the safety of persons and property, and the condition is beyond the capability of the local forces to control effectively, the local governing body may proclaim that a local emergency exists. A local emergency may be proclaimed to exist due to a specific situation, such as flood, fire, storm, earthquake, epidemic, drought, sudden and severe energy shortage, or other conditions. The type of disaster, date of occurrence, and area affected are to be identified. (See examples of local emergency proclamations/resolutions in **Exhibits 1, 2, 3 and 4**.) A copy of the resolution must be provided to the Ventura County Operational Area for transmission to State OES.

To qualify for assistance under the state California Disaster Assistance Act (CDAA), such proclamations must be made within 10 days of the event.

The governing body must review the need for continuing the Local Emergency Proclamation at least every 30 days.

The Proclamation of a Local Emergency:

- Gives public employees and governing bodies certain legal immunities for emergency actions taken.
- Enables local agencies to request state assistance under the State CDAA.
- Allows the chief executive or other authorized official designated by local ordinance to:
  1. Establish curfews.
  2. Take any measures necessary to protect and preserve public health and safety
  3. Exercise all authority granted by local ordinance.

### **LOCAL RESOLUTION REQUESTING STATE DIRECTOR, OFFICE OF EMERGENCY SERVICES, CONCURRENCE IN LOCAL EMERGENCIES**

Following the proclamation of a local emergency and in the event public real property has been damaged or destroyed and assistance is needed in the repair and restoration, the governing body may request the State OES Director to concur in their proclamation of a local emergency and to provide assistance under the California Disaster Assistance Act (CDAA). The resolution must indicate the nature and date of the emergency, and the person designated to process and coordinates all aid. The resolution will be sent to State OES through the Ventura County Operational Area.

To assist the State OES Director in evaluating the situation, and in making a decision on whether or not to concur in the local emergency, the following is required to accompany the resolution:

- Certified copy of Local Emergency Proclamation (see **Exhibits 1, 2, 3 and 4**).
- Damage Assessment Summary



**Note: The Local Emergency proclamation must be made within 10 days of the occurrence to qualify for assistance under the California Disaster Assistance Act.** Financial assistance available under the CDAA is administered by State OES.

Financial assistance available:

- Assistance to repair, restore, reconstruct or replace public real property or public facilities belonging to local agencies damaged as a result of natural disasters;
- Indirect costs; and
- Direct costs of grant administration.

## **STATE OF EMERGENCY/PRESIDENTIAL DECLARATION**

### **Resolution Requesting Governor to Proclaim a State of Emergency**

After a proclamation of a local emergency, the governing body of the city or county, having determined that local forces are unable to mitigate the situation, may request by resolution that the Governor proclaim a state of Emergency in the area to invoke mandatory mutual aid and provide state assistance under CDAA (see **Exhibits 4 and 5**). A copy of the request for a Governor's Proclamation, with the following supporting data, will be forwarded to the State OES Director through the Ventura County Operational Area.

- Certified copy of the local emergency proclamation (see **Exhibits 1, 2, 3 and 4**).
- Damage Assessment Summary (to be provided if state financial assistance under provisions of the California Disaster Assistance Act is requested).

Financial assistance available:

- Eligible disaster response costs;
- Assistance to repair, restore, reconstruct or replace public real property or public facilities belonging to local agencies damaged as a result of natural disasters;
- Indirect costs; and
- Direct costs of grant administration.

The Office of Emergency Services prepares a recommendation as to the action that should be taken by the Governor. If the action recommends a Governor's Proclamation, OES prepares the proclamation.

### **Presidential Declaration**

Following the above procedures, the governing body of the local jurisdiction may also pass a resolution asking the State OES Director to recommend that the Governor request a Presidential Declaration of a Major Disaster under the authority of Public Law 93-288. The Governor's request to the President is submitted through the Federal Emergency Management Agency (FEMA). Supplementary justification data may be required to accompany the local resolution (certified copy) and Damage Assessment Survey.

Financial assistance available:

- Individual assistance to the private sector;
- Matching fund assistance for cost sharing required under federal disaster assistance programs (subject to state eligible project criteria);
- Local agency overtime costs and the costs of supplies used during eligible disaster response projects;
- Assistance to repair, restore, reconstruct, or replace public real property or public facilities belonging to local agencies damaged as a result of natural disasters;
- Indirect costs; and
- Direct costs of grant administration.

#### **LOCAL PROCLAMATION OF TERMINATION OF LOCAL EMERGENCY**

The governing body must review the need for continuing the local Emergency Proclamation **at least every 30 days**, and proclaim the termination at the earliest possible date.

#### **EMERGENCY PROCLAMATION FORMS**

The following suggested resolutions were developed by the City's Attorney to carry out the authority granted in Section 4, Chapter 4 of Title 4 of the City of Thousand Oak's Municipal Code relating to Emergency Organization and Functions.

**Government Code Section No. 8630:** "(a) A local emergency may be proclaimed only by the governing body of a city, county, or city and county, or by an official so designated by that governing body. (b) Whenever a local emergency is proclaimed by an official designated by ordinance, the local emergency shall not remain in effect for a period in excess of seven days unless it has been ratified by the governing body. (c) The governing body shall review the need for continuing the local emergency at least once every 30 days until the governing body terminates the local emergency (d)The governing body shall proclaim the termination of the local emergency at the earliest possible date that conditions warrant."

When a county proclaims a local emergency pursuant to Section 8630 of the Government Code, based upon conditions which include both incorporated and unincorporated territory of the county, it is not necessary for the cities to also proclaim the existence of a local emergency independently. Further, cities within a county are bound by county rules and regulations adopted by the county pursuant to Section 8634 of the Government Code during a county proclaimed local emergency when the local emergency includes both incorporated and unincorporated territory of the county even if the cities do not independently proclaim the existence of a local emergency.

#### **Exhibit 1 - Resolution Requesting Governor to Proclaim a "State of Emergency" and a Request for State and Federal Assistance**

- Exhibit 2 - Resolution Proclaiming Existence of a Local Emergency and Rendering Certain Emergency Orders**
- Exhibit 3 - Proclamation and Order of the Director of Emergency Services Proclaiming Existence of a “Local Emergency”**
- Exhibit 4 - Resolution Requesting a Presidential Declaration and Asking for Assistance Due to the Extent and Severity of the Proclaimed Local Emergency**

**EXHIBIT 1**  
**RESOLUTION NO. \_\_\_\_\_**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF THOUSAND OAKS REQUESTING GOVERNOR TO PROCLAIM A "STATE OF EMERGENCY" FOR CITY OF THOUSAND OAKS AND A REQUEST FOR STATE AND/OR FEDERAL ASSISTANCE.**

WHEREAS, California Government Code section 8630 empowers the City Council ("COUNCIL") to proclaim the existence, or threatened existence, of a Local Emergency when City is affected or likely to be affected by a public calamity; and

WHEREAS, pursuant to Section 4-4.05 of the Thousand Oaks Municipal Code the Director of Emergency Services has requested the COUNCIL proclaim the existence of such a Local Emergency; and

WHEREAS, on \_\_\_\_\_ 201\_\_\_\_, the City Council of the City of Thousand Oaks found that conditions of extreme peril and a crippling disaster which severely impair the safety of persons and/or property had arisen within the City due to a calamity described as

\_\_\_\_\_ and declared a Local Emergency existed throughout City of Thousand Oaks and, in accordance with state law, by Resolution no. \_\_\_\_\_; and

WHEREAS, it has now been found that the City's and the local available public resources are unable to fully cope with the public needs, damages, costs and effects caused by said calamity and Local Emergency situation;

NOW, THEREFORE, IT IS HEREBY RESOLVED, PROCLAIMED AND ORDERED by the Thousand Oaks City Council that:

1. A copy of this resolution is forwarded to the Governor of California with the request that he proclaim the City of Thousand Oaks to be in a State of Emergency;
2. A copy of this resolution be forwarded to the State Director of the Office of Emergency Services with request that he find it acceptable in accordance with provisions of the natural Disaster Assistance Act; and
3. \_\_\_\_\_ [Title: \_\_\_\_\_]  
is hereby designated as the authorized representative for public assistance, and \_\_\_\_\_  
[Title \_\_\_\_\_] of the City of Thousand Oaks receive, process and coordinate all inquiries, filings and requirements

necessary to obtain available state and/or federal assistance to the City for coping with said emergency.

\* \* \* \* \*

PASSED AND ADOPTED this \_\_\_\_\_ Day of \_\_\_\_\_, 201\_\_ by a roll call vote,  
Council  
Members \_\_\_\_\_  
voting in favor, and \_\_\_\_\_ voting against.

ATTEST:

\_\_\_\_\_, Mayor  
City of Thousand Oaks, California

\_\_\_\_\_  
Linda D. Lawrence, City Clerk

APPROVED AS TO FORM:

\_\_\_\_\_  
Tracy M. Noonan, City Attorney

APPROVED AS TO ADMINISTRATION:

\_\_\_\_\_  
Scott Mitnick, City Manager

**EXHIBIT 2**  
**RESOLUTION NO. \_\_\_\_\_**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF THOUSAND OAKS PROCLAIMING  
EXISTENCE OF A LOCAL EMERGENCY AND RENDERING CERTAIN EMERGENCY ORDERS.**

WHEREAS, pursuant to California Government Code sections 8642 and 54956.5, an emergency meeting of the Thousand Oaks City Council (herein "COUNCIL") was called by \_\_\_\_\_ with \_\_\_\_\_ hour telephonic notice to the Council members\* and said meeting was held at \_\_\_am/pm on \_\_\_\_\_, 20\_\_ to proclaim the existence, or threatened existence of, a Local Emergency and to render certain necessary orders or regulations; and

WHEREAS, California Government Code section 8630 empowers the City Council ("COUNCIL") to proclaim the existence or threatened existence of a Local Emergency when City is affected or likely to be affected by a public calamity, while Government Code section 8634 empowers the COUNCIL to promulgate orders and regulations to provide for the protection of life and property; and

WHEREAS, pursuant to Section 4-4.05 of the Thousand Oaks Municipal Code the Director of Emergency Services has requested the COUNCIL proclaim the existence of a Local Emergency; and

WHEREAS, the COUNCIL does hereby find that conditions of extreme peril and a crippling disaster which severely impairs the safety of persons and/or property have arisen within \_\_\_\_\_ the \_\_\_\_\_ CITY \_\_\_\_\_ caused \_\_\_\_\_ by \_\_\_\_\_, said cause commencing on or about \_\_\_\_\_ am/pm. on \_\_\_\_\_, 20\_\_; and

WHEREAS, the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a Local Emergency.

NOW, THEREFORE, IT IS HEREBY PROCLAIMED, ORDERED and RESOLVED by the Thousand Oaks City Council that:

1. The Proclamation of a Local Emergency made on \_\_\_\_\_, 20\_\_ by the Director of Emergency Services is hereby confirmed and a Local Emergency now exists throughout the City of Thousand Oaks, California;
2. During the existence of this Local Emergency, the powers, functions and duties of the Director of Emergency Services (being \_\_\_\_\_), the Disaster Council and the emergency organization of CITY shall be those prescribed by state law, by the existing ordinances and resolutions of the CITY, as well as this resolution and any subsequent emergency orders of the COUNCIL;

3. A request for Mutual Aid for \_\_\_\_\_  
is authorized and shall be made to \_\_\_\_\_;

4. That during this Local Emergency a City-wide curfew for all non-authorized persons for the hours from \_\_\_\_\_ p.m. to \_\_\_\_\_ a.m. is imposed [those exempted “authorized persons” being all law enforcement, City, County, State, utility repair, emergency service providers and firefighting personal, as well as \_\_\_\_\_];

5. The excessive price gouging and increase prohibitions of sections 5-19.01 et seq. of the Thousand Oaks Municipal Code are activated and shall be vigorously enforced;

6. The normal CITY goods and service procurement requests and purchase practices are stayed during this period of emergency;

7. The following emergency orders and/or regulations are hereby imposed:

- a. \_\_\_\_\_
- b. \_\_\_\_\_

8. The content of this resolution shall be given widespread publicity and notice as is reasonable and feasible under these circumstances; and

9. This Local Emergency shall continue until it is terminated by proclamation of the COUNCIL. Pursuant to Section 8630 of the Government Code, the COUNCIL shall proclaim the termination of a local emergency at the earliest possible date that conditions warrant. The need for continuing this local emergency shall be reviewed within 30 days by the COUNCIL, and at each regular COUNCIL meeting thereafter.

\* \* \* \*

PASSED AND ADOPTED this \_\_\_\_\_ Day of \_\_\_\_\_, 20\_\_ by roll call vote, Council Members \_\_\_\_\_  
voting in favor, and \_\_\_\_\_ voting against.

\_\_\_\_\_, Mayor  
City of Thousand Oaks, California

ATTEST:

\_\_\_\_\_  
Linda D. Lawrence, City Clerk

APPROVED AS TO FORM:

---

Tracy M. Noonan, City Attorney

APPROVED AS TO ADMINISTRATION:

---

Scott Mitnick, City Manager

- \* Each local newspaper of general circulation [and any radio or television station, which has requested notice of special meetings pursuant to Section 54956, was notified by the \_\_\_\_\_ one hour prior to this emergency meeting, by telephone.

[OR]

- \* In that telephone services are not functioning, pursuant to Government Code Section 54956.5(b) (2), notice requirements are deemed waived, and the designee of the legislative body, shall notify those newspapers, radio stations, or television stations of the fact of the holding of the emergency meeting, the purpose of the meeting, and any action taken at the meeting as soon after the meeting as possible.



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**EXHIBIT 3**  
**PROCLAMATION\_\_\_\_\_**

**A PROCLAMATION AND ORDER OF THE DIRECTOR OF EMERGENCY SERVICES FOR THE CITY OF THOUSAND OAKS PROCLAIMING EXISTENCE OF A “LOCAL EMERGENCY”.**

WHEREAS, pursuant to Section 4-4.05 of the Thousand Oaks Municipal Code the Director of Emergency Services may proclaim the existence or threatened existence of a Local Emergency when City of Thousand Oaks (hereinafter referred to as “CITY”), is affected or likely to be affected by a public calamity and the Thousand Oaks City Council is not in session; and

WHEREAS, the Director of Emergency Services shall have that proclamation confirmed by the City Council at the earliest practical time thereafter; and

WHEREAS, the Director of Emergency Services of the CITY does hereby find:

(a) That conditions of extreme peril to the safety of persons and property have arisen within the CITY caused by \_\_\_\_\_  
\_\_\_\_\_ commencing on or about \_\_\_\_\_ am/pm on this \_\_\_\_ day of \_\_\_\_\_, 20\_\_; and

(b) That the City Council of the City of Thousand Oaks is not in session (and cannot immediately be called into session); and

WHEREAS, the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a Local Emergency.

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that:

1. A Local Emergency now exists throughout CITY;
2. During the existence of said Local Emergency the powers, functions and duties of the emergency organization of CITY shall be those prescribed by state law, by ordinances and resolutions of CITY, and by the CITY OF THOUSAND OAKS’ SEMS Emergency Operations Plan, as approved by the City Council;
3. That during this Local Emergency a city-wide curfew of all non-authorized persons from \_\_\_\_\_ p.m. to \_\_\_\_\_ a.m. is imposed;
4. The excessive price gouging and increase prohibitions of sections 5-19.01 et seq. of the Thousand Oaks Municipal Code are activated and shall be enforced;

5. The normal CITY goods and service procurement requests and purchase practices are stayed during this period of emergency; and
6. This condition and powers of a Local Emergency shall continue for no more than seven (7) days unless this proclamation is confirmed by a resolution of the City Council pursuant to Section 8630 of the Government Code.

Dated: \_\_\_\_\_

By: \_\_\_\_\_  
DIRECTOR OF EMERGENCY SERVICES FOR  
CITY OF THOUSAND OAKS

**EXHIBIT 4**  
**RESOLUTION NO. \_\_\_\_\_**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF THOUSAND OAKS REQUESTING A PRESIDENTIAL DECLARATION OF A CONDITION OF A FEDERALLY DECLARED EMERGENCY AND ASKING FOR ASSISTANCE DUE TO THE EXTENT AND SEVERITY OF THE PROCLAIMED LOCAL EMERGENCY.**

WHEREAS, California Government Code section 8630 empowers the City Council ("COUNCIL") to proclaim the existence, or threatened existence, of a Local Emergency when City is affected or likely to be affected by a public calamity; and

WHEREAS, pursuant to Section 4-4.05 of the Thousand Oaks Municipal Code the Director of Emergency Services has requested the COUNCIL proclaim the existence of such a Local Emergency; and

WHEREAS, on \_\_\_\_\_ 20\_\_ , the City Council of the City of Thousand Oaks found that conditions of extreme peril caused by a crippling disaster, which severely impair the safety of persons and/or property, had arisen within the City due to a calamity described as \_\_\_\_\_ and the COUNCIL had declared a Local Emergency existed throughout City of Thousand Oaks and, in accordance with state law, by Resolution no. \_\_\_\_\_; and

WHEREAS, a request has been made and forwarded to the Governor of California that he proclaims the City of Thousand Oaks to be in a state of emergency; and

WHEREAS, it has now been found that the City's available public resources as well as the state's resources are unable to fully cope with the local public needs, damages, costs and effects caused by said calamity and Local Emergency situation;

NOW, THEREFORE, IT IS HEREBY RESOLVED, PROCLAIMED AND ORDERED by the Thousand Oaks City Council that:

1. Due to the extent of this Local Emergency now existing throughout the City, the Governor of the State of California is requested to ask for a Presidential Declaration of Emergency.
2. \_\_\_\_\_, [Title: \_\_\_\_\_], is hereby designated as the local Hazard Mitigation Coordinator of the City for the purpose of assessing damage with the City, and consulting with Federal/State survey teams about hazard mitigation actions; and \_\_\_\_\_ is hereby designated as the authorized representative for public assistance. Said City employee is hereby designated as the authorized representative for individual assistance to the City for the purposes of receiving notices, correspondence, processing and coordination of all inquiries and requirements necessary to obtain available federal assistance.

\* \* \* \* \*

PASSED AND ADOPTED this \_\_\_\_\_ Day of \_\_\_\_\_, 20\_\_\_\_  
by roll call vote, Council Members \_\_\_\_\_  
voting in favor, and \_\_\_\_\_ voting against.

\_\_\_\_\_  
, Mayor  
City of Thousand Oaks, California

ATTEST:

\_\_\_\_\_  
Linda D. Lawrence, City Clerk

APPROVED AS TO FORM:

\_\_\_\_\_  
Tracy M. Noonan, City Attorney

APPROVED AS TO ADMINISTRATION:

\_\_\_\_\_  
Scott Mitnick, City Manager

**EXHIBIT 5**  
**RESOLUTION NO \_\_\_\_\_**  
**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF THOUSAND OAKS TERMINATING**  
**THE PROCLAMATION OF A LOCAL EMERGENCY**

**WHEREAS**, a local emergency presently exists in the City of Thousand Oaks in accordance with the proclamation thereof by the City Council of the City of Thousand Oaks on the \_\_\_th day of \_\_\_\_\_, 20\_\_, as a result of extreme peril to the safety of persons and property caused by \_\_\_\_\_ throughout the City of Thousand Oaks; and

**WHEREAS**, the situation resulting from said conditions of extreme peril is now deemed to be within the control of the normal protective services, personnel, equipment, and facilities of and within said City of Thousand Oaks; and

**NOW, THEREFORE**, the City Council of the City of Thousand Oaks within the County of Ventura and the State of California does hereby proclaim the termination of said local emergency.

PASSED AND ADOPTED this \_\_\_\_\_ Day of \_\_\_\_\_, 20\_\_  
by roll call vote, Council Members \_\_\_\_\_  
voting in favor, and \_\_\_\_\_ voting against.

\_\_\_\_\_  
, Mayor  
City of Thousand Oaks, California

ATTEST:

\_\_\_\_\_  
Linda D. Lawrence, City Clerk

APPROVED AS TO FORM:

\_\_\_\_\_  
Tracy M. Noonan, City Attorney

APPROVED AS TO ADMINISTRATION:

\_\_\_\_\_  
Scott Mitnick, City Manager

**CITY OF THOUSAND OAKS  
EMERGENCY ORGANIZATION AND FUNCTIONS**

**PART 1**

Chapter 4, EMERGENCY AND DISASTER PLAN AND ORGANIZATION of Title 4 of the Municipal Code of the City of Thousand Oaks.

**Section 4-4.01, Purpose.**

The purpose of this ordinance is to provide for the preparation and implementation of plans for the protection of persons and property within the City in the event of an emergency or a disaster and to provide for the coordination of the emergency or disaster functions of the City within the Standardized Emergency Management System (SEMS) with all other public agencies and affected private persons, corporations, and organizations. Any expenditure made in connection with such emergency or disaster activities, including mutual aid and activities and emergency preparedness services provided the City under contract or agreement shall be deemed conclusively to be for the direct protection and benefit of the inhabitants and property of the City.

**Section 4-4.02, Definitions.**

- (a) “Emergency” shall mean a condition of disaster or of extreme peril to the safety of persons and property caused by such conditions as air pollution, fire, flood, hazardous material incident, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations or disease, the Governor’s warning of an earthquake or volcanic prediction, or an earthquake, or other conditions (excepting conditions resulting from a labor controversy).
- (b) “Disaster” shall mean a sudden calamitous emergency event bringing injury, death, damage, loss, or destruction to persons or property.
- (c) “Emergency Plans” shall mean those official and approved documents which describe principles, policies, concepts of cooperation, methods and procedures to be applied in carrying out emergency operations or rendering mutual aid during emergencies. These plans include such elements as continuity of government, emergency functions of governmental agencies, mobilization and application of resources, mutual aid, and public information.

**Section 4-4.03, Emergency and Disaster Council: Membership.**

The City of Thousand Oaks Emergency and Disaster Council, which shall meet at times and at a location as determined by the City Manager, is hereby created and shall consist of the following:

- (a) The Mayor, who shall be chair;
- (b) The Director of Emergency Services (City Manager), who shall be the vice-chair;
- (c) The Assistant Director of Emergency Services, appointed by the City Manager, who, under the supervision of the Director, shall develop emergency and disaster plans and organize the emergency and disaster program of the City and shall have such other duties as may be assigned by the Director;
- (d) Such Department representatives of emergency and disaster departments, agencies, services, or divisions as are provided for by resolution pursuant to the provisions of this ordinance; and
- (e) Such representatives of civic, business, labor, veterans, or professional or other organizations having an official group or organization with emergency and disaster responsibility as may be appointed by the City Council.

**Section 4-4.04, Emergency and Disaster Council: Powers and Duties.**

The duty of the City of Thousand Oaks Emergency and Disaster Council is to review and recommend, as needed, City Council emergency, disaster, and mutual aid plans and agreements, including such ordinances, resolutions, rules, and regulations necessary to implement such plans and agreements. The Emergency and Disaster Council shall meet upon call of the chair or, in his/her absence from the City or inability to call such a meeting, upon the call of any member.

**Section 4-4.05, Director of Emergency Services: Powers and Duties.**

The Director of Emergency Services is empowered to:

- (a) Request the City Council to proclaim the existence or threatened existence of a disaster or an emergency and the termination thereof, if the City Council is in session, or to issue such proclamation if the City Council is not in session, subject to confirmation by the City Council at the earliest practicable time;
- (b) Request the Governor to proclaim a state of emergency when, in the opinion of the Director, the resources of the area or region are inadequate to cope with the emergency or disaster



- (c) Require the emergency services of any City officer or employee and, in the event of the proclamation of a state of disaster or state of emergency by the Governor in the County in which this City is located, to command the aid of as many citizens of this community as he/she deems necessary in the execution of his/her duties; such persons shall be entitled to all the privileges, benefits, and immunities as are provided by State law for registered disaster emergency service workers;
- (d) Requisition necessary personnel or materials of any City department or agency; and
- (e) Execute all ordinary powers as City Manager, all of the special powers conferred upon him/her by the provisions of this chapter or by resolution adopted pursuant thereto, and all powers conferred upon him/her by any statute, agreement approved by the City Council, or by any other lawful authority.

**Section 4-4.06, Director of Emergency Services: Emergency Powers and Duties.**

In the event of the proclamation of a local disaster or an emergency as herein provided, or the proclamation of a state of emergency by the Governor or the Director of the State Office of Emergency Services during a "state of war emergency," with or without a proclamation thereof by the Governor or whenever this State or nation is attacked by an enemy of the United States, or upon receipt by the State of a warning from the Federal Government indicating that such an enemy attack is probable or imminent, the Director is empowered to:

- (a) Make and issue and enforce rules and regulations on matters reasonably related to the protection of life and property as affected by such emergency; provided such rules and regulations be confirmed at the earliest practicable time by the Council;
- (b) Obtain vital supplies, equipment and such other properties found lacking and needed for the protection of the life and property and bind the City for the fair value thereof, and if required immediately, to commandeer the same for public use;
- (c) Require emergency services of any City officer or employee and, in the event of the proclamation of a state of disaster or state of emergency by the Governor in the County in which this City is located, to command the aid of as many citizens of this community as he/she deems necessary in the execution of his/her duties; such persons shall be entitled to all privileges, benefits and immunities as are provided by state law for registered disaster emergency service workers;
- (d) Requisition necessary personnel or material of any City department or agency;
- (e) Execute all ordinary powers as City Manager; all of the special powers conferred upon him/her by this chapter or by resolution adopted pursuant thereto, all

powers conferred upon him/her by any statute, agreement approved by the City Council, or by any other lawful authority.

**Section 4-4.07, Emergency and Disaster Organization.**

All officers and employees of the City, together with those volunteer forces enrolled to aid them during an emergency or a disaster, and all groups, organizations and persons pressed into service under the provisions of this chapter, charged with duties incident to the protection of life and property in the City during such disaster, shall constitute the Emergency and Disaster Organization of the City.

**Section 4-4.08, Divisions, Services, and Staff of the Emergency and Disaster Organization.**

The City of Thousand Oaks Emergency and Disaster, Council shall be responsible for the development of the City of Thousand Oaks Emergency Plan which shall provide for the effective mobilization of all the resources of the City, both public and private, to meet any condition constituting a local emergency, state of emergency, or state of war emergency and which plan shall provide for the organization, powers and duties, services, and staff of the emergency organization.

**Section 4-4.09, Punishment of Violations.**

It shall be unlawful and a violation of this Code, pursuant to Section 1-2.01, for any person during a disaster to:

- (a) Willfully obstruct, hinder or delay any member of the Emergency and Disaster Organization in the enforcement of any lawful rule, order, or regulation issued pursuant to the provisions of this chapter, or in the performance of any duty imposed upon him by virtue of the provisions of this chapter;
- (b) Do any act forbidden by any lawful rule or regulation issued pursuant to the provisions of this chapter if such act is of such a nature as to give, or be likely to give, assistance to the enemy, or to imperil the lives or property of inhabitants of the City, or to prevent, hinder or delay the defense or protection thereof;
- (c) Wear, carry or display, without authority, any means of identification specified by the emergency agency of the State.

**Section 4-4.10**

**PART 2**  
(Uncodified)

If any provision of this chapter is held invalid, such invalidity shall not affect the remaining provisions of this chapter which can be given effect without the invalid provision or application. To this end, the provisions of this chapter are declared to be severable.

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## **CALIFORNIA DISASTER AND CIVIL DEFENSE MASTER MUTUAL AID AGREEMENT**<sup>[c1]</sup>

*Extracted from the California Emergency Plan*

This agreement was adopted by the City of Thousand Oaks

This agreement made and entered into by and between the STATE OF CALIFORNIA, its various departments and agencies, and the various political subdivisions, municipal corporations, and other public agencies of the State of California;

### **WITNESSETH:**

WHEREAS, It is necessary that all of the resources and facilities of the State, its various departments and agencies, and all its political subdivisions, municipal corporations, and other public agencies be made available to prevent and combat the effect of disasters which may result from such calamities as flood, fire, earthquake, pestilence, war, sabotage, and riot; and

WHEREAS, It is desirable that each of the parties hereto should voluntarily aid and assist each other in the event that a disaster should occur, by the interchange of services and facilities, including, but not limited to, fire, law enforcement, medical and health, communication, and transportation services and facilities, to cope with the problems of rescue, relief, evacuation, rehabilitation, and reconstruction which would arise in the event of a disaster; and

WHEREAS, It is necessary and desirable that a cooperative agreement be executed for the interchange of such mutual aid on a local, countywide, regional, statewide, and interstate basis;

NOW, THEREFORE, IT IS HEREBY AGREED by and between each and all of the parties hereto as follows:

- (1) Each party shall develop a plan providing for the effective mobilization of all its resources and facilities, both public and private, to cope with any type of disaster.
- (2) Each party agrees to furnish resources and facilities and to render services to each and every other party to this agreement to prevent and combat any type of disaster in accordance with duly adopted mutual aid operational plans, whether heretofore or hereafter adopted, detailing the method and manner by which such resources, facilities, and services are to be made available and furnished, which operational plans may include provisions for training and testing to make such mutual aid effective; provided, however, that no party shall be required to deplete unreasonably its own resources, facilities, and services in furnishing such mutual aid.
- (3) It is expressly understood that this agreement and the operational plans adopted pursuant thereto shall not supplant existing agreements between some of the parties hereto providing for the exchange or furnishing of certain types of facilities and services on a reimbursable, exchange, or other basis, but that the mutual aid extended under this agreement and the operational plans adopted pursuant thereto, shall be without reimbursement unless otherwise expressly provided for by the parties to this agreement or as provided in Sections 1541, 1586, and 1587, Military and Veterans Code; and that

such mutual aid is intended to be available in the event of a disaster of such magnitude that it is, or is likely to be, beyond the control of a single party and requires the combined forces of several or all of the parties to this agreement to combat.

- (4) It is expressly understood that the mutual aid extended under this agreement and the operational plans adopted pursuant thereto shall be available and furnished in all cases of local peril or emergency and in all cases in which a STATE OF EXTREME EMERGENCY has been proclaimed.
- (5) It is expressly understood that any mutual aid extended under this agreement and the operational plans adopted pursuant thereto, is furnished in accordance with the "California Disaster Act" and other applicable provisions of law, and except as otherwise provided by law that: "The responsible local official in whose jurisdiction an incident requiring mutual aid has occurred shall remain in charge at such incident including the direction of such personnel and equipment provided him through the operation of such mutual aid plans." (Sec. 1564, Military and Veterans Code.)
- (6) It is expressly understood that when and as the State of California enters into mutual aid agreements with other states and the Federal Government that the parties to this agreement shall abide by such mutual aid agreements in accordance with law.
- (7) Upon approval or execution of this agreement by the parties hereto all mutual aid operational plans heretofore approved by the State Disaster Council, or its predecessors, and in effect as to some of the parties hereto, shall remain in full force and effect as to them until the same may be amended, revised, or modified. Additional mutual aid operational plans and amendments, revisions, or modifications of existing or hereafter adopted mutual aid operational plans, shall be adopted as follows:
  - (a) Countywide and local mutual aid operational plans shall be developed by the parties thereto and are operative as between the parties in accordance with the provisions of such operational plans. Such operational plans shall be submitted to the State Disaster Council for approval. The State Disaster Council shall notify each party to such operational plans of its approval, and shall also send copies of such operational plans to other parties to this agreement who did not participate in such operational plans and who are in the same area and affected by such operational plans. Such operational plans shall be operative as to such other parties 20 days after receipt thereof unless within that time the party by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, declines to participate in the particular operational plan.
  - (b) Statewide and regional mutual aid operational plans shall be approved by the State Disaster Council and copies thereof shall forthwith be sent to each and every party affected by such operational plans. Such operational plans shall be operative as to the parties affected thereby 20 days after receipt thereof unless within that time the party by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, declines to participate in the particular operational plan.

- (c) The declination of one or more of the parties to participate in a particular operational plan or any amendment, revision, or modification thereof, shall not affect the operation of this agreement and the other operational plans adopted pursuant thereto.
  - (d) Any party may at any time by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, decline to participate in any particular operational plan, which declination shall become effective 20 days after filing with the State Disaster Council.
  - (e) The State Disaster Council shall send copies of all operational plans to those state departments and agencies designated by the Governor. The Governor may, upon behalf of any department or agency, give notice that such department or agency declines to participate in a particular operational plan.
  - (f) The State Disaster Council, in sending copies of operational plans and other notices and information to the parties to this agreement, shall send copies to the Governor and any department or agency head designated by him; the chairman of the board of supervisors, the clerk of the board of supervisors, and County Disaster Council, and any other officer designated by a county; the mayor, the clerk of the city council, the City Disaster Council, and any other officer designated by a city; the executive head, the clerk of the governing body, or other officer of other political subdivisions and public agencies as designated by such parties.
- (8) This agreement shall become effective as to each party when approved or executed by the party, and shall remain operative and effective as between each and every party that has heretofore or hereafter approved or executed this agreement, until participation in this agreement is terminated by the party. The termination by one or more of the parties of its participation in this agreement shall not affect the operation of this agreement as between the other parties thereto. Upon approval or execution of this agreement the State Disaster Council shall send copies of all approved and existing mutual aid operational plans affecting such party which shall become operative as to such party 20 days after receipt thereof unless within that time the party by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, declines to participate in any particular operational plan. The State Disaster Council shall keep every party currently advised of who the other parties to this agreement are and whether any of them has declined to participate in any particular operational plan.
- (9) Approval or execution of this agreement shall be as follows:
- (a) The Governor shall execute a copy of this agreement on behalf of the State of California and the various departments and agencies thereof. Upon execution by the Governor a signed copy shall forthwith be filed with the State Disaster Council.
  - (b) Counties, cities, and other political subdivisions and public agencies having a legislative or governing body shall by resolution approve and agree to abide by this agreement, which may be designated as "CALIFORNIA DISASTER AND CIVIL

DEFENSE MASTER MUTUAL AID AGREEMENT." Upon adoption of such a resolution, a certified copy thereof shall forthwith be filed with the State Disaster Council.

- c) The executive head of those political subdivisions and public agencies having no legislative or governing body shall execute a copy of this agreement and forthwith file a signed copy with the State Disaster Council.
- (10) Termination of participation in this agreement may be affected by any party as follows:
- (a) The Governor, upon behalf of the State and its various departments and agencies, and the executive head of those political subdivisions and public agencies having no legislative or governing body, shall file a written notice of termination of participation in this agreement with the State Disaster Council and this agreement is terminated as to such party 20 days after the filing of such notice.
  - (b) Counties, cities, and other political subdivisions and public agencies having a legislative or governing body shall by resolution give notice of termination of participation in this agreement and file a certified copy of such resolution with the State Disaster Council, and this agreement is terminated as to such party 20 days after the filing of such resolution.

IN WITNESS WHEREOF this agreement has been executed and approved and is effective and operative as to each of the parties as herein provided.

/signed/ EARL WARREN  
GOVERNOR  
On behalf of the State of  
California and all its  
Departments and Agencies

ATTEST: /signed/ FRANK M. JORDAN  
Secretary of State

November 15, 1950  
(GREAT SEAL)

**Note:**

There are references in the foregoing agreement to the California Disaster Act, State Disaster Council, and various sections of the Military and Veterans Code. Effective November 23, 1970, by enactment of Chapter 1454, Statutes 1970, the California Disaster Act (Sections 1500 ff., Military and Veterans Code) was superseded by the California Emergency Services Act (Sections 8550 ff., Government Code), and the State Disaster Council was superseded by the California Emergency Council.

Section 8668 of the California Emergency Services Act provides:

- (a) Any disaster council previously accredited, the State Civil Defense and Disaster Plan, the State Emergency Resources Management Plan, the State Fire Disaster Plan, the State

Law Enforcement Mutual Aid Plan, all previously approved civil defense and disaster plans, all mutual aid agreements, and all documents and agreements existing as of the effective date of this chapter, shall remain in full force and effect until revised, amended, or revoked in accordance with the provisions of this chapter.

In addition, Section 8561 of the new act specifically provides:

"Master Mutual Aid Agreement" means the California Disaster and Civil Defense Master Mutual Aid Agreement, made and entered into by and between the State of California, its various departments and agencies, and the various political subdivisions of the state, to facilitate implementation of the purposes of this chapter.

Substantially the same provisions as previously contained in Section 1541, 1564, 1586 and 1587 of the Military and Veterans Code, referred to in the foregoing agreement, are now contained in Sections 8633, 8618, 8652 and 8643, respectively, of the Government Code.



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## **EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC)**

### **ARTICLE I - PURPOSE AND AUTHORITIES**

This compact is made and entered into by and between the participating member states which enact this compact, hereinafter called party states. For the purposes of this agreement, the term "states" is taken to mean the several states, the Commonwealth of Puerto Rico, the District of Columbia, and all U.S. territorial possessions.

The purpose of this compact is to provide for mutual assistance between the states entering into this compact in managing any emergency or disaster that is duly declared by the governor of the affected state(s), whether arising from natural disaster, technological hazard, man-made disaster, civil emergency aspects of resources shortages, community disorders, insurgency, or enemy attack.

This compact shall also provide for mutual cooperation in emergency-related exercises, testing, or other training activities using equipment and personnel simulating performance of any aspect of the giving and receiving of aid by party states or subdivisions of party states during emergencies, such actions occurring outside actual declared emergency periods. Mutual assistance in this compact may include the use of the states' National Guard forces, either in accordance with the National Guard Mutual Assistance Compact or by mutual agreement between states.

### **ARTICLE II - GENERAL IMPLEMENTATION**

Each party state entering into this compact recognizes many emergencies transcend political jurisdictional boundaries and that intergovernmental coordination is essential in managing these and other emergencies under this compact. Each state further recognizes that there will be emergencies which require immediate access and present procedures to apply outside resources to make a prompt and effective response to such an emergency. This is because few, if any; individual states have all the resources they may need in all types of emergencies or the capability of delivering resources to areas where emergencies exist. The prompt, full, and effective utilization of resources of the participating states, including any resources on hand or available from the Federal Government or any other source, that are essential to the safety, care, and welfare of the people in the event of any emergency or disaster declared by a party state, shall be the underlying principle on which all articles of this compact shall be understood.

On behalf of the governor of each state participating in the compact, the legally designated state official who is assigned responsibility for emergency management will be responsible for formulation of the appropriate interstate mutual aid plans and procedures necessary to implement this compact.

### **ARTICLE III - PARTY STATE RESPONSIBILITIES**

A. It shall be the responsibility of each party state to formulate procedural plans and programs for interstate cooperation in the performance of the responsibilities listed in this

article. In formulating such plans, and in carrying them out, the party states, insofar as practical, shall:

i. Review individual state hazards analyses and, to the extent reasonably possible, determine all those potential emergencies the party states might jointly suffer, whether due to natural disaster, technological hazard, man-made disaster, emergency aspects of resource shortages, civil disorders, insurgency, or enemy attack.

ii. Review party states' individual emergency plans and develop a plan which will determine the mechanism for the interstate management and provision of assistance concerning any potential emergency.

iii. Develop interstate procedures to fill any identified gaps and to resolve any identified inconsistencies or overlaps in existing or developed plans.

iv. Assist in warning communities adjacent to or crossing the state boundaries.

v. Protect and assure uninterrupted delivery of services, medicines, water, food, energy and fuel, search and rescue, and critical lifeline equipment, services, and resources, both human and material.

vi. Inventory and set procedures for the interstate loan and delivery of human and material resources, together with procedures for reimbursement or forgiveness.

vii. Provide, to the extent authorized by law, for temporary suspension of any statutes or ordinances that restrict the implementation of the above responsibilities.

B. The authorized representative of a party state may request assistance of another party state by contacting the authorized representative of that state. The provisions of this agreement shall only apply to requests for assistance made by and to authorized representatives. Requests may be verbal or in writing. If verbal, the request shall be confirmed in writing within 30 days of the verbal request. Requests shall provide the following information:

i. A description of the emergency service function for which assistance is needed, such as but not limited to fire services, law enforcement, emergency medical, transportation, communications, public works and engineering, building inspection, planning and information assistance, mass care, resource support, health and medical services, and search and rescue.

ii. The amount and type of personnel, equipment, materials and supplies needed, and a reasonable estimate of the length of time they will be needed.

iii. The specific place and time for staging of the assisting party's response and a point of contact at that location.

C. There shall be frequent consultation between state officials who have assigned emergency management responsibilities and other appropriate representatives of the party states with affected jurisdictions and the United States Government, with free exchange of information, plans, and resource records relating to emergency capabilities.

#### **ARTICLE IV – LIMITATIONS**

Any party state requested to render mutual aid or conduct exercises and training for mutual aid shall take such action as is necessary to provide and make available the resources covered by this compact in accordance with the terms hereof; provided that it is understood that the state rendering aid may withhold resources to the extent necessary to provide reasonable protection for such state.

Each party state shall afford to the emergency forces of any party state, while operating within its state limits under the terms and conditions of this compact, the same powers (except that of arrest unless specifically authorized by the receiving state), duties, rights, and privileges as are afforded forces of the state in which they are performing emergency services. Emergency forces will continue under the command and control of their regular leaders, but the organizational units will come under the operational control of the emergency services authorities of the state receiving assistance. These conditions may be activated, as needed, only subsequent to a declaration of a state of emergency or disaster by the governor of the party state that is to receive assistance or commencement of exercises or training for mutual aid and shall continue so long as the exercises or training for mutual aid are in progress, the state of emergency or disaster remains in effect or loaned resources remain in the receiving state(s), whichever is longer.

#### **ARTICLE V - LICENSES AND PERMITS**

Whenever any person holds a license, certificate, or other permit issued by any state party to the compact evidencing the meeting of qualifications for professional, mechanical, or other skills, and when such assistance is requested by the receiving party state, such person shall be deemed licensed, certified, or permitted by the state requesting assistance to render aid involving such skill to meet a declared emergency or disaster, subject to such limitations and conditions as the governor of the requesting state may prescribe by executive order or otherwise.

#### **ARTICLE VI – LIABILITY**

Officers or employees of a party state rendering aid in another state pursuant to this compact shall be considered agents of the requesting state for tort liability and immunity purposes; and no party state or its officers or employees rendering aid in another state pursuant to this compact shall be liable on account of any act or omission in good faith on the part of such forces while so engaged or on account of the maintenance or use of any equipment or supplies in connection therewith. Good faith in this article shall not include willful misconduct, gross negligence, or recklessness.

## **ARTICLE VII - SUPPLEMENTARY AGREEMENTS**

Inasmuch as it is probable that the pattern and detail of the machinery for mutual aid among two or more states may differ from that among the states that are party hereto, this instrument contains elements of a broad base common to all states, and nothing herein contained shall preclude any state from entering into supplementary agreements with another state or affect any other agreements already in force between states. Supplementary agreements may comprehend, but shall not be limited to, provisions for evacuation and reception of injured and other persons and the exchange of medical, fire, police, public utility, reconnaissance, welfare, transportation and communications personnel, and equipment and supplies.

## **ARTICLE VIII – COMPENSATION**

Each party state shall provide for the payment of compensation and death benefits to injured members of the emergency forces of that state and representatives of deceased members of such forces in case such members sustain injuries or are killed while rendering aid pursuant to this compact, in the same manner and on the same terms as if the injury or death were sustained within their own state.

## **ARTICLE IX – REIMBURSEMENT**

Any party state rendering aid in another state pursuant to this compact shall be reimbursed by the party state receiving such aid for any loss or damage to or expense incurred in the operation of any equipment and the provision of any service in answering a request for aid and for the costs incurred in connection with such requests; provided, that any aiding party state may assume in whole or in part such loss, damage, expense, or other cost, or may loan such equipment or donate such services to the receiving party state without charge or cost; and provided further, that any two or more party states may enter into supplementary agreements establishing a different allocation of costs among those states. Article VIII expenses shall not be reimbursable under this provision.

## **ARTICLE X – EVACUATION**

Plans for the orderly evacuation and interstate reception of portions of the civilian population as the result of any emergency or disaster of sufficient proportions to so warrant, shall be worked out and maintained between the party states and the emergency management/services directors of the various jurisdictions where any type of incident requiring evacuations might occur. Such plans shall be put into effect by request of the state from which evacuees come and shall include the manner of transporting such evacuees, the number of evacuees to be received in different areas, the manner in which food, clothing, housing, and medical care will be provided, the registration of the evacuees, the providing of facilities for the notification of relatives or friends, and the forwarding of such evacuees to other areas or the bringing in of additional materials, supplies, and all other relevant factors. Such plans shall provide that the party state receiving evacuees and the party state from which the evacuees come shall mutually agree as to reimbursement of out-of-pocket expenses incurred in receiving and caring for such evacuees, for expenditures for transportation, food, clothing, medicines and medical care, and like items. Such expenditures shall be reimbursed as agreed by the party state from which the evacuees come. After the termination of the emergency or disaster, the

party state from which the evacuees come shall assume the responsibility for the ultimate support of repatriation of such evacuees.

#### **ARTICLE XI – IMPLEMENTATION**

A. This compact shall become operative immediately upon its enactment into law by any two (2) states; thereafter, this compact shall become effective as to any other state upon its enactment by such state.

B. Any party state may withdraw from this Compact by enacting a statute repealing the same, but no such withdrawal shall take effect until 30 days after the governor of the withdrawing state has given notice in writing of such withdrawal to the governors of all other party states. Such action shall not relieve the withdrawing state from obligations assumed hereunder prior to the effective date of withdrawal.

C. Duly authenticated copies of this compact and of such supplementary agreements as may be entered into shall, at the time of their approval, be deposited with each of the party states and with the Federal Emergency Management Agency and other appropriate agencies of the United States Government.

#### **ARTICLE XII – VALIDITY**

This Act shall be construed to effectuate the purposes stated in Article I hereof. If any provision of this compact is declared unconstitutional, or the applicability thereof to any person or circumstances is held invalid, the constitutionality of the remainder of this Act and the applicability thereof to other persons and circumstances shall not be affected thereby.

#### **ARTICLE XIII - ADDITIONAL PROVISIONS**

Nothing in this compact shall authorize or permit the use of military force by the National Guard of a state at any place outside that state in any emergency for which the President is authorized by law to call into federal service the militia, or for any purpose for which the use of the Army or the Air Force would in the absence of express statutory authorization be prohibited under Section 1385 of title 18, United States Code.

*Ratified during the 2nd session of the 104th Congress and became Public Law 104-321, October 1996*

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## **AUTHORITIES AND RESPONSIBILITIES OF LOCAL HEALTH OFFICERS IN DISASTERS**

These references have been prepared strictly as a guide, and should not be construed as providing legal advice. To ensure compliance with applicable laws and regulations, city or county legal counsel should be consulted prior to invoking the authorities discussed in this document

HSC = Health and Safety Code

GC = Government Code

CCR = California Code of Regulations

PC = Penal Code

### **GENERAL DUTIES AND RESPONSIBILITIES OF COUNTY HEALTH OFFICER**

**The local health officer is delegated the responsibility for enforcement of public health laws and regulations.**

#### **HSC § 101000 County Health Officer Appointment**

“Each board of supervisors shall appoint a health officer who is a county officer.”

#### **HSC § 101460 City Health Officer; Appointment.**

“Every governing body of a city shall appoint a health officer, except when the city has made other arrangements as specified in this code, for the county to exercise the same powers and duties within the city, as are conferred upon city health officers by law.”

#### **HSC § 101400 Contracts For County Performance Of City Health Functions.**

“The board of supervisors may contract with a city in the county, and the governing body of a city may contract with the county for the performance by health officers or other county employees of any or all enforcement functions within the city related to ordinances of public health and sanitation, and all inspections and other related functions.”

#### **HSC § 101025 Duties Of Governing Body Of County**

“The board of supervisors of each county shall take measures as may be necessary to preserve and protect the public health in the unincorporated territory of the county, including, if indicated, the adoption of ordinances, regulations and orders not in conflict with general laws, and provide for the payment of all expenses incurred in enforcing them.”

#### **HSC § 101030 Enforcement Duties.**

“The county health officer shall enforce and observe all of the following in the unincorporated area of the county:

- (a) Orders and ordinances of the board of supervisors pertaining to public health and sanitary matters;



(b) Orders including quarantine and other regulations prescribed by the department; and (c) Statutes related to public health.”

**HSC § 101375 Consent Of City; Enforcement Duties Of County Health Officer.**

“When the governing body of a city in the county consents by resolution or ordinance, the county health officer shall enforce and observe in the city all of the following:

(a) Orders and quarantine regulations prescribed by the department and other regulations issued under this code.

(b) Statutes relating to the public health.”

**HSC § 101405 Powers Of County Health Officers In City.**

“Whenever a contract has been duly entered into, the county health officer and his or her deputies shall exercise the same powers and duties in the city as are conferred upon city health officers by law.”

**EMERGENCIES, EMERGENCY PROCLAMATIONS, AND HEALTH OFFICER AUTHORITY DURING A PROCLAIMED EMERGENCY**

**GC § 8558 Degrees Of Emergency.**

“Three conditions or degrees of emergency are established by this chapter:

(a) **"State of war emergency"** means the condition which exists immediately, with or without a proclamation thereof by the Governor, whenever this state or nation is attacked by an enemy of the United States, or upon receipt by the state of a warning from the federal government indicating that such an enemy attack is probable or imminent.

(b) **"State of emergency"** means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy or conditions causing a "state of war emergency," which conditions, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the California Public Utilities Commission.

(c) **"Local emergency"** means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a

county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy, which conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and require the combined forces of other political subdivisions to combat, or with respect to regulated energy utilities, a sudden severe energy shortage requires extraordinary measures beyond the authority vested in the California Public Utilities Commission."

**GC § 8630 Proclamation by local governing body.**

"(a) A local emergency may be proclaimed only by the governing body of a city, county, or city and county, or by an official designated by ordinance adopted by that governing body.

(b) Whenever a local emergency is proclaimed by an official designated by ordinance, the local emergency shall not remain in effect for a period in excess of seven days unless it has been ratified by the governing body.

(c) The governing body shall review the need for continuing the local emergency at least once every 30 days until the governing body terminates the local emergency.

(d) The governing body shall proclaim the termination of the local emergency at the earliest possible date that conditions warrant."

**County Declaration of Local Emergency Applies to the Cities within the County**

**GC § 8630 Proclamation By Local Governing Body. Notes Of Decisions:**

**62 Ops. Atty. Gen. 710, 11-16-79**

1. In general. "When the county has declared the local emergency based upon conditions which include both incorporated and unincorporated territory of the county, it is not necessary for the cities to also declare the existence of a local emergency independently."

**Health Officer's Authority During a Proclaimed Emergency**

**HSC § 101040 Authority To Take Preventive Measures During Emergency.**

- (a) The local health officer may take any preventive measure that may be necessary to protect and preserve the public health from any public health hazard during any "state of war emergency," "state of emergency," or "local emergency," as defined by Section 8558 of the Government Code, within his or her jurisdiction.
- (b) "Preventive measure" means abatement, correction, removal or any other protective step that may be taken against any public health hazard that is caused by a disaster and affects the public health. Funds for these measures may be allowed pursuant to Sections

29127 to 29131, inclusive, and 53021 to 53023, inclusive, of the Government Code and from any other money appropriated by a county board of supervisors or a city governing body to carry out the purposes of this section.

- (c) The local health officer, upon consent of the county board of supervisors or a city governing body, may certify any public health hazard resulting from any disaster condition if certification is required for any federal or state disaster relief program.”

## **Health Emergency**

**HSC § 101080 Declaration Of Health Emergency; Conditions; Duration; Review.** “Whenever a release, spill, escape, or entry of waste occurs as described in paragraph (2) of subdivision (b) of Section 101075 and the director or the local health officer reasonably determines that the waste is a hazardous waste or medical waste, or that it may become a hazardous waste or medical waste because of a combination or reaction with other substances or materials, and the director or local health officer reasonably determines that the release or escape is an immediate threat to the public health, the director may declare a health emergency and the local health officer may declare a county health emergency in the county or any area thereof affected by the threat to the public health. Whenever a local health emergency is declared by a local health officer pursuant to this section, the local health emergency shall not remain in effect for a period in excess of seven days unless it has been ratified by the board of supervisors, or city council, whichever is applicable to the jurisdiction. The board of supervisors, or city council, if applicable, shall review, at least every 14 days until the local health emergency is terminated, the need for continuing the local health emergency and shall proclaim the termination of the local health emergency at the earliest possible date that conditions warrant the termination.”

## **Health Officer's Authority During a Declared Health Emergency**

### **HSC §101085 Health Emergencies; Powers Of Health Officials.**

“(a) After the declaration of a health emergency or a local health emergency pursuant to Section 101080, the director or local health officer may do any or all of the following:

- (1) Only in the case of a release, spill, escape, or entry of waste as described in paragraph (2) of subdivision (b) of Section 101075, require any person or organization that the director or local health officer shall specify to furnish any information known relating to the properties, reactions, and identity of the material that has been released, spilled, or escaped. The director or local health officer may require information to be furnished, under penalty of perjury, by the person, company, corporation, or other organization that had custody of the material, and, if the material is being transferred or transported, by any person, company, corporation, or organization that caused the material to be transferred or transported. This information shall be furnished to the director or local health officer upon request in sufficient detail, as determined by the director or local health officer, as required to take any action necessary to abate the health

emergency or local health emergency or protect the health of persons in the jurisdiction, or any area thereof, who are, or may be affected. However, the burden, including costs, of furnishing the information shall bear a reasonable relationship to the need for the information and the benefits to be obtained there from.

(2) Provide the information, or any necessary portions thereof, or any other necessary information available to the director or local health officer to state or local agencies responding to the health emergency or local health emergency or to medical and other professional personnel treating victims of the local health emergency.

(3) Sample, analyze, or otherwise determine the identifying and other technical information relating to the health emergency or local health emergency as necessary to respond to or abate the local health emergency and protect the public health.

(b) After the declaration of a local health emergency by the local health officer pursuant to Section 101080, the following shall apply in the jurisdiction in which the local health emergency has been declared:

(1) Other political subdivisions have full power to provide mutual aid to any area affected by a local health emergency in accordance with local ordinances, resolutions, emergency plans, or agreements therefore.

(2) State agencies may provide mutual aid, including personnel, equipment, and other available resources, to assist political subdivisions during a local health emergency or in accordance with mutual aid agreements or at the direction of the Governor.

(3) In the absence of a state of war emergency or state of emergency, the cost of extraordinary services incurred by political subdivisions in executing mutual aid agreements in a local health emergency shall constitute a legal charge against the state when approved by the Governor in accordance with orders and regulations promulgated as prescribed in Section 8567 of the Government Code.

(c) Under this section, a local health emergency shall be considered a local emergency for purposes of Section 8659 of the Government Code.

(d) This section does not limit or abridge any of the powers or duties granted to the State Water Resources Control Board and to each regional water quality control board by Division 7 (commencing with Section 13000) of the Water Code. This section also does not limit or abridge the powers or duties granted to the State Air Resources Board or to any air pollution control district by Division 26 (commencing with Section 39000). This section does not limit or abridge any of the powers or duties granted to the Director of Food and Agriculture or to any county agricultural commissioner by Division 6 commencing with Section 11401) or by Division 7 (commencing with Section 12501) of the Food and Agricultural Code.”

## **Personnel Resources Available to the Health Officer During a Health or Local Emergency**

### **HSC § 101310 Health Emergencies.**

“In the event a health emergency is declared by the board of supervisors in a county, or in the event a county health emergency is declared by the county health officer pursuant to Section 101080, the local health officer shall have supervision and control over all environmental health and sanitation programs and personnel employed by the county during the state of emergency”.

*Note: A "health emergency" that is declared by the board of supervisors under HSC §101310 is a "local emergency" which has been proclaimed for a health-related reasons as defined under GC § 8558 (c) pursuant to GC § 8630. Historically, this has been interpreted to include emergencies with public health consequences such as an earthquake, flood, or other disaster*

## The Authority To Order An Evacuation

### PC § 409.5

“(a) Whenever a menace to the public health or safety is created by a calamity including a flood, storm, fire, earthquake, explosion, accident, or other disaster, officers of the Department of the California Highway Patrol, police departments, marshal's office or sheriff's office, any officer or employee of the Department of Forestry and Fire Protection designated a peace officer by subdivision (g) of Section 830.2, any officer or employee of the Department of Parks and Recreation designated a peace officer by subdivision (f) of Section 830.2, any officer or employee of the Department of Fish and Game designated a peace officer under subdivision (e) of Section 830.2, and any publicly employed full-time lifeguard or publicly employed full-time marine safety officer while acting in a supervisory position in the performance of his or her official duties, may close the area where the menace exists for the duration thereof by means of ropes, markers, or guards to any and all persons not authorized by the lifeguard or officer to enter or remain within the enclosed area. **If the calamity creates an immediate menace to the public health, the local health officer may close the area where the menace exists pursuant to the conditions set forth in this section.**

(b) Officers of the Department of the California Highway Patrol, police departments, marshal's office or sheriff's office, officers of the Department of Fish and Game designated as peace officers by subdivision (e) of Section 830.2, or officers of the Department of Forestry and Fire Protection designated as peace officers by subdivision (g) of Section 830.2 may close the immediate area surrounding any emergency field command post or any other command post activated for the purpose of abating any calamity enumerated in this section or any riot or other civil disturbance to any and all unauthorized persons pursuant to the conditions set forth in this section whether or not the field command post or other command post is located near to the actual calamity or riot or other civil disturbance.

(c) Any unauthorized person who willfully and knowingly enters an area closed pursuant to subdivision (a) or (b) and who willfully remains within the area after receiving notice to evacuate or leave shall be guilty of a misdemeanor.

(d) Nothing in this section shall prevent a duly authorized representative of any news service, newspaper, or radio or television station or network from entering the areas closed pursuant to this section.”

## The Authority To Order An Evacuation As a Result of An Avalanche

### PC § 409.6.

“(a) Whenever a menace to the public health or safety is created by an avalanche, officers of the Department of the California Highway Patrol, police departments, or sheriff's offices, any officer or employee of the Department of Forestry and Fire

Protection designated a peace officer by subdivision (g) of Section 830.2, and any officer or employee of the Department of Parks and Recreation designated a peace officer by subdivision (f) of Section 830.2, may close the area where the menace exists for the duration thereof by means of ropes, markers, or guards to any and all persons not authorized by that officer to enter or remain within the closed area. **If an avalanche creates an immediate menace to the public health, the local health officer may close the area where the menace exists pursuant to the conditions which are set forth above in this section.**

(b) Officers of the Department of the California Highway Patrol, police departments, or sheriff's offices, or officers of the Department of Forestry and Fire Protection designated as peace officers by subdivision (g) of Section 830.2, may close the immediate area surrounding any emergency field command post or any other command post activated for the purpose of abating hazardous conditions created by an avalanche to any and all unauthorized persons pursuant to the conditions which are set forth in this section whether or not that field command post or other command post is located near the avalanche.

(c) Any unauthorized person who willfully and knowingly enters an area closed pursuant to subdivision (a) or (b) and who willfully remains within that area, or any unauthorized person who willfully remains within an area closed pursuant to subdivision (a) or (b), after receiving notice to evacuate or leave from a peace officer named in subdivision (a) or (b), shall be guilty of a misdemeanor. If necessary, a peace officer named in subdivision (a) or (b) may use reasonable force to remove from the closed area any unauthorized person who willfully remains within that area after receiving notice to evacuate or leave.

(d) Nothing in this section shall prevent a duly authorized representative of any news service, newspaper, or radio or television station or network from entering the areas closed pursuant to this section."

## **COMMUNICABLE DISEASE PREVENTION AND CONTROL**

### **HSC §120100. Definition of Health Officer**

"Health Officer," as used in the Communicable Disease Prevention and Control Act (§27) includes county, city, and district health officers, and city and district health boards, but does not include advisory health boards.

### **HSC §120130 Isolation and Quarantine**

...A health officer may require isolation (strict or modified) or quarantine for any case of contagious, infectious, or communicable disease when this action is necessary for the protection of the public health.

### **HSC §120175 Measures to Prevent Spread of Disease**

Each health officer knowing or having reason to believe that any case of the disease made reportable by regulation of the department, or any other contagious, infectious or communicable disease may exist, or has recently existed, within the territory under his or her jurisdiction, shall take measures as may be necessary to prevent the spread of the disease or occurrence or additional cases.

**HSC §120275 Violation of Isolation or Quarantine Order**

Any person who, after notice, violates, or who, upon the demand of any health officer, refuses or neglects to conform to, any rule, order, or regulation prescribed by the department respecting a quarantine or disinfection of persons, animals, things, or places, is guilty of a misdemeanor.



## **EMERGENCY ALERT SYSTEM (EAS) ACTIVATION PROCEDURES**

(This information has been moved to the Appendix, a restricted use of this Plan, due to the sensitive nature of the information).

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## **PUBLIC INFORMATION OFFICER (PIO)**

The City has a responsibility for providing the public with accurate, timely, and consistent information in an emergency. Informing the public is a special priority during emergency incidents, and the public expects timely information about the emergency.

The objectives of Emergency Public Information are to:

- Rapidly provide the general public with information about the emergency and instructions about what they should do.
- Provide the media with accurate, timely information about the extent of the emergency and City response efforts.

To meet these objectives, public information officers (PIOs) at all levels must work together and with media representatives to disseminate information and instructions to the public when emergencies occur. The PIO team should:

- Provide a PIO planning/work area in or near the EOC.
- Coordinate with the Incident Command Post staff to establish a Media Photo Site for visual access near the scene of the incident.
- Establish a Media Information Center or a Joint Information Center for briefing the news media.
- Establish a rumor control function to respond to public and media inquiries.
- Coordinate with the Management Liaison Officer to handle VIP tours.

The **primary role** of the PIO is to disseminate emergency instructions and critical information through the media to the public.

A **secondary function** is to provide the public (through the media) with accurate and complete information regarding incident cause, size, status, resources committed and potential short or long-term impacts, if known. For large incidents or incidents involving numerous response agencies, PIOs from all responding agencies should combine to form a public information team under the direction of the designated PIO in the EOC.

### **EMERGENCY NOTIFICATION**

Emergency notification instructions and advisories are primarily the City's responsibility. During the initial emergency phase, the PIO will assist in alerting the public to hazards and for providing emergency instructions regarding protective actions to be taken to avoid injury and protecting property. These public notifications should be made as soon as possible through the broadcast media to provide adequate time for response.

Notifications should include local and national wire services. To notify news media of a breaking story, give the following information:

- Your name
- City of Thousand Oaks
- Type of incident
- Safety information
- Location of incident (include Thomas Brothers map coordinates).
- Any additional information for the news media (command post location, equipment on scene, best access route, etc.).

The PIOs will release emergency public information locally and provide status information to PIOs at higher levels of government. This information should be coordinated with all agencies involved in the incident.

### **EMERGENCY PHASE**

During this phase, the public information system is mobilized to provide public information of a pending hazard or to respond to media and public inquiries.

The PIO is an essential part of the field level and EOC Command Staff. The PIO function should be established as soon as possible to ensure prompt access to all current emergency response and health or safety information available. On-scene, PIOs will coordinate with the PIO in the EOC.

Rapid dissemination of information is especially critical in a breaking event. The information should advise the public of the potential hazards and the nature of the hazard, area involved, evacuations, and traffic control.

### **Rumor Control**

Government is responsible for providing information and instructions to the public along with establishing an effective rumor control system. It is important to establish Rumor Control to respond to direct public and media inquiry.

### **MEDIA INFORMATION**

#### **Joint Information Center or Media Center**

Media accommodation begins with access to the scene through a Joint Information Center or Media Center. It is important to remember that the media is an important element of emergency response as they can provide critical information to the Incident Commander/EOC Director and staff, as well as the public.

On smaller incidents, a Media Information Center should be established to provide warning or precautionary information and to release information:

- On general safety instructions to the public via the media.
- Relating to the response activities on scene, medical, shelter, road/street closures, and damage assessment.

- On the status of the incident, deaths (when confirmed by the Coroner), injuries, displaced persons, damages, hospital status, school status, and major problems.

The Media Information Center should be clearly marked if located within law enforcement lines. It should be staffed by qualified PIOs and open to all authorized news media representatives. The Media Information Center should be closed to the general public. Appropriate government officials and incident specialists may be brought into the Media Information Center area for interviews.

When working with the media, it is important to provide:

- Location of media center(s)
- Best access routes to media center
- Location of media access photo sites
- Times of news briefings
- Airspace restrictions
- Street closures/detours
- Shelter and hospital addresses
- Hazardous materials dangers
- Language assistance for non-English speaking journalists
- Scheduled media tours of incident area (coordinate with the Liaison Officer)
- Weather information

A Joint Information Center should be established when multiple jurisdictions, agencies, and level of government are involved in the response. The PIOs at the Joint Information Center will employ the Joint Information System to share and coordinate public information, whether formally or informally, to ensure delivery of accurate and timely information the public needs and wants.

### **Media Identification**

Provisions for press passes should be determined before an incident occurs. Generally, the law enforcement agency issues press passes to representatives from legitimate news gathering agencies. Provisions for a system of temporary press passes should be addressed to cover the occasion when legitimate journalists arrive on the scene of a major incident.

As a general guideline, any person employed by a news gathering agency, be it newspaper, wire service, television or radio station, or as a free-lance journalist or photojournalist, is authorized access to disaster areas under Penal Code section 409.5 (d) or PC 409.6(d). As a general rule, media representatives should not be admitted to National Defense Areas such as the crash site of a military aircraft (66 Ops. Cal. Atty. Gen. 497 (1983)).

Other means of identification are Media Vehicle Placards and Press Photographer license plates (California vehicle Code Section 5008). These plates can be identified by the letters PP inside a triangle shaped shield, followed by a number.

### **News Conferences and Briefings**

The Media Information Center and Joint Information Center should be able to accommodate all media representatives during news conference briefings. State policy allows all media representatives equal access to information developed for release. Physical access to the media center and site could be controlled or restricted. If access is controlled or restricted, public safety personnel at perimeter/barriers must be instructed in these procedures. For access within police and fire lines, media representatives must have valid "authorized" media identification issued by public safety agency or authorization on company letterhead (67 Ops.Cal.Atty.Gen.535 (1984)).

Media briefings and press conferences should be conducted on a regular or "as needed" basis. In preparing for briefings and press conferences, PIOs shall:

- Arrange for an official spokesperson.
- Announce briefings times to all media.
- Arrange media tours, if such action will not hinder response efforts. (Coordinate with the liaison officer.)
- Conduct tours for media pool representatives as needed.

PIOs should ensure that all information available for release is clear, concise, confirmed, and approved by appropriate authority before release to the media or public. PIOs should not release unconfirmed information or speculate. Information, which is not confidential, would not hamper an investigation or jeopardize the rights and safety of an individual can and should be released.

### **Media Pools**

The media should be allowed reasonable access. If restrictions or limitations are unavoidable, a "pool" system may be used to avoid congestion. Journalists on the scene should be permitted to select representatives from each medium (radio, television, newspaper, wire service, magazine, video, and still photographers). They should also consider selecting representatives from each level of coverage (local, regional, national, and international). These are then escorted into the area. These representatives will then share all information, photographs and video/audio tape with other accredited journalists. Only journalists present when the pool is activated should be allowed access to pool material. A sign-up sheet may be used to record participants.

When access by the media must be denied or severely restricted, a valid explanation must be provided. The media pool is seen as a restriction placed on the media and coverage of the news. Media pools should be considered only as a last resort. Media representatives must be reasonably accommodated at disaster scenes.

Journalists selected as pool members must be willing and able to meet deadlines and share video, audio, or still coverage, in a timely manner to all entitled to material generated by the media pool. Journalists not assigned to the media pool must obey lawful orders of public safety officers. Once the media pool is formed, only authorized pool members may have access to the immediate scene while access is limited.

### **Media Access Photo Sites (MAPS)**

Media Access Photo Sites (MAPS) should be established for photojournalists to provide visual access. MAPS are specific locations designated for use by still and video media to provide visual access to emergency, crime, and hazardous materials scenes. The MAPS should be identified and established as a priority by the PIO or knowledgeable representative of the Incident Commander.

Criteria considered in identifying locations for Media Access Photo Sites:

- The site should be as close as possible to the incident yet not interfere with the operation of public safety officers or compromise the safety of media representative.
- The location should be chosen to give the best visual access to all areas of interest associated with the incident.
- The need to locate video trucks and support equipment as close as possible for technical reasons should be considered.

Journalists will have access to the media photo site; however all media briefings and interviews should be conducted at the Media Information Center near the Command Post or EOC.

In the event that the incident falls under the jurisdiction of the National Transportation Safety Board (NTSB), the media photo site should be activated immediately by the PIO Function. The law enforcement agency will act as the investigator's agent when restricting access. They will decide on access. Officers are urged to treat the area as a crime scene, even though the incident may not have been the result of an obvious criminal act. Media photo sites should be placed outside the immediate crime scene area(s).

## POST-EMERGENCY PHASE

### Recovery

Information will continue to be released after termination of the emergency. This will include information on clean-up, possible health effects, traffic reports, restoration of essential services, extent of damage, and available assistance programs available.

It is the responsibility of the PIO to:

- Advise the public of recovery efforts
- Provide for public meetings to address public concerns.
- Continue monitoring public attitudes and revise public information strategies accordingly.
- Reduce tension by issuing news releases on a regular basis.
- Record and evaluate actions taken during incident for after action report.
- Consider contacting the media for their input into the after action report.
- Ensure that the PIO has business cards with phone numbers to give to media.

**The following information should be released to the public when providing EMERGENCY public information.**

### LIFESAVING/HEALTH PRESERVATION INSTRUCTIONS

- \_\_\_ What to do (and why)
- \_\_\_ What **not** to do (and why)
- \_\_\_ Information (for parents) on status and actions of schools (if in session)
- \_\_\_ Hazardous/contaminated/congested areas to avoid
- \_\_\_ Curfews
- \_\_\_ Road, bridge, freeway overpass, dam conditions, and alternate routes to take.
- \_\_\_ Evacuation:
  - Routes.
  - Instructions (including what to do if vehicle breaks down)
  - Arrangements for persons without transportation
  - Location of mass care/medical
  - Coroner facilities, food, safe water. Status of hospitals
- \_\_\_ First aid information
- \_\_\_ Firefighting instructions
- \_\_\_ Emergency telephone number (otherwise request people not to use telephone). Stress to out-of-area media that people should **NOT** telephone into the area. Lines must be kept open for emergency calls
- \_\_\_ Instructions/precautions about utility use, sanitation, how to turn off utilities
- \_\_\_ Essential services available: hospitals, grocery stores, banks, pharmacies, etc.
- \_\_\_ Weather hazards/health risks (if appropriate)

### EMERGENCY STATUS INFORMATION

- \_\_\_ Before release, clear all information with the EOC Director
- \_\_\_ Verify all information before release



- \_\_\_ Provide all hotline numbers
- \_\_\_ Description of the emergency situation, including:
  - Number of deaths and injuries
  - Property damage to city and businesses, and dollar value
  - Persons displaced
  - Magnitude of earthquake, number of fires, etc.
- \_\_\_ Description of government and private response efforts (mass care, medical, search and rescue, emergency repair, debris clearance, fire/flood fighting, etc.)
- \_\_\_ Any of the priority 1 information in summary form on a "nice to know" rather than "vital to know and act upon" basis
- \_\_\_ Status of Local Proclamation, Governor's Proclamation, and Presidential Declaration
- \_\_\_ Where people should report/call to volunteer
- \_\_\_ How people in other areas can obtain information about relatives/friends in the disaster area (coordinate with Red Cross on release of this information). How disaster victims can locate family members

#### **OTHER USEFUL INFORMATION**

Usually this type of information will be released in the Recovery Period because of lack of time and other priorities during other phases:

- State/Federal assistance available
- Disaster Application Center opening dates/times
- Historical events of this nature
- Charts/photographs/statistics from past events
- Human interest stories
- Acts of heroism
- Historical value of property damaged/destroyed
- Prominence of those killed/injured.

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## **MEDIA ACCREDITATION PROCEDURES**

During a local emergency, the City Manager's Office or Board Room will be used as the Joint Information Center. All media personnel requesting information should report there.

Media personnel should be prepared to present photo I.D. in the form of a valid signed and dated photo identification card issued to the bearer from the Ventura County Sheriff's Department. Additional verification may be required.

No provisions will be made to feed or house media personnel.

Members of the media **may not** be allowed to enter the Emergency Operations Center (EOC) without authorization, as their presence may disrupt emergency operations.

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## EOC VISITOR CONTROL PROCEDURES

Visitors wishing to enter the Emergency Operations Center (EOC) during an actual emergency or disaster must fill out a Visitation Request Form (**See Forms Section**).

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All Visitation Request Forms will be reviewed by the Liaison Officer. Only those visitors whom the Liaison Officer determines will benefit the emergency operations effort will be allowed into the EOC. This might include, but is not limited to officials, representatives from other cities, etc.

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## EMERGENCY PUBLIC INFORMATION RELEASE LOG

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\* T - Taped or live broadcast  
F - Field contact

**P - Phone report**  
**N - News release (indicate no.)**

**O - Office visit**

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## PUBLIC INFORMATION STATUS LOG

1. INCIDENT NAME		2. TYPE		3. CAUSE	
4. LOCATION/JURISDICTION		5. INCIDENT COMMANDER		6. START TIME	7. CLOSE TIME
8. AREAS INVOLVED			14. AREAS EVACUATED		
9. AGENCIES/RESOURCES COMMITTED			15. SHELTER CENTERS		
10. CASUALTIES			16. HOSPITAL/CONTACT PERSON		
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> A. INCIDENT PERSONNEL  a. Injuries   b. Fatalities </div> <div style="width: 45%;"> B. PUBLIC  a. Injuries   b. Fatalities </div> </div>					
11. DAMAGE ESTIMATES			17. ROAD STATUS		
A. PUBLIC		B. PRIVATE			
\$		\$			
12. WARNINGS-EXPECTED HAZARDS			18. MISCELLANEOUS		
LOCATION	TYPE	PERIOD			
13 CURRENT WEATHER		FORCAST WEATHER		19. PIO <span style="float: right;">PHONES</span>	
				20. LOCATION	
				21. PREPARED BY	DATE/TIME
				22. APPROVED BY	

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### SCHOOLS-SPECIFIC INFORMATION

Schools	Status	<b>Comments</b> <input type="checkbox"/> All Students Accounted for <input type="checkbox"/> Number and type of injuries <input type="checkbox"/> Missing persons, names <input type="checkbox"/> Assistance required
<b>PUBLIC SCHOOLS</b>		
<b>ELEMENTARY SCHOOLS</b>		
<b>MIDDLE SCHOOLS</b>		
<b>HIGH SCHOOLS</b>		
<b>ALTERNATE SCHOOLS</b>		
<b>PRIVATE /CHARTER SCHOOLS</b>		



**CITY OF THOUSAND OAKS EOC VISITATION REQUEST FORM**  
**(Return to Liaison Officer)**

DATE \_\_\_\_\_

NAME \_\_\_\_\_  
(Please print)

ADDRESS \_\_\_\_\_

TELEPHONE (Work) \_\_\_\_\_ (Home) \_\_\_\_\_

ORGANIZATION REPRESENTED \_\_\_\_\_

REASON FOR REQUEST \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I understand that completion of this form does not constitute an agreement, expressed or implied, to permit me to enter the EOC.

If granted permission to enter the EOC, I agree to remain in the Visitor Control Area while in the EOC unless I am directed elsewhere by EOC staff. Further, I understand that visitation privileges may be terminated at any time and I agree to leave promptly upon notification of the termination of visitation privileges.

\_\_\_\_\_  
Signature

Signature of Authorizing Employee \_\_\_\_\_

Time In \_\_\_\_\_ Time Out \_\_\_\_\_ Areas Visited \_\_\_\_\_

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## AGENCY REPRESENTATIVE REGISTRATION FORM

Welcome to the EOC.

Our Operational Periods will be

- A Shift from \_\_\_\_\_ A.M. to \_\_\_\_\_ P.M.
- B Shift from \_\_\_\_\_ A.M. to \_\_\_\_\_ P.M.

Your point of contact will be the Liaison Officer.

Name:	Location:
-------	-----------

Work with the Liaison Officer to:

- Obtain a work location and our EOC contact information
- Obtain the current situation briefing and any update briefings
- Facilitate requests for support or information that your agency can provide or requests
- Provide appropriate situation information related to your agency

Work with your agency EOC to:

- Advise them of your presence and assigned work location
- Represent your agency at our EOC planning meetings as appropriate
- Inform your agency periodically on our EOC priorities and actions that may be of interest
- Obtain your agency's briefing schedule so that you can get the latest information to share with our EOC

Please provide the following information back to the Liaison Officer. You will receive a photocopy of this document.

Name:	Title:
Agency:	Division/Department:
Location:	Desk Number:
Cell Number:	EOC Number:
Duty Supervisor:	Shift Hours:
Duty Supervisor Desk Number:	Duty Supervisor Cell Number:

ATTACH AN EOC LAYOUT AND ORG CHART

PHOTOCOPY THIS COMPLETED FORM AND GIVE ALL TO THE AGENCY REP

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## ACTIVITY LOG

[illegible]





**PART TWO  
OPERATIONS SECTION**

**CONTENTS**

**OPERATIONS**

PURPOSE .....	O-5
OVERVIEW .....	O-5
OBJECTIVES .....	O-5
CONCEPT OF OPERATIONS.....	O-5
ORGANIZATION AND RESPONSIBILITIES .....	O-6
SECTION ACTIVATION PROCEDURES .....	O-6
<b>CITY OF THOUSAND OAKS EOC ORGANIZATION CHART .....</b>	<b>O-7</b>
<b>RESPONSIBILITIES CHART .....</b>	<b>O-8</b>
<b>OPERATIONS SECTION STAFF .....</b>	<b>O-9</b>
<b>COMMON EOC RESPONSIBILITIES .....</b>	<b>O-11</b>
<b>SECTION POSITION CHECKLISTS</b>	
OPERATIONS SECTION COORDINATOR DIRECTOR .....	O-13
LAW ENFORCEMENT BRANCH DIRECTOR.....	O-15
FIRE, MEDICAL, AND HEALTH BRANCH DIRECTOR .....	O-19
CARE AND SHELTER BRANCH DIRECTOR.....	O-23
BUILDING AND SAFETY BRANCH DIRECTOR .....	O-27
PUBLIC WORKS BRANCH DIRECTOR.....	O-31
TRAFFIC SIGNALS/DETOURS UNIT LEADER.....	O-35
ENGINEERING/INFRASTRUCTURE UNIT LEADER .....	O-37
UTILITIES/DEVELOPMENT UNIT LEADER .....	O-39
BRIDGES/CALTRANS UNIT LEADER .....	O-41

**OPERATIONS SECTION SUPPORT DOCUMENTATION**

**CARE AND SHELTER BRANCH (Look in Forms Section also)**

LIST OF FACILITIES TO USE AS SHELTERS .....	OS-3
RESIDENTIAL CARE AND SKILLED NURSING FACILITIES .....	OS-3

---

## EMERGENCY OPERATIONS PLAN

---

SHELTER-IN-PLACE ..... OS-5

### **LAW ENFORCEMENT BRANCH (Look in Forms Section also)**

ALERT AND WARNING PROTOCOLS..... OS-7

    LOCAL ALERTING AND WARNING SYSTEM ..... OS-7

        Mobile Emergency Vehicle Sirens and Loud Speakers..... OS-7

        TOTV/Cable Television..... OS-7

        Public Notification System (PNS)..... OS-7

        Emergency Alert System (EAS) ..... OS-7

    OPERATIONAL AREA ALERTING, NOTIFICATION AND WARNING SYSTEMS ..... OS-8

        VC Alert ..... OS-8

        Operational Area Satellite Information System (OASIS) ..... OS-8

        EAS ..... OS-8

    STATE ALERTING AND WARNING SYSTEMS..... OS-8

        California Warning System (CALWAS) ..... OS-8

        California Emergency Services Fire Radio Systems (CESFRS) ..... OS-9

        California Emergency Services Radio System (CESRS)..... OS-9

        California Law Enforcement Mutual Aid Radio System (CLEMARS)..... OS-9

        California Law Enforcement Telecommunications System (CLETS) ..... OS-9

        EAS ..... OS-9

        Emergency Digital Information System (EDIS) ..... OS-9

        OASIS..... OS-10

    FEDERAL ALERTING AND WARNING SYSTEMS ..... OS-10

        EAS ..... OS-10

        National Warning System (NAWAS) ..... OS-10

        National Weather Service (NWS) ..... OS-10

EMERGENCY CONDITIONS AND WARNING ACTIONS..... OS-11

    Earthquake..... OS-11

    Earthquake Advisories ..... OS-11

    Earthquake Prediction (Short-Term) ..... OS-12

    Fire ..... OS-13

    Flood ..... OS-13

---

**EMERGENCY OPERATIONS PLAN**

---

Flood Stages and Bulletins .....	OS-13
Hazardous Materials Situations.....	OS-13
Tsunami (Seismic Sea Wave) .....	OS-13
Severe Weather Warning .....	OS-13
Terrorism-The National Terrorism Advisory System (NTAS) .....	OS-14
NTAS Alerts .....	OS-14
Alert Announcements.....	OS-14
NATIONAL WEATHER SERVICE ISSUANCES.....	OS-15
THOUSAND OAKS DISASTER ASSISTANCE RESPONSE TEAM (DART).....	OS-17

**FIRE BRANCH (Look in Forms Section also)**

THOUSAND OAKS DISASTER COMMUNITY EMERGENCY RESPONSE TEAMS (CERT) .....	OS-19
RADIOLOGICAL PROTECTION PROCEDURES .....	OS-21
CIVIL PREPAREDNESS GUIDE RADIOLOGICAL PROTECTION REQUIREMENTS .....	OS-23

**PUBLIC WORKS BRANCH (Look in Forms Section also)**

EMERGENCY POTABLE WATER-PROCUREMENT AND DISTRIBUTION .....	OS-25
WATER CONCEPT OF OPERATIONS.....	OS-27

**FORMS**

THOUSAND OAKS DAILY SHELTER ACTIVITY REPORT .....	OS-31
CRITICAL FACILITIES STATUS LOG .....	OS-33
ACTIVITY LOG .....	OS-35

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## **OPERATIONS SECTION**

### **PURPOSE**

To enhance the capability of the City to respond to emergencies by carrying out coordinated tactical operations based upon the EOC Action Plan. It is the policy of this Section that the priorities of responses are to:

- Protect life, property and the environment.
- Carry out objectives of the EOC Action Plan.
- Ensure coordinated incident response.
- Cooperate with other sections of the City's emergency response team.

### **OVERVIEW**

The Operations Section's primary responsibility is to coordinate the response operations of various elements involved in the disaster/emergency. These elements may include:

- Law Enforcement
- Fire, Medical and Health
- Care and Shelter
- Building and Safety
- Public Works

### **OBJECTIVES**

The Operations Section is responsible for coordination of all response elements applied to the disaster/emergency. The Operations Section carries out the objectives of the EOC Action Plan and requests additional resources as needed.

### **CONCEPT OF OPERATIONS**

The Operations Section will operate under the following policies during a disaster/emergency as the situation dictates:

- SEMS and NIMS will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with City of Thousand Oaks' Employee Response Procedures
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will normally change at 7 a.m. and 7 p.m. Operational periods should be event driven.



**ORGANIZATION AND RESPONSIBILITIES**

The Operations Section's primary responsibilities in a disaster/emergency are to:

- Manage and coordinate tactical operations.
- Assist in the development of the Operations Section portion of the EOC Action Plan.
- Request resources needed to implement the Operations Section's tactics as a part of the EOC Action Plan development.

**SECTION ACTIVATION PROCEDURES**

The EOC Director is authorized to activate the Operations Section.

**When to Activate**

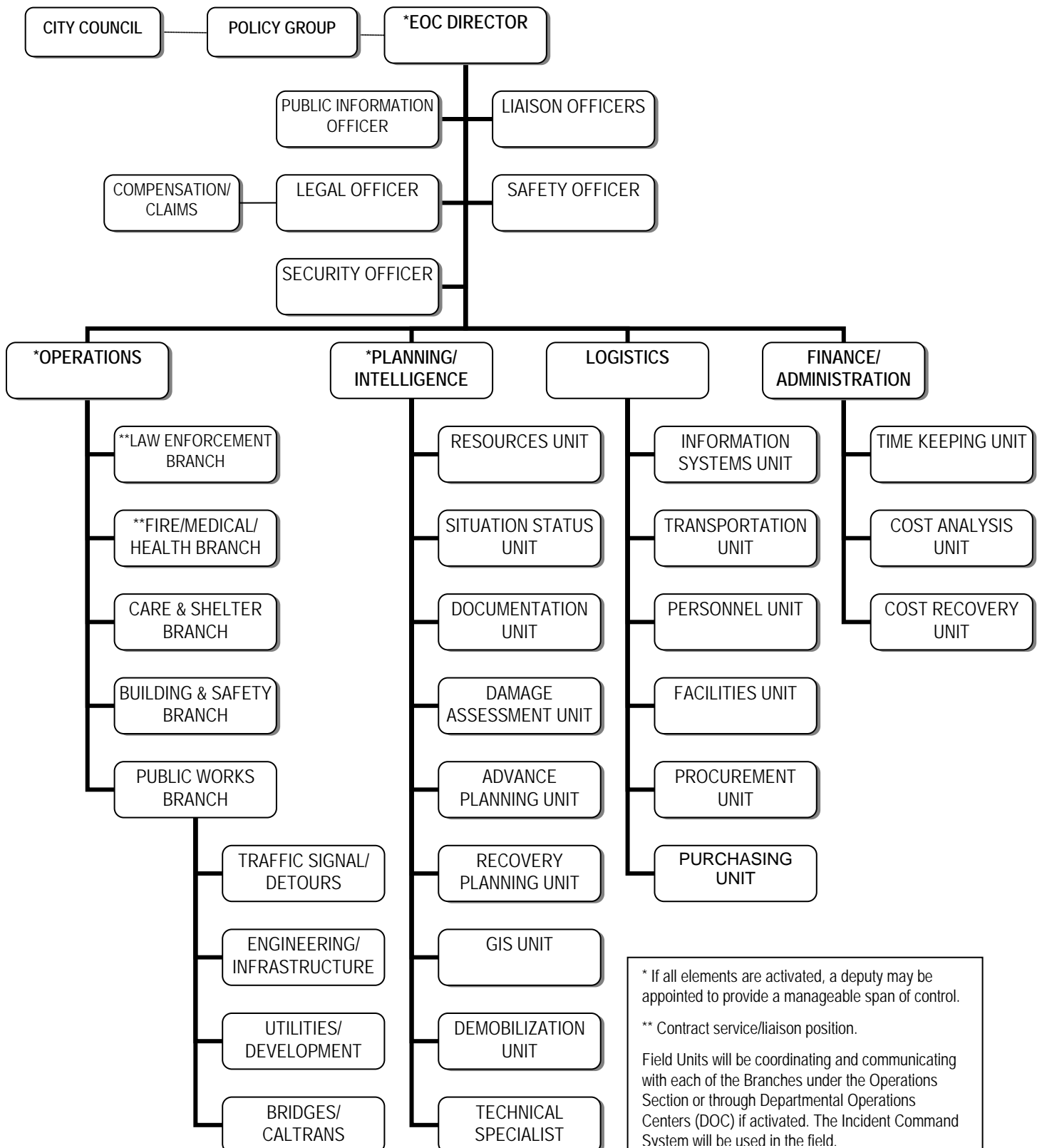
The Operations Section may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the EOC Director.

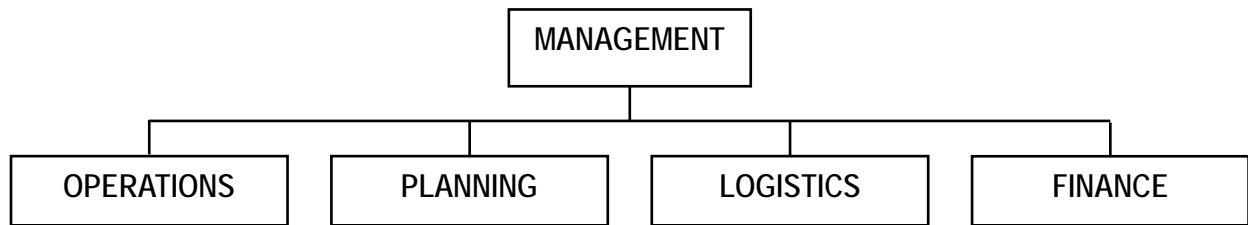
**Where to Report**

The EOC is located on the 3<sup>rd</sup> floor of the Civic Arts Plaza (Oak, Park, and Board Rooms), 2100 Thousand Oaks Boulevard, Thousand Oaks. The alternate EOC is located at the Municipal Service Center, Annex Building, 1993 Rancho Conejo Blvd.

# EMERGENCY OPERATIONS PLAN

## CITY OF THOUSAND OAKS EOC ORGANIZATIONAL CHART



**RESPONSIBILITIES CHART****Responsibilities:****Management Section**

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies, non-governmental agencies and private organizations. EOC Director will either activate appropriate sections or perform their functions as needed.

**Operations Section**

**Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan.**

**Planning Section**

Responsible for collecting, evaluating and disseminating information; tracking resources; coordinating the development of the City's EOC Action Plan in coordination with other sections; initiating and preparation of the City's After-Action/Corrective Action Report and maintaining documentation.

**Logistics Section**

Responsible for providing communications, facilities, services, personnel, equipment, supplies and materials.

**Finance Section**

Responsible for financial activities and other administrative aspects, including activating and maintaining a Disaster Accounting System, providing financial resources necessary for recovery, maintaining payroll and payments, coordinating documentation for cost recovery and working with disaster agencies on cost recovery.

### **OPERATIONS SECTION STAFF**

The Operations Section Coordinator will determine, based on present and projected requirements, the need for establishing specific and/or specialized branches. The following branches may be established as the need arises:

- Law Enforcement Branch
- Fire, Medical and Health Branch
- Care and Shelter Branch
- Building and Safety Branch
- Public Works Branch

The Operations Section Coordinator may activate additional units as necessary to fulfill an expanded role.

#### **Operations Section Coordinator**

- Serves as a member of the EOC Director's General Staff
- Understands the current situation
- Coordinates all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan
- Predicts probable resource needs
- Coordinates all requests for mutual aid and other operational resources
- Prepares alternative strategies for procurement and resources management
- Fills any needed Operations Section position as needed and if not assigned

#### **Law Enforcement Branch**

Responsible for:

- Alerting and warning the public
- Coordinating evacuations
- Enforcing laws and emergency orders
- Establishing safe traffic routes
- Ensuring that security is provided at incident facilities
- Ensuring access control to damaged areas
- Ordering and coordinating appropriate mutual aid resources
- Assuming responsibility for the Coroner function in the absence of the Ventura County Coroner
- Activating crisis counseling for emergency responders

#### **Fire, Medical and Health Branch**

Responsible for:

- Coordinating personnel, equipment, and resources committed to the fire, field medical, search and rescue, and hazardous materials elements of the incident
- Coordinating medical activities with the Ventura County Health Care Agency for appropriate emergency medical response

**Care and Shelter Branch**

- Responsible for providing care and shelter for disaster victims
- Coordinates efforts with the American Red Cross and other volunteer agencies

**Building and Safety Branch**

- Responsible for the evaluation and inspection of all City-owned and private structures damaged in an incident

**Public Works Branch**

- Responsible for coordinating all Public Works operations including
  - Maintaining public facilities
  - Surveying utilities and services, as well as restoring those that are damaged or destroyed
  - Assisting other functions with traffic issues, search and rescue, transportation, inspections, etc. as needed. Under this branch is also the following Units:
    - Traffic Signals/Detours Unit
    - Engineering/Infrastructure Unit
    - Utilities/Development Unit
    - Bridges/Caltrans Unit

**COMMON EOC RESPONSIBILITIES**

(The following is a checklist applicable to all EOC positions and is to be used in conjunction with the specific checklist for each EOC position.)

- ☐ Check-in upon arrival at the EOC.
- ☐ Report to your EOC organizational supervisor.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself by putting on your vest and ID or nametag.
- ☐ Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Log into WebEOC. **(Procedures can be found in the Appendix).**
- ☐ Open and maintain a position activity log.
- ☐ Determine 24-hour staffing requirements and request additional support as required.
- ☐ Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center/Joint Information Center.
- ☐ Request additional resources through the appropriate Logistics Section Unit.
- ☐ Based on the situation as known or forecasted, determine likely future Section needs.
- ☐ Think ahead and *anticipate* situations and problems before they occur.
- ☐ Using activity log, maintain all required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster. Document:
  - Messages received
  - Action taken
  - Decision justification and documentation
  - Requests filled
  - EOC personnel, time on duty and assignments

*Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.*

**General Operational Duties**

- ☐ Keep up to date on the situation and resources associated with your position.
- ☐ Maintain current status reports and displays.
- ☐ Keep your EOC organizational supervisor advised of your status and activity and on any problem areas that now need or will require solutions.
- ☐ Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.

- ☐ Determine and **anticipate** support requirements and forward to your EOC organizational supervisor.
- ☐ Monitor your position activities and adjust staffing and organization to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your EOC organizational supervisor at the end of each operational period.
  
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

**Deactivation**

- ☐ Ensure that all required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- ☐ Determine what follow-up to your assignment might be required before you leave.
- ☐ Deactivate your position and close out logs when authorized by your EOC organizational supervisor.
- ☐ Leave forwarding phone number where you can be reached.

**OPERATIONS SECTION COORDINATOR****SUPERVISOR:** EOC Director**DUTIES:**

- Ensure that the Operations Section function is carried out, including the coordination of response for Fire, Law Enforcement, Medical/Health, Care/Shelter, Building/Safety and Public Works.
- Establish and maintain mobilization areas for incoming mutual aid resources.
- Develop and ensure that the EOC Action Plan's operational objectives are carried out.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Exercise overall responsibility for the coordination of activities within the Section.
- Report to the EOC Director on all matters pertaining to Section activities.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page O-13.

**Duties:**

- ☐ Establish field communications with affected areas.
- ☐ Evaluate the field conditions associated with the disaster/emergency and coordinate with the Situation Status Unit of the Planning Section.
- ☐ Determine the need to evacuate and issue evacuation orders.
- ☐ Determine the need for In-Place Sheltering and issue notification orders. **(See Part Two, Operations Support Documentation-Shelter-In-Place.)**
- ☐ In coordination with the Situation Status Unit of the Planning Section, designate primary and alternate evacuation routes for each incident.
- ☐ Display on maps the primary and alternate evacuation routes which have been determined for the incident.
- ☐ Identify, establish and maintain mobilization centers for Operations-related equipment and personnel. Authorize release of equipment and personnel to incident commanders in the field.
- ☐ Identify, establish, and maintain mobilization areas for Operations-related equipment and personnel that come through Mutual Aid.
- ☐ Direct Operations Branch Coordinators to maintain up-to-date Incident Charts, Incident Reports, and Branch specific maps. Ensure that only ACTIVE, ESSENTIAL information is depicted on the charts and maps. All Branch-related items of interest should be recorded on an Incident Report.
- ☐ Provide copies of the daily Incident Report to the Documentation Unit of the Planning Section at end of each operational period.
- ☐ Identify, establish and maintain mobilization centers for Operations-related equipment and personnel. Authorize release of equipment and personnel to incident commanders in the field.



- ☐ Ensure Operations Branch Directors maintain up-to-date Activity Logs on WebEOC.
- ☐ Coordinate any display or mapping needs with the Planning Section.
- ☐ Provide all Section related documentation to Planning Documentation Unit at the end of each shift.
- ☐ Coordinate the activities of all departments and agencies involved in the operations.
- ☐ Determine resources committed and resource needs.
- ☐ Receive, evaluate, and disseminate information relative to the Operations of the disaster/emergency.
- ☐ Provide all relevant emergency information to the Public Information Officer.
- ☐ Conduct periodic Operations Section briefings and work to reach consensus for forthcoming operational periods.
- ☐ Work closely with the Planning Section Coordinator in the development of the EOC Action Plan. Ensure the development Operations Section objectives. **(See Part Two, Planning Support Documentation-Action Planning.)**
- ☐ Work closely with Logistics Section-Information Systems Branch in the development of a Communications Plan.
- ☐ Work closely with each Branch leader to ensure Operations Section objectives as defined in the current EOC Action Plan are being addressed.
- ☐ Ensure that intelligence information from Branch leaders is made available to the Planning Section.
- ☐ Ensure that **unusual** weather occurrences within the jurisdiction are reported to the National Weather Service (NWS) **(see Part Two-Operations Support Documentation-NWS.)**
- ☐ Coordinate with the Facilities and Procurement/Purchasing Units of the Logistics Section on animal care issues.
- ☐ Ensure that all fiscal and administrative requirements are coordinated through the Finance Section, i.e., notification of any emergency expenditure.
- ☐ Review suggested list of resources to be released and initiate recommendations for their release. Notify the Resources Unit of the Logistics Section.

**Deactivation**

- ☐ Authorize deactivation of organizational elements within your Section when they are no longer required.

**LAW ENFORCEMENT BRANCH DIRECTOR**

**SUPERVISOR: Operations Section Coordinator**

**RESPONSIBILITIES:**

- Coordinate movement and evacuation operations during the disaster.
- Alert and notify the public of the pending or existing emergency.
- Activate any public warning systems.
- Coordinate all law enforcement and traffic control operations during the disaster.
- Ensure the provision of security at incident facilities.
- Coordinate incoming law enforcement mutual aid resources during the emergency.
- Coordinate and assume responsibility as necessary for Coroner Operations.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page O-13.

**Duties:**

Law Enforcement Branch Operational Duties are organized into categories: Mobilization, Initial Response, Alerting/Warning, Evacuation, Security, Other, and Additional Actions in Response to Hazardous Materials, Air Crash, or Flooding/Dam Failure.

**Mobilization**

- ☐ Ensure that all on-duty Law Enforcement and Public Safety personnel have been alerted and notified of the current situation.
- ☐ Ensure that all off-duty Law Enforcement and Public Safety personnel have been notified of call-back status, (when they should report) in accordance with current department emergency procedures.
- ☐ Ensure that Law Enforcement and Public Safety personnel have completed status checks on equipment, facilities, and operational capabilities.
- ☐ Alter normal patrol procedures to accommodate the emergency situation.

**Initial Response**

- ☐ Ensure that field units begin safety/damage assessment survey of critical facilities and report status information to the Planning Section through the Operations Section.
- ☐ Notify Watch Commander of status.
- ☐ Coordinate with the appropriate units of the Logistics Section for supplies, equipment, personnel, and transportation for field operations.
- ☐ Establish a multi-purpose staging area as required.

- ☐ Maintain contact with established DOCs and dispatch center to coordinate resources and response personnel.
- ☐ Direct field units to report pertinent information (casualties, damage observations, evacuating status, radiation levels, chemical exposure, etc.) to the appropriate EOC Operations Branch.

**Alerting/Warning of Public (See Operations/Alerting and Warning)**

- ☐ Designate area to be warned and/or evacuated.
- ☐ Develop the warning/evacuation message to be delivered. At a minimum the message should include:
  - Nature of the emergency and exact threat to public
  - Threat areas
  - Time available for evacuation
  - Evacuation routes
  - Location of evacuee assistance center
  - Radio stations carrying instructions and details
- ☐ Coordinate all emergency warning and messages with the EOC Director and the PIO. Consider following dissemination methods:
  - Notifying law enforcement units to use loudspeakers and sirens to announce warning messages.
  - Determining if helicopters are available and/or appropriate for announcing warnings.
  - Using cable TV, local radio stations, or local low-power radio stations to deliver warning or emergency messages upon approval of the EOC Director.
  - Using the Emergency Alert System (EAS) for local radio and television delivery of warnings. **(See Part Two, Operations Support Documentation-Alerting and Warning).**
  - Follow the Ventura County VC Alert User's Manual to deliver warning or emergency messages to selected residences upon approval of the EOC Director.
  - Using explorers, Disaster Assistance Response Team (DART) volunteers, Community Emergency Response Team (CERT) members, reserves, and other City personnel as necessary to help with warnings. Request through the Logistics Section.
- ☐ Ensure that dispatch notifies special facilities requiring warning and/or notification (i.e. hospitals, schools, government facilities, special industries, etc.)
- ☐ Warn all non-English speaking; hearing, visually or mobility impaired persons; and other special needs populations of the emergency situation/hazard by:
  - Using bilingual employees whenever possible.
  - Translating all warnings, written and spoken, into appropriate languages.
  - Contacting media outlets (radio/television) that serve the languages you need.
  - Utilizing video phones and 9-1-1 translation services to contact the deaf and hard of hearing.
  - Using pre-identified lists and non-governmental organizations (NGOs) to reach populations with Access and Functional Needs.
- ☐ Check vacated areas to ensure that all people have received warnings.

**Evacuation**

- ☐ Implement the evacuation portion of the EOC Action Plan and/or support field operations.
- ☐ Establish emergency traffic routes in coordination with the Public Works Branch, utilizing the County Operational Area Disaster Route Priority Plan.
- ☐ Coordinate with the Public Works Branch traffic engineering to determine capacity and safety of evacuation routes and time to complete evacuation.
- ☐ Ensure that evacuation routes do not pass through hazard zones.
- ☐ Assist Public Works with identifying and clearing debris from critical routes required to support emergency response vehicles.
- ☐ Identify alternate evacuation routes where necessary.
- ☐ Through field unit requests, identify persons/facilities that have special evacuation requirements; i.e. disabled, hospitalized, elderly, institutionalized, incarcerated etc. Check status. Evacuate if necessary. Coordinate with the Transportation Unit of the Logistics Section for transportation.
- ☐ Consider use of City vehicles if threat is imminent. Coordinate use of City vehicles (trucks, vans, etc.) with the Transportation Unit of the Logistics Section. Encourage the use of private vehicles if possible.
- ☐ Establish evacuation assembly points.
- ☐ Coordinate the evacuation of hazardous areas with neighboring jurisdictions and other affected agencies.
- ☐ Coordinate with Care and Shelter Branch to open evacuation centers.
- ☐ Coordinate with Los Angeles County Animal Care and Control and the Facilities and Procurement/Purchasing Units of the Logistic Section. Take required animal control measures as necessary.
- ☐ Establish traffic control points and provide traffic control for evacuation and perimeter control for affected areas.
- ☐ Place towing services on stand-by to assist disabled vehicles on evacuation routes.
- ☐ Monitor status of warning and evacuation processes.
- ☐ Coordinate with the Public Works Branch to obtain necessary barricades and signs.

**Security**

- ☐ Enforce curfew and other emergency orders, as identified in the EOC Action Plan.
- ☐ Request Law Enforcement mutual aid assistance through the Ventura County Sheriff's DOC or Watch Commander.
- ☐ Coordinate security in the affected areas to protect public and private property by establishing access controls and screening traffic entering the City, as required.
- ☐ Coordinate security for critical facilities and resources.
- ☐ Assist fire units/ambulances/medical teams/emergency supply vehicles in entering and leaving incident areas.

- ☐ Coordinate the assisting fire units/ambulances/medical teams/emergency supply vehicles in entering and leaving incident areas, when needed.
- ☐ Coordinate with the Public Works Branch for street closures and board up of buildings.
- ☐ Coordinate law enforcement and crowd control services at mass care and evacuation centers.
- ☐ Provide information to the PIO on matters relative to public safety.
- ☐ Ensure that detained inmates are protected from potential hazards. Ensure adequate security, and relocate if necessary.
- ☐ Consider vehicle security and parking issues at incident facilities and coordinate security if necessary.
- ☐ Develop procedures for safe re-entry into evacuated areas.

**Additional Action in Response to a Major Air Crash**

- ☐ Notify the Federal Aviation Agency or appropriate military command for all air crash incidents.
- ☐ In response to a major air crash, request temporary flight restrictions.
- ☐ If requested, assist the Ventura County Coroner with removal and disposition of the dead. Coroner activities will be coordinated with the Coroner's Office and the Health Care Agency Department Operations Center, if activated.
- ☐ Activate the EOC Coroner Unit if the Coroner is needed and the County cannot provide service.
- ☐ Activate the Critical Incident Stress Management teams if necessary.

**Additional Actions in Response to Hazardous Materials Incidents**

- ☐ Ensure that all personnel remain upwind or upstream of the incident site. This may require repositioning of personnel and equipment as conditions change.
- ☐ Notify appropriate local, state, and federal hazard response agencies.
- ☐ Consider wind direction and other weather conditions. Contact the Situation Status Unit of the Planning Section for updates.
- ☐ Assist with the needs from the Incident Command/Unified Command Post as requested.
- ☐ Assist in efforts to identify spilled substances, including locating shipping papers and placards, and contacting as required: County Health, State OES, shipper, manufacturer, CHEMTREC, etc.

**Additional Actions in Response to Flooding and/or Dam Failure**

- ☐ Notify all units in and near inundation areas of flood arrival time.
- ☐ Direct mobile units to warn public to move to higher ground immediately. Continue warning as long as needed.
- ☐ Coordinate with PIO to notify radio stations to broadcast warnings.

**FIRE/MEDICAL/HEALTH BRANCH DIRECTOR**

**SUPERVISOR: Operations Section Coordinator**

**RESPONSIBILITIES:**

- Evaluate and process requests for fire and rescue resources.
- Evaluate and process requests or reports of hazardous materials spills or releases.
- Coordinate search and rescue and fire operations.
- Coordinate the prevention, control and suppression and hazardous materials incidents.
- Coordinate the provision of emergency medical care.
- Monitor and coordinate emergency medical care operations and treatment of the sick and injured resulting from the incident.
- Assess medical casualties and needs including number of injuries and/or deaths.
- Coordinate resources and communication with medical/health care facilities and transportation companies for the evacuation and continual patient care consistent with the EOC Action Plan.
- Assist and serve as an advisor to the Operations Section Coordinator and other Branches as needed.
- Coordinate mobilization and transportation of all City resources through the Logistics Section.
- Coordinate with the Ventura County Public Health regarding all disease prevention and control activities.
- Implement that portion of the EOC Action Plan appropriate to the Fire Branch.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page O-13.

**Duties:**

- ☐ Assess the impact of the disaster on the Fire Department operational capacity
- ☐ Set Fire Department priorities based on the nature and severity of the disaster.
- ☐ Attend planning meetings at the request of the Operations Section Coordinator
- ☐ Assist in preparation of the EOC Action Plan.
- ☐ Estimate need for fire mutual aid.
- ☐ Request mutual aid resources through proper channels when approved by the Operations Section Coordinator.
  - Order all fire resources through the Ventura County Operational Area Fire Mutual Aid Coordinator.
  - Order all other resources through the Logistics Section.
- ☐ Report to the Operations Section Coordinator when:
  - EOC Action Plan needs modification.
  - Additional resources are needed or surplus resources are available.

- Significant events occur.
- ☐ Report to the Operational Area Fire Mutual Aid Coordinator on major problems, actions taken and resources available or needed.
- ☐ Alert all emergency responders to the dangers associated with hazardous materials and fire.
- ☐ Coordinate search and rescue operations.
- ☐ Provide heavy equipment crews to assist in rescuing trapped persons.
- ☐ Assist law enforcement with the direction and management of population evacuation; assist in evacuating non-ambulatory persons.
- ☐ Assist in dissemination of warning to the public.
- ☐ Provide fire protection and safety assessment of shelters.
- ☐ Provide for radiation monitoring and decontamination operations. **(See Part Two-Operations Support Documentation-Radiological Protection Procedures.)**
- ☐ Check with the other Operations Section Branches for a briefing on the status of the emergency.
- ☐ Coordinate provision of vehicles, shelter, food, water, sanitation, equipment, and supplies for fire personnel. Coordinator additional needs with Logistics Section.
- ☐ Determine if current and forecasted weather conditions will complicate large and intensive fires, hazardous material, releases, major medical incidents and/or other potential problems.
- ☐ Review and approve accident and medical reports originating within the Fire Branch.
- ☐ Resolve logistical problems reported by the field units.
- ☐ Implement the Radiological Protection Procedures if needed. **(See Part Two-Operations Support Documentation-Radiological Protection Procedures.)**
- ☐ Notify appropriate local, state, and federal hazard response agencies.
- ☐ Consider wind direction and other weather conditions. Contact the Situation Status Unit of the Planning Section for updates.
- ☐ Assist with the needs of the Incident Command Post as requested.
- ☐ Assist in efforts to identify spilled substances, including locating shipping papers and placards, and contacting as required. County Health, State OES, shipper, manufacturer, CHEMTREC, etc.
- ☐ Ensure that proper clean-up arrangements are made with Ventura County Environmental Health.
- ☐ Request activation of evacuation centers or mass care shelters when need is indicated through Care and Shelter Branch.
- ☐ Assist in alerting all emergency responders to the dangers associated with hazardous materials and fire.
- ☐ Coordinate emergency medical care and transportation to appropriate facilities, utilizing County resources and private providers.
- ☐ Assist in dissemination of warning to the public.
- ☐ Work with Care and Shelter Branch to provide support for safety assessment for shelter operations.
- ☐ Provide support for decontamination operations.

- ☐ Coordinate firefighting water supplies with the Public Works Branch. Obtain status of water system and report to field Incident Commander or Command Post.
- ☐ Coordinate with Ventura County Public Health regarding all disease prevention and control activities.

**The Fire/Medical/Health Branch will facilitate the Medical and Health activities due to the lack of resources in the City unless a representative from Ventura County Emergency Medical Services Agency (EMSA) arrives. Until then, all Medical and Health activities will be coordinated with the Ventura County Operational Area EOC Medical/Health Branch.**

- ☐ Coordinate with the Medical/Health Branch in the Operational Area EOC to support all medical support/care, disease prevention and control activities and coroner operations.
- ☐ Coordinate with the Medical/Health Branch of the Operational Area EOC to support any distributing of medications and other medical supplies to shelters or treatment areas as needed.
- ☐ Provide an estimate of number and location of casualties that require hospitalization to the Medical/Health Branch in the Operational Area EOC.
- ☐ Support County Public Health as appropriate to provide continued medical care for patients who cannot be moved when hospitals, nursing homes and other health care facilities are evacuated.
- ☐ Provide information on the disaster routes established within the city to the Medical/Health Branch in the Operational Area EOC.
- ☐ Provide the PIO the locations of medical shelters, first aid facilities, and Field Treatment Sites that may have been established by Ventura County EMSA.
- ☐ Coordinate with the Ventura County Coroner or with the Medical/Health Branch if the Operational Area EOC is activated to support any temporary morgue facilities that have been established in the city.
- ☐ Maintain list of known dead and forward to the Coroner or the Medical/Health Branch if the Operational Area EOC has been activated.
- ☐ Assist and coordinate with the Ventura County Public Health or the Medical/Health Branch if the Operational Area EOC has been activated for the reburial of any coffins that may be washed to the surface of inundated cemeteries.
- ☐ Access status of local hospitals and resources. Coordinate with the Medical/Public Health Branch in the Operational Area EOC.
- ☐ Coordinate emergency medical support and hospital care for disaster victims during and after the incident.
- ☐ Estimate number and location of casualties that require hospitalization.
- ☐ Coordinate with the County to identify hospitals, nursing homes and other facilities that should be expanded into emergency treatment centers for disaster victims.
- ☐ In the event of an evacuation, coordinate with the Law Enforcement Branch and the County, to reduce the patient population in hospitals, nursing homes, and other care facilities.
- ☐ Coordinate with the County to provide continued medical care for patients who cannot be moved when hospitals, nursing homes and other health care facilities are evacuated.



- ☐ In conjunction with the Shelter Branch, establish and staff medical care stations at shelter facilities.
- ☐ Establish and operate first aid stations for emergency workers as appropriate to the incident.
- ☐ Coordinate with the Personnel Unit of the Logistics Section to obtain additional emergency medical personnel.
- ☐ In conjunction with the Transportation Unit of the Logistics Section, coordinate transportation and care of injured persons to treatment areas.
- ☐ Provide information on the disaster routes established within the EOC Action Plan to local hospitals, health care facilities, ambulance companies, etc.
- ☐ Provide to the PIO the locations of shelters, first aid facilities, Field Treatment Sites.
- ☐ Coordinate with Public Works Branch to protect sources of potable water and sanitary sewage systems from effects of potential hazards.
- ☐ Identify sources of contamination dangerous to the health of the community and post as needed.
- ☐ Coordinate with Building and Safety for inspection of health hazards in damaged buildings.
- ☐ Coordinate with the Medical/Health Branch of the Operational Area EOC in developing procedures to distribute medications and other medical supplies to shelters or treatment areas as needed.
- ☐ Coordinate with the Medical/Health Branch of the Operational Area EOC in appropriate disease prevention measures (i.e., inoculation, water purification, pest control, inspection of foodstuffs and other consumables, etc.
- ☐ Work with County Animal Regulation Department to remove and dispose dead/injured animals.
- ☐ If the Medical/Health Branch of the Operational Area EOC has obtained assistance from the National Disaster Medical System (NDMS), coordinate local medical staff with (NDMS) responders.
- ☐ **In Case of Flooding**, identify health facilities and critically fragile populations subject to flooding and prepare to move people from facilities.
- ☐ **In Case of Chemical/Biological/ Radiological /Nuclear/Explosive (CBRNE) incidents:**
  - Identify patients and notify hospitals if contaminated or exposed patient are involved.
  - Implement the Radiological Protection Procedures as needed. (See Part Radiological Protection Procedures.)
  - Ensure hospital/ ambulance staff takes appropriate measures to ensure that contamination from victims can be isolated. Ensure decontamination areas, treatment areas and a plan for crowd control has been instituted.
  - Coordinate with Incident Commanders to ensure correct Personnel Protective Equipment is used by first responders to ensure personnel safety is maintained.

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**CARE AND SHELTER BRANCH DIRECTOR**

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**SUPERVISOR:**            **Operations Section Coordinator**

The City is within the jurisdiction of the Ventura Chapter of the American Red Cross.

836 Calle Plano  
Camarillo, CA 93012  
(805) 987-1514  
**1-800-951-5600 (After working hours)**

If the disaster is large enough, the affected American Red Cross chapter(s) may consolidate operations into a disaster operations headquarters at a site to be determined.

The Care and Shelter Branch shall ensure that plans are in place to open and operate evacuation centers and mass care facilities until, and if, the American Red Cross assumes responsibility. Thereafter, the Care and Shelter Branch will work closely with and support the American Red Cross and any other volunteer services agencies providing assistance to disaster victims.

The Ventura County Human Resources Agency has the Operational Area responsibility for Care and Shelter.

**POTENTIAL SHELTER SITES**

Potential shelter facilities should:

- Be pre-identified as potential sites with Site Surveys completed **(See Part Two, Operations Support Documentation - Care and Shelter)**
- In conjunction with the Ventura Chapter, American Red Cross, have permission and Memos of Understanding secured for shelter usage.
- In conjunction with the American Red Cross, have procedures for the following inspections and access, both during regular and after hour use, before a shelter is established.
  - Structural safety inspection arranged with local Building Department.
  - OSHA safety inspection for safety of shelterees and workers.
  - Facility Walk-Through Survey prior to use (to protect owner and user against damage claims).

Examples of suitable potential shelter sites:

- City-owned facilities such as community centers, recreational facilities or auditoriums.
- Churches and other privately owned facilities.
- School multi-purpose buildings and gymnasiums.
- Convention Centers or conference centers

Care and Shelter Branch should coordinate with the American Red Cross in identifying potential sites. Potential shelters should have the following and meet all Americans with Disabilities Act (ADA) requirements:

- An open space suitable for cots, tables, etc.
- Sanitation and hygiene facilities, as available.

**See Operations Support Documentation/Care and Shelter for City Thousand Oaks pre-identified shelter sites and for Disability and Aging Specific Considerations**

Depending upon the scope of the emergency, additional shelter sites may need to be obtained and/or existing shelters upgraded. All suitable buildings, other than those used for other emergency functions, may be used for sheltering.

Community centers and other city-owned facilities have become the most preferred facilities for shelter operations as they are public facilities and can usually accommodate large numbers of people. Churches are also appropriate as they are often large and have kitchen facilities on the premises. Because it is important that a community return to normal activities as soon after a disaster as possible, schools should be used in shelter operations only when other resources are unavailable.

**RESPONSIBILITIES:**

- Identify the care and shelter needs of the community.
- Coordinate with the American Red Cross and other emergency welfare agencies to identify, set up, staff and maintain evacuation centers and mass care facilities for disaster victims.
- Via the media, encourage residents to go to the shelter nearest their residence.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page O-13.

**Duties:**

- ☐ If need is established, contact Ventura Chapter of ARC and request an ARC liaison for the City of Thousand Oaks's EOC. (The Ventura Chapter of the American Red Cross will arrange for a liaison at the Operational Area EOC which may satisfy local government needs.)
- ☐ Identify the care and shelter needs of the community, in coordination with the other Operations Branches.
- ☐ Determine the need for an evacuation center or mass care shelter.
- ☐ Contact the ARC when considering opening a mass care facility.
- ☐ Identify and prioritize which designated mass care facilities will be needed and if they are functional.

- ☐ Ensure that Building/Safety has inspected each shelter site prior to occupancy following an earthquake and after each significant aftershock.
- ☐ If evacuation is ordered, in conjunction with the American Red Cross if available, open evacuation centers in low risk areas and inform public of locations.
- ☐ In coordination with the ARC, ensure that mass care facilities and staff can accommodate persons with access and functional needs, i.e., persons needing communication assistance, persons that are not mobile, persons that have special needs associated with maintaining their independence, persons that may need to be supervised, and people that have transportation needs.
- ☐ In coordination with the American Red Cross, ensure that mass care facilities and staff can accommodate unaccompanied children.
- ☐ In conjunction with the American Red Cross, manage care and shelter activities (staffing, registration, shelter, feeding, pertinent evacuee information, etc.
- ☐ Ensure shelter management teams are organized and facilities are ready for occupancy meeting all health, safety and ADA standards, in conjunction with the American Red Cross.
- ☐ Coordinate with the Personnel Unit of the Logistics Section to contact volunteer agencies and recall City staff to assist with mass care functions including basic first aid, shelter and feeding of evacuees and sanitation needs.
- ☐ Coordinate with the Ventura County Operational Area EOC Care and Shelter Unit for sheltering of residential care and special needs populations that may have access and functional needs, i.e., persons needing communication assistance, persons that are not mobile, persons that have special needs associated with maintaining their independence, persons that may need to be supervised, and people that have transportation needs.
- ☐ Provide and maintain shelter and feeding areas that are free from contamination and meet all health, safety and ADA standards.
- ☐ Coordinate with the Ventura Chapter of the American Red Cross and other volunteer agencies for emergency mass feeding operations.
- ☐ Coordinate with the Ventura County Operational Area EOC Care and Shelter Branch, the American Red Cross, other volunteer organizations and private sector if mass feeding or other support is required at spontaneous shelter sites, e.g. in parks, schools, etc.
- ☐ Coordinate with the Information Systems Branch of the Logistic Sections to provide communications where needed to link mass care facilities, the EOC and other key facilities.
- ☐ Coordinate with the Facilities Units of the Logistics Section for the care of shelterees' animals.
- ☐ Notify the Post Office to divert incoming mail to designated relocation areas or mass care facilities, as necessary.
- ☐ Coordinate with the Transportation Unit of the Logistics Section for the transportation needs of shelterees. Ensure any provided transportation can accommodate persons with access and functional needs.
- ☐ Ensure shelter managers make periodic activity reports to the EOC including requests for delivery of equipment and supplies, any City expenditures, damages, casualties and numbers and types of persons sheltered. The reporting period will be determined by the Operations Section.

- ☐ Assist ARC to ensure adequate food supplies, equipment and other supplies to operate mass care facilities. Coordinate procurement and distribution through the Red Cross or the Procurement/Purchasing Unit of the Logistics Section if requested by ARC.
- ☐ Coordinate with the Facilities Unit of the Logistics Section in the evacuation and relocation or shelter-in-place of any mass care facilities which may be threatened by any hazardous condition.
- ☐ Request that ARC establish Reception Centers as required to reunite rescued individuals with their families and to provide other necessary support services.
- ☐ Coordinate with the ARC in the opening, relocating and closing of shelter operations. Also coordinate the above with adjacent communities if needed.

**BUILDING AND SAFETY BRANCH DIRECTOR**

**SUPERVISOR:** Operations Section Coordinator

**RESPONSIBILITIES:**

- Begin the immediate inspection for re-occupancy of key City facilities by departments responsible for emergency response and recovery.
- Provide inspections of each shelter site prior to occupancy.
- Provide the technical, engineering support as requested for other Operations Section Branches; i.e. Urban Search and Rescue teams.
- Coordinate investigation and safety assessment of damage to buildings, structures and property within the City for the purpose of:
  - Identifying life-threatening hazardous conditions for immediate abatement.
  - Inspecting and identifying buildings and property for re-occupancy and posting and declaring unsafe conditions.
  - Determining the cost and percentage of damage to all buildings, structures and properties.
- Provide safety assessment information and statistics to the Damage Assessment Unit of the Planning Section.
- Impose emergency building regulations as determined from performance of structures.
- Coordinate investigation of building code performance. Determine the extent of damage to buildings and structures and develop recommendations for building code changes.
- Coordinate incoming Building and Safety mutual aid resources.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page O-13.

**Duties:**

- ☐ Coordinate with Ventura County Building and Safety regarding local jurisdictional needs.
- ☐ Activate the Operational Area Safety/Damage Assessment Plan. It should include inspection of the following critical facilities (priority) and other facilities:
  - EOC
  - Police stations
  - Fire Stations
  - Hospital\*
  - Congregate care facilities (including private schools, convalescent care hospitals, board and care facilities, day care centers, etc.)\*
  - Public schools\*
  - City facilities
  - Potential HazMat facilities, including gas stations

- Designated shelters
- Unreinforced masonry buildings
- Concrete tilt-up buildings
- Multi-story structures-commercial, industrial and residential
- Mobile homes/modular structures\*
- Single-family dwellings

\*Note: Certain facilities may fall under the jurisdiction of State or County inspectors. These agencies may exercise their jurisdictional authority to inspect these facilities. As a practical matter, there are very few State inspectors available and they may not be able to respond in a timely during the initial stages of the emergency/disaster.

- ☐ Use a three-phase approach to inspection based upon existing disaster intelligence:
  - General Area Survey of structures
  - ATC-20 Rapid Inspection
  - ATC-20 Detailed Inspection
- ☐ Be prepared to start inspections over due to aftershocks.
- ☐ After completion of the safety/damage survey, develop a preliminary estimate of the need for mutual aid assistance.
- ☐ Assess the need and establish contacts for requesting or providing mutual aid assistance.
- ☐ Alert and stage safety assessment teams as needed.
- ☐ Implement procedures for posting of building occupancy safety status using ATC-20 guidelines.
- ☐ Activate data tracking system to document and report safety assessment information and forward to the Damage Assessment Unit of the Planning Section.
- ☐ Arrange for necessary communications equipment from the Information Systems Branch of the Logistics Section and distribute to all field personnel (e.g., radios, cellular phones, etc.)
- ☐ Brief all personnel on Department Emergency Operating Procedures and assignments.
- ☐ Assess the need to require potentially unsafe structures to be vacated.
- ☐ Provide structural evaluation of mass care and shelter facilities to the Shelter Branch.
- ☐ Provide public school inspection reports to the state Architect.
- ☐ Consider establishing an area field site to direct and coordinate safety assessment and inspection teams.
- ☐ Coordinate with the Public Works Branch on immediate post-event issues (i.e., debris removal, demolition, fences, etc.)
- ☐ Provide policy recommendations to appropriate City officials for:
  - Emergency Building and Safety ordinances.
  - Expediting plan checking and permit issuance on damaged buildings.
- ☐ Coordinate with the PIO to establish public information and assistance hotlines.
- ☐ Consider using 24-hour inspection call-in lines to take damage reports and requests for safety inspections.
- ☐ Direct field personnel to advise property owners and tenants that multiple inspections of damage property will be required by various assisting agencies, including American Red Cross;

FEMA; Cal OES; local Building and Safety; insurance carriers and other local, state and federal agencies.

- ☐ If needed, request law enforcement escort of safety assessment and inspection personnel.



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**PUBLIC WORKS BRANCH DIRECTOR**

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**SUPERVISOR:**           **Operations Section Coordinator**

**RESPONSIBILITIES:**

- Receive and process all field resource requests for Public Works resources. Coordinate those requests internally and externally as necessary to make sure there are no duplicate orders.
- Coordinate with the Logistics Section on the acquisition of all resources and support supplies, materials and equipment.
- Determine the need for and location of general staging areas for unassigned resources. Coordinate with the Facilities Unit of the Logistics Section and participate in any action planning meetings pertaining to the establishment of additional locations.
- Prioritize the allocation of resources to individual incidents. Monitor resource assignments. Make adjustments to assignments based on requirements.
- As needed, provide for the procurement and distribution of potable water supplies and coordinate with the Fire Branch on water purification notices. **(See Operations Support Documentation – Emergency Potable Water-Procurement and Distribution).**

<b>READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT</b>
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- ☐ See Common EOC responsibilities on page O-13.

**Duties:**

- ☐ Receive and process all requests for Transportation & Public Works resources. Allocate personnel and equipment in accordance with established priorities.
- ☐ Maintain back-up power in the EOC.
- ☐ Assure that all emergency equipment has been moved from unsafe areas.
- ☐ Mobilize personnel, heavy equipment and vehicles to designated general staging areas.
- ☐ Obtain Public Works resources through the Logistics Section, utilizing mutual aid process when appropriate.
- ☐ Allocate available resources based on requests and EOC priorities.
- ☐ Determine priorities for identifying, inspecting and designating hazardous structures to be demolished.
- ☐ Ensure that sources of potable water and sanitary sewage systems are available and protected from potential hazards. **(See Operations Support Documentation - Emergency Potable Water-Procurement and Distribution)**
- ☐ Develop priorities and coordinate with utility companies for restoration of utilities to critical and essential facilities.
- ☐ In coordination with the Ventura County Public Works, determine status of the Disaster Routes and other transportation routes into and within the affected area. Determine present

priorities and estimated times for restoration. Clear and reopen Disaster Routes on a priority basis.

- ☐ Notify transportation officials (Caltrans) of City's emergency status. Coordinate assistance as required.
- ☐ Coordinate with the Law Enforcement Branch to ensure the safety of evacuation routes following a devastating event.
- ☐ Coordinate with the Procurement/Purchasing Unit of the Logistics Section for sanitation service during an emergency.
- ☐ Support clean-up and recovery operations during disaster events. Coordinate with County's Disaster Debris Management Team.
- ☐ Clear debris from waterways to prevent flooding. Drain flooded areas, as needed.
- ☐ Facilitate city clean-up operations to addresses:
  - Disaster Event Analysis/Waste characterization analysis.
    - Conduct filed assessment survey
    - Use video and photographs
    - Quantify and document amounts and types of disaster debris
    - Coordinate with Building and Safety Branch and track their information on damaged buildings inspected to determine the location, type and amount of potential debris
    - Expect normal refuse volumes to double after a disaster
    - Develop a list of materials to be diverted
    - Make diversion programs a priority
    - Get pre-approval from FEMA, if federal disaster, for recycling programs. Coordinate this with County Office of Emergency Services (OES).
  - Determine debris removal/building deconstruction and demolition needs.
    - Coordinate with Building and Safety to determine if a city contractor will be needed to remove debris from private property or perform demolition services.
    - The City may provide deconstruction or demolition services at no cost as most residents don't have earthquake insurance.
    - Building and Safety should seek reimbursement if property owner does have to coordinate with Building and Safety to include separation and salvaging.
  - Select debris management program(s) with exclusive franchise trash companies from the following:
    - Curbside collection – source separation of wood, concrete, brick, metals and Household Hazardous Waste
    - Drop-off sites for the source separation of disaster debris
    - Household Hazardous Waste – collection event or curbside program
  - Identify temporary storage/processing sites, if necessary.
    - Coordinate with surrounding cities and the County
    - Determine capacity needs

- Selection of sites will depend on type of debris and proximity to where debris is generated
- Coordinate with FEMA regarding reimbursement for temporary sites and sorting which may require moving materials twice. Coordinate this activity through County Sheriff's OES.
- Identify facilities and processing operations to be used
- Determine contract needs
  - Develop estimates of types and quantities of debris, location of debris and unit cost data for contracts
  - Document how contract price was developed
- Establish a public information program for debris removal
- Establish program length and develop monitoring and enforcement program
- Prepare report of program activities and results
- Prepare documentation for reimbursement
- ☐ Determine the need to staff a water task group and secure resources through the Logistics Section. **(See Operations Support Documentation - Emergency Potable Water-Procurement and Distribution)**
- ☐ Contact State of California Department of Public Health (CDPH) District Office of Drinking Water, local health department, local water utilities, Fire Department, law enforcement and other sources to compile situation information including:
  - Cause and extent of water system damage
  - Estimated duration of system outage
  - Geographical area affected
  - Population affected
  - Actions taken to restore system
  - Resources needed to reactivate system
  - Emergency potable water needs (quantity and prioritized areas)
- ☐ Notify the Ventura County Operational Area EOC (OAEOC) of the situation and need for mutual aid and participate in OAEOC Water Chief conference calls as requested.
- ☐ Evaluate and prioritize potable water needs (quantity/location/duration: minimum 2 gallons per person per day).
- ☐ In coordination with the Logistics Section, identify and obtain potable water resources. (If necessary, recommend that EOC Director requests mutual aid to identify and/or obtain water resources. (A list of approved commercial vendors is maintained by the Food and Drug Branch of CDPH and is available through the Regional EOC [REOC] Water Chief).
- ☐ Identify and secure locations for water distribution points (e.g., parks, city halls, shelters, etc.).
- ☐ In coordination with the Logistics Section, identify and secure staff resources needed to operate water distribution points. (If necessary recommend that the EOC Director request mutual aid to obtain required staff resources.)
- ☐ Consult with CDPH District Office, water utilities and PIO for appropriate public information announcements and media interface.

- ☐ Transmit to Finance Section data on costs incurred in EOC effort to purchase and distribute potable water.

**Please note: Going directly to the State agency (CDPH District Office of Drinking Water) is not the normal channel of coordination. However, the local level must coordinate directly with and obtain approval of the State water quality agency for water system restoration.**

- ☐ Maintain information in the Branch regarding facilities opened and operating, supplies and equipment at the various locations, specific operations and capabilities of each location.
- ☐ As the requirement for emergency use facilities is identified, coordinate the acquisition of required space.
- ☐ In coordination with the Operations Coordinator, provide support to facilities used for disaster response and recovery operations, i.e., staging areas, shelters, Local Assistance Centers (LACs), etc.
- ☐ Identify communications requirements to the Information Systems Branch.
- ☐ Identify equipment, material and supply needs to the Procurement/Purchasing Unit.
- ☐ Identify personnel needs to the Personnel Branch.
- ☐ Identify transportation requirements and support to the Transportation Unit and other departments.
- ☐ Identify security requirements to the Law Enforcement Branch of the Operations Section.
- ☐ Monitor the actions at each facility activated and provide additional support requested in accordance with Branch capabilities and priorities established.
- ☐ Account for personnel, equipment, supplies and materials provided to each facility.
- ☐ Ensure that operational capabilities are maintained at facilities.

**TRAFFIC SIGNALS/DETOURS UNIT LEADER**

**SUPERVISOR:**            **Public Works Branch Manager**

**RESPONSIBILITIES:**

- Manage City's traffic signal control system to ensure any impacted signals are quickly restored.
- Identify and coordinate within the Department and through the Public Works Branch all detours options.
- Anticipate traffic and control needs and issues to report to the Public Works Branch and/or Operations Chief.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page O-13.

**Duties:**

- ☐ Coordinate collection of information specific to traffic signals damaged in City in coordination with Public Works Branch (MSC) and field inspectors.
- ☐ Document status of each traffic signal in the City and traffic impact near incident and work with Law Enforcement Branch on possible detour options and/or evacuation routes within a section of the City or the entire City.
- ☐ Coordinate with Bridges and Caltrans Unit on any detours that may include bridges that may or may not be damaged as well as the use of alternate routes to the freeway.
- ☐ Make contact with the California Highway Patrol in coordination with a Law Enforcement Branch representative in order to determine freeway issues that may impact arterial traffic or traffic routing of streets without traffic signals.
- ☐ Collect, coordinate and total type, location and estimated value of damage for with Damage Assessment Unit in the Planning Section on citywide infrastructure damage specific to traffic and detours.
- ☐ Collect and document extent of traffic signal damage citywide and determine if signals can be repaired by City or Traffic Signal Contractor.
- ☐ Coordinate with Utilities and Development Unit to determine extent of power loss in the City and make contact with a representative of Southern California Edison.
- ☐ Make contact with Traffic Signal Contractor to determine availability to make necessary repairs to damaged traffic signals.
- ☐ Develop a traffic signal priority repair plan and forward to the Operations Section Coordinator for review and approval.
- ☐ Provide information on required repairs to the Recovery Unit in the Planning Section.
- ☐ Provide a final safety/damage report to the Documentation Unit in the Planning Section.

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**ENGINEERING/INFRASTRUCTURE UNIT LEADER**

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**SUPERVISOR:**            **Public Works Branch Manager**

**RESPONSIBILITIES:**

- Complete an assessment of existing capital projects and building infrastructure of the City to determine which buildings need immediate attention.
- Inventory status of all the City's critical facilities in coordination with Public Works field staff and/or MSC or Community Development staff.

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**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

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- ☐ See Common EOC responsibilities on page O-13.

**Duties:**

- ☐ Identify and support efforts of all Public Works Units to repair bridges, restore power and assess extent of damage to buildings by providing engineering review of plans and damage zones.
- ☐ Coordinate with the County Public Works Unit as needed to determine citywide engineering and infrastructure priorities for public facilities.
- ☐ Coordinate assessments with the Damage Assessment Unit in the Planning Section.
- ☐ Coordinate with Public Works Branch and Hill Canyon to assess extent of facility or utility damage.
- ☐ Collect, document, photograph and prioritize extent of all infrastructure damage in the City and identify most immediate safety needs to repair or maintain infrastructure of City and coordination with Building and Safety Unit and all field inspectors.
- ☐ Provide copies of information gathered to the Documentation Unit in the Planning Section.
- ☐ Provide information on required repairs to the Recovery Unit in the Planning Section.
- ☐ Develop a final safety/damage assessment report to the Public Works Branch Director and the Operation Section Coordinator.



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**UTILITIES/DEVELOPMENT UNIT LEADER**

**SUPERVISOR:** Public Works Branch Manager

**RESPONSIBILITIES:**

- Establish status of all utilities in the City for water, wastewater, gas, phone and electricity, including status and/or extent of damage and coordinate with the Public Works Unit as needed.
- Establish contact with local water purveyors and or the Municipal Services Center (MSC) specific to the status of the City's Water Distribution and Wastewater Collection System.
- Inventory any know development or construction failures from field staff within the Public Works Department or Community Development Department inspectors.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page O-13.

**Duties:**

- ☐ Support collection of damage assessment in the City, specific to water, wastewater, electricity and gas with Building and Safety Branch and Public Works Branch.
- ☐ Coordinate with Public Works Branch Unit to determine water, wastewater status in addition to availability of MSC fuel for city fleet and other emergency responders.
- ☐ Identify and complete assessment of all capital improvement projects and major development that may have been damaged.
- ☐ Document structures and water/power lines that need immediate attention to ensure public safety to restore infrastructure of City.
- ☐ Make contact with private utility providers to determine extent of damage and areas of common concern. Ensure efforts to repair all utilities are posted and documented in a coordinated effort and forwarded to the Operations Section Coordinator
- ☐ Collect record and total the type, location and estimated damage of all City utilities and development projects through inspection reports, video and/or photographs.
- ☐ Coordinate assessments with the Damage Assessment Unit in the Planning Section.
- ☐ Provide information on required repairs to the Recovery Unit in the Planning Section.
- ☐ Develop a final safety/damage assessment report to the Documentation Unit in the Planning Section.

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**BRIDGES/CALTRANS UNIT LEADER**

**SUPERVISOR:** Public Works Branch Manager

**RESPONSIBILITIES:**

- Inventory and assess status of the City's bridges and infrastructure and coordinate with the County and Caltrans as needed
- Coordinate a field assessment of bridges in the City through the Public Works Unit and or the Operations Section Chief
- Make recommendations on what bridges and/or infrastructure that are damaged needs the most immediate repair to ensure community infrastructure is restored as quickly as possible.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page O-13.

**Duties:**

- ☐ Access the City's Bridge Inventory Report and based on the type and size of the incident, note bridges that may have been damaged or need to be inspected.
- ☐ Coordinate safety assessment of bridges with Public Works field inspectors and/or Building and Safety inspectors.
- ☐ Coordinate assessment of all City bridges in coordination with Caltrans and County as needed. Once a preliminary assessment has been completed.
- ☐ Coordinate assessments with the Damage Assessment Unit in the Planning Section.
- ☐ Map out and post a listing of all potentially damaged bridges in the City and the estimated time frame for assessing damage to the bridges, including which ones need to be closed.
- ☐ Coordinate with the Traffic Signals and Detours Unit and Law Enforcement Branch on any bridges that require closure and or detouring of traffic.
- ☐ Document all bridge damage information from City inspectors, Caltrans and County and note those that need immediate attention, Take photos and documents hours and actions of staff.
- ☐ Provide copies of information gathered to the Documentation Unit in the Planning Section.
- ☐ Provide information on required repairs to the Recovery Unit in the Planning Section.
- ☐ Develop a final safety/damage assessment report for the Damage Assessment Unit and forward a copy to the Operations Section Coordinator.

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**OPERATIONS SECTION  
SUPPORTING DOCUMENTATION**

**REFERENCE DOCUMENTS BY POSITION**

**CARE AND SHELTER BRANCH (Look in Forms Section also)**

LIST OF FACILITIES TO USE AS SHELTERS .....	OS-3
RESIDENTIAL CARE AND SKILLED NURSING FACILITIES .....	OS-3
SHELTER-IN-PLACE .....	OS-3

**LAW ENFORCEMENT BRANCH (Look in Forms Section also)**

ALERT AND WARNING PROTOCOLS .....	OS-7
LOCAL ALERTING AND WARNING SYSTEM .....	OS-7
Mobile Emergency Vehicle Sirens and Loud Speakers .....	OS-7
TOTV/Cable Television .....	OS-7
Public Notification System (PNS) .....	OS-7
Emergency Alert System (EAS).....	OS-7
OPERATIONAL AREA ALERTING, NOTIFICATION AND WARNING SYSTEMS .....	OS-8
VC Alert .....	OS-8
Operational Area Satellite Information System (OASIS).....	OS-8
EAS .....	OS-8
STATE ALERTING AND WARNING SYSTEMS.....	OS-8
California Warning System (CALWAS) .....	OS-8
California Emergency Services Fire Radio Systems (CESFRS) .....	OS-9
California Emergency Services Radio System (CESRS) .....	OS-9
California Law Enforcement Mutual Aid Radio System (CLEMARS) .....	OS-9
California Law Enforcement Telecommunications System (CLETS) .....	OS-9
EAS .....	OS-9
Emergency Digital Information System (EDIS).....	OS-9
OASIS .....	OS-10
FEDERAL ALERTING AND WARNING SYSTEMS .....	OS-10
EAS .....	OS-10
National Warning System (NAWAS) .....	OS-10

National Weather Service (NWS).....	OS-10
EMERGENCY CONDITIONS AND WARNING ACTIONS.....	OS-11
Earthquake.....	OS-11
Earthquake Advisories .....	OS-11
Earthquake Prediction (Short-Term) .....	OS-12
Fire .....	OS-13
Flood .....	OS-13
Flood Stages and Bulletins .....	OS-13
Hazardous Materials Situations.....	OS-13
Tsunami (Seismic Sea Wave) .....	OS-13
Severe Weather Warning.....	OS-13
Terrorism-The National Terrorism Advisory System (NTAS) .....	OS-14
NTAS Alerts .....	OS-14
Alert Announcements.....	OS-14
NATIONAL WEATHER SERVICE ISSUANCES.....	OS-15
THOUSAND OAKS DISASTER ASSISTANCE RESPONSE TEAM (DART) .....	OS-17

#### **FIRE BRANCH (Look in Forms Section also)**

THOUSAND OAKS DISASTER COMMUNITY EMERGENCY RESPONSE TEAMS (CERT) .....	OS-19
RADIOLOGICAL PROTECTION PROCEDURES .....	OS-21
CIVIL PREPAREDNESS GUIDE RADIOLOGICAL PROTECTION REQUIREMENTS.....	OS-23

#### **PUBLIC WORKS BRANCH (Look in Forms Section also)**

EMERGENCY POTABLE WATER-PROCUREMENT AND DISTRIBUTION .....	OS-25
WATER CONCEPT OF OPERATIONS.....	OS-27

#### **FORMS**

THOUSAND OAKS DAILY SHELTER ACTIVITY REPORT .....	OS-31
CRITICAL FACILITIES STATUS LOG .....	OS-33
ACTIVITY LOG .....	OS-35

### **LIST OF FACILITIES TO USE AS SHELTERS**

Please refer to the Appendix Section of this Plan for this information. Due to the sensitive nature of this information it has been moved to the restricted use section of the Plan.

### **RESIDENTIAL CARE AND SKILLED NURSING FACILITIES**

Please refer to the Appendix Section of this Plan for this information. Due to the sensitive nature of this information it has been moved to the restricted use section of the Plan.



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## **SHELTER-IN-PLACE**

These instructions are to give you guidelines if the EOC needs to shelter-in-place due to hazardous materials exposure from outside the EOC. These instructions could also be used by the Public Information Officer to disseminate information about how to shelter in place during a hazardous materials incident.

### **-Bring people inside and-**

1. Close all doors to the outside and close and lock all windows (windows sometimes seal better when locked).
2. Use tape and plastic food wrapping, wax paper, or aluminum wrap to cover and seal bathroom exhaust fan grilles, range vents, dryer vents, and other openings to the outside to the extent possible (including any obvious gaps around external windows and doors).
3. Where possible, ventilation systems should be turned off. Where this is not possible, building superintendents should set all ventilation systems to 100 percent recirculation so that no outside air is drawn into the structure.
4. Turn off all heating systems.
5. Turn off all air conditioners and switch inlets to the "closed" position. Seal any gaps around window-type air conditioners with tape and plastic sheeting, wax paper, or aluminum wrap.
6. Turn off all exhaust fans in kitchens, bathrooms and other areas.
7. Close as many internal doors as possible in your buildings.
8. If the gas or vapor is soluble or even partially soluble in water-hold a wet cloth or handkerchief over your nose and mouth if the gases start to bother you. Don't worry about running out of air to breathe. That is highly unlikely in normal buildings.
9. In case of an earthquake, after shocks will occur-close drapes, curtains and shades over windows. Stay away from external windows to prevent potential injury from flying glass.
10. Minimize the use of elevators in buildings. These tend to "pump" outdoor air in and out of a building as they travel up and down. Elevators can also fail.
11. Tune in to your local radio news station.

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## **ALERT AND WARNING PROTOCOLS**

Warning is the process of alerting governmental forces and the general public to the threat of imminent extraordinary danger. Dependent upon the nature of the threat and the population group at risk, warning can originate at any level of government. Success in saving lives and property is dependent upon timely dissemination of warning and emergency information to persons in threatened areas. Local government is responsible for warning the populace of the jurisdiction. City of Thousand Oaks will utilize the following various modes as appropriate for the alerting and warning the community.

### **LOCAL ALERTING AND WARNING SYSTEMS**

All warning systems will be coordinated through the City of Thousand Oak's EOC Director. Activation procedures and geographical boundaries of the systems are detailed below. The Incident Commander and EOC Director (when EOC is activated), are authorized to activate the warning systems:

- **Mobile Emergency Vehicle Sirens and Loudspeakers**  
The primary warning system for the City of Thousand Oaks will be mobile emergency vehicle sirens and loudspeakers. Vehicles will be dispatched to specific locations and assignments made as directed by the Police Commander or Incident Commander. All areas of the jurisdiction are accessible by vehicle.
- **TOTV/Cable Television**  
Currently, the City uses TOTV to provide the public with alerting and notification of various disaster situations. The City also has its own Government Access Television Channel located on the local cable systems' Channel 10 or 3 (TOTV). These systems could break programming on all televisions that are a part of this cable system and will provide directions to the citizens via scrolled information. This includes a "leader" that will scroll across any TV station that is turned on directing viewers to tune to their local cable channel for more information.
- **Public Notification System (PNS)**  
The City has access to a PNS, (VC Alert) through the Ventura County Sheriff's Department Office of Emergency Services. City staff can remotely activate this system or have the Ventura County Sheriff's Office of Emergency Services activate the system. The system is capable of mass area notifications within a limited time window, such as advising the public of evacuation procedures. For more information refer to the Ventura County VC Alert User's Manual and the **Appendix - VC Alert Procedures**.

The City can use this PNS to notify EOC staff and other key personnel at the City, Fire Department and Police Department. Other potential uses include:

1. Emergency Operations Center (EOC) activation by notifying and recording response of staff requesting availability to report to work
2. Small area notifications such as hazardous waste/wastewater spills, local fires and transportation incidents that require closing of streets or the freeway
3. Mass area notifications within a limited time window, such as advising the public of evacuation procedures.

The PNS system and the distribution of messages are jointly coordinated by the Emergency Preparedness Manager and Public Information Officer.

- **Emergency Alert System (EAS)**  
Access to EAS for local emergency events of concern to a significant segment of the population of Ventura County is through the Sheriff's Office of Emergency Services. The

EAS is also utilized at the Operational Area and State levels. Refer to the **Appendix - EAS Activation Procedures**.

Other warning systems utilized by the City of Thousand Oaks include door-to-door notification by Neighborhood Watch Block Captains, Disaster Assistance Response Teams, Community Emergency Response Teams, and law enforcement volunteers.

### **OPERATIONAL AREA ALERTING, NOTIFICATION AND WARNING SYSTEMS**

The following Operational Area systems are listed for reference. For more detailed descriptions, refer to those system's administrators.

- **VC Alert**  
At the Operational Area level, this is the system used by Ventura County Sheriff's department that uses a combination of database and GIS mapping technologies to deliver outbound notifications. During a disaster/emergency, Ventura County Sheriff's Department can quickly target a precise geographic area and saturate it with thousands of calls per hour. Refer to the **Appendix – VC Alert Procedures**.
- **Operational Area Satellite Information System (OASIS)**  
The County of Ventura has Cal OES OASIS equipment installed in the County EOC. OASIS is a system that consists of a communications satellite, multiple remote sites and a hub. Through this system the County has the capability of contacting any other County in California either through voice or data transmission. The system also allows the County to have direct access to Cal OES and other participating state agencies.
- **Emergency Alert System (EAS)**  
In the Ventura Operational Area, there are radio stations designated as Common Program Control Station (CPCS) which has special communication links with appropriate authorities, (i.e., National Weather Service, Civil Defense, Government authorities, etc.). The primary CPCS station is responsible for coordinating the carriage of common emergency program for its area. The Ventura County Operational Area CPCS stations are:

KHAY (FM)	100.7 (Primary)
KVEN (AM)	1450 (Primary)
KMLA (FM)	103.7 (Spanish) (Secondary)

The Sheriff of Ventura County, while not the originator of the EAS material, is responsible for the content and authenticity of the information broadcast over the local EAS. Local broadcast stations have the right to edit or use any or all of an EAS broadcast. **Refer to the Appendix - EAS Activation Procedures.**

### **STATE ALERTING AND WARNING SYSTEMS**

The following State systems are listed for reference. For more detailed descriptions, refer to those system's administrators.

- **California Warning System (CalWAS)**  
CalWAS is the state portion of National Warning System (NAWAS) that extends to communications and dispatch centers throughout the state. The Cal OES headquarters ties into the federal system through the Warning Center in Sacramento with circuits extending to county warning points. The California Highway Patrol headquarters in Sacramento is the state's alternate warning point. Both state and federal circuits are

monitored 24 hours a day at the Warning Center, the alternate point and each of the local warning points.

- **California Emergency Services Fire Radio System (CESFRS)**  
CESFRS is the statewide communications network, available to all fire agencies. The three available channels have been designated Fire White #1, #2 and #3. White #1 is authorized for base station and mobile operations. White #2 and White #3 are for mobile and portable use only. All three white channels are designated by the Federal Communications Commission as “Intersystem” channels and are intended solely for inter-agency fire operations, i.e. mutual aid. White #2 and White #3 are intended for on-scene use only.
- **California Emergency Services Radio System (CESRS)**  
CESRS serves as an emergency communications system for Cal OES and county emergency services organizations. The system assists in the dissemination of warning information and to support disaster and emergency operations. The system may be used on a day-to-day basis for administrative emergency services business. It is administered by Cal OES.
- **California Law Enforcement Mutual Aid Radio System (CLEMARS)**  
CLEMARS was established to provide common police radio frequencies for use statewide by state and local law enforcement agencies during periods of man-made or natural disasters or other emergencies where inter-agency coordination is required. It is administered by Cal OES. The Regional Law Enforcement Coordinator is responsible for coordination of use of the system within the Mutual Aid Region. The City of Thousand Oaks participates in CLEMARS through the Sheriff’s Department and is licensed for mobile and base station communications.
- **California Law Enforcement Telecommunications System (CLETS)**  
CLETS is a high-speed message switching system which became operational in 1970. CLETS provides law enforcement and criminal justice agencies access to various data bases and the ability to transmit and receive point-to-point administrative messages to other agencies within California or via the National Law Enforcement Telecommunications System (NLETS) to other states and Canada. Broadcast messages can be transmitted intrastate to participating agencies in the Group Bulletin Network and to regions nationwide via NLETS. CLETS has direct interface with the FBI-NCIC, NLETS, DMV, Oregon and Nevada. The CLETS terminal in the City of Thousand Oaks is housed at the Police Department at 2101 East Olsen Road.
- **Emergency Alert System (EAS)**  
The purpose of the State level of EAS in California is to provide warning, emergency information, guidance, instructions and news of a manmade or natural threat to the public safety, health and welfare. Almost all AM-FM and TV broadcast stations have national defense emergency authorizations and several of these are protected from fallout.
- **Emergency Digital Information System (EDIS)**  
The EDIS provides local, state and federal agencies with a direct computer link to the news media and other agencies during emergencies. EDIS supplements existing emergency public information systems such as EAS. By combining existing data Input Networks with a digital radio Distribution System, EDIS gives authorized agencies a direct data link to the news media and other agencies.

The main purpose of EDIS is to distribute official information to the public during emergencies. However, a system that is not used day-to-day will not be used with confidence during an emergency. Therefore, certain non-emergency uses of EDIS are permitted so long as they do not interfere with more urgent transmissions. Senders of EDIS messages should bear in mind that almost anyone can obtain the equipment to receive EDIS messages. Confidential or sensitive information should never be transmitted over EDIS. **(Reference: Emergency Digital Information System Plan [EDIS], July 1991, written by the Cal OES Telecommunications Division.)**

- **Operational Area Satellite Information System (OASIS)**

OASIS is a system that consists of a communications satellite, multiple remote sites and a hub allows virtually uninterruptible communication between state, regional and operational area level EOCs. The OASIS project was established to create the most robust communications system possible using leased transponder space from commercial satellite operators.

## **FEDERAL ALERTING AND WARNING SYSTEMS**

The following federal systems are listed for reference. For more detailed descriptions, refer to those system's administrators.

- **Emergency Alert System (EAS)**

EAS at the federal level is designed for the broadcast media to disseminate emergency public information. This system enables the President, as well as federal, state and local governments, to communicate with the general public through commercial broadcast stations.

EAS can be accessed at federal, state, and local levels to transmit essential information to the public. Presidential messages, national programming and news will be routed over established network facilities of the broadcast industry.

- **National Warning System (NAWAS)**

NAWAS is a dedicated wire-line system that provides two-way voice communications between federal warning center, state warning points and local warning points. If the situation ever presents itself, NAWAS is a nationwide system developed to send warnings of impending attack throughout the nation. The system may be activated from two federal facilities that are staffed 24 hours daily: the National Warning Center (North American Air Defense Command, Colorado Springs) and the Alternate National Warning Center (Olney, Maryland).

During major peacetime emergencies, state agencies may use portions of NAWAS augmented by state and local systems. Each state has a warning point that controls the NAWAS connection within the state. See State Level CalWAS for more information.

- **National Weather Service (NWS)**

The National Weather Service transmits continuous weather information on 162.40, 162.475, and 162.55 MHz frequencies and on the Internet at [www.nwsla.noaa.gov](http://www.nwsla.noaa.gov).

The City should report any unusual (funnel cloud, etc.) or other potentially hazardous weather situation to the NWS as quickly as possible. Confidential contact information for NWS is found in the **Appendix**.

## **EMERGENCY CONDITIONS AND WARNING ACTIONS**

Methods of warning state and local governments of specific emergency conditions are described below:

### **Earthquake**

Earthquakes occur without warning. CAL OES could receive notification of an earthquake as well as subsequent information, including damage reports, from various sources, such as:

- University of California Seismological Observatory, Berkeley
- California Institute of Technology, Pasadena
- Water Resources Department
- CAL OES Regional Offices
- Local Governments
- Federal/State Agencies
- Honolulu Observatory

This information may be received through NAWAS, radio, teletype and/or telephone and would be further disseminated as appropriate using any or all of these means. The State Warning Center has a seismic alarm system that activates during earthquakes, prompting duty personnel to investigate the disturbance.

### **Earthquake Advisories**

Earthquake Advisories are statements by CAL OES regarding scientific assessment that, within a specified period (usually 3-5 days) there is an enhanced likelihood for damaging earthquakes to occur in areas designated in the Advisory. Advisories are not formal predictions and are issued following earthquakes in which there is concern about subsequent damaging earthquakes. The basis of the advisories is existing knowledge of the seismic history and potential of the area under consideration.

#### **Local Government**

Upon notification of an Earthquake Advisory from CAL OES, local government should: disseminate information to key personnel, ensure the readiness of systems essential to emergency operations; implement protective and mitigative actions; provide guidance to the public on appropriate precautionary actions.

#### **Notification Process**

The Office of Emergency Services will notify State agencies, local governments and designated Federal agencies of all Earthquake Advisories through a telecommunications and radio fan-out process.

The method of contact to State agencies, local governments and Federal agencies will vary depending upon the availability of communications. Systems to be used may include: The California Warning System (CALWAS), the California Law Enforcement Telecommunications System (CLETS), the California Emergency Services Radio System (CESRS), FAX and commercial telephone service.



## **CAL OES WILL FOLLOW A FOUR-STEP PROCESS IN ISSUING AND CANCELING ADVISORIES:**

1. Information regarding additional seismic activity will be disseminated in the form of an **Earthquake Advisory**. The Advisory will include information on the background of the Advisory, the areas included in the Advisory and the period of time in which the Advisory is in effect. **The Earthquake Advisory will be issued to jurisdictions determined to be located within the area of enhanced risk.** Advisories are usually issued for a 3-5 day period. CAL OES will keep local governments advised of any updates on the situation as they become available.

In most instances, the notification of the issuance of an Earthquake Advisory will be to the affected counties via CLETS, followed by an announcement over CALWAS. It is the responsibility of county offices that receive the Advisory to forward the information immediately to all cities within the county and county emergency services coordinators. City offices that receive the Advisory should, in turn; forward the information to the city emergency services coordinator.

2. Following the issuance of the Earthquake Advisory to jurisdictions within the area of enhanced risk, CAL OES will issue a **Notice of Earthquake Advisory** to State departments, specified Federal agencies and all other counties in the State.

The Notice of Earthquake Advisory is issued for informational purposes. No specific actions are recommended to jurisdictions receiving this notice, except at the discretion of local officials. It will be disseminated via the same telecommunications systems as the Earthquake Advisory.

3. CAL OES will inform the news media and public of an Earthquake Advisory by the issue of an **Earthquake Advisory News Release**.
4. At the end of the period specified in the initial Advisory, CAL OES will issue an **End of Earthquake Advisory Period** message. This cancellation message will be issued over the same telecommunications systems as were used to initially issue the Advisory and Notice of Advisory to State agencies, local government, specified Federal agencies, the news media and the public. An Advisory may be extended if scientific assessments continue to indicate reasons for such a continuation.

### **Earthquake Prediction (Short-Term)**

The Short-Term Earthquake Prediction Response Plan provides direction and guidance to State agencies for responding to (1) a prediction that an earthquake may occur within a few hours to a few days or (2) issuance of an Advisory regarding an increase likelihood that a damaging earthquake may occur. When implemented, the actions recommended within this Plan will result in increased operational readiness and preparedness of State agencies to deal effectively with a short-term earthquake prediction and with the predicted earthquake, should it occur.

Formal predictions include specific identification of expected magnitude, location, time and likelihood of occurrence (i.e., probability), that have been rigorously reviewed and confirmed by the California Earthquake Prediction Evaluation Council (CEPEC).

## **Fire**

Initial warnings of major conflagrations are normally issued by the affected area through the Operational Area and/or CAL OES Regional Fire Coordinator, using whatever means of communications is appropriate and available. Requests for mutual aid follow the same channels.

## **Flood**

A flood emergency is normally preceded by a buildup period that permits marshaling of forces as required to combat the emergency. During the buildup period, CAL OES cooperates with the National Weather Service and the State Department of Water Resources by relaying pertinent weather information and river bulletins to local government officials in the affected areas. CAL OES receives this information over selected circuits and relays it to CAL OES Regions through the CAL OES private line teletype system and to law enforcement agencies via CLETS.

## **Flood Stages and Bulletins**

During periods of potential flooding in Southern California, the National Weather Service, Ventura County, will issue the appropriate bulletins typically from San Diego. After receiving these messages, the state Warning Center transmits these messages immediately on CLETS to local governments in areas that are likely to be affected.

## **Hazardous Materials Situations**

Potential hazardous materials situations are identified during the planning phase by the Ventura County Fire Department Hazardous Materials Unit. Area Plans address in detail the specifics for hazardous materials planning for the local area. Initial notifications of an incident are made by the responsible party or the responding agency to the **California Warning Center in Sacramento at 800/852-7550** as soon as the incident occurs. The Warning Center then makes notifications to various state agencies and the regional duty officer.

## **Tsunami (Seismic Sea Wave)**

Watch and Warning messages are transmitted by the respective Warning Centers over the NOAA *Weather Wire* system directly to each other, Coastal National Weather Service Forecast Offices and their Area of Responsibility's State Warning Centers. The National Weather Service Office located in Oxnard serves the Counties of San Luis Obispo, Santa Barbara, Ventura and Los Angeles. Cal OES operates California's State Warning Center in Sacramento.

The Oxnard Weather Forecast Office after receiving the transcribed Tsunami Warning Messages over the NWS weather wire will record the message for transmission over the Emergency Alert System (EAS) and local National Weather Radio sites.

Tsunami Watch and Information messages are retransmitted by the State Warning Center over the *California Law Enforcement Telecommunications System* (CLETS) and the Electronic Digital Information System (EDIS) to coastal jurisdictions. The Warning Center then follows up by calling each coastal Operational Area over CalWAS (California Warning and Alerting System, the State network portion of NAWAS (National Alert and Warning System)).

## **Severe Weather Warning**

These include severe weather bulletins and statements relating to special weather conditions. Bulletins are issued by National Weather Service offices in California when severe weather is imminent. By agreement, the National Weather Service office issues the bulletin and transmits

the information to the state Warning Center on the National Weather Service teletype circuit. The Warning Center, in turn, relays the information to the affected areas.

### **Terrorism-The National Terrorism Advisory System (NTAS)**

The Federal Government has implemented The National Terrorism Advisory System, or NTAS, which replaces the color-coded Homeland Security Advisory System (HSAS). This new system will more effectively communicate information about terrorist threats by providing timely, detailed information to the public, government agencies, first responders, airports and other transportation hubs, and the private sector.

It recognizes that Americans all share responsibility for the nation's security, and should always be aware of the heightened risk of terrorist attack in the United States and what they should do.

#### NTAS Alerts

After reviewing the available information, the Secretary of Homeland Security will decide, in coordination with other Federal entities, whether an NTAS Alert should be issued.

NTAS Alerts will only be issued when credible information is available.

These alerts will include a clear statement that there is an **imminent threat** or **elevated threat**. Using available information, the alerts will provide a concise summary of the potential threat, information about actions being taken to ensure public safety, and recommended steps that individuals, communities, businesses and governments can take to help prevent, mitigate or respond to the threat.

The NTAS Alerts will be based on the nature of the threat: in some cases, alerts will be sent directly to law enforcement or affected areas of the private sector, while in others, alerts will be issued more broadly to the American people through both official and media channels.

NTAS Alerts contain a **sunset** provision indicating a specific date when the alert expires - there will not be a constant NTAS Alert or blanket warning that there is an overarching threat. If threat information changes for an alert, the Secretary of Homeland Security may announce an updated NTAS Alert. All changes, including the announcement that cancels an NTAS Alert, will be distributed the same way as the original alert.

#### Alert Announcements

NTAS Alerts will be issued through state, local and tribal partners, the news media and directly to the public via the following channels:

- Via the official DHS NTAS webpage – <http://www.dhs.gov/alerts>
- Via email signup at – <http://www.dhs.gov/alerts>
- Via social media o Facebook – <http://facebook.com/NTASAlerts>
- Twitter – <http://www.twitter.com/NTASAlerts>
- Via data feeds, web widgets and graphics at <http://www.dhs.gov/alerts>

## NATIONAL WEATHER SERVICE ISSUANCES

### TYPES OF ISSUANCES

**OUTLOOK**-For events possible to develop in the extended period (extended definition depends on the type of event)

**ADVISORY**-For events that are occurring or are forecast to develop in the short term (generally within the next 6 hours)

**WATCH**-For the **possibility** of an event happening within the short term (generally refers to the next 6 to 12 hours)

**WARNING**-The most serious issuance! For life-threatening events occurring or forecast to develop within the short term (generally within the next 6 hours)

**STATEMENTS (OR UPDATES)**-Issued as updates to the above products

### SPECIFIC TYPES OF ISSUANCES

#### FLASH FLOODING:

**Flash Flood Warning:** Flash Flooding is occurring or imminent.

**Urban and Small Stream Flood Advisory:** Flooding is occurring or imminent, but is not life threatening. (Nuisance flooding) This may be upgraded to a Flash Flood Warning if conditions worsen.

**Flash Flood Watch:** There is a good possibility of Flash Flooding, but it is neither occurring nor imminent (generally means the possibility exists within the next 24 hours).

**Flash Flood Statement:** Updates any of the above three issuances.

**Tornado and Severe Thunderstorm Warnings:** Issued on the observation of a tornado, funnel cloud, or severe thunderstorm (a thunderstorm is defined as severe when it is accompanied by 58 mph winds or 3/4" hail), or the indication of any of the above based on radar data.

**Tornado and Severe Thunderstorm Watches:** Issued (by the National Severe Storms Forecast Center in Kansas City, MO) when there is a likelihood of development of either tornadoes or severe thunderstorms.

## **OTHER TYPES OF ISSUANCES**

**Dense Fog Advisory:** Issued when dense fog (visibility below 2 mile) is expected to last for three hours or longer)

**Dense Fog Warning:** Issued when widespread zero or near-zero visibilities are forecast to last three hours or longer.

Refer to the Appendix section for contact numbers for the National Weather Service.

## **THOUSAND OAKS DISASTER ASSISTANCE RESPONSE TEAM (DART)**

The Thousand Oaks Disaster Assistance Response Team (DART) is an organized group of trained volunteers. DART members volunteer their time and energy in being prepared to assist the City and other public safety agencies in serving the Conejo Area and Ventura County before, during and after emergencies.

DART is funded by the City and administered by the Thousand Oaks Police Department. DART is called upon by the Police, Sheriff, and Fire Departments to assist in both emergency and non-emergency situations.

### **DART's MISSION STATEMENT:**

DART's purpose is to assist the City of Thousand Oaks in:

- Educating and promoting disaster and emergency safety awareness to all residents;
- Providing assistance, as needed, for community and emergency response to the City, County and State.

### **HISTORY OF DART:**

Thousand Oaks DART was established in 1992 and adopted by the City Council as a City program in 1993. On the average, DART has approximately 50 members who meet and train on a regular basis.

### **DART TRAINING:**

- Earthquake Preparedness and Response
- Fire Suppression Training
- First Aid / CPR Certification
- Disaster Psychology
- Urban Search and Rescue
- Hazardous Materials Awareness

### **SECTOR BOUNDARIES**

Sector I	West of Wendy Drive, South of 101 Freeway
Sector II	South of 101 Freeway, East of Los Robles Golf Course and all of Westlake Village to county line.
Sector III	North of 101 Freeway, West of 23 Freeway, South of Avenida de los Arboles and West to Camarillo
Sector IV	South of 101 Freeway, East of Wendy Drive to Los Robles Golf Course
Sector V	East of 23 Freeway to county line, North of 101 Freeway to Avenida de los Arboles
Sector VI	North of Avenida de los Arboles, North of Lang Ranch Parkway, East to Simi Valley city line and West to Moorpark city line

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## **THOUSAND OAKS COMMUNITY EMERGENCY RESPONSE TEAM (CERT)**

The Thousand Oaks Community Emergency Response Team ("CERT") Program was established by the City and the Ventura County Fire Department in 2004. On the average, two six-session courses are scheduled for Ventura County residents that are at least 18 years old. The program was developed by the Federal Emergency Management Agency ("FEMA"), the Emergency Management Institute, and the National Fire Academy and is modeled after the original 1985 program developed by the Los Angeles City Fire Department to train citizens in disaster survival.

Because everyday citizens will most likely be on their own during the early stages of a large disaster, the CERT course teaches basic disaster survival and rescue skills to the lay public for use within neighborhoods of the City.

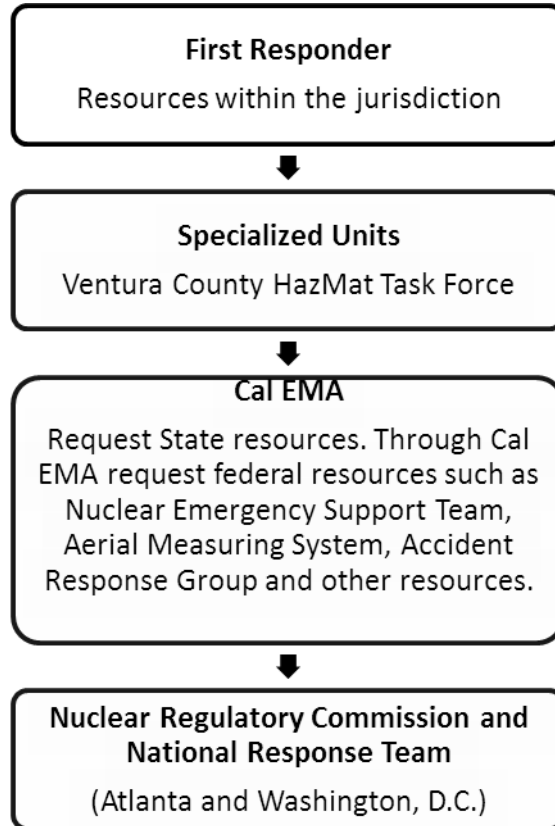
Although CERT members are primarily used in their own neighborhoods, the city may turn to CERT during an emergency when volunteers are needed for certain response and/or recovery activities.



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**RADIOLOGICAL PROTECTION PROCEDURES**  
**For Cities in the Ventura County Operational Area**

**RADIOLOGICAL INCIDENTS: TIERED RESPONSE**



**PROCEDURES**

Refer to Ventura County Fire Department SOPs for Radiological Protection Procedures.

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## **CIVIL PREPAREDNESS GUIDE (CPG) RADIOLOGICAL PROTECTION REQUIREMENTS**

In conjunction with the Logistics Section, obtain and maintain radiation and hazardous materials detection devices.

- All Ventura County Fire Department fire apparatus carry radiological equipment that will detect beta and gamma radiation.
- Ventura County Fire Department HazMat Squads carry radiological equipment that can detect beta and gamma radiation.
- Ventura County Fire Department should contact Ventura County Environmental Health to augment radiation protection capabilities.

Maintain radiation exposure records for response personnel and require dosimeter readings at appropriate frequencies, if necessary, during emergency operations.

- Safety Officer-at incident site
- Long-term maintenance (career exposure)
- Individual personnel records-radiation exposure records will be maintained at the Ventura County Fire Department.
- Health care providers

Develop procedures for radiological decontamination of response personnel, equipment, supplies, instruments and facilities.

- See Ventura County Fire Department Emergency Operations Manual
- Hazardous Materials
- Radiological Monitoring

In conjunction with the Medical/Health Branch, identify medical facilities with the capability to decontaminate radiological or chemically contaminated casualties.

In conjunction with the Health/Health Branch, develop procedures for determining the levels of radiation exposure of affected individuals and providing treatment and care.

- Utilize the radiological equipment at scene to determine levels of radiation exposure.
- Apply regular department procedures for treatment.

Appoint personnel to perform radiological monitoring, reporting and decontamination duties during emergencies.

- Appointment of personnel-
  - Is specific to the incident
  - Tiered response
  - Every Ventura County Hazardous Materials Technician is a radiological monitor

In conjunction with the Planning Section, prepare radiological reports for submission to the state or federal governments, as appropriate.

Utilizing federal guidance with input from the state and local health agencies, arrange for crisis training of emergency services staff and shelter teams for radiological monitoring reporting and decontamination duties.

- HazMat Station in-service drills are held on radiological monitoring to update HazMat response personnel.

In conjunction with the Logistics Section, the Training Officer will identify instructors for crisis training in radiological monitoring, reporting and decontamination for field and EOC operations.

In conjunction with the Logistics Section, maintain an inventory list of the source and quantity of available RADEF instruments.

- Ventura County Fire Department HazMat unit carries appropriate equipment to detect high and low levels of radiation.

## EMERGENCY POTABLE WATER PROCUREMENT AND DISTRIBUTION

### INTRODUCTION

The following procedures are designed to facilitate acquisition and distribution of alternative potable water. They set forth-specific activities that should be considered to evaluate emergency situations and then to procure and distribute potable water to critical locations if needed.

#### Primary Response Agency Roles and Responsibilities:

<b>Agent:</b>	<b>Function:</b>
City of Thousand Oaks	Primary responsibility for purchase and distribution of alternate source of potable water for populations within its jurisdiction. Operates Local Emergency Operations Center (LEOC). Coordinates resources and manages operations for distribution of alternative potable water to affected populations.
Ventura County(Operational Area)	Operates Operational Area Emergency Operations Center (OAEOC): Coordinates county resources and assists LEOC(s) in providing potable water to affected population(s).
California Office of Emergency Services	Coordinates federal, state, and regional resources to assist OAEOC(s) in providing alternative source of potable water to affected populations. Operates Regional Emergency Operations Center (REOC) and State Operations Center (SOC).
Federal Emergency Management Agency(FEMA)	Coordinates federal emergency response resources and provides alternate source of potable water to affected populations, as requested by State.

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## **WATER CONCEPT OF OPERATIONS**

During the initial hours following an emergency it is especially important to ascertain the scale of the emergency and the areas where the potable water supply and delivery system has been affected.

### **PROCUREMENT AND DISTRIBUTION PROCESS**

Successful implementation of these procedures will require the support of public, private, and volunteer agencies. The following identifies the public, private, and volunteer agencies, which will play a part in the acquisition and distribution of emergency potable water and assigns to them specific roles and responsibilities.

### **OPERATIONAL AREA**

The **Ventura County Public Works** is the primary agency responsible for the purchase and distribution of emergency potable water to populations within its jurisdiction.

### **CITY OF THOUSAND OAKS**

Provide alternate source of potable water to affected populations. Deploy Field Response personnel activate Local Emergency Operations Center(s) (LEOC) and Operational Area Emergency Operations Center (OAEOC). Implement duties pursuant to Field Response Agent, LEOC and OAEOC roles and responsibilities.

### **CALIFORNIA OFFICE OF EMERGENCY SERVICES (CAL OES)**

If the Operational Area cannot provide enough alternate source of potable water to affected populations the Cal OES will activate Regional Emergency Operations Center(s) (REOC) and State Operations Center (SOC). Implement duties pursuant to REOC and SOC roles and responsibilities.

### **FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)**

Provide alternate source of potable water to affected populations, as requested by State. Implement duties pursuant to FEMA roles and responsibilities.

### **RESPONSIBILITY**

The Department of Public Works is the lead agency for establishing and operating emergency potable water distribution sites.

The Department of Public Works is responsible for evaluating situation assessments and prioritizing resource allocation. When necessary, the water coordinator will activate a water task group to help establish or assist in the establishment and operation of the alternative potable water procurement and distribution program. The size, makeup and specific assignment of the water task group will be dependent on the magnitude of the problem at hand.



The Water Coordinator and Water Task Group will be staffed by City Public Works. The unit will report to the Public Works Branch.

Duties of the water coordinator/water task group are as follows:

1. Serve as EOC primary contact for all potable water procurement and distribution matters.
2. Coordinate conference calls with other level EOC water coordinators to assess potable water needs.
3. Obtain consolidated situation information compiled by the Planning Section and other sources. This information would include:
  - cause and extent of water system damage
  - estimated duration of system outage
  - geographical area affected
  - population affected
  - actions taken to restore system
  - resources needed to reactivate system
  - emergency potable water needs (quantity and prioritized areas)
4. Prioritize distribution locations (include needs of critical facilities) and make recommendations to Public Works Branch Director who will discuss with the Operations Section Chief.
5. Identify and secure potable water resources with assistance from the Logistics Section, Procurement/Purchasing Unit.
6. Identify transportation and equipment needs and secure required resources through the Logistics Section, Procurement/Purchasing Unit.
7. Coordinate with DHS, water utilities, and EOC Public Information Officer for appropriate public information announcements and Media interface.
8. Document all information related to expenditures, resource commitments, contracts and other costs related to procurement and distribution of potable water and provide such information to the Finance Section.

#### **EMERGENCY POTABLE WATER SUPPLY CONSIDERATIONS**

When there is a need for emergency potable water, everyone should work with the Operational Area and with the State Department of Health Services, Division of Drinking Water and Environmental Management. When there is a "Boil Water" advisory, the public should be advised to bring water to a rapid boil for 1-2 minutes. In the event of any other situation that may require supplying potable water, the Local Emergency Operations Center (LEOC) and Operational Area Emergency Operations Center (OAEOC) will utilize the following options in the order listed below. All City requests should go through the Operational Area EOC.

#### **Bottled Water**

Water in one-gallon plastic containers is by far the most convenient and effective way to initially provide emergency water to the public. A list of approved commercial vendors is maintained by the State Department of Health Services, Food and Drug Branch, is available

through the REOC Operations Section Water Coordinator.

The Regional Emergency Operations Center (REOC) can arrange transportation, if necessary, with state assets. Water and beverage bottlers sometimes offer free bottled water and delivery.

**Bulk Potable Water Deliveries:** (If bottled water is not a viable option)

Bulk potable water deliveries are for limited use and should only be employed for immediate crisis situations when the first option is not available. Bulk potable water may also be needed for critical facilities such as hospitals, clinics and other health facilities.

Portions of the existing potable water system, or nearby systems, may continue to have potable water in their normal distribution systems. These sources are closest and easiest to access and should be used for bulk water deliveries.

National Guard water buffaloes (500 gallon trailers) are available in limited numbers and should only be used to support evacuation efforts and immediate crisis situations. The small volume necessitates that water tenders keep buffaloes filled.

**Water Purification Systems:** (If bulk potable water deliveries are not a viable option):

Commercial portable water purification systems are available where connection to an approved water source and some means of storing or distributing water is available. Approved and licensed commercial vendors can provide limited water storage (approximately 1,000 gallons). The State Department of Health Services Drinking Water Program or County Health Department must approve the water source to assure that the treatment is sufficient to deal with the level of contamination, and confirm the integrity of the system. The National Guard has limited purification capability, which should only be requested when all other options are exhausted.

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**THOUSAND OAKS DAILY SHELTER ACTIVITY REPORT**  
**Report due into City EOC by 8:00 A.M. each day**

Shelter Site: \_\_\_\_\_ Date: \_\_\_\_\_

To: City of Thousand Oaks

From: \_\_\_\_\_

Shelter Capacity	Overnight Capacity	Breakfast	Lunch	Dinner

Report Period: \_\_\_\_\_ Shelter Phone: \_\_\_\_\_

	Day Shift	Evening Shift
Shelter Manager	_____	_____
Asst. Shelter Manager	_____	_____
Nurse	_____	_____
Workers	_____	_____

<b>Narrative (Day Shift)</b>
<b>Narrative (Evening Shift)</b>

**Supplies Needed:**

Immediate	Future
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## CRITICAL FACILITY STATUS LOG

[illegible]



## ACTIVITY LOG

[illegible]



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**PART TWO  
PLANNING/INTELLIGENCE SECTION**

**CONTENTS**

**PLANNING**

PURPOSE .....	P-3
OVERVIEW.....	P-3
OBJECTIVES .....	P-3
CONCEPT OF OPERATIONS.....	P-4
SECTION ACTIVATION PROCEDURES .....	P-4
 <b>CITY OF THOUSAND OAKS EOC ORGANIZATION CHART .....</b>	<b>P-5</b>
<b>RESPONSIBILITIES CHART.....</b>	<b>P-6</b>
 <b>PLANNING/INTELLIGENCE SECTION STAFF .....</b>	<b>P-7</b>
<b>COMMON EOC RESPONSIBILITIES .....</b>	<b>P-9</b>
<b>PLANNING SECTION POSITION CHECKLISTS.....</b>	<b>P-11</b>
PLANNING/INTELLIGENCE SECTION COORDINATOR.....	P-11
SITUATION STATUS UNIT LEADER.....	P-16
DOCUMENTATION UNIT LEADER.....	P-20
DAMAGE ASSESSMENT UNIT LEADER .....	P-22
ADVANCE PLANNING UNIT LEADER.....	P-24
RECOVERY PLANNING UNIT LEADER .....	P-26
DEMOBILIZATION UNIT LEADER .....	P-28
GEOGRAPHIC INFORMATION SYSTEMS (GIS) UNIT LEADER.....	P-30
RESOURCES UNIT LEADER.....	P-32

<b>PLANNING/INTELLIGENCE SECTION SUPPORT DOCUMENTATION</b>
--

**DOCUMENTATION UNIT (Look in Forms Section also)**

ACTION PLANNING.....	PS-3
“Planning P” .....	PS-4
AFTER ACTION/CORRECTIVE ACTION .....	PS-5

**RECOVERY UNIT (Look in Forms Section also)**

TYPES OF RECOVERY PROGRAMS .....	PS-11
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## EMERGENCY OPERATIONS PLAN

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<b>FORMS</b>
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EOC ACTION PLAN TEMPLATE .....	PS-13
EOC ORGANIZATION ASSIGNMENT LIST (ICS FORM 203).....	PS-21
EOC RADIO COMMUNICATIONS PLAN (ICS FORM 205) .....	PS-23
INITIAL DAMAGE ESTIMATE (IDE) FORM .....	PS-25
EVENT/MAJOR INCIDENT REPORT .....	PS-29
SITUATION REPORT .....	PS-31
AFTER ACTION/CORRECTIVE ACTION (AA/CA) REPORT SURVEY TEMPLATE .....	PS-33
AFTER ACTION REPORT QUESTIONNAIRE.....	PS-37
ACTIVITY LOG .....	PS-45

## **PLANNING/INTELLIGENCE SECTION**

### **PURPOSE**

The purpose of this section is to enhance the capability of the City to respond to emergencies using and coordinating available resources. The priorities of responses are to be:

- Protect life, property and the environment.
- Provide planning and direction for emergency operations and management of resources.
- Provide support to the all sections of the City's emergency response team.
- Restore essential services and systems as soon as possible.

### **OVERVIEW**

The Planning Section's primary responsibility is to collect, evaluate, display and disseminate incident information and status of resources in addition to the following:

1. Primary support for decision-making to the overall emergency organization.
2. Anticipate appraisals and develops plans necessary to cope with changing field events
3. Gathers and documents information to answer critical questions such as: 'Where are the incidents?' 'How bad are the incidents?' 'How much worse will the incidents become?' 'How can the City best manage the incidents?'

During an emergency, other department heads will advise the Planning Coordinator on various courses of action from their departmental level perspective.

### **OBJECTIVES**

The Planning Section ensures that safety/damage assessment information is compiled, assembled and reported in an expeditious manner to the various EOC sections, departments and the County Operational Area. This Section is responsible for the preparation and documentation of the EOC Action Plan (with input from Management Section Staff, Section Coordinators, and other agencies).

The Planning Section is responsible for the detailed recording (Documentation Unit) of the entire response effort and the preservation of these records during and following an incident. The Planning Section is also responsible for using WebEOC and inputting information into the Response Information Management System (RIMS) or the current State information system. The following specific objectives during an incident will be followed:

- Collect initial situation and damage assessment information.
- Display situation and operational information in the EOC using maps and visual aids.
- Prepare and maintain displays, charts and lists that reflect the current status and location of assigned resources (personnel, equipment and vehicles).
- Disseminate intelligence information to the EOC Director, Public Information Officer, General Staff and the County Operational Area.
- Conduct mapping and recording operations.
- Prepare summary damage assessment reports for dissemination to other sections, City departments, State OES, FEMA and the County Operational Area.

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## **EMERGENCY OPERATIONS PLAN**

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- Prepare required reports identifying the extent of damage and financial losses and post appropriate information to WebEOC and RIMS or the State's current information system.
- Determine the City's post-event condition.
- Provide Planning support to other sections.
- Ensure accurate recording and documentation of the incident.
- Prepare the City's EOC Action Plan.
- Prepare the City's After-Action/Corrective Action Report.
- Prepare a post-incident recovery plan.
- Maintain proper and accurate documentation of all actions taken to ensure all required records are preserved for future use and State OES and FEMA filing requirements.
- Acquire technical experts for special interest topics or special technical knowledge subjects.

### **CONCEPT OF OPERATIONS**

The Planning Section will operate under the following policies during an incident as the situation dictates:

- SEMSNIMS will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council or EOC Director.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with the City Employee Emergency Response Procedures
- While in an emergency mode, operational periods will be 12 hours for the duration of the event. Operational periods will be determined by the EOC Director and not event driven.

### **SECTION ACTIVATION PROCEDURES**

The EOC Director is authorized to activate the Planning Section.

#### **When to Activate**

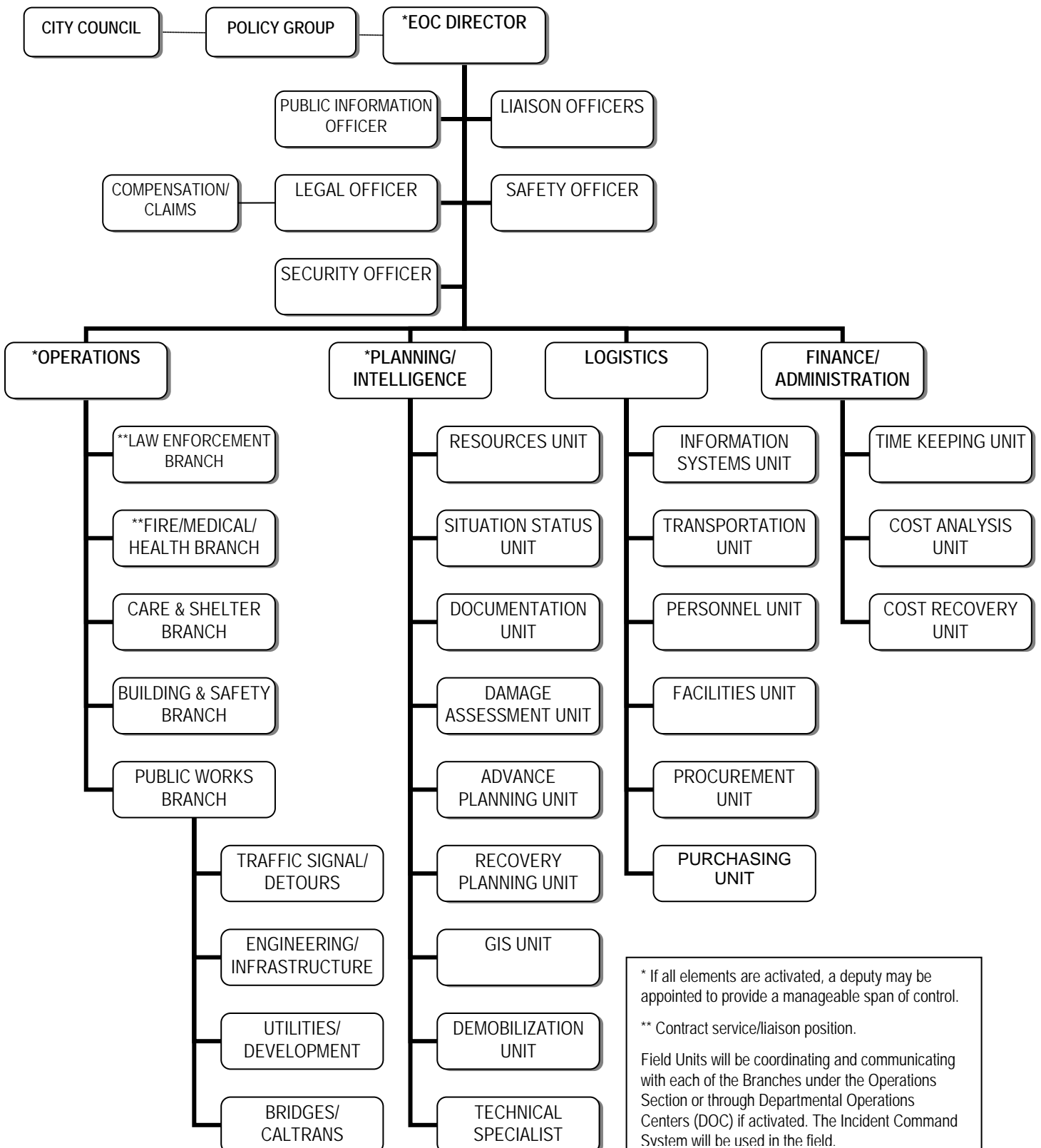
The Planning Section may be activated when the EOC is activated or upon the order of the EOC Director.

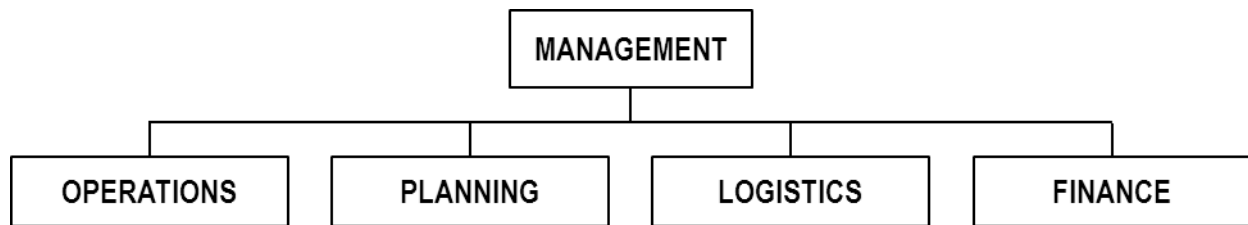
#### **Where to Report**

The EOC is located on the 3<sup>rd</sup> floor of the Civic Arts Plaza (Oak, Park & Board Room), 2100 Thousand Oaks Boulevard. The alternate EOC is located at the Municipal Service Center, Annex Building, 1993 Rancho Conejo Blvd.

# EMERGENCY OPERATIONS PLAN

## CITY OF THOUSAND OAKS EOC ORGANIZATION CHART



**RESPONSIBILITIES CHART****Responsibilities:****Management Section**

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies, non-governmental agencies and private sector organizations. EOC Director will either activate appropriate sections or perform their functions as needed.

**Operations Section**

Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan.

**Planning/Intelligence Section**

**Responsible for collecting, evaluating and disseminating information; tracking resources; coordinating the development of the City's EOC Action Plan in coordination with other sections; initiating and preparation of the City's After-Action/Corrective Action Report and maintaining documentation.**

**Logistics Section**

Responsible for providing communications, facilities, services, personnel, equipment, supplies and materials.

**Finance Section**

Responsible for financial activities and other administrative aspects, including activating and maintaining a Disaster Accounting System, providing financial resources necessary for recovery, maintaining payroll and payments, coordinating documentation for cost recovery and working with disaster agencies on cost recovery.

### **PLANNING/INTELLIGENCE SECTION STAFF**

The Planning Section Coordinator will determine, based on present and projected requirements, the need for establishing specific and/or specialized branches/groups/units. The following may be established as the need arises:

- Situation Status Unit
- Documentation Unit
- Damage Assessment Unit
- Advance Planning Unit
- Recovery Unit
- Demobilization Unit
- Geographic Information Systems (GIS)
- Resources Unit

The Planning Section Coordinator may activate additional branches/groups/units as necessary to fulfill an expanded role and is responsible for overseeing all demobilization post-event needs. All Planning staff will account for all equipment, personnel, and supplies at the end of any operation.

#### **Planning Section Coordinator**

- Serves as a member of the EOC Director's General Staff
- Collects, evaluates, forecasts, disseminates and uses information and intelligence about the development of the incident and status of resources
- Understands the current situation.
- Predicts probable course of incident events
- Fills any needed Planning Section position as needed and if not assigned

#### **Resources Unit**

- Maintains detailed tracking records of resource allocation and use
  - Resources available
  - Resources assigned
  - Resources requested but not yet on scene
  - "Out-of-service" resources
  - Estimates of future resource needs
- Cooperates with the Operations Section to identify resources currently in place and resources needed
- Cooperates with the Logistics Section to determine resources ordered and in route

#### **Situation Status Unit**

- Collects and organizes incident status and situation information
- Evaluates, analyses and displays information for use by EOC staff



**Documentation Unit**

- Initiates and coordinates the preparation of the City's EOC Action Plans and After-Action/Corrective Action Reports
- Maintains accurate and complete incident files
- Establishes and operates an EOC Message Center
- Provides copying services to EOC personnel
- Preserves incident files for legal, analytical and historical purposes

**Damage Assessment Unit**

- Maintains detailed records of safety/damage assessment information
- Supports the documentation process

**Advance Planning Unit**

- Develops reports and recommendations for future time periods
- Prepares reports and briefings for use in strategy and/or planning meetings

**Recovery Planning Unit**

- Develops all initial recovery operations
- Prepares the EOC organization for transition to a recovery operations organization to restore the City to pre-incident condition as quickly as possible

**Geographic Information System (GIS) Unit**

- Gathers and compiles updated emergency information and providing various map products regarding the emergency
- Works with the Situation Unit and the Information Officer to ensure accurate and rapid dissemination of emergency information

**Demobilization Unit**

- Prepares a Demobilization Plan to ensure an orderly, safe and cost-effective release of personnel and equipment

**Technical Specialist**

- Serves as advisors with special skills needed to support a field or function not addressed elsewhere or by any other discipline
- May or may not be an employee of a public or private agency
- May function within an existing unit such as the Situation Status Unit
- May form a separate unit if required or be reassigned to other parts of the organization, i.e. Operations, Logistics, or Finance
- Does not have a position-specific checklist and should use the Common EOC Responsibilities checklist

**COMMON EOC RESPONSIBILITIES**

(The following is a checklist applicable to all EOC positions and is to be used in conjunction with the specific checklist for each EOC position.)

- ☐ Check-in upon arrival at the EOC.
- ☐ Report to your EOC organizational supervisor.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself by putting on your vest.
- ☐ Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Log into WebEOC. **(Procedures can be found in the Appendix.)**
- ☐ Open and maintain a position activity log.
- ☐ Determine 24-hour staffing requirements and request additional support as required.
- ☐ Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center/Joint Information Center.
- ☐ Request additional resources through the appropriate Logistics Section Unit.
- ☐ Based on the situation as known or forecasted, determine likely future Section needs.
- ☐ Think ahead and *anticipate* situations and problems before they occur.
- ☐ Using activity log, maintain all required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster. Document:
  - Messages received
  - Action taken
  - Decision justification and documentation
  - Requests filled
  - EOC personnel, time on duty and assignments

*Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.*

**General Operational Duties**

- ☐ Keep up to date on the situation and resources associated with your position.
- ☐ Maintain current status reports and displays.
- ☐ Keep your EOC organizational supervisor advised of your status and activity and on any problem areas that now need or will require solutions.
- ☐ Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.

- ☐ Determine and **anticipate** support requirements and forward to your EOC organizational supervisor.
- ☐ Monitor your position activities and adjust staffing and organization to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your EOC organizational supervisor at the end of each operational period.
  
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

**Deactivation**

- ☐ Ensure that all required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- ☐ Determine what follow-up to your assignment might be required before you leave.
- ☐ Deactivate your position and close out logs when authorized by your EOC organizational supervisor.
- ☐ Leave forwarding phone number where you can be reached.

**PLANNING SECTION COORDINATOR****SUPERVISOR:** EOC Director**RESPONSIBILITIES:**

- Ensure that the Planning function is performed consistent with SEMS/NIMS Guidelines, including:
  - Collecting, analyzing and displaying situation information
  - Preparing periodic situation reports
  - Initiating and documenting the City's Action Plan and After-Action Report
  - Resource Tracking
  - Advance planning
  - Planning for demobilization
  - Providing Geographic Information Services and other technical support services to the various organizational elements within the EOC
  - Periodic briefings to policy group and EOC staff as appropriate.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional branches/groups/units as dictated by the situation.
- Exercise overall responsibility for the coordination of branch/group/unit activities within the Section.
- Report to the EOC Director on all matters pertaining to Section activities.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on P-9.

**Duties:**

- ☐ Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
  - Situation Status Unit
  - Documentation Unit
  - Damage Assessment Unit
  - Advance Planning Unit
  - Recovery Planning Unit
  - GIS Unit
  - Demobilization Unit
  - Resources Unit
  - Technical Specialist
- ☐ Brief incoming Section personnel prior to their assuming their duties. Briefings should include:
  - Current situation assessment.

- Identification of specific job responsibilities
  - Identification of co-workers within the job function and/or geographical assignment
  - Availability of communications
  - Location of work area
  - Identification of eating and sleeping arrangements as appropriate
  - Procedural instructions for obtaining additional supplies, services, and personnel
  - Identification of operational period work shifts
- ☐ Inform the EOC Director and General Staff when your Section is fully operational
  - ☐ Review responsibilities of branches in your Section. Develop plan for carrying out all responsibilities
  - ☐ Meet with other Section Coordinators
  - ☐ Review major incident reports and additional field operational information that may pertain to or affect Section operations
  - ☐ Prepare work objectives for Section staff and make staff assignments
  - ☐ Obtain and review major incident reports and other reports from adjacent areas that have arrived at the EOC
  - ☐ Direct the Situation Status Unit leader to initiate collection and display of significant disaster events
  - ☐ Direct the Documentation Unit leader to initiate collection and display of disaster information.
  - ☐ Based on the situation as known or forecast, determine likely future Operations Section needs.
  - ☐ Carry out responsibilities of the Planning Section branches/ groups/units that are not currently staffed
  - ☐ Evaluate the need for Critical Incident Stress Debriefing for all affected personnel, victims and bystanders. Arrange debriefings through the Personnel Unit of the Logistics Section
  - ☐ Make a list of key issues currently facing your Section to be accomplished within the next operational period
  - ☐ Brief the EOC Director on major problem areas that need or will require solutions
  - ☐ Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, data and radio systems. Make any priorities or special requests known
  - ☐ Determine status of transportation system into and within the affected area in coordination with the Transportation Unit of the Logistics Section in coordination with the Operations Section Branches. Find out present priorities and estimated times for restoration of the emergency route system. Provide information to appropriate Branches/Units.
  - ☐ Ensure Section logs and files are maintained.
  - ☐ Monitor Section activities and adjust Section organization as appropriate.
  - ☐ Ensure internal coordination between branch/group/unit leaders.
  - ☐ Update status information with other sections as appropriate.
  - ☐ Resolve problems that arise in conducting Section responsibilities.
  - ☐ Develop a backup plan for all plans and procedures requiring off-site communications.
  - ☐ Conduct periodic briefings for the Section. Ensure all organizational elements are aware of priorities.

- ☐ Make sure all contacts with the media are fully coordinated first with the Public Information Officer (PIO).
- ☐ Participate in the EOC Director's action planning meetings.
- ☐ Brief relief at shift change time. Ensure in-progress activities are identified and follow-up requirements are known.
- ☐ Assess the impact of the emergency on the city, including the initial damage assessment by field units.
- ☐ Develop situation analysis information on the impact of the emergency from the following sources:
  - Ventura County Fire Department
  - Thousand Oaks Police Department
  - Public Works Department
  - Community Development Department
  - Conejo Recreation and Park District
  - Conejo Valley Unified School District
  - American Red Cross, Ventura County Chapter
  - Disaster Assistance Response Team
  - Community Emergency Response Teams
  - Auxiliary Communication Services (ACS)
  - Media (Radio and Television)
  - Ventura County Sheriff's Office of Emergency Services
  - Volunteer Organizations Active in Disaster (VOAD)
- ☐ Ensure pertinent emergency information is disseminated through appropriate channels to response personnel, City EOC section staff, City departments, County Operational Area and the public.
- ☐ Review and approve reconnaissance, City status and damage assessment reports for transmission by the Situation Status Unit to the County Operational Area.
- ☐ Working with the EOC Management Team and the Documentation Unit, prepare an EOC Action Plan to identify priorities and objectives. **(See Part Two – Planning Support Documentation - Action Planning.)**
- ☐ Assemble information on alternative strategies.
- ☐ Identify the need for use of special resources.
- ☐ Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- ☐ Coordinate of periodic emergency and strategy plans briefings to the EOC Director and General Staff, including analysis and forecast of incident potential.
- ☐ Ensure coordination of collection and dissemination of emergency information and intelligence with other sections.
- ☐ Begin planning for recovery.

#### **Deactivation**

- ☐ Authorize deactivation of organizational elements within the Section when no longer required.

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**SITUATION STATUS UNIT LEADER**

**SUPERVISOR:** Planning/Intelligence Section Coordinator

**RESPONSIBILITIES:**

- Collect, organize and analyze situation information from EOC sources.
- Provide current situation assessments based on analysis of information received from a variety of sources and reports.
- Develop situation reports for dissemination to Planning Section Coordinator, EOC Director and other section coordinators to initiate the action planning process.
- Transmit approved reports to the Ventura County Operational Area. WebEOC can be used to facilitate this process.
- Develop and maintain current maps and other displays (locations and types of incidents). Work with the GIS Unit, if activated, to produce mapping products.
- Assess, verify and prioritize situation information into situation intelligence briefings and situation status reports.
- Seek from any verifiable source available information which may be useful in the development of current situation assessments of the affected area.
- Evaluate the content of all incoming field situation and major incident reports. Provide incoming intelligence information directly to appropriate EOC Sections, summarize and provide current information on central maps and displays. Work with the GIS Unit to integrate mapping products into display information.
- Monitor and ensure the orderly flow of disaster intelligence information within the EOC.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on P-9.

**Duties:**

- ☐ Direct the collection, organization and display of status of disaster events according to the format that the Documentation Unit is utilizing, including:
- Location and nature of the disaster/emergency
  - Special hazards
  - Number of injured persons
  - Number of deceased persons
  - Road closures and disaster routes
  - Structural property damage (estimated dollar value)
  - Personal property damage (estimated dollar value)
  - City resources committed to the disaster/emergency
  - City resources available
  - Assistance provided by outside agencies and resources committed

- Shelters, type, location and number of people that can be accommodated
- ☐ Possible Information Sources include:
  - Disaster briefings
  - EOC Action Plan
  - Section Reports
  - Intelligence Reports
  - Field Observations
  - Casualty Information
  - Resource Status Reports
  - Aerial Reports and Photographs
  - Values and Hazards Information
  - On Duty Personnel from other Sections
  - WebEOC
- ☐ Direct the collection of photographs, videos, and/or sound recordings of disaster events, as appropriate.
- ☐ Prepare and maintain EOC displays.
- ☐ Assist in the preparation of the EOC Action Plan.
- ☐ Using WebEOC, post to the significant events log casualty information, health concerns, property damage, fire status, size of risk area, scope of the hazard to the public, number of evacuees, etc. **Note: Casualty information cannot be released to the press or public without authorization from EOC Director and the Public Information Officer.**
- ☐ Develop sources of information and assist the Planning Section Coordinator in collecting, organizing and analyzing data from the following:
  - Management Team
  - Operations Section
  - Logistics Section
  - Finance Section
- ☐ Provide for an authentication process in case of conflicting status reports on events.
- ☐ Meet with the Planning Section Coordinator and EOC Director to determine needs for planning meetings and briefings. Determine if there are any special information needs.
- ☐ Meet with the PIO to determine best methods for exchanging information and providing the PIO with Situation Status Unit information.
- ☐ Provide information to the PIO for use in developing media and other briefings.
- ☐ Maintain an open file of situation reports and major incident reports for review by other sections/units.
- ☐ Keep up-to-date weather information posted.
- ☐ Provide resource and situation status information in response to specific requests.
- ☐ Evaluate the situation and provide a forecast on potential disaster event(s) at intervals or as requested by the Planning Section Coordinator.
- ☐ Prepare Operational Area reports and upon approval from the Planning Section Coordinator transmit to the County.
- ☐ Prepare written situation reports at the direction of the Planning Section Coordinator.

- ☐ Assist at planning meetings as required.
- ☐ During a radiological incident, activate the Radiological Protection Procedures as needed for reporting and documentation. **(Part Two – Operations Support Documentation –Radiological Protection)**
- ☐ Assign “field observers” as appropriate.

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**DOCUMENTATION UNIT LEADER**

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**SUPERVISOR:**            **Planning/Intelligence Section Coordinator**

**RESPONSIBILITIES:**

- Maintain an accurate and complete record of significant incidents.
- Assist other parts of the EOC organization in setting up and maintaining files and special reports.
- Collect and organize all written forms, logs, journals and reports at completion of each shift from all sections.
- Provide documentation and copying services to EOC staff.
- Maintain and preserve files for legal, analytical and historical purposes.
- Compile, copy, and distribute the EOC Action Plans as directed by Section Coordinators.
- Compile, copy, and distribute the After-Action Report with input from other sections/units.

<b>READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT</b>
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- ☐ See Common EOC responsibilities on P-9.

**Duties:**

- ☐ Meet with the Planning Section Coordinator to determine what EOC materials to maintain
- ☐ Contact other EOC sections and units and inform them of the requirement to maintain official records. Assist them as necessary in setting up a file records system.
- ☐ Coordinate documentation with the Situation Status Unit.
- ☐ Following planning meetings, assist in the preparation of any written action plans or procedures.
- ☐ Ensure EOC Action Plans and After-Action Report are compiled, approved, copied and distributed to EOC Sections and Units. **(See Part Two-Planning Support Documentation-Action Planning After Action/Corrective Action Reports)**
- ☐ Ensure development of a filing system to collect and log all paperwork including activity logs and messages.
- ☐ Establish a “runner” support system for collecting, duplicating journals, logs and message center forms throughout the EOC.
- ☐ Establish copying service and respond to authorized copying requests.
- ☐ Establish a system for collecting and/or printing from WebEOC all section and unit journal/logs at completion of each operational period for the official record.

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**DAMAGE ASSESSMENT UNIT LEADER**

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**SUPERVISOR:**            **Planning Section Coordinator**

**RESPONSIBILITIES:**

- Collect damage assessment information from the Operations Section and other verifiable sources and prepare appropriate reports.
- Provide damage assessment information to the Planning Section Coordinator.
- Coordinate with the Building and Safety and Public Works Branches of Operations to exchange information.

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**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

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- ☐ See Common EOC responsibilities on P-9.

**Duties:**

- ☐ Coordinate collection of damage assessments with Building and Safety and Public Works Branches of the Operations Section **(See Planning Support Documentation–Damage Assessment Forms)**
- ☐ Coordinate assessment with private sector utilities and special districts, as appropriate.
- ☐ Prepare damage assessment information and provide to the Planning Section Coordinator for approval.
- ☐ Coordinate with Public Works Branch in gathering safety/damage assessment information on:
  - Roads, bridges and highways
  - Utilities: water and waste water, electricity, and gas
- ☐ Coordinate with all Operations branches (Law Enforcement, Fire, Public Works, Care and Shelter and Building and Safety) for possible information on damage to structures.
- ☐ Coordinate with the American Red Cross, utility companies, Police/Fire volunteers and other sources for additional safety/damage assessment information.
- ☐ Coordinate with the Logistics Section Information Branch to gather damage assessment information on the communications infrastructure: wired, data, cable and wireless.
- ☐ Coordinate with Conejo Recreation and Park District in gathering safety/damage assessment information on parks and recreation facilities.
- ☐ Collect, record, and total the type, location and estimate value of damage.
- ☐ Document structures requiring immediate demolition to ensure the public safety through inspection records, videos, photographs, etc.
- ☐ Provide documentation to Legal Advisor/Officer on those structures which may need to be demolished in the interest of public safety.
- ☐ Provide final safety/damage assessment reports to the Documentation Unit.

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**ADVANCE PLANNING UNIT LEADER**

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**SUPERVISOR:**            **Planning/Intelligence Section Coordinator**

**RESPONSIBILITIES:**

- Develop issues and requirements 36 to 72 hours in advance.
- Prepare special reports and briefings for use in strategy and/or planning meetings.
- Monitor action-planning activity to determine the shift in operational objectives from response to recovery. **(See Planning Support Documentation – Action Planning)**

<b>READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT</b>
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- ☐ See Common EOC responsibilities on P-9.

**Duties:**

- ☐ Obtain briefing on operational status from the Situation Status Unit.
- ☐ Determine estimate of duration of the status from available information.
- ☐ Determine priorities and policies from the EOC Planning/Intelligence Section Coordinator and EOC Director.
- ☐ In coordination with other EOC sections, develop written forecasts for future time periods as requested. These should include any or all of the following:
  - Best estimate of in 36 to 72 hours given current direction and policy.
  - Determine top priorities for actions and resources.
  - Identify any recommended changes to EOC policy, organization or procedures to better address the possible situation.
- ☐ Identify issues and constraints to be addressed. Provide reports to the EOC Planning Section Coordinator and/or EOC Director.
- ☐ Develop specific recommendations on areas and issues that will require continuing and/or expanded City involvement.
- ☐ Identify problem areas along evacuation routes, i.e., weight restrictions, narrow bridges, road sections susceptible to secondary effects of an incident, etc.
- ☐ Ensure evacuation methods properly accommodate persons with access and functional needs, i.e. specialized vehicles for wheelchairs or other mobility aids, buses or similar for those without transportation, etc.
- ☐ In coordination with Operations Section, estimate number of people who will require transportation out of the risk areas. Coordinate with Transportation Unit of Logistics Section on transportation methods.
- ☐ Coordinate with the Operations Section on movement of persons with access and functional needs. Coordinate with Para transit companies as necessary.
- ☐ As needed, develop methods for countering potential impediments (physical barrier, time, lack of transportation resources, etc.) to evacuation.

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**RECOVERY PLANNING UNIT LEADER**

**SUPERVISOR:** Planning/Intelligence Section Coordinator

**RESPONSIBILITIES:**

- Prepare the EOC organization for transition to a recovery operations organization to restore the City to pre-disaster conditions as quickly and effectively as possible. Ensure that the City is prepared to participate jointly with FEMA, Cal OES, Ventura County Operational Area and non-profit organizations to expedite disaster assistance for individuals, families, businesses, public entities and others entitled to disaster assistance. **(See Types of Recovery Programs in the Planning/Intelligence Support Documentation)**
- Ensure that required and/or approved mitigation measures are carried out.
- Consider taking advantage of disaster-caused opportunities to correct past poor land-use practices, while ensuring that legal safeguards for property owners and the jurisdiction are observed.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on P-9.

**Duties:**

- ☐ Identify issues to be prioritized by the EOC Director on restoration of services to the City.
- ☐ Be alert for opportunities to implement actions to alleviate/remedy previous zoning practices that have caused incompatible land uses.
- ☐ Maintain contact with County Operational Area and State OES and FEMA sources for advice and assistance in obtaining maximum eligible funds for disaster costs.
- ☐ In coordination with the Building and Safety Branch of the Operations Section, establish criteria for temporary entry of “posted” buildings so owners/occupants may retrieve business/personal property.
- ☐ In coordination with the Building and Safety Branch of the Operations Section, establish criteria for re-occupancy of “posted” buildings. Posting includes, as a minimum, the categories of “Inspected”, “Restricted Access” and “Unsafe”.
- ☐ In coordination with Building and Safety Branch of the Operations Section, establish criteria for emergency demolition of structures that are considered to be an immediate and major danger to the population or adjacent structures. Ensure homeowners’ and business owners’ rights are considered to the fullest extent and that arrangements are made for appropriate hearings, if at all possible.
- ☐ Ensure structures considered for demolition that come under “Historical Building” classification follow the special review process which should be adopted as part of the emergency procedures. (Demolition of historic structures requires a “Certificate of Appropriateness” from

the Planning Commission. An alternate process should be adopted after declaration of a disaster giving this authority to the City Planner.)

- ☐ With Section Coordinators, develop a plan for initial recovery operations.
- ☐ Prepare the EOC organization for transition to Recovery Operations.
- ☐ Coordinate with Planning and Development for all land use and zoning variance issues; permits and controls for new development; revision of building regulations and codes; code enforcement; plan review; and building and safety inspections.
- ☐ Coordinate with County Health Care Agency for restoration of medical facilities and associated services; and perform environmental reviews.
- ☐ Coordinate with Public Works for debris removal; demolition; construction; management of and liaison with construction contractors; and restoration of utility services.
- ☐ Coordinate with Care and Shelter for housing for persons with access and functional needs and the needy; oversight of care facility property management; and low income and special housing needs.
- ☐ Coordinate with Finance Department for budgeting; contracting; accounting and claims processing; taxation; and insurance settlements.
- ☐ Coordinate applications for disaster financial assistance; liaison with assistance providers, onsite recovery support; and disaster financial assistance project manager with the Finance Department.
- ☐ Coordinate with City Attorney on emergency authorities; actions, and associated liabilities; preparation of legal opinions; and preparation of new ordinances and resolutions.
- ☐ Coordinate with FEMA, State OES, Ventura County Operational Area and non-profit organizations to expedite disaster assistance for individuals, families, businesses, public entities and others entitled to disaster assistance.
- ☐ Coordinate with City Manager's Office for continuity of operations and communications; space acquisition; supplies and equipment; vehicles; personnel; and related support.

**DEMOBILIZATION UNIT LEADER**

**SUPERVISOR:** Planning/Intelligence Section Coordinator

**RESPONSIBILITIES:**

- Provide assistance to the EOC Planning Section Coordinator and EOC Director in planning for EOC demobilization.
- Develop demobilization strategy and plan with Section Coordinators.
- Prepare written demobilization plan or procedures for all responding departments and agencies.
- Follow through and monitor plan implementation

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on P-9.

**Duties:**

- ☐ Coordinate with the field level Demobilization Unit Leader.
- ☐ Review the organization and current staffing to determine the likely size and extent of demobilization effort.
- ☐ Request the General Staff to assess long-term staffing needs within their sections and provide listing of positions and personnel for release by priority.
- ☐ Coordinate with Agency Representatives to determine:
  - Agencies not requiring formal demobilization
  - Personal rest and safety needs
  - Coordination procedures with cooperating/assisting agencies
- ☐ Evaluate logistics and transportation capabilities to support the demobilization effort.
- ☐ Prepare a Demobilization Plan to include the following:
  - Release plan strategies and general information
  - Priorities for release (according to agency and kind and type of resource)
  - Phase over or transfer of authorities
  - Completion and submittal of all required documentation
  - Obtain approval of the Demobilization Plan from the EOC Director
- ☐ Ensure all sections understand their demobilization responsibilities.
- ☐ Supervise execution of the Demobilization Plan.
- ☐ Brief EOC Planning Section Coordinator on demobilization progress.
- ☐ Obtain identification and description of surplus resources.
- ☐ Establish "check-in" stations, as required, to facilitate the return of supplies, equipment and other resources.
- ☐ Ensure a debriefing is conducted prior to release of personnel.

- ☐ Ensure unresolved issues are assigned for resolution following deactivation.

**GEOGRAPHIC INFORMATION SYSTEMS (GIS) UNIT LEADER**

**SUPERVISOR:** Planning/Intelligence Section Coordinator

**RESPONSIBILITIES:**

- Review geographic area of incident and inventory available spatial data.
- Determine planning unit needs for maps and GIS products and services.
- Participate in planning meetings in order to stay abreast of changing map requirements.
- Gather and compile spatial data from different incident-sections.
- Develop and maintain current maps (locations and types of incidents) for various components of the incident. Work with the Situation Status Unit.
- Transmit approved reports to County Operational Area.
- Provide status reports and workflow information to appropriate requesters.
- Maintain Unit/Activity Log.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on P-9.

**Duties:**

- ☐ Coordinate with the Situation Status Unit with the collection, mapping and display of status of disaster events according to the format that the Documentation Unit is utilizing, including:
- Location and nature of the incident
  - Special hazards
  - Road closures and alternate routes
  - Structural property damage (estimated dollar value)
  - Personal property damage (estimated dollar value)
  - City resources committed to the disaster/emergency
  - City resources available
  - Assistance provided by outside agencies and resources committed
  - Shelters, type, location and number of people that can be accommodated
- ☐ Possible Information Sources include:
- City GIS layers
  - OES, CASIL, FRAP, Ventura County and other cities
  - Disaster briefings
  - EOC Action Plan
  - Section Reports
  - Intelligence Reports
  - Field Observations
  - Resource Status Reports

- Aerial Reports and Photographs
  - Values and Hazards Information
  - On Duty Personnel from other Sections
  - WebEOC
- ☐ Direct the collection of maps and spatial data of events.
  - ☐ Prepare and maintain EOC map displays. Clearly identify incidents. Ensure that all displays reflect the most current and correct information.
  - ☐ Post to the significant events log maps that describe changes in the spatial character of the incident.
  - ☐ Develop sources of information and assist the Planning Section Coordinator in collecting, organizing and analyzing mapping data from the following:
    - Management Team
    - Operations Section
    - Logistics Section
    - Finance Section
  - ☐ Provide for an authentication process in case of conflicting location reports on events.
  - ☐ Meet with the Planning Section Coordinator and EOC Director to determine needs for planning meetings and briefings. Determine if there are any special information needs.
  - ☐ Meet with the PIO to determine best methods for exchanging information and providing the PIO with location information.
  - ☐ Provide mapping information to the PIO for use in developing media and other briefings.
  - ☐ Establish and maintain an open file of location and incident reports for review by other sections.
  - ☐ Identify potential problem areas along evacuation routes, i.e., weight restrictions, narrow bridges, road sections susceptible to secondary effects of an incident, etc.
  - ☐ Provide maps and location information in response to specific requests.
  - ☐ Prepare required standard map products. Obtain approval from the Planning Section Coordinator and transmit to the County Operational Area.
  - ☐ Prepare written situation reports at periodic intervals at the direction of the Planning Section Coordinator.
  - ☐ Assist at planning meetings.
  - ☐ As appropriate, assign "field observers" to gather information.



**RESOURCES UNIT LEADER**

**SUPERVISOR:**        **Planning/Intelligence Section Coordinator**

**RESPONSIBILITIES:**

- Maintain detailed tracking records of resource allocation and use (resources already in place, resources requested but not yet on scene, “out-of-service” resources and estimates of future resource needs).
- Prepare and maintain displays, charts and lists that reflect the current status and location of controlled resources: personnel, equipment and vehicles.
- Establish a resource reporting system for field and EOC units.
- Provide information to assist the Situation Status and Documentation Units of the EOC Planning Section in strategy planning and briefing presentations.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on P-9.

**Duties:**

- ☐ Develop a system to track resources deployed for emergency response.
- ☐ Establish a reporting procedure for resources at specified locations.
- ☐ Direct the collection, organization and display status of incident resources to include allocation, deployment and staging areas.
- ☐ Maintain a master list of all resources deployed.
- ☐ Provide for an authentication system in case of conflicting resources status reports.
- ☐ Provide a resources overview and summary information to the Situation Status Unit of the EOC Planning Section as requested and written status reports on resources allocations as requested by the Section Coordinators.
- ☐ Assist in strategy planning based on the evaluation of the resources allocation, resources en-route and projected resources shortfalls.
- ☐ Ensure available resources are not overlooked by the EOC Operations Section staff and assist in preparation of the EOC Action Plan.
- ☐ Ensure the Operations Section is informed of the estimated time-of-arrival of ordered personnel, support vehicles/units, transportation, and other critical resources. (Coordinate with Logistics Section.)
- ☐ Make recommendations to the EOC Logistics Section Coordinator of resources that are not deployed or should be deactivated.

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## EMERGENCY OPERATIONS PLAN

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### PLANNING/INTELLIGENCE SECTION SUPPORTING DOCUMENTATION

#### REFERENCE DOCUMENTS BY POSITION

##### DOCUMENTATION UNIT (Look in Forms Section also)

ACTION PLANNING.....	PS-3
“Planning P” .....	PS-4
AFTER ACTION/CORRECTIVE ACTION .....	PS-5

##### RECOVERY UNIT (Look in Forms Section also)

TYPES OF RECOVERY PROGRAMS .....	PS-11
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#### FORMS

EOC ACTION PLAN TEMPLATE.....	PS-13
EOC ORGANIZATION ASSIGNMENT LIST (ICS FORM 203).....	PS-21
EOC RADIO COMMUNICATIONS PLAN (ICS FORM 205) .....	PS-23
INITIAL DAMAGE ESTIMATE (IDE) FORM .....	PS-25
EVENT/MAJOR INCIDENT REPORT .....	PS-29
SITUATION REPORT.....	PS-31
AFTER ACTION/CORRECTIVE ACTION (AA/CA) REPORT SURVEY TEMPLATE.....	PS-33
AFTER ACTION REPORT QUESTIONNAIRE.....	PS-37
ACTIVITY LOG .....	PS -45

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### **ACTION PLANNING**

Action plans are an essential part of SEMS/NIMS at all levels and are an effective management tool involving three essential items:

- A process to identify objectives, priorities and assignments related to emergency response or recovery
- Plans which document the priorities, objectives, tasks and personnel assignments associated with meeting objectives
- A basis for measuring work and cost effectiveness, progress and providing accountability

The process for developing action plans is quite similar for all SEMS levels.

#### **ACTION PLANNING AT SEMS/NIMS LEVELS**

Action planning at all SEMS levels is based around the use of an operational period. The length of the operational period is determined by first establishing a set of objectives and priority actions that need to be performed and then establishing a reasonable time frame for accomplishing those actions.

Typically, operational periods at the beginning of an emergency are short, sometimes only a few hours. As the emergency progresses, operational periods may be longer, but should not exceed twenty-four hours. Operational periods should not be confused with staffing patterns or shift change periods. They may be the same, but need not be.

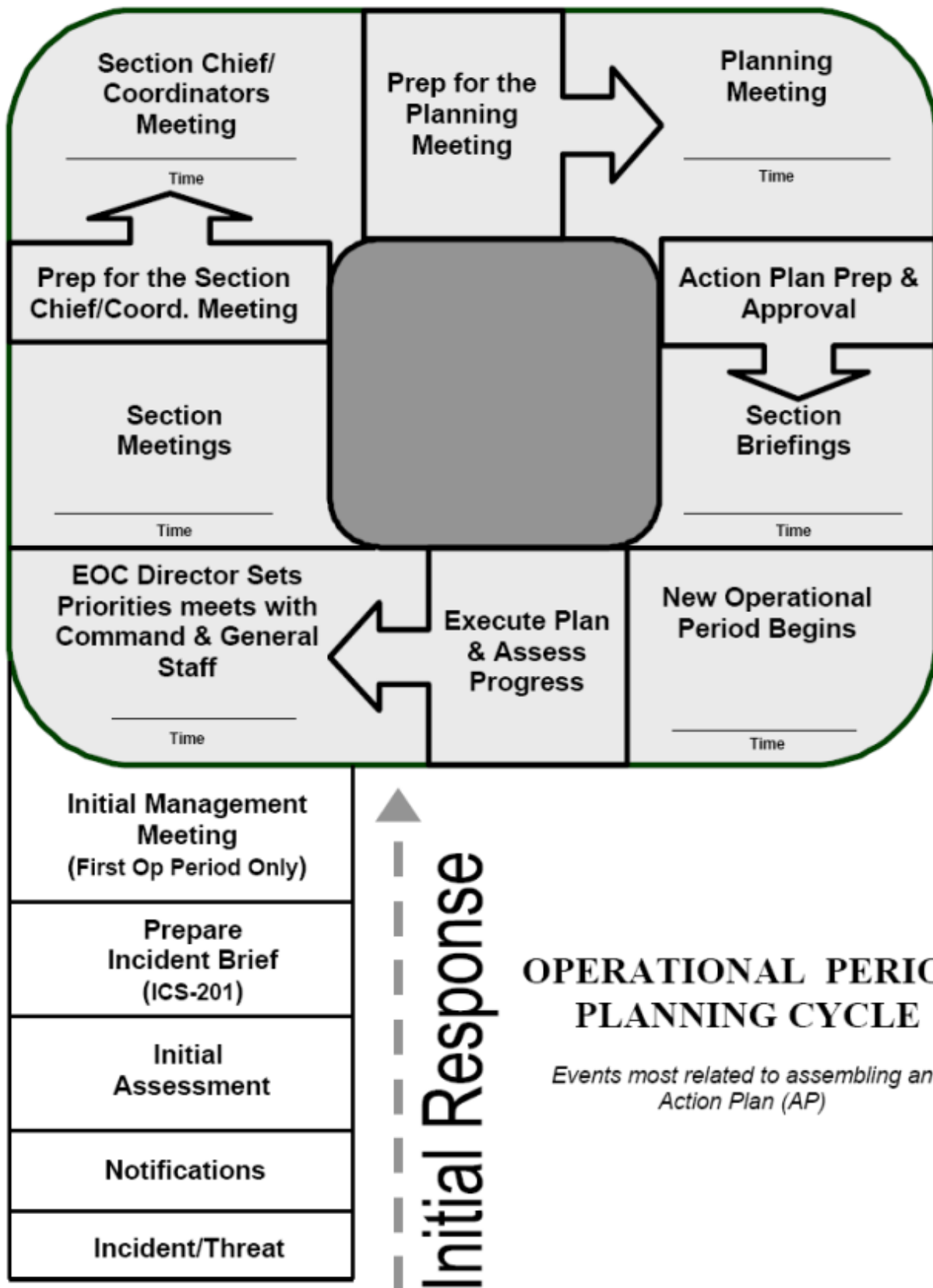
The initial Action Plan may be a verbal plan put together in the first hour after an incident. It is usually done by the Incident Commander in concert with the general staff. If the incident endures past the first Operational Period, a written Action Plans should be written.

Action Plans should not be complex or create a time-consuming process. The format may vary somewhat within the several SEMS/NIMS levels, but the Action Plan should cover the following elements:

- Listing of objectives to be accomplished (should be measurable)
- Statement of current priorities related to objectives
- Statement of strategy to achieve objectives (identify if there is more than one way to accomplish the objective, and which way is preferred.)
- Assignments and actions necessary to implement the strategy
- Operational period designation: the time frame necessary to accomplish the actions
- Organizational elements to be activated to support the
- Logistical or other technical support required

#### **ACTION PLAN MEETING**

This meeting is critical. The status of the incident and action plan should be discussed. The Planning Section Coordinator is responsible for holding this meeting.



## **AFTER ACTION/CORRECTIVE ACTION**

(This information is based on the *California Implementation Guidelines for the National Incident Management System, Workbook and User Manual*, May, 10 2006)

### **Introduction**

The SEMS Technical Group established the After Action/Corrective Action (AA/CA) SEMS Specialist Committee to address the NIMS requirements for After Actions, Corrective Actions, and plans within the framework of SEMS. Products developed by this committee will be for use by state, local and tribal governments in order to support efforts towards NIMS compliance.

### **Legal Authorities**

*Local and State Agency requirement to transmit AAR to Cal OES for declared events.*

Section 2450 (a) of the SEMS Regulations states “Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an after action report to CAL OES within ninety (90) days of the close of the incident period as specified in the California Code of Regulations, Title 19, §2900(j).”

The completion of an AAR is a part of the required SEMS reporting process. The Emergency Services Act (*Chapter 7 of Division 1 of Title 2 of the Government Code*), Section 8607 (f) specifies that the Office of Emergency Services (CAL OES) shall in cooperation with involved state and local agencies complete an AAR within 120 days after each declared disaster. It also states “This report shall review public safety response and disaster recovery activities and shall be made available to all interested public safety and emergency management organizations.”

### **Tribal Governments**

While tribal governments are not required by law to comply with SEMS, they are encouraged to submit AARs to Cal OES; this provides for the statewide AAR to reflect a comprehensive collective response of local, state, and Tribal governments. As such, tribal governments have been included in this guidance. .

### **AAR Contents**

Section 2450 (b) of the SEMS Regulations states, “The after action report shall, at a minimum, be a review of response actions taken, application of SEMS, suggested modifications to SEMS, necessary modifications to plans and procedures, identified training needs, and recovery activities to date.”

### **AARs for non-declared disasters / AARs as tools**

AARs are used to document an event and to identify “corrective actions” that need to be completed. Overall, the AA/CA process improves the quality of emergency management in California. AA/CA reports should be completed for both declared and non-declared disasters, for training/ exercises, and pre-identified planned events consistent with NIMS requirements.

For exercises conducted using federal funding, such as DHS Grants and Training funding, complete an After Action Report and Improvement Plan within the grant required timeframe of the event, and post the report on the Office for Domestic Grants and Training secure portal, or attach the Word version of the After Action/Corrective Action Report to the portal.

### **AAR/CA Process**

The complete AAR/CA process involves five (5) basic components:

1. Compile and sort all documentation from the response and recovery activities.
2. Analyze and triage emergency response and recovery activities data by SEMS functions.
3. Prepare and submit the AAR, including corrective actions. [In many cases, the AAR will have corrective actions. These may not be final corrective actions, and they may not be the ones that become action items in a corrective action plan.]
4. Identify corrective action planning activities necessary based on the AAR.
5. Implement and track to completion the identified CAs.

### **Function of AA/CA Reports**

The SEMS required Cal OES AAR is the only one mandated to be available to state and local agencies. Non-CAL OES agencies have no mandated need to share their reports with any agency except Cal OES. It should be noted that state and local government agencies are required to comply with requests under the California Public Records Act.

Cal OES's AA/CA reports are available to all interested public safety and emergency management organizations and serve the following important functions:

- Provide a source for documentation of response and recovery activities
- Identify problems and successes that occurred during emergency operations
- Analyze the effectiveness of components of the SEMS
- Describe and defines a plan of action for implementing improvements, including mitigation activities

### **Importance of Documentation**

Documentation is critical for developing AARs and must be initiated early in the response phase of a declared or non-declared event, a training/exercise, or a pre-identified planned event. Documentation:

- Is essential to operational decision-making
- May have future legal ramifications
- May have implications for determining reimbursement eligibility
- Is essential for the continual improvement of the emergency management system.

### **Initiate documentation process**

Assign Responsibility for AAR:

- Initiate early during response phase
  - Assign responsibility to Planning Function
  - Assign the responsibility for collecting and filing all documents and data pertaining to the event
  - Emphasizes the importance of documentation



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## EMERGENCY OPERATIONS PLAN

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- Allows for early identification of possible system improvements and facilitates possible on-the-spot improvements
- Allows data to be compiled before too much time has elapsed and participants have returned to their normal duties
- Allows for establishing timelines and expedites the actual preparation of the AAR
- Designated person assigned should have background in
  - Planning function
  - Emergency management organizational functions
  - SEMS
  - NIMS
- Continuance of documentation following Field and EOC deactivations.
  - Follow-up AAR function may be assigned to the same person involved early in the event to provide continuity.

### Sources of Documentation

Documentation sources include, but are not limited to:

- Planning function reports and forms
- Data from all functions of the emergency organization
- Action plans developed to support operational period activities
- Forms used in the SEMS field level Incident Command Systems
- Unit activity logs and journals
- Response Information Management System (RIMS) (or the current state information system) forms and locally developed forms/reports that support the RIMS forms
- Written messages
- Function and position checklists
- Public information and media reports
- FEMA-developed forms
- Other forms or documentation

### Supplemental Documentation

Documentation developed during emergency operations can be supplemented with the following:

- Exit interview or critique forms completed as personnel rotate out of a function.
- Critiques performed at various time frames during and after emergency operational activities.
- Critiques may be conducted informally or with more formal, structured workshops.
- Surveys distributed to individuals and organizations after the event which can be used either for direct input to the AAR or as a basis for workshop discussions.
- Research teams can gather information and write the applicable portions of the AAR.
- Other AARs prepared by participating agencies and organizations may be utilized as a data gathering tool.

### Data Organization and Structuring

There are many approaches to structuring and organizing compiled data. Some questions to consider before preparing the AAR include:

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## EMERGENCY OPERATIONS PLAN

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- What is the purpose of the critique or survey?
- Who is the survey's audience?
- Have all key "players", for example, all activated personnel, been included in the survey/workshop?
- Does the Cal OES survey/workshop process permit identification of internal and external agency-specific improvements and corrective actions to be taken?
- Do the needed improvements involve the SEMS levels?
- Are the identified issues or problems linked to the appropriate corrective actions?
- Are SEMS functions (Planning, Logistics, etc.) being assessed?
- Are all phases of emergency management reflected in the data collection process, including response, recovery, mitigation, and preparedness?
- Does the Cal OES critique/survey format coincide with the after action report format?
- Does the Cal OES designated person understand the assignment and tasks?

### **AAR Preparation**

An eight step process to prepare the AAR is recommended.

1. Compile and sort by SEMS functions the information from surveys, critiques, and after action workshops.
2. Review and analyze documentation based on SEMS functional areas.
3. Evaluate lessons learned, areas needing improvement, corrective action recommendations, and use this information to develop proposed CAs.
4. Prepare draft AA/CA Report and distribute to participating state, local and tribal jurisdictions and private and volunteer organizations for review and comments.
5. Incorporate reviewer's comments as appropriate to develop a final draft report.
6. Redistribute the final draft to all previously identified reviewers for official approval.
7. Review and incorporate final comments from reviewers.
8. Prepare final AA/CA Report, obtain appropriate executive management approval, and forward the report to all participating jurisdictions, private and volunteer organizations, CAL OES Regions, and CAL OES Headquarters. For all events, tribal governments are invited to forward the approved AA/CA report to the next higher SEMS organization level.

### **Identification of Corrective Action (CA) planning activities**

Corrective Action planning activities describe the actions that must be completed to alleviate the issue or problem identified in the AAR. This will require a system or method of following through, or tracking, the identified corrective action to ensure its completion. Depending on the complexity and severity of the identified issue or problem in the AAR, CAs could be briefly described in a matrix or may require the development of an integrated plan of action. Regardless of the complexity, each CA should contain:

- Description of the system and method of tracking the CA, that is, spreadsheet, database, etc., that will be used to ensure implementation of the CA
- Brief description of the issue or problem, and the needed corrective action or activity
- Party or organization(s) responsible for completing the CA
- Expected end product
- Expected completion date

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## EMERGENCY OPERATIONS PLAN

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- Funding source and justification of the need for funding in order to carry out CAs.
- Identification of cross-jurisdictional or multi-agency working groups needed to implement the CAs, if appropriate.

### **Tracking and Implementing Corrective Actions**

Implementation of CAs frequently requires a significant amount of time and commitment that could continue well into the Recovery stage. In some instances, the corrective action plans may require several years to fully implement. The Director of Emergency Management will have the overall responsibility for following through that the Corrective Action plan is implemented and completed as written.

### **For declared events:**

#### **Statewide AAR/CA**

Cal OES will compile a consolidated statewide AAR for declared events in compliance with the SEMS statute and regulations. This consolidated AAR will also include proposed CAs, based upon input from the appropriate agencies and jurisdictions. This consolidated report is referred to as the AAR.

### **CAL OES Coordination of Local, Tribal, and State Agency Input**

To facilitate timely completion of the Statewide AAR and to provide assistance for state and local agencies with reporting requirements, CAL OES, in accordance with its procedures, will do the following:

1. Notify the appropriate jurisdictions, agencies, and other interested parties of the Statewide AAR requirements and 90-day timeframe for submission of their AARs.
2. Establish a work group and work plan for developing the Statewide AAR.
3. Gather data for the Statewide AAR using a variety of methods, including, but not limited to workshops, hot-washes, interviews, and AARs from the appropriate agencies/departments, and jurisdictions.
4. Prepare a draft Statewide AAR that includes the proposed CAs and circulate it for review and comment among the appropriate interested parties. As part of this review process, state agencies and/or departments may be requested to obtain approval of their AAR input from their agency/department, or branch for their component of the consolidated Statewide AAR.
5. Prepare a final AAR using comments obtained during the review process. The final AAR will be distributed both electronically and in hardcopy format to the appropriate interested parties. CAs will be shared with the emergency management community and strategies will be developed for implementing the CAs. Strategy development or event specific CA plans will be a collaborative effort among the organizations involved in an event

### **For non-declared events:**

Note: A similar process as that described in the previous section for declared events, may be followed for non-declared events, exercises/trainings, or pre-identified planned events, based upon Cal OES's determination that an AAR process is appropriate and would benefit emergency management in California.

*After Action/Improvement Plan reporting for federally funded exercises:*

For federally funded exercises, follow the applicable grant guidelines/conditions.

**Corrective Action Components**

Plans for improving and/or correcting items identified in the AAR should address multiple areas. For each principal corrective action identified, include the following information:

- Issue Description (identified issue or problem)
- Description of corrective actions to be taken and/or recommendations
- Identify the SEMS level and function that connects with the CA
- Assignments – Identify agencies/departments/ jurisdictions/ positions that would be involved with correcting the issue or problem
- Associated costs and budget for carrying out corrective actions, if available
- Timetable for completion of the identified corrective actions, if known
- Follow-up responsibility (identify agencies/ jurisdictions/ positions that will be involved with following-up on or tracking the corrective action to completion, if known)
- Documentation to verify the corrective actions taken to completion

**AA/CA in Recovery Phase**

SEMS regulations call for identifying “Recovery activities to date.” The Recovery activities listed in the AAR are the likely areas that will fall within the 120 day scope. The Joint Field Office (JFO) may develop a separate AAR to address Recovery activities.

It is the responsibility of the key stakeholders to develop the CA measures needed to remedy any problems identified in the JFO AAR.

**Recovery Activities**

The description of Recovery Activities should include the following information:

- General background and description of recovery activities performed by participating agencies
- Proclamation/Declaration process
- Joint Field Office (description of locations and services offered to public)
- Damage Assessment (description of assessed damages)
- Safety Assessment Program activities
- Public Assistance Programs (description of activities and services provided to government agencies that were adversely impacted by the disaster)
- Applicant Briefings
- Individual Assistance Program (description of services/programs offered to individuals adversely affected by the disaster)
- Activation of Assistance Centers (description of services offered to public)
- Hazard Mitigation Program (description of services offered)

Based on the number of agencies involved in the response, recovery, and mitigation activities, those activities identified by participating agencies may be displayed in the body of the report, or they may be displayed in an attachment that delineates the information by each participating agency.

## EMERGENCY OPERATIONS PLAN

### TYPES OF RECOVERY PROGRAMS

Program and Type of Assistance	Local	State	Federal	Program Implementation Criteria
FMAG: fire suppression	No	No	Yes	The uncontrolled fire must threaten such destruction as would constitute a major disaster.
State PA - Director's Concurrence: restoration of public infrastructure only	Yes	No	No	The event must be beyond the control/capabilities of the local jurisdiction.
State PA - Governor's Proclamation: response and restoration costs	Yes	Yes	No	The event must be beyond the control/capabilities of the local jurisdiction.
Federal PA - Major Disaster: response and restoration costs	Yes	Yes	Yes	The state must request within 30 days of the occurrence; demonstrate that necessary actions are beyond the state's capability and damages must meet the per capita threshold and/or other criteria defined in federal regulations.
Federal PA - Emergency: response costs only	Yes	Yes	Yes	The state must request within 5 days after the need becomes apparent; must demonstrate that effective response is beyond the state's capability and that federal assistance is necessary to save lives and protect health, safety, and property.
Federal IHP: grants to individuals for necessary expenses or serious needs	Yes	Yes	Yes	May be implemented upon a Presidential declaration. There is no set threshold; however, FEMA considers such criteria as concentration of damages, trauma, special populations, etc.
SSGP: supplemental grants beyond IHP	Yes	Yes	Yes	Administered by DSS and only implemented when Federal IHP is activated.
SBA EIDL: working capital loans for small businesses	No	No	Yes	May be independently implemented when at least 5 small businesses have suffered economic injury and other assistance is not otherwise available; may be implemented under an USDA designation; and may be implemented under SBA physical declarations.
SBA Physical Disaster Loan Program: real and personal property loans	No	No	Yes	May be independently implemented when at least 25 homes and/or 3 businesses have suffered 40% uninsured losses; may also be implemented upon a Presidential declaration.
USDA Disaster Designation: crop production loss loans	No	No	Yes	May be made available to farmers/ranchers who have suffered at least 30% crop production loss or a physical loss to livestock products, real estate or chattel property. USDA can implement this program when requested by CAL OES on behalf of a local agricultural commissioner or local government authority.
Crisis Counseling Programs: referral services and short-term counseling	Yes	Yes	Yes	Funded by FEMA and administered by DMH to provide short- or long-term (up to 9 months) benefits.
Disaster Unemployment Assistance: weekly benefits	Yes	Yes	Yes	May be implemented by the Department of Labor upon a Presidential declaration to provide up to 26 weeks of unemployment benefits.

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## EMERGENCY OPERATIONS PLAN

### EOC ACTION PLAN TEMPLATE

<b>Disaster/Event Name:</b>		<b>Date</b>	<b>Time</b>	<b>Prepared:</b>
<b>Plan Prepared by:</b>				
<b>Plan Reviewed by:</b> <b>(Plans Coordinator)</b>				
<b>Plan Approved by:</b> <b>(Director Emergency Operations)</b>				
<b>Operational Period:</b>	<b>From:</b>	<b>To:</b>	<b>Page</b> 1 of 7	
<p>The City's Emergency Management policy is to provide effective life safety measures, reduce property loss, and protect the environment; provide a basis for the direction and control of emergency operations; plan for continuity of government, provide for the rapid resumption of impacted businesses and community services; provide accurate documentation and records required for cost recovery efforts; provide for the protection, use and distribution of remaining resources; coordinate operations with the emergency service organizations of other jurisdictions, if necessary.</p>				
<b>Current Situation Summary:</b>				
•				
•				
•				
•				
•				
<b>Major Events/Incidents:</b>				
•				
•				
•				
•				
•				
<b>Safety Issues:</b>				
<b>Resources Needed:</b>				
•				
•				
•				
•				

## EMERGENCY OPERATIONS PLAN

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**EMERGENCY OPERATIONS PLAN**

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**EOC ACTION PLAN (Continued)**

Summary of Section Objectives for Period # \_\_\_\_

(Date and Time)

#	Objective	Branch/Unit/ Position	Est. Completed Date/Time
<b>Management Section</b>			
1			
2			
3			
4			
5			
<b>Operations Section</b>			
1			
2			
3			
4			
5			
<b>Planning/Intelligence Section</b>			
1			
2			
3			
4			
5			
<b>Logistics Section</b>			
1			
2			
3			
4			
5			
<b>Finance Section</b>			
1			
2			
3			
4			
5			

**Attachments:**

- ( ) Organization Chart    ( ) Telephone Numbers    ( ) Weather Forecast    ( ) Maps  
( ) DAC Locations    ( ) Incident Map    ( ) Safety Plan    ( ) Transportation Plan  
( ) Medical Plan    ( ) Operating Facilities Plan    ( ) Communication Plan    ( ) Other\_\_\_\_\_

***Based on situation and resources available, develop an Action Plan for each Operational Period.***

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**EMERGENCY OPERATIONS PLAN**

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**EOC ACTION PLAN (Continued)****Disaster/Event Name:****Plan Prepared by:****Plan Approved by:**  
**(EOC Director)****Operational Period:****Date:****From:****To:****MANAGEMENT**

<b>Objective</b>	<b>Section, Branch or Unit Assigned</b>	<b>Time Required or To Completion</b>	<b>Resource Support</b>
1.			
2			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

Attachments: ( ) PIO phone numbers  
( ) EOC Organizational Chart

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**EMERGENCY OPERATIONS PLAN**

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**EOC ACTION PLAN (Continued)****Disaster/Event Name:****Plan Prepared by:****Plan Reviewed by:**  
**(Section Coordinator)****Operational Period:****Date:****From:****To:****OPERATIONS****Objective****Section, Branch or  
Unit Assigned****Time Required or  
To Completion****Resource  
Support**

1.

2

3.

4.

5.

6.

7.

8.

9.

10.

Attachments: ( ) City Map w/major incidents, street closures, evacuation areas, etc.  
( ) Weather

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**EMERGENCY OPERATIONS PLAN**

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**EOC ACTION PLAN (Continued)**

<b>Disaster/Event Name:</b>			
<b>Plan Prepared by:</b>			
<b>Plan Reviewed by:</b> <b>(Section Coordinator)</b>			
<b>Operational Period:</b>	<b>Date:</b>	<b>From:</b>	<b>To:</b>
<b>PLANNING/INTELLIGENCE</b>			
<b>Objective</b>	<b>Section, Branch or Unit Assigned</b>	<b>Time Required or To Completion</b>	<b>Resource Support</b>
1.			
2			
3.			
4.			
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8.			
9.			
10.			
Attachments: ( ) ( )			

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**EMERGENCY OPERATIONS PLAN**

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**EOC ACTION PLAN (Continued)**

<b>Disaster/Event Name:</b>			
<b>Plan Prepared by:</b>			
<b>Plan Reviewed by:</b> <b>(Section Coordinator)</b>			
<b>Operational Period:</b>	<b>Date:</b>	<b>From:</b>	<b>To:</b>
<b>LOGISTICS</b>			
<b>Objective</b>	<b>Section, Branch or Unit Assigned</b>	<b>Time Required or To Completion</b>	<b>Resource Support</b>
1.			
2			
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8.			
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10.			
Attachments: ( ) ( )			

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**EMERGENCY OPERATIONS PLAN**

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**EOC ACTION PLAN (Continued)**

<b>Disaster/Event Name:</b>			
<b>Plan Prepared by:</b>			
<b>Plan Reviewed by:</b> <b>(Section Coordinator)</b>			
<b>Operational Period:</b>	<b>Date:</b>	<b>From:</b>	<b>To:</b>
<b>FINANCE</b>			
<b>Objective</b>	<b>Section, Branch or Unit Assigned</b>	<b>Time Required or To Completion</b>	<b>Resource Support</b>
1.			
2.			
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5.			
6.			
7.			
8.			
9.			
10.			
Attachments:    ( ) ( )			

**EMERGENCY OPERATIONS PLAN**

1. Incident Name		2. Operational Period (Date/Time) From:		ORGANIZATION ASSIGNMENT LIST SEMS/NIMS 203-OS	
3. Management Section	4. Name	5. Operations Section	6. Name		
EOC Director		Section Coordinator			
Public Info Officer		Law Enforcement Branch			
Liaison Officer		Fire Branch			
Security Officer		Medical and Health Branch			
Safety Officer		Public Works Branch			
Legal Advisor		Care and Shelter Branch			
		Building and Safety Branch			
		MSC Communications Unit			
		Traffic Signal/Detours Unit			
		Engineering Infrastructure Unit			
		Utilities Development Unit			
		Bridges/Caltrans Unit			
7. Planning/Intelligence	8. Name	9. Logistics Section	10. Name		
Section Coordinator		Section Coordinator			
Situation Status Unit		Information Systems			
Documentation Unit		Transportation Unit			
Damage Assessment U		Personnel Unit			
Adv. Planning Unit		Procurement/ Purchasing Unit			
Recovery Unit		Facilities Unit			
Demobilization Unit		Communications Unit			
GIS Unit					
Resources Unit					
11. Finance Section	12. Name	12. Agency Representatives	13. Name		
Section Coordinator					
Cost Recovery Unit					
Time Keeping Unit					
Cost Analysis Unit					
14. Prepared By: (Resources Unit)		Date/Time			
ORGANIZATION ASSIGNMENT LIST SEMS/NIMS 203-OS					

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## EMERGENCY OPERATIONS PLAN

<b>EOC ACTION PLAN</b>	<b>SEMS/NIMS 205</b>
	<b>EOC Radio Communications Plan</b>

## EOC Radio Communications Plan

Incident Name:		Date Prepared:	Time Prepared:
Operational Period Date: From:                      To:		Operational Period Time: From:                      To:	

Basic Radio Channel Utilization					
Assignment	Function	System	Channel/ Frequency	Designated Check-in Time	Remarks
Prepared By:		Title:		SEMS/NIMS Position: <b>Communications Unit</b>	
Approved By:		Title:		SEMS/NIMS Position: <b>Logistics Sections Coordinator</b>	
<b>COMMUNICATIONS PLAN</b>					
<b>SEMS/NIMS 205</b>					

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Prepared By:	Title:	SEMS/NIMS Position: <b>Communications Unit</b>
Approved By:	Title:	SEMS/NIMS Position: <b>Logistics Sections Coordinator</b>

**COMMUNICATIONS PLAN**  
**SEMS/NIMS 205**

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**EMERGENCY OPERATIONS PLAN**

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**INITIAL DAMAGE ESTIMATE (IDE) REPORT**

California Standardized Emergency Management System, 2007

*Response Information Management System (RIMS) forms. The information in these forms should be submitted on-line into Cal OES's RIMS program or the current state information system. The following forms are intended to facilitate the process of gathering information before it is submitted via RIMS. If RIMS or the current state information system is not functioning these forms could be submitted via fax to the Operational Area.*

<b>Select Jurisdiction:</b> <input type="radio"/> City <input type="radio"/> Special District <input type="radio"/> Operational Area <input type="radio"/> OES Region <input type="radio"/> OES Headquarters		
<b>Report Jurisdiction:</b> <b>City:</b> <b>Population:</b>		
<b>Related Event/Incident/Activity:</b>  <b>Date Sent to Op Area:</b>  <b>Date Sent to City/Local:</b>  <b>Begin Date/Time:</b>  <b>Local Declaration:</b>  <b>EOC Activated:</b> <input type="radio"/> Yes <input type="radio"/> No  <b>Report as of:</b>  <b>Report Prepared by:</b>		
<b>DECLARATIONS</b>	<b>DATE REQUESTED</b>	<b>DATE GRANTED</b>
Director's Concurrence		
Gubernatorial		
Presidential		
Individual Assistance		
Public Assistance		
SBA		
USDA		
Other		
<b>POINT OF CONTACT FOR IDE REPORT</b>		
<b>Name:</b>	<b>Phone:</b>	<b>Pager:</b>

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**EMERGENCY OPERATIONS PLAN**

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<b>Fax Number:</b>	<b>Alt. Phone Number:</b>	<b>E-mail Address</b>				
<b>Considering the Preliminary Damage Assessment (PDA) is an essential step to secure state and federal disaster assistance, enter the earliest date OES and/or Federal PDA teams can initiate verification of identified damages.</b>						
<b>Local Assistance Center (LAC): Need for opening a LAC?</b> <input type="radio"/> Yes <input type="radio"/> No						
<b>Community Relations: Need for special language considerations?</b> <input type="radio"/> Yes <input type="radio"/> No <b>If "Yes," please describe:</b>						
<b>INDIVIDUAL ASSISTANCE (IA) DAMAGES</b>						
	Destroyed	Major Damage	Minor Damage	Affected (no phys. damage)	Estimated Loss	Estimated % Covered by Insurance
Primary Residence (include mobile homes)						%
Business						%
Other (i.e. outbuildings, etc.)						%
Totals:	0	0	0	0	\$0	0%

**Agricultural Damage:**

	<b>a. Acres Impacted</b>	<b>b. Number Impacted</b>	<b>c. Estimated Loss</b>
Crops/Grazing Land			
Farm Buildings and Machinery			
Livestock			
Totals:			\$0

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**EMERGENCY OPERATIONS PLAN**

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**PUBLIC ASSISTANCE (PA) DAMAGES**

NOTE: CATEGORIES A &amp; B - EXCLUDE NORMAL OPERATING COSTS

Category	No. of Sites	Estimated Loss	Description
CAT A: Debris Removal and Disposal			
CAT B: Emergency Protective Measures			
CAT C: Road and Bridge Systems (non-federal)			
CAT D: Water Control Facilities (levees, Dams & channels)			
CAT E: Public Buildings and Equipment			
CAT F: Public Utilities (water and power, etc.)			
CAT G: Park/Recreational/other			
Totals:	0	\$0	
Insurance Coverage Amount (\$)			
Total Est. Uninsured Amount (\$)			
Notes:			

**FEDERAL PROGRAM DAMAGES**

	Estimated Costs
Federal Highways (Emergency Relief Program) (Damages to federal highway systems)	
U.S. Army Corps of Engineers (PL 84 - 99) (For emergency flood control projects)	
Natural Resources Conservation Service: (For emergency watershed rehabilitation)	
Other (describe):	
Totals	\$0

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**EMERGENCY OPERATIONS PLAN**

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**NOTIFICATION:**

Send Notification   ☐ Yes   ☐ No

Message

Select Recipients

Notification List

Other Email addresses

## EMERGENCY OPERATIONS PLAN

## California Standardized Emergency Management System

## California Standardized Emergency Management System

Incident Type:	Incident Status:
Location Name:	Incident Prognosis:
Date & Time	Lead Agency
Incident No.	Related Event
Incident Name	Severity
Initial Situation Summary	
PERSONNEL AND INFRASTRUCTURE	
No. of Fatalities:	Building Damage: (Heavy, Light, etc.)
No. of Injuries:	Utilities Damage: (Heavy, Light, etc.)
No. of Evacuations:	Road Damage: (Heavy, Light, etc.)
OTHER	
Select a new/another Action Plan:	
Related Action Plans:	
Weather Information:	
Supporting Agencies:	
Contact Info. (Name, Phone, etc.)	
ICP Established? <input type="radio"/> Yes <input type="radio"/> No	

---

**EMERGENCY OPERATIONS PLAN**

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**NOTIFICATION**Send Notification   ☐ Yes   ☐ No

Message

Select Recipients

Notification List

Other Email addresses

**LOCATION:**

Site Name:

Site Type:

Street Address:

Apt. or Lot No.

City



## EMERGENCY OPERATIONS PLAN

### SITUATION REPORT

California Standardized Emergency Management System

**Select Jurisdiction:**

☐ City    ☐ Special District    ☐ Operational Area    ☐ OES Region    ☐ OES Headquarters

**Report Jurisdiction:****Overall Status:****Prognosis:****Related Event/Incident/Activity:****INITIAL SITUATION SUMMARY****Road Problem Summary's****Communications Problems:****Other Concerns/Problems:****WHAT EMERGENCY DECLARATIONS HAVE BEEN MADE?**

	Local	Intermediate	Gubernatorial	Presidential
Date Requested:				
Date Granted:				

**Intermediate Level:****WHAT INFORMATION CAN YOU PROVIDE REGARDING NUMBER OF CASUALTIES**

	Estimated	Confirmed	Comments
Fatalities:			
Injuries:			

## EMERGENCY OPERATIONS PLAN

### WHAT DAMAGE INFORMATION CAN YOU PROVIDE

	Destroyed	Major Damage	Minor Damage	Affected	Estimated Cost	Estimated % Covered by Insurance
<b>Residence</b>						%
<b>Business</b>						%
<b>Government</b>						%
<b>Total Estimated Cost:</b>					\$0	

### PUBLIC ASSISTANCE DAMAGE (Note: Categories A& B exclude normal operating costs)

Category	No. of Sites	Estimated Loss
CAT A: Debris Removal and Disposal		
CAT B: Emergency Protective Measures		
CAT C: Road and Bridge Systems (non-federal)		
CAT D: Water Control Facilities (levees, Dams & channels)		
CAT E: Public Buildings and Equipment		
CAT F: Public Utilities (water and power, etc.)		
CAT G: Park/Recreational/other		
Totals:		

### WHAT EVACUATION INFORMATION CAN YOU PROVIDE?

**Number of People Evacuated:**

**Number of People in Shelters:**

**Comments**

### EOC(s) ACTIVATED?

Comments:

Contact Info: (Name, Phone, etc.)

### ATTACHMENTS

Supporting File(s):

Web Pages:

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**EMERGENCY OPERATIONS PLAN**

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**AFTER ACTION/CORRECTIVE ACTION (AA/CA) REPORT SURVEY TEMPLATE**

Sample Reporting Form

(EVENT NAME)

*(This AA/CA Report template can be used for a declared, un-declared, or pre-planned event, an exercise, and/or training for SEMS/NIMS compliance).*

***Federally funded exercises:*** Completed AA/CA reports completed in this Word template can be attached to the Department of Homeland Security, Grants and Training, ODP Secure Portal.

**GENERAL INFORMATION**

Information Needed	Text goes in text boxes below.
<b>Name of Agency:</b>	
Type of Agency:* (Select one) * City, County, Operational Area (OA), State agency (State), Federal agency (Fed), special district, Tribal Nation Government, UASI City, non-governmental or volunteer organization, other.	
<b>OES Admin Region:</b> (Coastal, Inland, or Southern)	
<b>Completed by:</b>	
<b>Date report completed:</b>	
<b>Position: (Use SEMS/NIMS positions)</b>	
<b>Phone number:</b>	
<b>Email address:</b>	
<b>Dates and Duration of event:</b> (Beginning and ending date of response or exercise activities - using mm/dd /yyyy)	
<b>Type of event, training, or exercise:*</b> * Actual event, tabletop, functional or full scale exercise, pre-identified planned event, training, seminar, workshop, drill, game.	
<b>Hazard or Exercise Scenario:*</b> *Avalanche, Civil Disorder, Dam Failure, Drought, Earthquake, Fire (structural), Fire (Woodland), Flood, Landslide, Mudslide, Terrorism, Tsunami, Winter Storm, chemical, biological release/threat, radiological release/threat, nuclear release/threat, explosive release/threat, cyber, or other/specify.	

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**EMERGENCY OPERATIONS PLAN**

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**SEMS/NIMS FUNCTION EVALUATION****MANAGEMENT (Public Information, Safety, Liaison, etc.)**

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

**If “needs improvement” please briefly describe improvements needed:**

Planning	
Training	
Personnel	
Equipment	
Facilities	

**FIELD COMMAND (Use for assessment of field operations, i.e., Fire, Law Enforcement, etc.)**

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

**If “needs improvement” please briefly describe improvements needed:**

Planning	
Training	
Personnel	
Equipment	
Facilities	

**OPERATIONS (Law enforcement, fire/rescue, medical/health, etc.)**

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

---

**EMERGENCY OPERATIONS PLAN**

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**If “needs improvement” please briefly describe improvements needed:**

Planning	
Training	
Personnel	
Equipment	
Facilities	

**PLANNING/INTELLIGENCE (Situation analysis, documentation, GIS, etc.)**

	<b>Satisfactory</b>	<b>Needs Improvement</b>
<b>Overall Assessment of Function (check one)</b>		

**If “needs improvement” please briefly describe improvements needed:**

Planning	
Training	
Personnel	
Equipment	
Facilities	

**LOGISTICS (Services, support, facilities, etc.)**

	<b>Satisfactory</b>	<b>Needs Improvement</b>
<b>Overall Assessment of Function (check one)</b>		

**If “needs improvement” please briefly describe improvements needed:**

Planning	
Training	

---

**EMERGENCY OPERATIONS PLAN**

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Personnel	
Equipment	
Facilities	

**FINANCE (Purchasing, cost unit, etc.)**

	Satisfactory	Needs Improvement
<b>Overall Assessment of Function (check one)</b>		

**If “needs improvement” please briefly describe improvements needed:**

Planning	
Training	
Personnel	
Equipment	
Facilities	

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**EMERGENCY OPERATIONS PLAN**

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**AFTER ACTION REPORT QUESTIONNAIRE**

(The responses to these questions can be used for additional SEMS/NIMS evaluation)

<i><b>Response/Performance Assessment Questions</b></i>	<i><b>yes</b></i>	<i><b>no</b></i>	<i><b>Comments</b></i>
1. Were procedures established and in place for responding to the disaster?			
2. Were procedures used to organize initial and ongoing response activities?			
3. Was the ICS used to manage field response?			
4. Was Unified Command considered or used?			
5. Was the EOC and/or DOC activated?			
6. Was the EOC and/or DOC organized according to SEMS?			
7. Were sub-functions in the EOC/DOC assigned around the five SEMS functions?			
8. Were response personnel in the EOC/DOC trained for their assigned position?			
9. Were action plans used in the EOC/DOC?			
10. Was action planning processes used at the field response level?			
11. Was there coordination with volunteer agencies such as the Red Cross?			
12. Was an Operational Area EOC activated?			
13. Was Mutual Aid requested?			
14. Was Mutual Aid received?			
15. Was Mutual Aid coordinated from the EOC/DOC?			
16. Was an inter-agency group established at the EOC/DOC level? Were they involved with the shift			
17. Were communications established and maintained between agencies?			
18. Was the public alert and warning conducted according to procedure?			
19. Was public safety and disaster information coordinated with the media through the JIC?			
20. Were risk and safety concern addressed?			
21. Did event use Emergency Support Function (ESFs) effectively and did ESF have clear understanding			
22. Was communications inter-operability an issue?			

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## EMERGENCY OPERATIONS PLAN

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### Additional Questions

23. What response actions were taken by your agency? Include such things as mutual aid, number of personnel, equipment and other resources. **Note: Provide statistics on number of personnel and number/type of equipment used during this event. Describe response activities in some detail.**

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24. As you responded, was there any part of SEMS/NIMS that did not work for your agency? If so, how would (did) you change the system to meet your needs?

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25. As a result of your response, did you identify changes needed in your plans or procedures? Please provide a brief explanation.

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26. As a result of your response, please identify any specific areas needing training and guidance that are not covered in the current SEMS Approved Course of Instruction or SEMS Guidelines.

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27. If applicable, what recovery activities have you conducted to date? Include such things as damage assessment surveys, hazard mitigation efforts, reconstruction activities, and claims filed.

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### **NARRATIVE**

Use this section for additional comments.

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**EMERGENCY OPERATIONS PLAN**

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**POTENTIAL CORRECTIVE ACTIONS**

Identify issues, recommended solutions to those issues, and agencies that might be involved in implementing these recommendations. Address any problems noted in the SEMS/NIMS Function Evaluation.

Indicate whether issues are an internal agency specific or have broader implications for emergency management.

(Code: I= Internal; R =Regional, for example, OES Mutual Aid Region, Administrative Regions, geographic regions, S=Statewide implications)

Code	Issue or Problem Statement	Corrective Action / Improvement Plan	Agency(s)/ Depts. To Be Involved	Point of Contact Name / Phone	Estimated Date of Completion

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## EMERGENCY OPERATIONS PLAN

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### EMAC / SEMS After Action/Corrective Action Report Survey

Only use the following for response activities related to EMAC

**NOTE:** Please complete the following section **ONLY** if you were involved with EMAC related activities.

1. Did you complete and submit the on-line EMAC After Action Survey form for (Insert name of the incident)?
2. Have you taken an EMAC training class in the last 24 months?
3. Please indicate your work location(s) (State / County / City / Physical Address):
4. Please list the time frame from your dates of service (Example: 09/15/05 to 10/31/05):
5. Please indicate what discipline your deployment is considered (please specify):
6. Please describe your assignment(s):

### Questions:

You may answer the following questions with a “yes” or “no” answer, but if there were issues or problems, please identify them along with recommended solutions, and agencies that might be involved in implementing these recommendations.

#	Questions	Issues / Problem Statement	Corrective Action / Improvement Plan	Agency(s)/ Depts. To Be Involved	Point of Contact Name / Phone	Estimated Date of Completion
1	Were you familiar with EMAC processes and procedures prior to your deployment?					
2	Was this your first deployment <b>outside</b> of California?					
3	Where your travel arrangements made for you? If yes, by whom?					

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**EMERGENCY OPERATIONS PLAN**

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4	Were you fully briefed on your assignment prior to deployment?					
5	Were deployment conditions (living conditions and work environment) adequately described to you?					
6	Were mobilization instructions clear?					
7	Were you provided the necessary tools (pager, cell phone, computer, etc.) needed to complete your assignment?					
8	Were you briefed and given instructions upon arrival?					
9	Did you report regularly to a supervisor during deployment? If yes, how often?					
10	Were your mission assignment and tasks made clear?					
11	Was the chain of command clear?					
12	Did you encounter any barriers or obstacles while deployed? If yes, identify.					
13	Did you have communications while in the field?					
14	Were you adequately debriefed after completion of your assignment?					
15	Since your return home, have you identified or experienced any symptoms you feel might require "Critical Stress Management" (i.e., Debriefing)?					
16	Would you want to be deployed via EMAC in the future?					

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**EMERGENCY OPERATIONS PLAN**

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Please identify any ADDITIONAL issues or problems below:

#	Issues or Problem Statement	Corrective Action / Improvement Plan	Agency(s)/ Depts. To Be Involved	Point of Contact Name / Phone	Estimated Date of Completion

Additional Questions

**Identify the areas where EMAC needs improvement (check all that apply):**

- ☐ Executing Deployment
- ☐ Command and Control
- ☐ Logistics
- ☐ Field Operations
- ☐ Mobilization and Demobilization

Comments:

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Identify the areas where EMAC worked well:

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Identify which EMAC resource needs improvement (check all that applies):

- ☐ EMAC Education
- ☐ EMAC Training
- ☐ Electronic REQ-A forms
- ☐ Resource Typing
- ☐ Resource Descriptions
- ☐ Broadcast Notifications
- ☐ Website

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**EMERGENCY OPERATIONS PLAN**

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Comments:

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As a responder, was there any part of EMAC that did not work, or needs improvement? If so, what changes would you make to meet your needs?

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Please provide any additional comments that should be considered in the After Action Review process (use attachments if necessary):

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OES Only: Form received on: \_\_\_\_\_ Form reviewed on: \_\_\_\_\_

**Reviewed By:** \_\_\_\_\_

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## EMERGENCY OPERATIONS PLAN

## ACTIVITY LOG

[illegible]

## EMERGENCY OPERATIONS PLAN

[illegible]



**PART TWO  
LOGISTICS SECTION**

**CONTENTS**

**LOGISTICS**

PURPOSE .....	L-3
OVERVIEW .....	L-3
OBJECTIVES .....	L-3
CONCEPT OF OPERATIONS.....	L-4
SECTION ACTIVATION PROCEDURES .....	L-4
 <b>CITY OF THOUSAND OAKS EOC ORGANIZATION CHART .....</b>	<b>L-5</b>
<b>RESPONSIBILITIES CHART.....</b>	<b>L-6</b>
<b>LOGISTICS SECTION STAFF .....</b>	<b>L-7</b>
<b>COMMON EOC RESPONSIBILITIES .....</b>	<b>L-9</b>
 <b>POSITION CHECKLISTS .....</b>	<b>L-11</b>
LOGISTICS SECTION COORDINATOR .....	L-11
INFORMATION SYSTEMS UNIT LEADER .....	L-15
TRANSPORTATION UNIT LEADER.....	L-17
PERSONNEL UNIT LEADER .....	L-19
PROCUREMENT UNIT LEADER .....	L-21
PURCHASING UNIT LEADER .....	L-25
FACILITIES UNIT LEADER .....	L-27
COMMUNICAITONS UNIT LEADER.....	L-29

**LOGISTICS SUPPORT DOCUMENTATION****COMMUNICATIONS UNIT (Look in Forms Section also)**

AUXILIARY COMMUNICATIONS SERVICES (ACS).....	LS-3
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**PERSONNEL UNIT (Look in Forms Section also)**

FEEDING EOC SUPPORT AND FIELD STAFF .....	LS-5
ANIMAL CARE.....	LS-7
FAMILY AND CHILD CARE .....	LS-8
REQUESTING CRITICAL INCIDENT STRESS MANAGEMENT (CISM) PROCEDURES .....	LS-10
GUIDELINES FOR UTILIZATION OF VOLUNTEERS .....	LS-12

**FORMS**

ACTIVITY LOG .....	LS-16
CITY EOC RESOURCE REQUEST .....	LS-18

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**EMERGENCY OPERATIONS PLAN**

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MISSION/REQUEST TASKING FORM .....	LS-20
SAMPLE PROCUREMENT FORM.....	LS-22
EOC RADIO COMMUNICATIONS PLAN (ICS FORM 05) .....	LS-24

## **LOGISTICS SECTION**

### **PURPOSE**

To enhance the capability of the City to respond to emergencies by establishing logistics protocols in managing personnel and equipment. It is the policy of this section that the priorities of responses are to be:

- Protect life, property and the environment.
- Provide operational and logistical support for emergency response personnel and optimize the utilization of resources.
- Provide support to the other sections of the City's emergency response team.
- Support the restoration of essential services and systems.

### **OVERVIEW**

The Logistics Section's primary responsibility is to ensure acquisition, transportation and mobilization of resources to support the response effort at the disaster sites, public shelters, EOCs, etc. This Section provides all necessary personnel, supplies and equipment procurement support. Methods for obtaining and using facilities, equipment, supplies, services and other resources to support emergency response at all operational sites during emergency conditions will be the same as that used during normal operations unless authorized by the EOC Director or emergency orders of the City Council.

### **OBJECTIVES**

The Logistics Section ensures that all sections are supported for the duration of the incident. Any personnel, equipment, supplies or services required by the other sections will be ordered through the Logistics Section except for those resources obtained through already established mutual aid agreements.

The Logistics Section will accomplish the following specific objectives during an incident:

- Collect information from other sections to determine needs and prepare for expected operations.
- Coordinate provision of logistical support with the EOC Director.
- Prepare required reports identifying the activities performed by the Logistics Section.
- Determine the City's logistical support needs and plan for both immediate and long-term requirements.
- Maintain proper and accurate documentation of all actions taken and all items procured to ensure that all required records are preserved for future use and State OES and FEMA filing requirements.
- Supervises the negotiation and administration of vendor and supply contracts and procedures.

**CONCEPT OF OPERATIONS**

The Logistics Section will operate under the following policies during an incident as the situation dictates:

- SEMS and NIMS will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council or EOC Director.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with adopted policies.
- Operational periods will be determined by the EOC Director. Operational periods will be event driven.
- Available and accessible resources from the private sector and volunteer organizations will be accessed through the City's own resources and private sector resources. Non-fire and non-law mutual aid will be accessed through the Operational Area.

**SECTION ACTIVATION PROCEDURES**

The EOC Director is authorized to activate the Logistics Section.

**When to Activate**

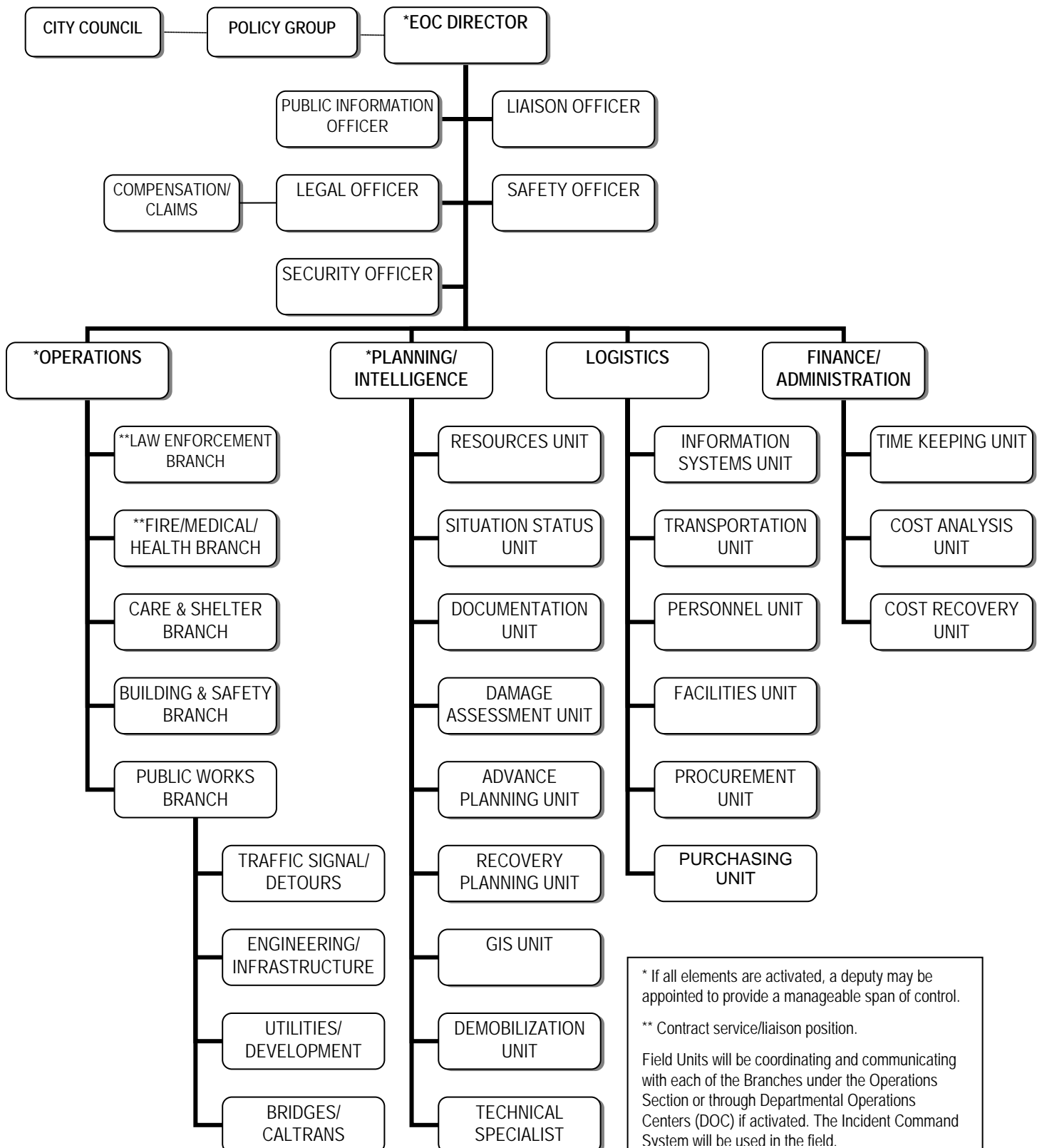
The Logistics Section may be activated when the EOC is activated or upon the order of the EOC Director.

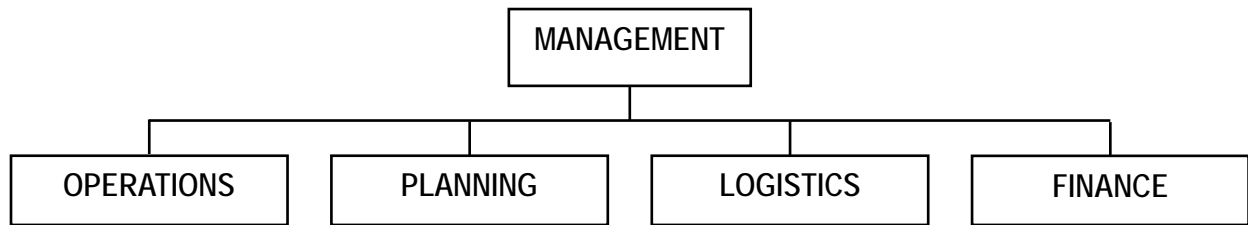
**Where to Report**

The EOC is located on the 3<sup>rd</sup> floor of the Civic Arts Plaza (Oak, Park & Board Room), 2100 Thousand Oaks Boulevard. The alternate EOC is located at the Municipal Service Center, Annex Building, 1993 Rancho Conejo Blvd.

# EMERGENCY OPERATIONS PLAN

## CITY OF THOUSAND OAKS EOC ORGANIZATION CHART



**RESPONSIBILITIES CHART****Responsibilities:****Management Section**

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies, non-governmental agencies and private sector organizations. EOC Director will either activate appropriate sections or perform their functions as needed.

**Operations Section**

Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan.

**Planning Section**

Responsible for collecting, evaluating and disseminating information; tracking resources; coordinating the development of the City's EOC Action Plan in coordination with other sections; initiating and preparation of the City's After-Action/Corrective Action Report and maintaining documentation.

**Logistics Section**

**Responsible for providing communications, facilities, services, personnel, equipment, supplies and materials.**

**Finance Section**

Responsible for financial activities and other administrative aspects, including activating and maintaining a Disaster Accounting System, providing financial resources necessary for recovery, maintaining payroll and payments, coordinating documentation for cost recovery and working with disaster agencies on cost recovery.

### **LOGISTICS SECTION STAFF**

The Logistics Section Coordinator will determine, based on present and projected requirements, the need for establishing specific functions. The following units may be established as the need arises:

- Information Systems Unit
- Transportation Unit
- Personnel Unit
- Procurement/Purchasing Unit
- Facilities Unit
- Communications Unit

The Logistics Section Coordinator may activate additional units as necessary to fulfill an expanded role.

#### **Logistics Section Coordinator**

- Serves as a member of the EOC Director's General Staff
- Supports the response effort through the acquisition, transportation and mobilization of resources
- Understands the current situation
- Predicts probable resource needs
- Prepares alternative strategies for procurement and resources management
- Fills any needed Logistics Section position as needed and if not assigned

#### **Information Systems Unit**

- Establishes and manages all necessary computer support to the EOC staff and field units

#### **Transportation Unit**

- Provides for the transportation of emergency personnel, equipment and supplies
- Coordinates the Disaster Route Priority Plan

#### **Personnel Unit**

- Obtains, coordinates, and allocates all non-fire and non-law enforcement mutual aid personnel support requests received
- Registers volunteers as Disaster Services Workers
- Manages EOC personnel issues and requests

#### **Procurement Unit**

- Obtains all non-fire and non-law enforcement mutual aid materials, equipment and supplies to support operations
- Arranges for delivery of those resources

**Purchasing Unit**

- Administers all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements and tracking expenditures
- Identifies sources of equipment, preparation and signing equipment rental agreements; and processes all administrative paperwork associated with equipment rental and supply contracts, including incoming and outgoing mutual aid resources
- Ensures all records identify scope of work and site-specific work location

**Facilities Unit**

- Ensures that adequate facilities are provided for the response effort
- Secures access to the facility
- Provides staff, furniture, supplies and materials necessary to configure the facility in a manner adequate to accomplish the mission

**Communications Unit**

- Manages all radio and telephone needs of the EOC staff



**COMMON EOC RESPONSIBILITIES**

(The following is a checklist applicable to all EOC positions and is to be used in conjunction with the specific checklist for each EOC position.)

- ☐ Check-in upon arrival at the EOC.
- ☐ Report to your EOC organizational supervisor.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself by putting on your vest.
- ☐ Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Log into WebEOC. **(Procedures can be found in the Appendix).**
- ☐ Open and maintain a position activity log.
- ☐ Determine 24-hour staffing requirements and request additional support as required.
- ☐ Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center/Joint Information Center.
- ☐ Request additional resources through the appropriate Logistics Section Unit.
- ☐ Based on the situation as known or forecasted, determine likely future Section needs.
- ☐ Think ahead and *anticipate* situations and problems before they occur.
- ☐ Using activity log, maintain all required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster. Document:
  - Messages received
  - Action taken
  - Decision justification and documentation
  - Requests filled
  - EOC personnel, time on duty and assignments

*Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.*

**General Operational Duties**

- ☐ Keep up to date on the situation and resources associated with your position.
- ☐ Maintain current status reports and displays.
- ☐ Keep your EOC organizational supervisor advised of your status and activity and on any problem areas that now need or will require solutions.
- ☐ Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.

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## EMERGENCY OPERATIONS PLAN

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- ☐ Determine and **anticipate** support requirements and forward to your EOC organizational supervisor.
- ☐ Monitor your position activities and adjust staffing and organization to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your EOC organizational supervisor at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

### Deactivation

- ☐ Ensure that all required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- ☐ Determine what follow-up to your assignment might be required before you leave.
- ☐ Deactivate your position and close out logs when authorized by your EOC organizational supervisor.
- ☐ Leave forwarding phone number where you can be reached.

**LOGISTICS SECTIONS COORDINATOR**

**SUPERVISOR:** EOC Director

**RESPONSIBILITIES:**

- Ensure the logistics function is carried out consistent with SEMS/NIMS guidelines, including:
  - Managing all radio, data and telephone needs of the EOC.
  - Coordinating transportation needs and issues and the Disaster Route Priority Plan.
  - Managing personnel issues and registering volunteers as Disaster Services Workers.
  - Obtaining all materials, equipment and supplies to support emergency operations in the field and in the EOC.
  - Coordinating management of facilities used during disaster response and recovery.
- Support the response effort and oversee the acquisition, transportation and mobilization of resources.
- Coordinate the provision of logistical support for the EOC.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional units as dictated by the situation.
- Exercise overall responsibility for the coordination of unit activities within the Section.
- Report to the EOC Director on all matters pertaining to Section activities.
- Ensure any contacts with the media are directed to the Public Information Officer.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on L-9.

**Duties:**

- ☐ Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
- Information Systems Unit
  - Transportation Unit
  - Personnel Unit
  - Procurement/Purchasing Unit
  - Facilities Unit
  - Communications Unit
- ☐ Brief incoming Section personnel prior to their assuming their duties. Briefings should include:
- Current situation assessment.
  - Identification of specific job responsibilities.
  - Identification of co-workers within the job function and/or geographical assignment.
  - Availability of communications.
  - Location of work area.

- Identification of eating and sleeping arrangements as appropriate.
- Procedural instructions for obtaining additional supplies, services, and personnel.
- Identification of operational period work shifts.
- ☐ Inform the EOC Director and General Staff when your Section is fully operational.
- ☐ Clarify with the Finance Section the level of purchasing authority to be delegated to Logistics Section.
- ☐ Meet with other Section Coordinators to identify service/support requirements for planned and expected operations.
- ☐ From Planning Section Coordinator, obtain and review major incident reports and additional field operational information that may pertain to or affect Section operations.
- ☐ Prepare work objectives for Section staff and make staff assignments.
- ☐ Carry out responsibilities of the Logistics Section branches/ groups/units that are not currently staffed.
- ☐ Evaluate the need for Critical Incident Stress Debriefing for all affected personnel. Arrange debriefings through the Personnel Unit of the Logistics Section.
- ☐ Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.
- ☐ Brief the EOC Director on major problem areas that need or will require solutions.
- ☐ Provide situation and resources information to the Situation Status Unit of the Planning Section on a periodic basis or as the situation requires.
- ☐ Provide briefing to the General Staff on operating procedure for use of telephone, data and radio systems.
- ☐ From Planning Section and field sources, determine status of transportation system into and within the affected area. Find out present priorities and estimated times for restoration of the disaster route system. Provide information to other Sections.
- ☐ Ensure internal coordination between branch/group/unit leaders.
- ☐ Update status information with other sections as appropriate.
- ☐ Resolve problems that arise in conducting your Section responsibilities.
- ☐ Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.
- ☐ Participate in the EOC Director's action planning meetings.
- ☐ Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- ☐ Determine level of purchasing authority to be delegated to Logistics Section.
- ☐ Following action planning meetings, ensure that orders for additional resources necessary to meet known or expected demands have been placed and are being coordinated within the EOC and field units.
- ☐ Keep the Operational Area Logistics Coordinator apprised of overall situation and status of resource requests.
- ☐ Oversee the allocation of personnel, equipment, services and facilities required to support emergency management activities.

- ☐ Resolve problems associated with requests for supplies, facilities, transportation, communication and food.

**Deactivation**

- ☐ Authorize deactivation of organizational elements within your Section when they are no longer required.
- ☐ Ensure that any open actions are handled by your Section or transferred to other EOC elements as appropriate.
- ☐ Ensure that any required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the After-Action/Corrective Action Report.
- ☐ Account for all equipment, personnel, and supplies.
- ☐ Deactivate your Section and close out logs when authorized by the EOC Director.
- ☐ Leave forwarding phone number where you can be reached.

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**INFORMATION SYSTEMS UNIT LEADER**

**SUPERVISOR:**            **Logistics Section Coordinator**

**RESPONSIBILITIES:**

- Establish and manage all necessary computer support to the EOC staff and field units.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on L-9.

**Duties:**

- ☐ Develop a plan for your Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Coordinate needed telephone data lines with the Communications Units.
- ☐ Support activities for restoration of computer services.
- ☐ Provide assistance with the set up and running of EOC audiovisual equipment.
- ☐ Provide assistance with the setup and running of computer peripherals, i.e. printers, scanners, smart board, etc.
- ☐ Provide assistance with WebEOC administration.
- ☐ Provide assistance with digital archiving of records as needed.
- ☐ Keep up-to-date on the situation and resources associated with your Unit.
- ☐ Maintain current status reports and displays.
- ☐ Keep the Information Systems Branch Coordinator advised of your Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Establish operating procedure for use of computer systems and provide to the Information Systems Branch Coordinator.
- ☐ Determine and anticipate support requirements and forward to your Section Coordinator.
- ☐ Ensure that your Unit personnel and equipment time records and a record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

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**TRANSPORTATION UNIT LEADER**

**SUPERVISOR:**            **Logistics Section Coordinator**

**RESPONSIBILITIES:**

- Coordinate the transportation of emergency personnel and resources within the City by all available means.
- Coordinate all public transportation resources.
- Coordinate the Disaster Route Priority Plan with the Operations Section.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on L-9.

**Duties:**

- ☐ Coordinate with the Planning and Operations Sections to determine which disaster routes are available for emergency use.
- ☐ Coordinate use of disaster routes with the Operations Section.
- ☐ Coordinate with other sections and branches/groups/units to identify transportation priorities.
- ☐ Establish a transportation plan for movement of:
  - Personnel, supplies and equipment to the EOC, field units, shelters and Field Treatment Sites (FTSs).
  - Individuals to medical facilities as requested by Operations Section.
  - Emergency workers and volunteers to and from risk area.
  - Dependents and families of emergency workers as requested by the Care and Shelter Branch.
- ☐ Coordinate with local transportation agencies and Conejo Valley Unified School District to establish availability of resources for use in evacuations and other operations as needed.
- ☐ Coordinate with the Operations Section on the movement of persons with access and functional needs. Coordinate with paratransit companies as necessary.
- ☐ Coordinate transportation of animals with the Animal Care Unit in the Operations Section, as required.
- ☐ As reports are received from field units and EOC sections and as sufficient information develops, analyze the situation and anticipate transportation requirements.
- ☐ Maintain inventory of support and transportation vehicles (staff cars, buses, pick-up trucks, light/heavy trucks).
- ☐ Prepare schedules as required to maximize use of available transportation.
- ☐ Provide Resources Unit of Planning Section with current information regarding transportation vehicles (location and capacity). Notify Resources Unit of all vehicle status change.
- ☐ Arrange for fueling of all transportation resources.

- ☐ Establish mobilization areas for vehicles as directed.
- ☐ Coordinate with staff and other agency representatives to ensure adherence to service and repair policies.
- ☐ Ensure that vehicle usage is documented by activity and date and hours in use.

**PERSONNEL UNIT LEADER**

**SUPERVISOR:** Logistics Section Coordinator

**RESPONSIBILITIES:**

- Obtain, coordinate and allocate all non-fire and non-law enforcement mutual aid personnel support requests received.
- Identify sources and maintain an inventory of personnel support and volunteer resources. Request personnel resources from those agencies as needed.
- Ensure that all Disaster Service Workers and volunteers are registered and integrated into the emergency response system.
- Assign personnel within the EOC as needs are identified.
- Coordinate emergency management mutual aid (EMMA) or the Tri-County Emergency Managers Mutual Aid Agreement through the Ventura County Operational Area EOC.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on L-9.

**Duties:**

- ☐ Receive and process all incoming requests for personnel support. Identify number of personnel, special qualifications or training, location where needed and person to report to upon arrival. Secure an estimated time of arrival for relay back to the requesting agency.
- ☐ Develop a system for tracking personnel/volunteers processed by the Unit. Maintain sign in/out logs. Control must be established for the accountability of personnel used in the response effort. Personnel/volunteers relieved from assignments will be processed through the Demobilization Unit.
- ☐ Maintain information regarding:
  - Personnel/volunteers processed.
  - Personnel/volunteers allocated and assigned by agency/location.
  - Personnel/volunteers on standby.
  - Special personnel requests by category not filled.
- ☐ Ensure training of assigned response staff and volunteers to perform emergency functions. Coordinate with Safety Officer to ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements.
- ☐ Obtain crisis counseling for emergency workers. **(See Part Two, Logistics Support Documentation-CISM).**
- ☐ Coordinate feeding, shelter and care of personnel, employee's families and volunteers with the Procurement/Purchasing Unit, Facilities Unit and the Care and Shelter Branch.
- ☐ Establish a plan for child care for City employees as needed. Coordinate with Facilities Unit for suitable facilities.

- ☐ Assist and support employees and their families who are also disaster victims.
- ☐ Develop a plan for communicating with those agencies and non-governmental agencies having personnel resources capable of meeting special needs, i.e. persons with access and functional needs (AFN). **(See Agencies and Non-Governmental Organizations with Outreach to AFN Communities in the Appendices of this Plan).**
- ☐ Coordinate with the Operational Area EOC for additional personnel needs.
- ☐ Ensure the recruitment, registration, mobilization and assignment of volunteers.
- ☐ Establish Disaster Service Worker and Volunteer registration and interview locations. Assign staff to accomplish these functions.
- ☐ Issue ID cards to Disaster Service Workers.
- ☐ Coordinate transportation of personnel and volunteers with the Transportation Unit.
- ☐ If the need for a call for volunteers is anticipated, coordinate with the PIO and provide the specific content of any broadcast item desired.
- ☐ Keep the PIO advised of the volunteer situation. If the system is saturated with volunteers, advise the PIO of that condition and take steps to reduce or redirect the response.
- ☐ Request technical expertise resources not available within the jurisdiction (hazardous materials, environmental impact, structural analysis, geotechnical information, etc.) through established channels, mutual aid channels or the Ventura County Operational Area EOC.

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**PROCUREMENT UNIT LEADER**

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**SUPERVISOR:**            **Logistics Section Coordinator**

**RESPONSIBILITIES:**

- Coordinate procurement, allocation and distribution of resources not normally obtained through existing mutual aid sources, such as food, potable water, petroleum fuels, heavy and special equipment and other supplies and consumables.
- Identify and coordinate with supply houses, vendors or contractors who can supply products or commodities if City stocks do not exist.
- Provide supplies for the EOC, field operations and other necessary facilities as needed.
- Maintain an inventory of items in stock and requested
- Manage equipment rental agreements.
- Process contracts within established purchase authority limits of the EOC Director or City Council.
- Make purchases with delegated authority of the EOC Director including items that that require a contract or exceed delegated authority.
- Coordinate delivery of items requisitioned, contracted, or purchased.
- Maintain a complete record and accounting of supplies procured and monies expended.  
***Ensure all records identify scope of work and site-specific work location.***

**PROCUREMENT POLICY:**

The procurement of resources will follow the priority outlined below:

1. Resources within the City owned inventory.
2. Other sources obtained without direct cost to the City.
3. Resources leased or purchased within spending authorizations.

<b>READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT</b>
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- ☐ See Common EOC responsibilities on L-9.

**Duties:**

- ☐ Coordinate with EOC Director to determine purchasing authority to be delegated to Procurement Unit. Review purchasing and contracting procedures.
- ☐ Review, verify and process requests from other sections for resources.
- ☐ Maintain information regarding;
  - Resources available
  - Resource requests
  - Status of shipments
  - Priority resource requirements

- Shortfalls
- ☐ Coordinate with branches/groups/units on resources requests from operations to ensure there is no duplication of effort or requisition.
- ☐ Determine if resources are available from City supplies, mutual aid sources or other sources. Arrange for delivery if available.
- ☐ Determine availability and cost of resources from private vendors.
- ☐ Issue purchase orders within dollar limits of delegated authority.
- ☐ Notify EOC Director of procurement needs that exceed delegated authority and obtain needed authorizations.
- ☐ Prepare, sign and finalize contracts as needed for procuring resources.
- ☐ Coordinate delivery of resources with Transportation and Facilities Units.
- ☐ Advise the Logistics Section Coordinator of any significant resource request(s) which cannot be acquired locally and offer possible options.
- ☐ Establish contact with the appropriate Operations Section Branches and American Red Cross representatives(s) evaluate food and potable water needs pertaining to mass care shelters and mass feeding locations. Coordinate actions.
- ☐ Establish a feeding plan for field and EOC operations. Coordinate with the Operations Section to avoid duplication. **(See Logistics Support Documentation – Emergency Response Feeding)**
- ☐ Coordinate with the Operations section to assist in providing animal care and feeding as needed. **(See Logistics Support Documentation - Animal Care.)**
- ☐ Assemble resource documents for agency, vendor and contractor contacts such as phone listings, procurement catalogs, and supply locations.
- ☐ Update communications availability with the Information Systems Branch. Revise contact methods with suppliers as improved communications become available.
- ☐ Review situation reports to determine support requirements.
- ☐ Document and record disaster-related requests for expenditures of equipment, supplies, personnel, funds, etc.
- ☐ Provide updated reports on resource status to Resources Unit.
- ☐ Maintain equipment and supplies lists to support response and recovery efforts.
- ☐ Coordinate storage, maintenance and replenishment or replacement of equipment and materials.
- ☐ Coordinate with the Operations Section the allocation of fuel, water, food, other consumables and essential supplies to all disaster facilities, including mass care shelters.
- ☐ Procure basic sanitation and health needs at mass care facilities (toilets, showers, etc.) as requested by Operations Section.
- ☐ Support restoration of utilities to critical facilities.
- ☐ Coordinate with the Public Works Branch in the Operations Section to procure water resources for consumption, sanitation and firefighting.
- ☐ Coordinate with the Fire/Medical/Health Branch in the Operations Section to obtain medical supplies and equipment as needed.
- ☐ Coordinate with the Fire/Medical/Health Branch in the Operations Section to identify supply sources to satisfy expanded medical needs.

- ☐ Obtain protective respiratory devices, clothing, equipment and antidotes for personnel assigned tasks in hazardous radiological and/or chemical environments.
- ☐ Coordinate donations of goods from individuals and volunteer groups.
- ☐ Ensure records identify scope of work and site-specific locations.
- ☐ Coordinate with the Legal Advisor on procedures for handling claims.
- ☐ Verify cost data in pre-established vendor contracts with Cost Analysis Unit.

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**PURCHASING UNIT LEADER**

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**SUPERVISOR:**            **Logistics Section Coordinator**

**RESPONSIBILITIES:**

- Administration of all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements, equipment rentals, supply contracts and tracking expenditures.
- Identify sources for equipment, expendable materials, and resources.
- Manage all equipment rental agreements.
- Initiate vendor contracts associated with EOC activities within purchase authority limits established by the City of Thousand Oaks or EOC Director.
- **Ensure that all records identify scope of work and site-specific work location.**

<b>READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT</b>
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- ☐ See Common EOC responsibilities on L-9.

**Duties:**

- ☐ Contact appropriate branch/group/unit leaders on needs and any special procedures.
- ☐ Review/prepare EOC purchasing procedures.
- ☐ Prepare and sign contracts as needed within established contracting authority.
- ☐ Establish contracts and agreements with supply vendors.
- ☐ Ensure that all records identify scope of work and site-specific locations.
- ☐ Ensure that a system is in place that meets the City's property management requirements.  
Ensure proper accounting for all new property.
- ☐ Interpret contracts/agreements and resolve claims or disputes within delegated authority.
- ☐ Coordinate with Compensations/Claims Unit on procedures for handling claims.
- ☐ Finalize all agreements and contracts.
- ☐ Complete final processing and send documents for payment.
- ☐ Verify cost data in pre-established vendor contracts with Cost Analysis Unit.

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**FACILITIES UNIT LEADER**

**SUPERVISOR:** Logistics Section Coordinator

**RESPONSIBILITIES:**

- Ensure that adequate facilities are provided for the response effort, including securing access to the facility and providing staff, furniture, supplies and materials necessary to configure the facility in a manner adequate to accomplish the mission.
- Coordinate with other EOC branches/groups/units for support required for facilities.
- Support activities for restoration of disrupted services and utilities to facilities.
- Coordinate with Finance Section on any claims or fiscal matters relating to facilities' operations.
- Close out each facility when no longer needed.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on L-9.

**Duties:**

- ☐ Maintain information in the Unit regarding:
  - Facilities opened and operating.
  - Facility managers.
  - Supplies and equipment at the various locations.
  - Specific operations and capabilities of each location.
- ☐ As the requirement for emergency-use facilities is identified, coordinate the acquisition of required space to include any use permit, agreement or restriction negotiations required.
- ☐ In coordination with the Operations Section, provide support to facilities used for disaster response and recovery operations; i.e., staging areas, shelters, local application centers (LACs), etc.
- ☐ Identify communications requirements to the Information Systems Branch.
- ☐ Identify equipment, material and supply needs to the Procurement/Purchasing Unit.
- ☐ Identify personnel needs to the Personnel Unit.
- ☐ Identify transportation requirements to the Transportation Unit. Coordinate evacuation schedules and identify locations involved.
- ☐ Identify security requirements to the Law Branch of the Operations Section.
- ☐ Monitor the actions at each facility activated and provide additional support requested in accordance with Unit capabilities and priorities established.
- ☐ Account for personnel, equipment, supplies and materials provided to each facility.
- ☐ Coordinate the receipt of incoming resources to facilities.
- ☐ Ensure that operational capabilities are maintained at facilities.

- ☐ Oversee the distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities.
- ☐ Ensure that basic sanitation and health needs at mass care facilities (toilets, showers, etc.) are met.
- ☐ Ensure facilities properly accommodate persons with access and functional needs.
- ☐ Provide facilities for sheltering essential workers, employee's families and volunteers.
- ☐ Coordinate with the Animal Care Unit of the Operations Section to provide facilities for animal boarding as required. **(See Logistics Support Documentation-Animal Care.)**
- ☐ Ensure all facilities have water resources for consumption, sanitation and firefighting.

**COMMUNICATIONS UNIT LEADER**

**SUPERVISOR:**            **Logistics Section Coordinator**

**RESPONSIBILITIES:**

- Manage all radio, data and telephone needs of the EOC staff.
- Determine the appropriate placement of all radio transmitting equipment brought to the EOC to support operations. Approve all radio frequencies to minimize interference conditions.
- Provide necessary communication system operators, and ensure effective continuous 24-hour operation of all communications services.
- Copy and log incoming radio, data and telephone reports on situation reports, major incident reports, resource requests and general messages.
- Make special assignment of radio, data and telephone services as directed by the EOC Director.
- Organize, place and oversee the operation of amateur radio services working in support of the EOC.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on L-9

**Duties:**

- ☐ Develop a plan for your Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Meet with section and branch/group/unit coordinators and provide a briefing on EOC on-site and external communications needs, capabilities and restrictions and operating procedures for the use of telephones and radio systems.
- ☐ Coordinate all communications activities.
- ☐ Establish a primary and alternative system for communications. Link with utilities and contracting and cooperating agencies to establish communications as soon as possible.
- ☐ Coordinate with all operational units and the EOC to establish a communications plan to minimize communication issues that include radio, data and telephone needs utilizing established communications, the private sector, amateur radio and volunteers.
- ☐ Provide communications briefings as requested at action planning meetings.
- ☐ Monitor operational effectiveness of EOC communications systems. Obtain additional communications capability as needed.
- ☐ Coordinate all communications activities.
- ☐ Coordinate frequency and network activities with Operational Area.
- ☐ Establish a primary and alternate system for communications. Link with utilities and contracting and cooperating agencies to establish communications as soon as possible.

- ☐ Participate in developing the EOC Communication's Plan to minimize communications issues that include radio, data and telephone needs utilizing established communications, the private sector, amateur radio and volunteers.
- ☐ Coordinate with volunteer and private sector organizations to supplement communications needs, i.e. Auxiliary Communication Services (ACS).
- ☐ Establish a plan to ensure staffing and repair of communications equipment.
- ☐ Protect equipment from weather, aftershocks, electromagnetic pulse, etc.
- ☐ Keep up-to-date on the situation and resources associated with your Unit.
- ☐ Maintain current status reports and displays.
- ☐ Keep the Logistics Section Coordinator advised of your Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Establish operating procedure for use of telephone, radio and data systems and provide to the Logistics Section Coordinator.
- ☐ Determine and anticipate support requirements and forward to the Logistics Section Coordinator.
- ☐ Ensure that your Unit personnel and equipment time records and a record of expendable materials used are provided to the Logistics Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

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## EMERGENCY OPERATIONS PLAN

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### LOGISTICS SECTION SUPPORTING DOCUMENTATION

#### REFERENCE DOCUMENTS BY POSITION

##### COMMUNICATIONS UNIT (Look in Forms Section also)

AUXILIARY COMMUNICATIONS SERVICES (ACS).....LS-3

##### PERSONNEL UNIT (Look in Forms Section also)

FEEDING EOC SUPPORT AND FIELD STAFF.....LS-5

ANIMAL CARE.....LS-7

FAMILY AND CHILD CARE .....LS-8

REQUESTING CRITICAL INCIDENT STRESS MANAGEMENT (CISM) PROCEDURES .....LS-10

GUIDELINES FOR UTILIZATION OF VOLUNTEERS .....LS-12

#### FORMS

ACTIVITY LOG .....LS-16

CITY EOC RESOURCE REQUEST .....LS-18

MISSION/REQUEST TASKING FORM .....LS-20

SAMPLE PROCUREMENT FORM.....LS-22

EOC RADIO COMMUNICATIONS PLAN (ICS FORM 05) .....LS-24

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### **AUXILIARY COMMUNICATION SERVICES (ACS)**

The ACS (previously known as R.A.C.E.S.) organization is a national organization organized at the Federal and State levels, and administrated at the local level. ACS was originally designed to be an auxiliary communications civil defense organization, to be activated in case of a national emergency such as war. However, the ACS function has expanded to include assistance during local emergencies to augment the County's communication capabilities.

Ventura County has over 300 ACS members registered as Disaster Service Workers with the Ventura County Sheriff's Office of Emergency Services (OES). . Each city in the County has a base station and a group of ACS members associated with it. Once an incident takes place, ACS is activated to set-up in the City's EOC. The Logistics Section, Communications Unit will oversee ACS operations.

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**FEEDING EOC SUPPORT AND FIELD STAFF**

- Coordinate all feeding operations for the EOC, support and field personnel. While performing emergency work in the EOC, all meals will be provided to ensure continuous operations for the duration of the event".
- Establish a feeding plan that identifies cost limits, authorized vendors, catering companies, and types of food requested. Ensure staff is aware of the appropriate related policy(ies).
- Set meal schedules and consider the impact of curfews on local businesses you may need to use.
- Set up and manage eating areas for staff and field personnel. Notify workers of food schedules and locations.
- Pre-identify low-cost vendors and catering companies to maximize efficiency and lower costs (FEMA may question upscale or expensive restaurants or catering).
- Arrange with local catering services or restaurants for in-house feeding.
- Establish a personnel-feeding account for staff and field personnel at local restaurants.
- Brief EOC personnel on location, cost limitations and incident number to be used for each restaurant or caterer used.
- Coordinate acquisition, preparation and service of meals.
- Be aware of and provide for special diets
- Arrange for on-site or off site employee child-care.
- Coordinate cleanup of eating, food preparation and serving areas.
- Provide snacks/water/coffee/beverages for EOC staff and field personnel.
- Consider a voucher system for feeding operations employees' meals that are reimbursable under FEMA guidelines. FEMA may not reimburse for all feeding operations. .
- Document cost of meals and report daily to the Finance Section for cost recovery purposes.
- Advise staff of policy for reimbursement of disaster-related meals.
- Encourage all staff to take regular breaks.

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### **ANIMAL CARE**

Animals will not be kept where their owners are sheltered. They will be sheltered in various locations depending on the disaster and the area of the city affected. The City will coordinate this activity with the Conejo Recreation and Park District, Agoura Shelter and the Los Angeles County Animal Services. See also **Appendix - Animal Emergencies in the City of Thousand Oaks**.

For assistance with livestock during a disaster, the City livestock owners or the City may request the Emergency Rescue Team (EVRT) to provide assistance.

Identify within City limits:

- Small animal veterinarians
  - Large animal veterinarians
  - Small animal shelters
  - Potential large animal shelters
- 
- ☐ Determine animal shelter needs.
  - ☐ Identify appropriate areas to accommodate animals.
  - ☐ Manage animal rescue and care activities.
  - ☐ Coordinate rescue of trapped animals.
  - ☐ Coordinate evacuation of animals which might be endangered by hazardous conditions.
  - ☐ Coordinate transport of animals.
  - ☐ Activate an Animal Registration System.
  - ☐ Maintain an updated list of animals and their locations.
  - ☐ Coordinate disposal of dead animals.
  - ☐ Evaluate and relocate any animal shelter areas which become endangered by hazardous conditions.
  - ☐ Coordinate return of animals to their owners when disaster has ended.

### **FAMILY AND CHILD CARE**

The City intends to provide family care for immediate family members if an employee is recalled during a declared emergency. Family care is limited to those employees who are unable to care for their families at home and are required to work.

The family care facility will be established in the Founders Room at the Civic Arts Plaza or at the Los Robles Golf Course and will be managed by the Logistics Section, Personnel Unit.

Every effort will be made to get messages to and from employees. Family members should call 805-449-2502 to leave a message. The Personnel Unit will be responsible for gathering and distributing these messages.

A Disaster Child Care Needs Survey follows.

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**EMERGENCY OPERATIONS PLAN**

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**DISASTER CHILD CARE NEEDS SURVEY**

The City recognizes that employees may not be able to report to work after an incident if care is not available for their children or dependent adults in the home. The Emergency Plan for the city includes the provision for child care if employees have none. This care would be given by a designated employee or group of employees in a city facility.

As a city employee, and according to California Government Code section 3100, "All public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law." You will be needed. Talk to your family and neighbors about child care plans for a disaster, and what to expect. Think out as many options as possible. If you bring your children with you to work, bring any necessary clothing and supplies, such as toys, books or comfort items.

To help plan for the potential number of children or others that could be expected, please fill this form and return your department. In order for child care plans to work, city employees must be willing to help with care. Also, we will not be able to accommodate children two years of age and younger. Department administrative staff will be coordinators for their areas, and will recruit help if children are actually brought in.

If you have any questions about disaster planning or family preparation, please contact the Human Resources Department.

Employee Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

Department/Assignment \_\_\_\_\_

Supervisor \_\_\_\_\_

For each child who may require care, please list the following: (Continue on reverse if needed).

Name	DOB	Sex
------	-----	-----

Name	DOB	Sex
------	-----	-----

Name	DOB	Sex
------	-----	-----

## **REQUESTING CRITICAL INCIDENT STRESS MANAGEMENT (CISM) PROCEDURES**

### **PURPOSE:**

Case studies have revealed that a significant numbers of employees experience some form of stress-related symptoms following an incident. Some of these effects have been delayed, surfacing later after a period with no apparent symptoms.

Without professional intervention, personnel have experienced declining work performance and deterioration of family relationships, as well as increased health problems. The objective of this procedure is to provide professional intervention immediately after major critical incidents or crises to minimize stress-related injuries to city personnel and to provide all necessary support to city personnel during a crisis.

Incident debriefing is not a critique of an incident. Performance issues will not be discussed during the debriefing. The debriefing process provides a format where personnel can discuss their feelings and reactions and, thus, reduce the stress resulting from exposure to critical incidents and crisis situations. All debriefings will be strictly confidential.

Debriefings may be conducted anywhere that provides ample space, privacy and freedom from distractions. Selection of the site will be determined by the city's CISM coordinator based on the type of debriefing required.

The debriefing team will consist of CISM professionals (mental health counselors specifically trained in stress-related counseling) as well as trained peer counselors. The team members' role in the debriefing process will be to assist and support the professional counselors as necessary. All follow-up care will be approved by the Human Resources Department prior to beginning treatment.

### **ACTIVATION OF CISM**

Department directors, managers and supervisors bear the responsibility for identifying/recognizing significant incidents that may qualify for debriefing. When an incident is identified as a critical incident or crisis, a request for debriefing consideration should be made as soon as possible to the Logistics Section Coordinator who will contact Ventura County Fire Protection District (VCFPD) Dispatch and request that a CISM team be assembled. **VCFPD's dispatch 24-hour number is 805 388-4279**



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## **GUIDELINES FOR UTILIZATION OF VOLUNTEERS**

### **INTRODUCTION**

As recent disasters have shown, volunteers play a significant role in both the response and recovery phases of a disaster. They will be essential to the sheltering, mass feeding, and other operations established in the wake of these disasters.

Management of the volunteer function is in the Logistics Section of the EOC. Management of claims for Workers Compensation Insurance is handled by the Finance Section.

### **ELIGIBILITY**

A Disaster Service Worker is anyone registered with a Disaster Council certified by the California Emergency Council or any person ordered by a person or body having authority to command the aid of citizens to carry out assigned duties to perform services during a State of War Emergency or any State of Emergency or Local Emergency.

A partial list of Disaster Service Workers includes:

- Reserve law enforcement officer
- Auxiliary firefighter
- Emergency welfare worker
- Communications specialist
- Medical worker
- Clerk

Any Disaster Service Worker is eligible for Workers' Compensation benefits while performing duties or undergoing any authorized training activities. Any injury, under these circumstances is covered no matter where it occurs.

### **VOLUNTEER DISASTER SERVICE WORKERS**

Volunteers active in emergency services and/or disaster relief operations usually belong to one of two categories: organized volunteers or spontaneous (convergent) volunteers. Depending on circumstances, different registration procedures are utilized to serve each group's needs.

### **ORGANIZED VOLUNTEERS**

Organized volunteers are defined as individuals affiliated with specific organizations prior to an emergency or disaster. These organizations are usually chartered to provide volunteer emergency and/or disaster relief services. Members of these organizations usually participate in scheduled exercises to practice their disaster relief skills and integrate with the local community's emergency plan and response effort.

Examples of these organizations include:

- American Red Cross
- California Rescue Dog Association
- Salvation Army
- Civil Air Patrol

Public safety agencies usually prefer to utilize trained, organized volunteers because their organizations are familiar with working under a unified structure. They also provide their own supervision, transportation and support needs.

**Exclusions:**

If the Disaster Service Worker is paid for these services, an "employer-employee" relationship exists. A Disaster Service Worker injured while in this relationship would be entitled to Workers' Compensation benefits under their regular employer's program. Members registered as active firefighters of any regularly organized and municipally supported volunteer fire department are excluded from disaster service benefits.

**Agency Trained Volunteers**

To ensure they have an adequate pool of organized volunteers, some jurisdictions organize and train teams of civilian volunteers to act as disaster first responders within their own neighborhoods or jurisdictions. Members of these teams, such as Community Emergency Response Teams (CERT), receive training in such skills as fire extinguishment, search and rescue and shelter operations. These organizations possess several advantages:

- Familiarity with the disaster area, its hazards and resources
- Knowledge of the jurisdiction's emergency organization
- Opportunity to regularly exercise and drill with the jurisdiction served

**SPONTANEOUS (CONVERGENT) VOLUNTEERS**

Spontaneous (convergent) volunteers are members of the general public who spontaneously volunteer during emergencies. They are not usually involved with organized volunteer organizations and may lack specific disaster relief training when there is very little time and few resources to train them. They come from all walks of life and comprise the majority of volunteer personnel available to local public safety agencies during a disaster response.

Public safety agencies often form volunteer assembly points for recruiting and classifying volunteers during disaster response operations. To be eligible for Workers' Compensation, the spontaneous volunteer must also be registered as a Disaster Services Worker.

**CONSIDERATIONS IN VOLUNTEER UTILIZATION**

In order to manage volunteers effectively, there are several issues that need to be addressed. For pre-registered volunteers, the process may be fully organized and accomplished over a period of time. Because this process must be accomplished under extreme conditions with

convergent volunteers, it is essential that the planning and execution of the process be thoroughly worked out in advance of the disaster.

**PURPOSE**

The following materials provide guidelines for registering volunteer Disaster Service Workers in the State Workers' Compensation and Safety Program. It also provides general guidance for managing volunteer workers during an emergency.

**BACKGROUND**

Workers' Compensation Insurance provides benefits for employees injured on the job or who become ill from job related conditions. Damage to artificial limbs, dentures or medical braces is also considered an injury. Workers' Compensation benefits are set by the legislature and spelled out in the Labor Code. One section of the Labor Code defines Disaster Service Workers as "employees" under certain conditions and describes their benefits.

**Identification:**

Once screening is completed, all volunteers must be issued proper I.D. and be required to sign for any equipment issued for their position. Organized volunteers will possess identification issued by their organizations. The jurisdiction is responsible for providing identification to convergent volunteers. Forms of I.D. include arm bands, vests, patches, and city I.D. cards.

**Training:**

Before being deployed, it is essential that volunteers receive an adequate amount of training. At a minimum, volunteers must be thoroughly briefed on the legal aspects of the tasks to which they are to be assigned. They should also fully understand their responsibilities and the limits to which they may go in performing their assigned duties.

Records must be established for each volunteer that reflects the training received. Training records should be maintained as part of the permanent record of the emergency response to the specific disaster.

**Supervision:**

More so than paid staff, volunteers must be supervised according to the task assigned. Ideally, though not always possible, paid staff personnel should supervise all volunteer effort. When this is not possible, skilled, highly trained volunteers should be assigned as supervisors.

**Planning:**

The jurisdiction must recognize that volunteers will appear after the onset of a major disaster. Established plans are needed for the proper management of volunteer personnel in order to optimize this resource and prevent convergent volunteers from becoming a problem. Properly managed, volunteer resources may mean the difference between success and failure of the emergency response.

**Recognition:**

The final requirement of the jurisdiction is to ensure volunteers are properly recognized for their services. Recognition may be in the form of individual commendation by the elected officials, public acknowledgment by the media, or a letter of appreciation from the local emergency manager.

**Emergency Volunteer Centers:**

In Ventura County, Spontaneous Volunteer registration and agency matching will be accomplished through United Way of Ventura County by the establishment of Emergency Volunteer Centers designated in the east and west area of the county.

**THESE GUIDELINES DO NOT SUPERSEDE GUIDELINES FOR VOLUNTEER UTILIZATION SET FORTH BY THE GOVERNOR'S OFFICE OF EMERGENCY SERVICES. FOR MORE INFORMATION AND REGISTRATION FORMS, SEE "THEY WILL COME—Post-Disaster Volunteers and Local Governments", Dec. 1995 (OES).**

## EMERGENCY OPERATIONS PLAN

### ACTIVITY LOG

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## EMERGENCY OPERATIONS PLAN

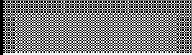
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## EMERGENCY OPERATIONS PLAN

### CITY EOC RESOURCE REQUEST

TO BE USED FOR INTERNAL RESOURCE REQUESTS

**An attempt should be made to fill all resource requests through Operations Branches before sending to Logistics**

Resource Requested:			
	Priority:	Critical / Life Safety	Urgent      Routine
Incident Address:		Incident Type:	
Resource Requested by:		Agency / Dept:	
Duration Needed:		Phone:	
Staging/Delivery Location:		Delivery Contact:	
Form Prepared By:		EOC Position:	
Latest Acceptable Delivery: (Date / Time)			
Purpose / Use:			
Suggested Source(s):			
Approval by Section Coordinator:	Signature:		
Filled By Operations?	Send to Logistics?		
Section below to be filled out by supplying agency / dept.		Section below to be filled out by supplying agency / dept.	
Resource Ordered From:			
Vendor/Agency Address:			
Vendor/Agency Contact Person:		Phone:	
Date Ordered:		Time Ordered:	
Estimated Date/Time of Arrival:		Inv./ Resource Order #:	
Comments:			
Initialed By Operations:	Logistics:	Finance:	

Originator:	Any EOC position. Retain copy.	This form is used to request all resources, for field use and for EOC use.
Routing:	Approval by Section Coordinator; then send to Logistics.	

**Additional Notes:**



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**EMERGENCY OPERATIONS PLAN**

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**MISSION/REQUEST TASKING FORM**

*Response Information Management System (RIMS) forms. The information in these forms should be submitted on-line with the Cal OES's RIMS program or the current state information system. The following forms are intended to facilitate the process of gathering information before it is submitted via RIMS. If RIMS or the current state information system is not functioning these forms could be submitted via fax to the Operational Area.*

Mission Number: \_\_\_\_\_

Priority: \_\_\_\_\_

<b>Threat:</b>		
<b>Status:</b>		
<b>Mission Number:</b>		
<b>EMAC Mission No.</b>		
<b>WHO IS MAKING THE REQUEST?</b>		
<b>Operational Area:</b>		
<b>If City of Special District Use this Field:</b>		
<b>Requestor's Contact Info:</b>		
<b>Related Event/Incidental Activity:</b>		
<b>WHAT IS BEING REQUESTED?</b>		
<b>Requested Mission:</b>		
<b>Formal EMAC Mission:</b> <input checked="" type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Type:</b>		
<b>Needed By Date:</b>		
<b>Resource must come with:</b> <input type="checkbox"/> Fuel <input type="checkbox"/> Meals <input type="checkbox"/> Operator(s) <input type="checkbox"/> Water <input type="checkbox"/> Maint <input type="checkbox"/> Lodging <input type="checkbox"/> Power		
<b>Other:</b>		
<b>ASSIGNED RESOURCES</b>		
<b>DELIVER THIS RESOURCE TO:</b>		
<b>Site Name:</b>	<b>Site Type:</b>	
<b>Street Address:</b>	<b>Apt or Lot No.</b>	
<b>City</b>	<b>State</b>	<b>Zip</b>
<b>Country</b>		
<b>Intersection - Street 1</b>		<b>Intersection - Street 2</b>
<b>County:</b>		<b>Geographic Area:</b>
<b>Additional Location Information:</b>		
<b>GEO LOCATION &amp; MAPPING</b>		
<b>Geo Locate:</b> <a href="#">by Lat &amp; Long</a> <a href="#">by Map</a> <a href="#">by Address</a> <a href="#">by Intersection</a>		

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**EMERGENCY OPERATIONS PLAN**

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<b>Show on Map?</b> <input checked="" type="radio"/> Yes <input checked="" type="radio"/> No <b>Geo Located By:</b> <b>Lat:</b> <b>Long.:</b>		
<b>Contact On Scene: (Name, Phone, etc)</b>		
<b>SPECIAL INSTRUCTIONS (E.G. SAFETY MESSAGE, INGRESS/EGRESS ROUTES, ETC.)</b>		
<b>Special Instructions:</b>		
<b>OES COORDINATOR:</b>		
<b>Individual:</b>		
<b>Organization/Location:</b>		
<b>Position:</b>		
<b>Agency:</b>		
<b>Summary of OES actions taken:</b>		
<b>RESPONDING AGENCY:</b>		
<b>Agency Name:</b>		
<b>Agency POC:</b>		
<b>Phone:</b>		
<b>Fax Number:</b>		
<b>Pager/Alt #</b>		
<b>Other:</b>		
<b>Summary of actions taken:</b>		
<b>DISTRIBUTION</b>		
<b>Group:</b>		
<b>Individual:</b>		
<b>NOTIFICATION</b>		
<b>Send Notification?</b> <input checked="" type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Message:</b>		
<b>Select Recipients:</b>	<b>Notification List:</b>	
<b>Other Email addresses:</b>		

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**EMERGENCY OPERATIONS PLAN**

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**SAMPLE PROCUREMENT FORM**

Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	

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## EMERGENCY OPERATIONS PLAN

### SEMS/NIMS 205 EOC Radio Communications Plan

Incident Name:	Date Prepared:	Time Prepared:
Operational Period Date: From: To:	Operational Period Time: From: To:	

#### Basic Radio Channel Utilization

Assignment	Function	System	Channel/Frequency	Designated Check-in Time	Remarks
Prepared By:	Title:			SEMS Position: <b>Information Tech. Branch</b>	
Approved By:	Title:			SEMS/NIMS Position: <b>Logistics Sections Chief</b>	

SEMS/NIMS 205 (2002)

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**PART TWO  
FINANCE SECTION**

**CONTENTS**

**FINANCE**

PURPOSE .....	F-3
OVERVIEW .....	F-3
OBJECTIVES .....	F-3
CONCEPT OF OPERATIONS.....	F-4
SECTION ACTIVATION PROCEDURES .....	F-5
 <b>CITY OF THOUSAND OAKS EOC ORGANIZATION CHART .....</b>	 <b>F-6</b>
<b>RESPONSIBILITIES CHART.....</b>	<b>F-7</b>
<b>FINANCE SECTION STAFF .....</b>	<b>F-9</b>
<b>COMMON EOC RESPONSIBILITIES .....</b>	<b>F-11</b>
 <b>SECTION POSITION CHECKLISTS .....</b>	 <b>F-13</b>
FINANCE SECTION COORDINATOR .....	F-13
COST RECOVERY UNIT LEADER .....	F-17
TIME KEEPING UNIT LEADER.....	F-19
COST ANALYSIS UNIT LEADER .....	F-21

**FINANCE SUPPORT DOCUMENTATION****COST RECOVERY UNIT (Look in Forms Section also)**

EMERGENCY ACCOUNTING RECORDS .....	FS-3
DISASTER ACCOUNTING SYSTEM: DOS AND DON'TS .....	FS-5
PROCEDURES FOR APPLYING FOR FINANCIAL ASSISTANCE .....	FS-7
FEMA WORK CATEGORIES .....	FS-11
TYPES OF RECOVERY PROGRAMS .....	FS-13
CITY RESOLUTION ADOPTING CALTRANS EQUIPMENT RENTAL RATE .....	FS-15
HAZARD MITIGATION .....	FS-17

**FORMS**

DESIGNATION OF APPLICANT'S AGENT RESOLUTION (CAL OES FORM 130) .....	FS-21
PROJECT ASSURANCES FOR FEDERAL ASSISTANCE (CAL OES FORM 89) .....	FS-23
PROJECT WORKSHEET (FEMA FORM 90-91).....	FS-25
EOC CHECK-IN LIST .....	FS-27
ACTIVITY LOG .....	FS-29
DISASTER LABOR RECORD (SAMPLE) .....	FS-31
DISASTER MATERIALS RECORD (SAMPLE) .....	FS-32
DISASTER FORCE ACCOUNT EQUIPMENT RECORD (SAMPLE).....	FS-33



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**EMERGENCY OPERATIONS PLAN**

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DISASTER RENTED EQUIPMENT RECORD (SAMPLE).....	FS-34
CONTRACT WORK SUMMARY RECORD (SAMPLE).....	FS-35
MEMO REGARDING CITY EMPLOYEE DUTY LOGS .....	FS-37
EMPLOYEE DUTY LOG FORM .....	FS-39
MEMO REGARDING CITY THEATRE EMPLOYEE DUTY LOG .....	FS-39
THEATRE EMPLOYEE DUTY LOG FORM .....	FS-42
LETTER REGARDING CHARITABLE CONTRIBUTIONS .....	FS-43
CHARITABLE CONTRIBUTIONS FORM .....	FS-44

## **FINANCE SECTION**

### **PURPOSE**

To enhance the capability of the City to respond to emergencies by providing financial support and coordination of operations and cost recovery, as allowed by federal and state law. Priorities include:

- Protect life, property, and environment.
- Provide continuity of financial support to City.
- Support other sections of the City's emergency response team.
- Document City's costs and recovery.
- Project a positive image for the City.

### **OVERVIEW**

The Finance Section's primary responsibility is to maintain to the greatest extent possible, the financial systems necessary to keep the City functioning during a disaster. These systems include:

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

The extent of the disaster determines the extent to which the Finance Section will mobilize. In a low-level emergency, only part of the section will mobilize. In a regional disaster that damages communications and systems, the entire section will mobilize.

### **OBJECTIVES**

The Finance Section acts in a support role in all disasters to ensure required records are preserved for future use and Cal OES and FEMA filing requirements of proper and accurate documentation is taken. Depending on the type of incident, Fire, Law Enforcement, or the City will have the principal role in leading response efforts. To carry out its responsibilities, the Finance Section will accomplish the following objectives during an incident:

#### **A. For all disasters:**

1. Notify other sections and City departments that the Disaster Accounting System is to be used for the disaster/emergency.
2. Determine extent to which the City's computer systems are accessible and usable.
3. Determine if the City's banks can continue handling financial transactions.
4. Maintain, as best possible, the financial continuity of City payroll, payments, and revenue collection.
5. Distribute Disaster Accounting System information to EOC sections and departments, as

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## EMERGENCY OPERATIONS PLAN

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necessary.

6. Upon declaration of a disaster by the state and/or federal governments, coordinate with disaster agencies to initiate the recovery process of City's costs.
7. Coordinate documentation of costs pertaining to the disaster with EOC sections and departments.
8. Coordinate inspections, documentation, audits, and other necessary work in order to recover costs with other disaster assistance agencies, as required.

**B. For disasters where the City's computer systems and banks are accessible and usable:**

1. Inform the other sections and City departments that the payroll and payments processing will be handled on a "business-as-usual" basis, except that the Disaster Accounting System will be used for disaster/emergency-related costs.
2. Continue with objectives A.5. Through A.8. above.

**C. For disasters where the City's computer systems or banks are inaccessible or unusable less than one week:**

1. Inform EOC sections and 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.
2. Continue with objectives A.4. Through A.8. above.

**D. For disasters where the City's computer or bank systems are either unusable for one week or more:**

1. Inform the EOC sections and departments that disaster accounting procedures will be necessary for payroll and all critical payments.
2. Activate other Finance Section Units, as necessary.
3. Continue with objectives A.4. through A.8. above.

### CONCEPT OF OPERATIONS

The Finance Section will operate under the following policies during a disaster, as the situation dictates:

- SEMS and NIMS will be followed.
- All City and departmental fiscal operating procedures will be adhered to unless modified by City Council or EOC Director.
- For disasters that leave the accounting systems accessible and usable, normal working hours will be retained for all, but the Cost Recovery and the Documentation Units. These units will function on the schedule determined necessary to perform its objectives.

For disasters that render the accounting systems either inaccessible or unusable for any period of time, appropriate personnel in the activated units will be on an operational period determined by the Finance Section Coordinator.

**SECTION ACTIVATION PROCEDURES****Authorization**

The EOC Director is authorized to activate the Finance Section for response to a disaster/emergency.

**When to Activate**

The Finance Section will be activated whenever the EOC Director determines that the City is involved or may soon be involved in a disaster that will require a Finance response. The Cost Recovery Unit within the Finance Section may continue to function when the EOC is not activated.

In all cases, the Cost Recovery Unit will be activated. Other units will be activated only if necessary. Invariably, these other conditions will mean that the EOC will also be activated.

The Finance Section Coordinator will activate the various units of the Finance Section as the situation develops. All units may be placed on an alert basis when there is warning of an impending or developing disaster.

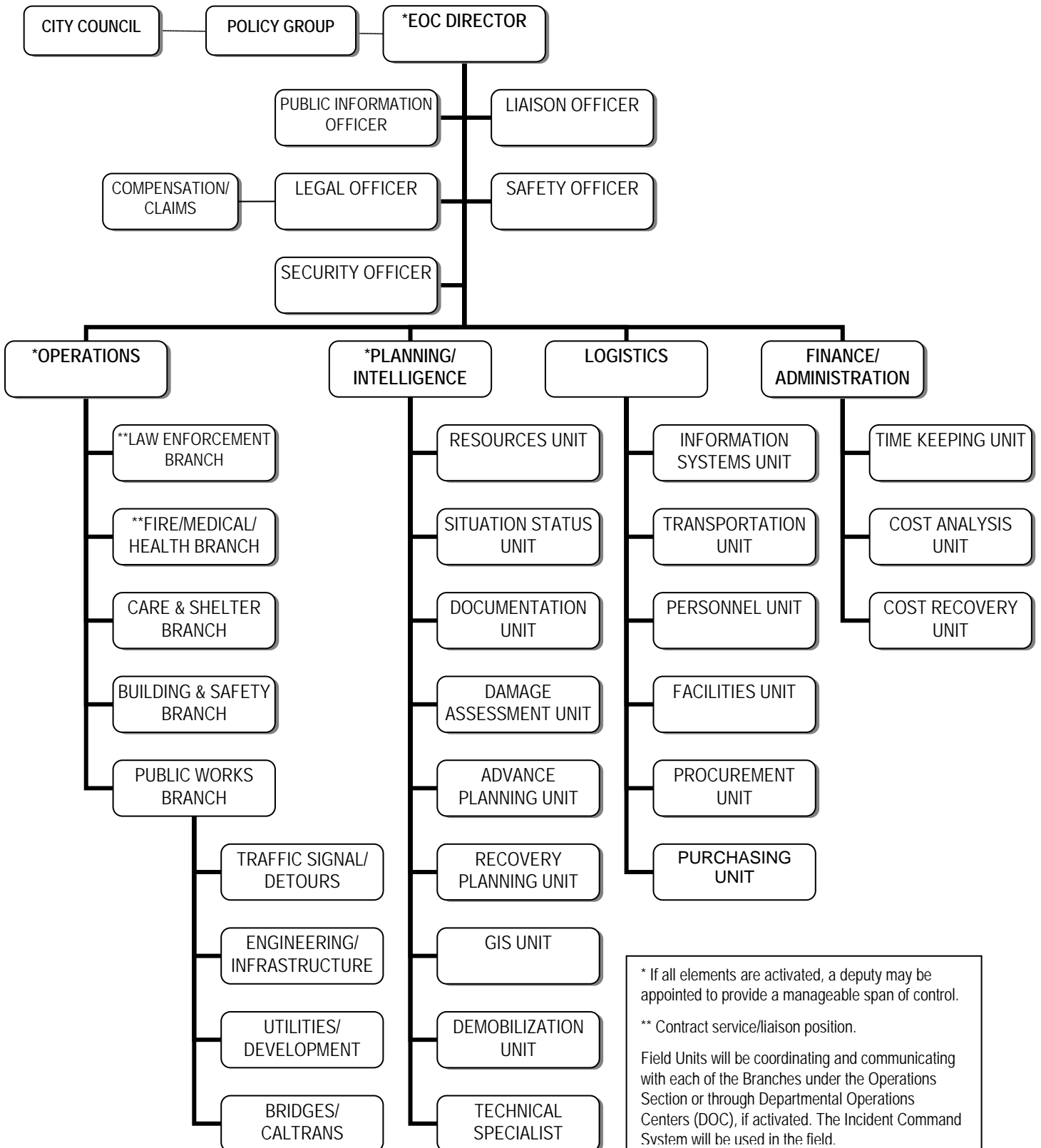
In the event of a major disaster that disrupts normal communication channels, all units in the Finance Section are to assume activation and are to report to their assigned emergency location.

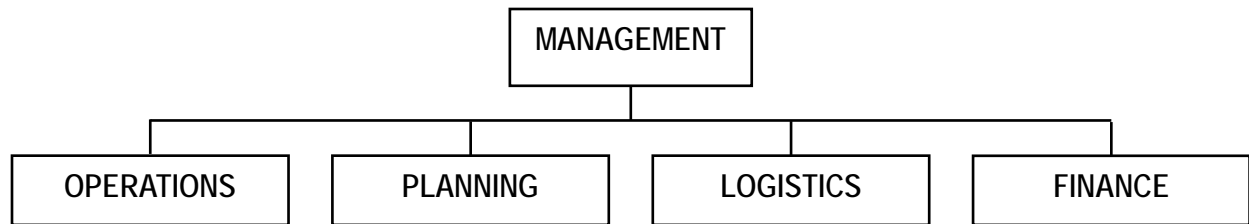
**Where to Report**

The EOC is located at the Civic Arts Plaza, 2100 Thousand Oaks Boulevard, Thousand Oaks. The alternate EOC is located at the Municipal Service Center, Annex Building, 1993 Rancho Conejo Blvd.

## EMERGENCY OPERATIONS PLAN

### CITY OF THOUSAND OAKS EOC ORGANIZATION CHART



**RESPONSIBILITIES CHART****Responsibilities:****Management Section**

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies, non-governmental agencies, and private sector organizations. EOC Director will either activate appropriate sections or perform their functions, as needed.

**Operations Section**

Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan.

**Planning Section**

Responsible for collecting, evaluating, and disseminating information; tracking resources; coordinating the development of the City's EOC Action Plan in coordination with other sections; initiating and preparation of the City's After-Action/Corrective Action Report and maintaining documentation.

**Logistics Section**

Responsible for providing communications, facilities, services, personnel, equipment, supplies and materials.

**Finance Section**

Responsible for financial activities and other administrative aspects, including activating and maintaining a Disaster Accounting System, providing financial resources necessary for recovery, maintaining payroll and payments, coordinating documentation for cost recovery, and working with disaster agencies on cost recovery.

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### **FINANCE SECTION STAFF**

The Finance Section Coordinator determines, based on current or projected requirements, the need for establishing specific or specialized branches or groups.

- Cost Recovery Unit
- Time Keeping Unit
- Cost Analysis Unit

The Finance Section Coordinator may activate additional units to fulfill an expanded role, if necessary.

#### **Finance Section Coordinator**

- Serves as a member of the EOC Director's General Staff
- Supervises the financial support, response, and recovery for the disaster
- Ensures payroll and revenue collection continues
- Activates the Disaster Accounting System
- Understands the current situation
- Prepares alternative strategies for financial management
- Fills any needed Finance Section position, as needed and if not assigned

#### **Cost Recovery Unit**

- Is activated at the onset of any incident
- Maintains the Disaster Accounting System and procedures to capture and document costs relating to the incident in coordination with other sections and departments
- Acts as liaison with disaster assistance agencies
- Coordinates recovery of costs as allowed by law
- **Note:** Maintenance of records is an extremely important task of this Unit to ensure passage of an audit. Accurate **and timely documentation is essential to financial recovery.**

#### **Time Keeping Unit**

- Tracks hours worked by paid personnel, volunteers, contract labor, mutual aid, and all others
- Ensures that daily personnel time recording documents are prepared and compliance to agency's time policy is being met
- Ensures time and equipment use records to identify scope of work, and site-specific work location is consistent with initial damage assessment records, sites, and project worksheets
- **Note:** Personnel time and equipment use records should be collected and processed for each operational period, as necessary. Records must be verified, checked for accuracy, and posted according to existing policy. Excess hours worked must be determined and separate logs maintained. Time and equipment use records must be compiled in appropriate format for cost recovery purposes.



**Cost Analysis Unit**

- Provides cost analysis data for the incident to help planning and recovery efforts
- Ensures all equipment and personnel that require payment are properly identified
- Obtains and records all cost data
- Analyzes and prepare estimates of costs
- Maintains accurate records of actual incident costs for use of all assigned resources
- Supports the planning function in terms of cost estimates of resources used. The Unit must maintain accurate information on the actual costs for the use of all assigned resources.

**COMMON EOC RESPONSIBILITIES**

(The following is a checklist applicable to all EOC positions and is to be used in conjunction with the specific checklist for each EOC position.)

- ☐ Check-in upon arrival at the EOC.
- ☐ Report to your EOC organizational supervisor.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself by putting on your vest.
- ☐ Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Log into WebEOC. **(Procedures can be found in the Appendix).**
- ☐ Open and maintain a position activity log.
- ☐ Determine 24-hour staffing requirements and request additional support, as required.
- ☐ Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center/Joint Information Center.
- ☐ Request additional resources through the appropriate Logistics Section Unit.
- ☐ Based on the situation as known or forecasted, determine likely future Section needs.
- ☐ Think ahead and *anticipate* situations and problems before they occur.
- ☐ Using activity log, maintain all required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster. Document:
  - Messages received
  - Action taken
  - Decision justification and documentation
  - Requests filled
  - EOC personnel, time on duty, and assignments

*Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.*

**General Operational Duties**

- ☐ Keep up to date on the situation and resources associated with your position.
- ☐ Maintain current status reports and displays.
- ☐ Keep your EOC organizational supervisor advised of your status and activity and on any problem areas that now need or will require solutions.
- ☐ Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.

- ☐ Determine and **anticipate** support requirements and forward to your EOC organizational supervisor.
- ☐ Monitor your position activities and adjust staffing and organization to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your EOC organizational supervisor at the end of each operational period.
  
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

**Deactivation**

- ☐ Ensure that all required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- ☐ Determine what follow-up to your assignment might be required before you leave.
- ☐ Deactivate your position and close out logs when authorized by your EOC organizational supervisor.
- ☐ Leave forwarding phone number where you can be reached.

**FINANCE SECTION COORDINATOR**

**SUPERVISOR: EOC Director**

**RESPONSIBILITIES:**

- Ensure that the Finance function performance is consistent with SEMS/NIMS Guidelines, including:
  - Implementing a Disaster Accounting System- **(See Finance Support Documentation.)**
  - Maintain financial records of the emergency.
  - Track and record all staff time.
  - Process worker's compensation claims received at the EOC.
  - Handle travel and expense claims.
  - Providing administrative support to the EOC.
- Supervise the Finance Section staff.
- Establish appropriate level of organization within the Section, and monitor effectiveness. Make changes as required.
- Be prepared to form additional units as dictated by the situation.
- Exercise overall responsibility for the coordination of unit activities within the Section.
- Ensure Section is supporting other EOC sections consistent with priorities established in the EOC Action Plan.
- Keep the EOC Director updated on all significant financial developments.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on F-11.

**Section Start-Up Actions**

- ☐ Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
- Cost Recovery Unit
  - Time Keeping Unit
  - Cost Analysis Unit
- ☐ Brief incoming Section personnel prior to their assuming their duties. Briefings should include:
- Current situation assessment.
  - Identification of specific job responsibilities.
  - Identification of co-workers within the job function and/or geographical assignment.
  - Availability of communications.
  - Location of work area.
  - Identification of eating and sleeping arrangements, as appropriate.
  - Procedural instructions for obtaining additional supplies, services, and personnel.

- Identification of operational period work shifts.
- ☐ Inform the EOC Director and General Staff when your Section is fully operational.
- ☐ Meet with other Section Coordinators.
- ☐ From Planning Section Coordinator, obtain and review major incident reports, and additional field operational information that may pertain to or affect Section operations.
- ☐ Prepare work objectives for Section staff and make assignments.

**Duties:**

- ☐ Carry out responsibilities of the Finance Section units not currently staffed.
- ☐ Evaluate the need for Critical Incident Stress Debriefing for all affected personnel, victims and bystanders. Arrange debriefings through the Personnel Unit of the Logistics Section.
- ☐ Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- ☐ Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.
- ☐ Brief the EOC Director on major problem areas that need or will require solutions.
- ☐ Provide situation and resources information to the Situation Status Unit of the Planning Section on a periodic basis or as the situation requires.
- ☐ Monitor your Section activities and adjust organization as appropriate.
- ☐ Ensure internal coordination between Section unit leaders.
- ☐ Update status information with other sections as appropriate.
- ☐ Resolve problems that arise in conducting your Section responsibilities.
- ☐ Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Make sure that all contacts with the media are fully coordinated first with the PIO.
- ☐ Participate in the EOC Director's action planning meetings.
- ☐ Brief your relief at shift change time. Ensure in-progress activities are identified and follow-up requirements are known.
- ☐ Authorize use of the Disaster Accounting System. **(See Finance Support Documentation – Disaster Accounting.)**
- ☐ Ensure payroll process continues.
- ☐ Ensure revenue collection process continues.
- ☐ Collect Section personnel and equipment time records and record of expendable materials used; provide copies to the Time Keeping Unit and the Cost Analysis Unit at the end of each operational period.
- ☐ Ensure all personnel and equipment time records and record of expendable materials used are received from other Sections and submitted to the Time Keeping Unit and the Cost Analysis Unit at the end of each operational period.
- ☐ Organize, manage, coordinate, and channel the donations of money received during and following the emergency from individual citizens and volunteer groups.
- ☐ Coordinate with the Cost Analysis Unit to make recommendations for cost savings to the General Staff.

- ☐ Meet with assisting and cooperating agency representatives, as required.
- ☐ Provide input in all planning sessions on finance and cost analysis matters.
- ☐ Ensure all obligation documents initiated during disaster are properly prepared and completed.
- ☐ Keep the General Staff apprised of overall financial situation.

**Deactivation**

- ☐ Authorize deactivation of organizational elements within your Section when they are no longer required.
- ☐ Ensure any open actions are handled by your Section or transferred to other EOC elements as appropriate.
- ☐ Ensure any required forms or reports are completed prior to your release and departure.
- ☐ Provide input to the After-Action/Corrective Action Report.
- ☐ Account for all equipment, personnel, and supplies.
- ☐ Deactivate your Section and close out logs when authorized by the EOC Director.
- ☐ Leave forwarding phone number where you can be reached.

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**COST RECOVERY UNIT LEADER**

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**SUPERVISOR: Finance Section Coordinator**

**RESPONSIBILITIES:**

- Receive and allocate payments.
- Document information for reimbursement from the state and federal governments.
- Activate and maintain Disaster Accounting System. **(See Finance Support Documentation – Disaster Accounting Procedures.)**
- Coordinate documentation of costs with other sections and departments.
- Coordinate cost recovery with disaster assistance agencies.

<b>READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT</b>
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- ☐ See Common EOC responsibilities on F-11.

**Duties:**

- ☐ Activate and maintain the Disaster Accounting System and procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments. **(See Finance Support Documentation – Disaster Accounting Procedures.)**
- ☐ Inform all sections and departments that the Disaster Accounting System is to be used.
- ☐ Make decisions on cost codes and items to be tracked by the Disaster Cost Accounting System.
- ☐ Coordinate cost documentation and make decisions on costs codes and items to be tracked by the Disaster Accounting System.
- ☐ Receive and allocate payments.
- ☐ Act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law.
- ☐ Prepare all required state and federal documentation as necessary to recover all allowable disaster costs.
- ☐ Ensure that Caltrans equipment rental rates are used to figure out equipment costs. (City Resolution 2007-138).
- ☐ Coordinate with the Documentation Unit of the Planning Section.
- ☐ Provide analyses, summaries, and estimates of costs for the Finance Section Coordinator, EOC Director, and the County Operational Area as required.
- ☐ Work with EOC sections and appropriate departments to collect all required documentation.
- ☐ Organize and prepare records for final audit.
- ☐ Prepare recommendations, as necessary.



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## TIME KEEPING UNIT LEADER

**SUPERVISOR: Finance Section Coordinator**

**RESPONSIBILITIES:**

- Track, record, and report staff time for all personnel and volunteers working at the incident.
- Establish and maintain a file for all personnel working at the incident.
- Ensure daily personnel time recording documents are prepared and are in compliance with specific City, OES, and FEMA time recording policies.
- Track, record, and report equipment use and time.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on F-13.

**Duties – PERSONNEL TIME RECORDER**

- ☐ Determine specific requirements for the time recording function.
- ☐ Initiate, gather, or update a time report from all applicable personnel assigned to the incident for each operational period. **(See Finance – Disaster Labor Record - Sample.)**
- ☐ Ensure that all records identify scope of work and site-specific work location.
- ☐ Post personnel travel and work hours, assignment to a specific incident (location by address when possible), transfers, promotions, specific pay provisions, and terminations to personnel time documents.
- ☐ Track all travel requests, forms, and claims.
- ☐ Ensure daily personnel time recording documents are accurate and prepared in compliance with City policy.
- ☐ Ensure all employee identification information is verified to be correct on the time report.
- ☐ Ensure all volunteers assigned as Disaster Service Workers maintain detailed and accurate time cards.
- ☐ Ensure time reports are signed.
- ☐ Maintain separate logs for overtime hours.
- ☐ Establish and maintain a file for employee time records within the first operational period for each person.
- ☐ Maintain records security.
- ☐ Close out time documents prior to personnel leaving emergency assignment.
- ☐ Keep records on each shift (*Twelve-hour shifts recommended*).
- ☐ Coordinate with the Personnel Unit of the Logistics Section.

**Duties – EQUIPMENT TIME RECORDER**

- ☐ See Common EOC responsibilities on F-13.
- ☐ Assist EOC sections, branches, and units in establishing a system for collecting equipment time reports.
- ☐ Ensure all records identify scope of work and site-specific work location. **(See Finance – Disaster Equipment Records - Sample.)**
- ☐ Establish and maintain a file of time reports on owned, rented, donated, and mutual aid equipment (including charges for fuel, parts, services, and operators). Track the type of equipment used, make/model numbers, date and time of usage, operator name/agency affiliation, charges for fuel, parts, and services. Track city-owned equipment separate from rented equipment.
- ☐ Maintain records security.

**COST ANALYSIS UNIT LEADER**

**SUPERVISOR: Finance Section Coordinator**

**RESPONSIBILITIES:**

- Provide all cost analysis activity associated with EOC operation.
- Obtain and record all cost data for the disaster.
- Ensure the proper identification of all equipment and personnel requiring payment.
- Analyze and prepare estimates of EOC costs.
- Maintain accurate record of EOC costs.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on F-11.

**Duties**

- ☐ Collect and record all cost data. **(See Finance Support Documentation – Disaster Records and Forms).**
- ☐ Maintain a fiscal record of all expenditures related to the disaster.
- ☐ Prepare and provide periodic cost summaries for the Finance Section Coordinator and EOC Director.
- ☐ Maintain cumulative disaster cost records.
- ☐ Ensure all financial obligation documents are accurately prepared.
- ☐ Prepare resources-use cost estimates.
- ☐ Maintain accurate information on actual cost for the use of all assigned resources.
- ☐ With the Time Keeping Unit ensure all pieces of equipment under contract and dedicated personnel are properly identified.
- ☐ Ensure all EOC sections maintain proper supporting records and documentation to support claims.
- ☐ Make recommendations for cost savings to the Finance Section Coordinator.

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**FINANCE SECTION  
SUPPORTING DOCUMENTATION**

<b>REFERENCE DOCUMENTS BY POSITION</b>
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<b>COST RECOVERY UNIT (Look in Forms Section also)</b>
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EMERGENCY ACCOUNTING RECORDS .....	FS-3
DISASTER ACCOUNTING SYSTEM: DO’S AND DON’TS .....	FS-5
PROCEDURES FOR APPLYING FOR FINANCIAL ASSISTANCE .....	FS-7
FEMA WORK CATEGORIES .....	FS-11
TYPES OF RECOVERY PROGRAMS .....	FS-13
CITY RESOLUTION ADOPTING CALTRANS EQUIPMENT RENTAL RATE .....	FS-15
HAZARD MITIGATION .....	FS-17

<b>FORMS</b>
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DESIGNATION OF APPLICANT’S AGENT RESOLUTION (CAL OES FORM 130) .....	FS-21
PROJECT ASSURANCES FOR FEDERAL ASSISTANCE (CAL OES FORM 89).....	FS-23
PROJECT WORKSHEET (FEMA FORM 90-91).....	FS-25
EOC CHECK-IN LIST .....	FS-27
ACTIVITY LOG .....	FS-29
DISASTER LABOR RECORD (SAMPLE) .....	FS-31
DISASTER MATERIALS RECORD (SAMPLE) .....	FS-32
DISASTER FORCE ACCOUNT EQUIPMENT RECORD (SAMPLE) .....	FS-33
DISASTER RENTED EQUIPMENT RECORD (SAMPLE) .....	FS-34
CONTRACT WORK SUMMARY RECORD (SAMPLE).....	FS-35

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**EMERGENCY OPERATIONS PLAN**

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MEMO REGARDING CITY EMPLOYEE DUTY LOGS.....	FS-37
EMPLOYEE DUTY LOG FORM .....	FS-39
MEMO REGARDING CITY THEATRE EMPLOYEE DUTY LOG.....	FS-39
THEATRE EMPLOYEE DUTY LOG FORM.....	FS-42
LETTER REGARDING CHARITABLE CONTRIBUTIONS .....	FS-43
CHARITABLE CONTRIBUTIONS FORM .....	FS-44

### **EMERGENCY ACCOUNTING RECORDS**

When an emergency impacts the city employees who are assigned to work directly associated with the incident are to use the Disaster Cost Accounting System numbers for their department. The use of these numbers will enable the city to collect, sort, and document costs associated with the disaster/emergency.

**The purpose of separate accounting for these costs is to obtain sufficient backup data in the event the city qualifies for federal and/or state assistance.**

Obtaining federal and state assistance requires the City to collect and retain a broad range of original documents that clearly demonstrate they were used for the disaster including:

- Employee time cards showing hours (regular and overtime) worked and which indicate the type and location of work.
- Use of city-owned equipment supported by equipment identification, dates and number of hours used each day, location, and purpose of equipment use.
- Use of city-owned supplies supported by a reasonable basis for determining costs, why material was necessary, and location of where the material was used.
- Purchases of material supported by invoices showing quantity, description, unit cost, where, when, and how material was used.
- Rental of equipment supported by invoices identifying the type and description of equipment, rate per hour indicating with or without operator, dates and hours used each day, where, and why equipment was used.
- Invoices for work performed by contract must provide detailed breakdown of cost, where, when, and why the work was performed.

The above records and documentation must be retained for **AT LEAST THREE YEARS** from the date of final settlement of claim. All such records should be forwarded to the Cost Recovery Unit for audit follow-up.



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**DISASTER ACCOUNTING SYSTEM  
DO'S AND DON'TS**

<b>DO:</b>
------------

- Record all regular and overtime hours **WORKED** for categories C through G.
- Record all overtime hours **WORKED** categories A and B.
- Write on time record location and description of work performed.
- Charge vehicles and equipment used, when and where they were used.
- Charge equipment rentals and outside contracts to the appropriate charge points.
- Document how contracts were awarded.
- Place limits on contracts with, "Amount not to exceed."
- Use terms such as "Assess risk to public Health and Safety" instead of "Survey damage."
- Use terms such as "Direct", "Control", "Assign", and "Dispatch" instead of "Administer."
- Report all damage to Cost Recovery Unit.
- Keep all records and unit logs accurately and up to date.
- Ask questions of the Cost Recovery Unit for clarifications.

<b>DO NOT:</b>
----------------

- Order **everyone** to charge **all** time to the disaster. Only charge those people and hours actually **WORKED**. (See above 1<sup>st</sup> and 2<sup>nd</sup> Do's)
- Charge stand-by time to the system. FEMA will only pay for time worked.
- Charge manager overtime to the system. The system will not post it, the City does not pay it, and FEMA will only reimburse what was paid. (If the city does compensate manager overtime, **DO** record this time.)
- Use terms such as "Damage Survey," do use "Assess for risk to health and safety."
- Use the term "Administer" in place of "Direct," "Control," "Assign," or "Dispatch."
- Assume damage to a City facility is not recoverable. It may be, but let the disaster assistance agencies make that decision. Let's not make it for them.
- Throw away records.
- Forget to ask questions.

**NOTE:**

Current FEMA regulations do not allow recovery of straight time for emergency response activities (Categories A and B), **record it anyway**. Allocation for straight time shall be charged to your home function (program) covering categories A and B. The city can recover straight time for other categories and in some cases where we assist other agencies, therefore charge all **Force Account Labor** to the disaster function (program).

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## **PROCEDURES FOR APPLYING FOR FINANCIAL ASSISTANCE**

### **GENERAL INFORMATION**

Financial assistance may come from the state alone or both the state and federal governments. For state assistance, it is necessary for the Governor to proclaim a “**Disaster**” in specified counties. For federal assistance, it is necessary for the President to declare a “**Disaster**” in those same locations.

**In both cases, the lead agency is the California Office of Emergency Services (Cal OES).** Their address and phone number is:

California Office of Emergency Services  
Disaster Assistance Division  
3650 Schriver Avenue  
Mather, CA 95655  
Phone: (916) 845-8100

### **PRE-DISASTER DECLARATION STEPS**

Following an emergency, the City will report damage and an estimate of costs to the Ventura County Operational Area. Estimates should include City personnel and equipment costs, damage to facilities with cost to repair, and cost to replace facilities and equipment damaged beyond repair.

County Operational Area will transmit the estimates to Cal OES and then the Governor will decide whether to proclaim a State of Emergency in the County. If the Governor does proclaim a State of Emergency, then the State will request a Presidential declaration. If the President declares a Major Disaster, then FEMA will be involved.

### **POST DISASTER DECLARATION STEPS**

At this point, Cal OES will notify the County Operational Area, who will notify the City. There will usually be an orientation meeting where all agencies desiring to participate will be briefed on the application procedures. The Public Assistance Coordinator (PAC) will be introduced to assist the applicants through the reimbursement process.

Several Forms must be submitted. These are:

- |  |  |
|--|--|
| <b>1. Request for Public Assistance Form</b> | This indicates that the City will be applying for assistance. Does not restrict City form making changes, but must be sent within 30 days of the declaration date. |
|--|--|

- |   |  |
|---|--|
| <b>2. Project Listing (Cal OES Form)</b>                                  | This indicates those categories and projects the City is asking for assistance, which may be revised later, and thus providing Cal OES an idea of the scope of the damage.   |
| <b>3. Designation of Applicants' Agency Resolution (Cal OES Form 130)</b> | <p>This is a resolution passed by City Council which authorizes key individuals to act as the City's agent in dealing with CAL OES and FEMA. There is no deadline, but payments cannot be made until CAL OES receives it. The City usually designates as agents, one or more of the following:</p> <ul style="list-style-type: none"><li>• Director of Finance Services</li><li>• Assistant City Manager</li></ul> |
| <b>4. Vendor Data Record (Form STD 204)</b>                               | For State's 1099 purposes. No deadline, but no payment until submitted.  |
| <b>5. Project Application for Federal Assistance (Cal OES Form 89)</b>    | Formal application for FEMA funding. No specific deadline, but no payment until submitted.   |
| <b>6. Project Worksheet (PW)</b>  | The City completes this form for all small projects and submits it to Public Assistance Coordinator (PAC). The PAC will assist in writing the large project PW. The PWs are prepared based on Permanent Work or Emergency Work.  |

### **ON-SITE INSPECTIONS**

Cal OES and FEMA may send an inspector to visit each applicant. The City may get one inspector from one of the organizations or two to make up a team approach. The inspector(s) will meet with the City's Designated Agent who will arrange meetings with other City personnel, as necessary. These local representatives should have detailed knowledge of damaged facilities, cost estimates, and potential mitigation work that may prevent future damage.

Past experience has been that these meetings will be on short notice. Cal OES usually sets up a field office and starts scheduling visits soon after. **A week's notice is the best that can be expected.**

The team may want to see:

- Damaged facilities and photos of damage/destruction
- Pictures or videos of damage/destruction
- Narratives on work done
- A broad summary of costs to date with estimates of work to be completed
- Proposals on repair, reconstruction and mitigation projects

These need not be final and they can be changed.

The team will want to discuss how payroll costs are organized and developed, costs related to time and how fringe benefits are calculated.

These last stated items are why it is so important to use the Disaster Accounting System. When used, it automatically provides a record of who worked for how many hours, on which day, and on what type of task. The Labor Distribution reports can be merged with payroll data to provide the time records that Cal OES and FEMA require. They can also be used to create summary schedules for the inspectors.

There is a sixty-day period to bring new damage sites to the attention of the disaster assistance agencies from the date of the team's first on-site visit.

### **POST PW PROCEDURES**

All documentation and costs must be gathered and sorted to support their respective PWs. Thus, if there is one PW for Debris Clearance, all payroll overtime costs and recorded labor (including timecards) for personnel working on Debris Clearance must be sorted and organized to document these costs on that PW. Also, all equipment costs (use FEMA rates), dump fees, etc., becomes part of the documentation package for this PW.

The PWs for construction projects will require the same specific documentation. Each will require, as appropriate: engineering studies, architectural plans, bid packages, selection records, contracts, contractor's invoices, payment records, and all other costs. Also, note that since government money is involved, the Davis Bacon Act and/or state prevailing wage clauses will apply and must also be documented.

### **PAYMENT PROCEDURES**

The State Public Assistance program is authorized under the California Disaster Assistance Act (CDAA). CAL OES administers this program. CDAA assistance may be obtained following a Local Emergency with the concurrence of the Secretary of Cal OES for permanent repairs only or for all eligible costs including personnel costs following the Governor's proclamation of a State of Emergency. The cost share on eligible costs may be 75% state share and 25% local government share. For example: CAL OES determines that there is \$100,000 in eligible emergency response costs for the City. CAL OES pays \$75,000 and City must cover the remaining \$25,000. **Failure to follow SEMS, however, may disqualify the City from receiving all or part of the state's share**

**and accordingly change a \$25,000 loss back to \$100,000.** The CDAA program is coordinated as supplemental to the federal program following the Declaration of a Major Disaster by the President of the United States.

The Federal Public Assistance program is authorized under the Stafford Act and is administered by FEMA in coordination with CAL OES at the request of the Governor, who has designated the Secretary of Cal OES as his representative. FEMA will pay eligible costs to local governments on a 75% federal share and a 25% state and/or local share. If CAL OES finds that the costs covered by FEMA are also eligible under CDAA criteria, then the state may cover 75% of that 25% share. For example: a city is determined to have \$100,000 of eligible emergency personnel costs by FEMA. FEMA will reimburse up to \$75,000, leaving \$25,000 for the state and local governments to handle. CAL OES determines that the costs are eligible under NDAA and may pay \$18,750 which leaves \$6,250 for the local government to handle. **Failure to follow SEMS may jeopardize the state share and cause the \$6,250 loss to increase up to the full \$25,000 state local share.**

State and federal assistance are based upon reimbursements of eligible costs incurred. There are provisions for partial advances for emergency work; however, amounts and conditions may change. Assistance is based upon uninsured loss and is not a substitute for insurance. Reimbursement process is lengthy involving complete review of damage estimates and documentation. Actual receipt of funds may take weeks or months.

Sometime later, perhaps two years, the State Controller may audit the project. If discrepancies are found, they will require reimbursement of the disallowed costs if the allowable costs are less than what was already paid. If allowable costs are greater than prior payments, then the balance will follow after official sign off on the claim by FEMA and/or CAL OES. **Remember:**

- 1. DOCUMENT EACH COST TO A SPECIFIC DISASTER ACTION AND LOCATION.**
- 2. FAILURE TO FOLLOW SEMS MAY COST YOU CDAA ASSISTANCE ON ELIGIBLE EMERGENCY PERSONNEL COSTS.**

## **FEMA WORK CATEGORIES**

To facilitate the processing of Public Assistance Program grants, FEMA has divided disaster related work into seven Categories of Work. Categories are listed below and described in detail in FEMA's *Public Assistance Policy Digest* and other Public Assistance documents.

### **Emergency Work**

#### **Category A: Debris Removal**

Clearance of trees and woody debris; building wreckage; sand, mud, silt, and gravel; vehicles; and other disaster-related material deposited on public and, in very limited cases, private property.

#### **Category B: Emergency Protective Measures**

Measures taken before, during, and after a disaster to save lives, protect public health and safety, and protect improved public and private property.

### **Permanent Work**

#### **Category C: Roads and Bridges**

Repair of roads, bridges, and associated features, such as shoulders, ditches, culverts, lighting, and signs.

#### **Category D: Water Control Facilities**

Repair of irrigation systems, drainage channels, and pumping facilities. Repair of levees, dams, and flood control channels fall under Category D, but the eligibility of these facilities is restricted.

#### **Category E: Buildings and Equipment**

Repair or replacement of buildings, including their contents and systems; heavy equipment; and vehicles.

#### **Category F: Utilities**

Repair of water treatment and delivery systems; power generation facilities and distribution lines; and sewage collection and treatment facilities.

#### **Category G: Parks, Recreational Facilities, and Other Items**

Repair and restoration of parks, playgrounds, pools, cemeteries, and beaches. This category also is used for any work or facility that cannot be characterized adequately by Categories A-F



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**EMERGENCY OPERATIONS PLAN**

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**TYPES OF RECOVERY PROGRAMS**

The matrix below depicts some of the recovery programs that may become available during the recovery phase.

<b>NO PROCLAMATION REQUIRED:</b>			
Emergency Loan Program	Farmers Ranchers Aquaculturists	U.S.D.A. Farm Services Agency	At least 30 percent crop production or physical loss. US Secretary of Agriculture has discretionary authority to consider other factors.
Physical Loss Loans	Individuals Businesses	U.S. Small Business Administration (SBA)	A minimum of 25 homes and/or businesses, each sustaining uninsured losses of 40 percent or more of value.
Economic Injury Loans	Businesses	SBA	Governor (or designee) must certify that at least five business concerns have experienced substantial economic injury as a result of disaster.
Fire Management Assistance Grant	State and Local Government	Federal Emergency Management Agency (FEMA)	Reimbursement of fire suppression costs that exceed state threshold.
<b>LOCAL EMERGENCY PROCLAMATION REQUIRED:</b>			
California Disaster Assistance Act - Director's Concurrence	Local Governments	CAL OES	Requires concurrence of the CAL OES Secretary. Reimbursement limited to Permanent restoration costs.
<b>GOVERNOR'S STATE OF EMERGENCY PROCLAMATION REQUIRED:</b>			
California Disaster Assistance Act	Local Governments	CAL OES	Permanent restoration and emergency work reimbursed.
<b>PRESIDENTIAL EMERGENCY DECLARATION REQUIRED:</b>			
Public Assistance - Emergency Declaration	Local Governments, State agencies, Certain Non-Profits, Indian Tribes	FEMA	Reimbursement limited to emergency work costs and to \$5 million per event.
<b>PRESIDENTIAL MAJOR DISASTER DECLARATION REQUIRED:</b>			
Assistance to Individuals and Households Program (IHP)	Individuals	FEMA/State cost share	Significant impacts to real and personal property when financial assistance cannot be addressed by other means (i.e., personal insurance).
State Supplemental Grant Program	Individuals	State of California	Significant impacts to real and personal property when financial assistance cannot be addressed by other means (i.e., IHP assistance, personal insurance).
Crisis Counseling	County Mental Health	FEMA	Disaster-related mental health needs beyond local government resources.
Disaster Unemployment Assistance	Individuals	U.S. Department of Labor	Significant impacts to employment or place of work as a result of a major disaster (including self-employed and farmers)
Public Assistance - Major Disaster Declaration	Local Governments, State agencies, Certain Non-Profits, Indian Tribes	FEMA	Reimbursement for permanent restoration and emergency work.

**Individual Assistance Section**

CAL OES Individual Assistance Section coordinates with local, state and federal entities to provide recovery assistance following a disaster that impacts individuals, businesses, and/or the agricultural community in the State, which may include

- Providing pre-disaster guidance and training to public entities to maximize assistance
- Facilitating and coordinating preliminary damage assessments to determine the impact of disaster
- Coordinating implementation of local, state, and federal assistance programs to address disaster-related needs
- Monitoring programmatic progress and circumstances that provide oversight in program administration
- Establishing local assistance centers in partnership with local, state, and federal entities to facilitate disaster recovery

Types of Assistance Individual Assistance Program assistance may include:

- Loans or grants for real and/or personal property losses
- Tax relief
- Crisis counseling
- Information on veteran's, Social Security, contractor, or insurance services
- Housing assistance
- Repair or replacement of real and personal property
- Unemployment and job training
- Assistance for agricultural losses
- Food commodities
- Business and personal tax relief
- Legal services
- Contractor information
- Insurance information
- Other unmet emergency needs.

**Programs**

The following individual assistance (IA) programs are examples of assistance that may become available, dependent on the size and scope of the event.

- Assistance to Individuals and Households Program (IHP)
- State Supplemental Grant Program (SSGP)
- U.S. Department of Agriculture (USDA) Emergency Loans
- U.S. Small Business Administration (SBA) Disaster Loan Programs
- Disaster Unemployment Assistance (DUA)
- Mental Health services

RESOLUTION NO. 2007-138

**RESOLUTION OF THE CITY COUNCIL OF THE CITY  
OF THOUSAND OAKS ADOPTING STATE  
DEPARTMENT OF TRANSPORTATION (CALTRANS)  
PREVAILING EQUIPMENT RENTAL RATES AS THE  
CITY'S EQUIPMENT RENTAL RATE SCHEDULE  
DURING DECLARED EMERGENCIES FOR  
REIMBURSEMENT PURPOSES**


WHEREAS, the Federal Emergency Management Agency (FEMA) recognizes three types of equipment rates – Federal Emergency Management Agency (FEMA), State and local rental rates; and

WHEREAS, the State of California Department of Transportation (Caltrans) Equipment Rental Rates are more representative of costs in Thousand Oaks; and

WHEREAS, the Finance Director has recommended adoption of prevailing State Department of Transportation (Caltrans) Equipment Rental Rates as the City's official equipment rental rate schedule during emergencies.

NOW, THEREFORE, BE IT RESOLVED that the City of Thousand Oaks formally adopts the prevailing State Department of Transportation (Caltrans) Equipment Rental Rates for reimbursement purposes.

**PASSED AND ADOPTED** this 18th day of December, 2007.

  
\_\_\_\_\_  
Jacquie V. Irwin Mayor  
City of Thousand Oaks, California

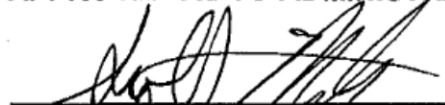
**ATTEST:**

  
\_\_\_\_\_  
Linda D. Lawrence, City Clerk

**APPROVED AS TO FORM:**  
**Office of the City Attorney**

  
By: Tim W. Giles, Assistant City Attorney

**APPROVED AS TO ADMINISTRATION:**

  
Scott Mitnick, City Manager

**CERTIFICATION**

STATE OF CALIFORNIA     )  
COUNTY OF VENTURA     ) SS.  
CITY OF THOUSAND OAKS    )

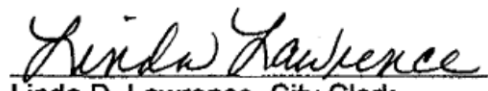
I, LINDA D. LAWRENCE, City Clerk of the City of Thousand Oaks, DO  
HEREBY CERTIFY that the foregoing is a full, true, and correct copy of Resolution  
No. 2007-138, which was duly and regularly passed and adopted by said City  
Council at a regular meeting held December 18, 2007, by the following vote:

AYES:     Councilmembers Fox, Gillette, Bill-de la Peña, Glancy and Mayor Irwin

NOES:     None

ABSENT: None

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the  
official seal of the City of Thousand Oaks, California.

  
Linda D. Lawrence, City Clerk  
City of Thousand Oaks, California

Res. No. 2007-138

## **HAZARD MITIGATION**

### **PURPOSE**

This section establishes actions, policies and procedures for implementing Section 409 (Minimum Standards for Public and Private Structures) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288, as amended), following a Presidentially declared Emergency or Major Disaster and assigns hazard mitigation responsibilities to various elements of federal, state, and local governments in California.

### **AUTHORITIES AND REFERENCES**

Activities enumerated in this enclosure will be conducted in accordance with the enabling legislation, plans, and agreements listed in **Part One, Section Four - Authorities and References**.

### **GENERAL**

Hazard mitigation is defined as any action taken to reduce or eliminate the long-term risk to human life and property from disasters. Section 322 of Public Law 106-390 requires, as a condition of receiving certain federal disaster aid, that local governments develop a mitigation plan that outlines processes for identifying the natural hazards, risks and vulnerabilities in their jurisdiction. Mitigation plans must:

- Describe actions to mitigate hazards, risks and vulnerabilities identified under the plan.
- Establish a strategy to implement those plans.

Specific plan requirements are listed in 44 CFR Section 201.6. Local jurisdictions without an approved hazard mitigation plan will not be eligible to receive funds for the Hazard Mitigation Grant (HMGP), Pre-Disaster Mitigation (PDM) or Flood Mitigation Assistance (FMA) programs

Local mitigation plans are the jurisdiction's commitment to reduce risks from natural hazards and guide decision makers as they commit resources to reduce the damage from natural hazards. Hazard mitigation planning and actions are continuous year-round efforts.

### **Pre-Disaster Mitigation (PDM)**

The Pre-Disaster Mitigation (PDM) grant program may provide financial assistance to local jurisdictions to develop and update plans or identify and mitigate pre-disaster conditions to reduce vulnerability.

PDM funding is provided through the National Pre-Disaster Mitigation Fund and is subject to Congressional appropriations. PDM projects are nationally competitive and opportunities to apply for grants are announced once a year by the Governor's Office of Emergency Services.

### **Hazard Mitigation Grant Program (HMGP)**

Following a disaster, mitigation opportunities and financial assistance may be available through the Hazard Mitigation Grant Program (HMGP). The program funds projects that are cost-effective and which substantially reduce the risk of future damage, hardship, loss or suffering as

a result of a natural disaster. The HMGP is funded for each disaster; total allocation is based upon a sliding scale between 7.5 and 15 percent of the Federal Emergency Management Agency's (FEMA) estimate of all public infrastructure damages (not emergency work) and individual assistance costs in a particular disaster. As an incentive to encourage the development of local plans, DMA2000 permits local government to be eligible for up to a 20 percent share of the total damages estimated in the Public and Individual Assistance programs if they have an approved local hazard mitigation plan. HMGP awards are competitive among jurisdictions that are part of the disaster declaration.

### **Flood Mitigation Assistance Program (FMA)**

FEMA's Flood Mitigation Assistance Program (FMA) provides funding to communities to reduce or eliminate the long-term risk of flood damage to buildings, manufactured homes, and other structures insurable under the National Flood Insurance Program (NFIP). The program provides grants for mitigation planning, projects and technical assistance to reduce claims under the NFIP. A priority of the FMA Program is to fund flood mitigation activities that reduce the number of repetitive loss structures insured by the NFIP. Repetitive loss structures are those that have sustained two or more losses, each exceeding \$1000, within a ten year period. FEMA encourages communities to develop plans that address repetitive loss properties.

The federal contribution for an individual HMGP, PDM or FMA project can be up to 75 percent of the cost of the proposed project with applicants providing match funding through a combination of either state, local, or private sources. Awards go to projects that best demonstrate the goals and objectives of local mitigation programs. HMGP funding may not be used to fund any mitigation project that is eligible under Public Assistance or other federal programs, though it may be used to complement or enhance mitigation funded under Individual or Public Assistance.

### **IMPLEMENTATION**

Following each presidentially declared Emergency or Major Disaster, the Regional Director of the FEMA and the Governor execute a document called the Federal/State Agreement. This agreement includes appropriate provisions for hazard mitigation. Under the "typical paragraph" set out to serve this purpose, the state agrees to:

- Evaluate or have the applicant evaluate specific natural hazards in the disaster area, and make appropriate recommendations to mitigate them.
- Follow up with applicants to ensure that the appropriate hazard mitigation actions are taken.
- Follow up with applicants to ensure that the appropriate hazard mitigation plan or plans are developed and submitted to the FEMA Regional Director for concurrence.
- Review and update as necessary disaster mitigation portions of emergency plans.

A hazard mitigation officer is appointed for the state and local applicant. These individuals will constitute the hazard mitigation survey team which will:

- Identify significant hazards in the affected areas, giving priority to disaster-related hazards.
- Evaluate impacts of these hazards and recommend mitigation measures.

The hazard mitigation survey team uses information from Project Worksheets (PWs) and visits selected sites where significant damage has occurred. The state and local representatives on the hazard mitigation survey team are responsible for ensuring that there is adequate consultation among interested federal, state, and local parties.

The hazard mitigation survey team also prepares a hazard mitigation plan which is submitted to the FEMA Regional Director through the Governor's authorized representative within 180 days after a Presidential declaration. The plan:

- Recommends hazard mitigation measures for local, state, and federal agencies.
- Establishes short and long-term planning framework for implementation of hazard mitigation efforts.

The state sets mitigation priorities and awards for HMGP grants. FEMA conducts the final eligibility review to ensure that all projects are compliant with Federal regulations. This includes the federal law that requires states and communities to have FEMA-approved mitigation plans in place prior to receipt of HMGP project funds.

### **Responsibilities**

Hazard mitigation measures include avoidance, reduction and land use regulations. Key responsibilities of local governments are to:

- **Participate** in the process of evaluating hazards and adoption of appropriate hazard mitigation measures, including land use and construction standards.
- **Appoint** a Local Hazard Mitigation Officer, if appropriate.
- **Participate** on Hazard Mitigation Survey Teams and Inter-agency Hazard Mitigation Teams, as appropriate.
- **Participate** in the development and implementation of section 409 plans or plan updates, as appropriate.
- **Coordinate and monitor** the implementation of local hazard mitigation measures.

Reference: Ventura County Hazard Mitigation Plan, 2010



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## EMERGENCY OPERATIONS PLAN

STATE OF CALIFORNIA  
GOVERNOR'S OFFICE OF EMERGENCY SERVICES  
Cal OES 130

Disaster No: \_\_\_\_\_  
Cal OES ID No: \_\_\_\_\_

### DESIGNATION OF APPLICANT'S AGENT RESOLUTION FOR NON-STATE AGENCIES

BE IT RESOLVED BY THE \_\_\_\_\_ OF THE \_\_\_\_\_  
(Governing Body) (Name of Applicant)

THAT \_\_\_\_\_, OR  
(Title of Authorized Agent)

\_\_\_\_\_, OR  
(Title of Authorized Agent)

\_\_\_\_\_  
(Title of Authorized Agent)

is hereby authorized to execute for and on behalf of the \_\_\_\_\_, a public entity  
(Name of Applicant)

established under the laws of the State of California, this application and to file it with the California Governor's Office of Emergency Services for the purpose of obtaining certain federal financial assistance under Public Law 93-288 as amended by the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, and/or state financial assistance under the California Disaster Assistance Act.

THAT the \_\_\_\_\_, a public entity established under the laws of the State of CA  
(Name of Applicant)

hereby authorizes its agent(s) to provide to the California Governor's Office of Emergency Services for all matters pertaining to such state disaster assistance the assurances and agreements required.

Please check the appropriate box below:

☐ This is a universal resolution and is effective for all open and futures disasters up to three (3) years following the date of approval below.

☐ This is a disaster specific resolution and is effective for only disaster number(s) \_\_\_\_\_

Passed and approved this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

\_\_\_\_\_  
(Name and Title of Governing Body Representative)

\_\_\_\_\_  
(Name and Title of Governing Body Representative)

\_\_\_\_\_  
(Name and Title of Governing Body Representative)

#### CERTIFICATION

I, \_\_\_\_\_, duly appointed and \_\_\_\_\_ of  
(Name) (Title)

\_\_\_\_\_, do hereby certify that the above is a true and correct copy of a  
(Name of Applicant)

Resolution passed and approved by the \_\_\_\_\_ of the \_\_\_\_\_  
(Governing Body) (Name of Applicant)

on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Title)

STATE OF CALIFORNIA  
GOVERNOR'S OFFICE OF EMERGENCY SERVICES  
Cal OES 130 - Instructions

### **Cal OES Form 130** **Instructions**

A new Designation of Applicant's Agent Resolution for Non-State Agencies is required if the previously submitted document is older than three (3) years from the last date of approval.

When completing the Cal OES Form 130, Applicants should fill in the blanks on page 1. The blanks are to be filled in as follows:

#### **Resolution Section:**

**Governing Body:** This is the individual or group responsible for appointing and approving the Authorized Agents. Examples include: Board of Directors, City Council, Board of Supervisors, etc.

**Name of Applicant:** This is the official name of the non-profit, agency, city, or county that has applied for the grant. Examples include: Sacramento Public Water Works; City of Sacramento; or Sacramento County.

**Authorized Agent:** These are the individuals that are authorized by the Governing Body to engage with the Federal Emergency Management Agency and the California Governor's Office of Emergency Services regarding grants applied for by the Applicant. There are two ways of completing this section:

1. **Titles Only:** If the Governing Body so chooses, the titles of the Authorized Agents should be entered here, not their names. This allows the document to remain valid if an Authorized Agent leaves the position and is replaced by another individual. If "Titles Only" is the chosen method, this document must be accompanied by a cover letter naming the Authorized Agents by name and title. This cover letter can be completed by any authorized person within the agency (e.g.; City Clerk, the Authorized Agent, Secretary to the Director) and does not require the Governing Body's signature.
2. **Names and Titles:** If the Governing Body so chooses, the names and titles of the Authorized Agents should be listed. A new Cal OES Form 130 will be required if any of the Authorized Agents are replaced, leave the position listed on the document or their title changes.

**Governing Body Representative:** These are the names and titles of the approving board members. Examples include: Chairman of the Board, Director, Superintendent, etc. The names and titles cannot be one of the designated Authorized Agents.

#### **Certification Section:**

**Name and Title:** This is the individual that was in attendance and recorded the Resolution creation and approval. Examples include: City Clerk, Secretary to the Board of Directors, County Clerk, etc. This person cannot be one of the designated Authorized Agents to eliminate "Self Certification."

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## EMERGENCY OPERATIONS PLAN

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STATE OF CALIFORNIA  
CALIFORNIA EMERGENCY MANAGEMENT AGENCY  
Cal EMA 89

Disaster No: \_\_\_\_\_

Cal EMA ID No: \_\_\_\_\_

DUNS No: \_\_\_\_\_

### PROJECT ASSURANCES FOR FEDERAL ASSISTANCE

SUBGRANTEE'S NAME: \_\_\_\_\_  
(Name of Organization)

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ FAX NUMBER: \_\_\_\_\_

AUTHORIZED AGENT: \_\_\_\_\_ TITLE: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

### ASSURANCES – CONSTRUCTION PROGRAMS

Note: Certain of these assurances may not be applicable to all of your projects. If you have questions, please contact the California Emergency Management Agency. Further, certain federal assistance awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, I certify that the subgrantee named above:

1. Has the legal authority to apply for federal assistance, and the institutional, managerial and financial capability (including funds sufficient to pay the non-federal share of project costs) to ensure proper planning, management, and completion of the project described in this application.
2. Will give the awarding agency, the Comptroller General of the United States, and if appropriate, the state, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the assistance; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
3. Will not dispose of, modify the use of, or change the terms of the real property title, or other interest in the site and facilities without permission and instructions from the awarding agency. Will record the federal interest in the title of real property in accordance with awarding agency directives and will include a covenant in the title of real property acquired in whole or in part with federal assistance funds to assure nondiscrimination during the useful life of the project.
4. Will comply with the requirements of the assistance-awarding agency with regard to the drafting, review and approval of construction plans and specifications.
5. Will provide and maintain competent and adequate engineering supervision at the construction site to ensure that the complete work conforms with the approved plans and specifications and will furnish progress reports and such other information as may be required by the assistance awarding agency or state.
6. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
7. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gains.
8. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§ 4801 et seq.), which prohibits the use of lead based paint in construction or rehabilitation of residence structures.
9. Will comply with all federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color, or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§ 1681-1683 and 1685-1686) which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794) which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§ 6101-6107) which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 93-

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## EMERGENCY OPERATIONS PLAN

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- 255) as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616) as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§ 523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. 290 dd-3 and 290 ee-3) as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. § 3601 et seq.), as amended, relating to nondiscrimination in the sale, rental, or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) which may apply to the application.
10. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provides for fair and equitable treatment of persons displaced or whose property is acquired as a result of federal and federally assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of federal participation in purchases.
  11. Will comply with the flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$5,000 or more.
  12. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.O. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved state management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§ 1451 et seq.); (f) conformity of federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. § 7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended, (P.L. 93-523); and (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.O. 93-205).
  13. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§ 1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
  14. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. 470), EO 11593 (identification and preservation of historic properties), and the Archeological and Historic Preservation Act of 1974 (16 U.S.C. 469a-1 et seq.).
  15. Will comply with Standardized Emergency Management (SEMS) requirements as stated in the California Emergency Services Act, Government Code, Chapter 7 of Division 1 of Title 2, Section 8607.1(e) and CCR Title 19, Sections 2445, 2446, 2447, and 2448.
  16. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act of 1984 and the Single Audit Act Amendments of 1996.
  17. Will comply with all applicable requirements of all other federal laws, Executive Orders, regulations and policies governing this program.
  18. Has requested through the State of California, federal financial assistance to be used to perform eligible work approved in the subgrantee application for federal assistance. Will, after the receipt of federal financial assistance, through the State of California, agree to the following:
    - a. The state warrant covering federal financial assistance will be deposited in a special and separate account, and will be used to pay only eligible costs for projects described above;
    - b. To return to the State of California such part of the funds so reimbursed pursuant to the above numbered application, which are excess to the approved actual expenditures as accepted by final audit of the federal or state government.
    - c. In the event the approved amount of the above numbered project application is reduced, the reimbursement applicable to the amount of the reduction will be promptly refunded to the State of California.
  19. Will not make any award or permit any award (subgrant or contract) to any party which is debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs under Executive Order 12549 and 12689, "Debarment and Suspension."

"I, the official named below, CERTIFY UNDER PENALTY OF PERJURY that I am duly authorized by the above named subgrantee to enter into this agreement for and on behalf of the said subgrantee, and by my signature do bind the subgrantee to the terms thereof."

\_\_\_\_\_  
SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
DATE



# EMERGENCY OPERATIONS PLAN

U.S. DEPARTMENT OF HOMELAND SECURITY FEDERAL EMERGENCY MANAGEMENT AGENCY PROJECT WORKSHEET				O.M.B. No. 1660-0017 Expires October 31, 2008	
<b>PAPERWORK BURDEN DISCLOSURE NOTICE</b> Public reporting burden for this form is estimated to average 90 minutes per response. Burden means the time, effort and financial resources expended by persons to generate, maintain, disclose, or to provide information to us. You may send comments regarding the burden estimate or any aspect of the collection, including suggestions for reducing the burden to: Information Collections Management, U.S. Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472, Paperwork Reduction Project (OMB Control Number 1660-0017). You are not required to respond to this collection of information unless a valid OMB number appears in the upper right corner of this form. <b>NOTE: Do not send your completed questionnaire to this address.</b>					
DISASTER FEMA- _____ -DR- _____	PROJECT NO.	PA ID NO.	DATE	CATEGORY	
DAMAGED FACILITY			WORK COMPLETE AS OF _____ : _____ %		
APPLICANT		COUNTY			
LOCATION			LATITUDE	LONGITUDE	
DAMAGE DESCRIPTION AND DIMENSIONS					
SCOPE OF WORK					
Does the Scope of Work change the pre-disaster conditions at the site? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Special Considerations issues included? <input type="checkbox"/> Yes <input type="checkbox"/> No Hazard Mitigation proposal included? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Is there insurance coverage on this facility? <input type="checkbox"/> Yes <input type="checkbox"/> No					
<b>PROJECT COST</b>					
ITEM	CODE	NARRATIVE	QUANTITY/UNIT	UNIT PRICE	COST
				TOTAL COST ▶	
PREPARED BY		TITLE	SIGNATURE		
APPLICANT REP.		TITLE	SIGNATURE		

FEMA Form 90-91, FEB 06

REPLACES ALL PREVIOUS EDITIONS.

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## EMERGENCY OPERATIONS PLAN

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### PROJECT WORKSHEET INSTRUCTIONS

The Project Worksheet must be completed for each identified damaged project. A project may include damages more than one site.

After completing all Project Worksheets, submit the worksheets to your Public Assistance Coordinator.

#### Identifying Information

**Disaster:** Indicate the disaster declaration number as established by FEMA (i.e. "FEMA 1136-DR-TN", etc.).

**Project No.:** Indicate the project designation number you established to track the project in your system (i.e. 1,2,3, etc.).

**PA ID No.:** Indicate your Public Assistance identification number on this space. This is optional.

**Date:** Indicate the date the worksheet was prepared in MM/DD/YY format.

**Category:** Indicate the category of the project according to FEMA specified work categories (i.e., A,B,C,D,E,F,G). This is optional.

**Applicant:** Name of the government or other legal entity to which the funds will be awarded.

**County:** Name of the county where the damaged facility is located. If located in multiple counties, indicate "Multi-County."

**Damage facility:** Identify the facility and describe its basic function and pre-disaster condition.

**Work Complete as of:** Indicate the date the work was assessed in the format of MM/DD/YY and the percentage of work completed to that date.

**Location:** This item can range anywhere from an "address," "intersection of..." "1 mile south of...on..." to "county wide." If damages are in different locations or different counties please list each location. Include latitude and longitude of the project if known.

**Damage Description and Dimensions:** Describe the disaster-related damage to the facility, including the cause of the damage and the area or components affected.

**Scope of Work:** List work that has been completed, and work to be completed, which, is necessary to repair disaster-related damage.

**Does the Scope of Work change the pre-disaster conditions of the site:** If the work described under the Scope of Work changes the site conditions (i.e. increases/decreases the size or function of the facility or does not replace damage components in kind with like materials), check (x) yes. If the Scope of Work returns the site to its pre-disaster configuration, capacity and dimensions check (x) no.

**Special Considerations:** If the project includes insurable work, and/or is affected by environmental (NEPA) or historic concerns, check (x) either the Yes or No box so that appropriate action can be initiated to avoid delays in funding. Refer to *Applicant Handbook* for further information.

**Hazard Mitigation:** If the pre-disaster conditions at the site can be changed to prevent or reduce the disaster-related damage, check (x) Yes. If no opportunities for hazard mitigation exist check (x) no. Appropriate action will be initiated and avoid delays in funding. Refer to *Applicant Handbook* for further information.

**Is there insurance coverage on this facility:** Federal law requires that FEMA be notified of any entitlement for proceeds to repair disaster-related damages from insurance or any other source. Check (x) yes if any funding or proceeds can be received for the work within the Scope of Work from any source besides FEMA.

#### Project Cost

**Item:** Indicate the item number on the column (i.e. 1, 2, 3, etc.). Use additional forms as necessary to include all items.

**Code:** If using the FEMA cost codes, place the appropriate number here.

**Narrative:** Indicate the work, material or service that best describes the work (i.e. "force account labor overtime", "42 in. RCP", "sheet rock replacement", etc.).

**Quantity/Unit:** List the amount of units and the unit of measure ("48/cy", "32/lf", "6/ea", etc.).

**Unit Price:** Indicate the price per unit.

**Cost:** This item can be developed from cost to date, contracts, bids, applicant's experience in that particular repair work, books which lend themselves to work estimates, such as RS Means, or by using cost codes supplied by FEMA.

**Total Cost:** Record total cost of the project.

**Prepared By:** Record the name, title, and signature of the person completing the Project Worksheet.

**Applicant Rep.:** Record the name, title, and signature of Applicant's representative.

#### Records Requirements

Please review the *Applicant Handbook, FEMA 323* for detailed instructions and examples.

For all completed work, the applicant must keep the following records:

- \*Force account labor documentation sheets identifying the employee, hours worked, date and location;
- \*Force account equipment documentation sheets identifying specific equipment, operator, usage by hour/mile and cost used;
- \*Material documentation sheets identifying the type of material, quantity used and cost;
- \*Copies of all contracts for work and any lease/rental equipment costs.

For all estimated work, keep calculations, quantity estimates, pricing information, etc. as part of the records to document the "cost/estimate" for which funding is being requested.

## EMERGENCY OPERATIONS PLAN

## EOC CHECK-IN LIST

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## EMERGENCY OPERATIONS PLAN

### ACTIVITY LOG

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## EMERGENCY OPERATIONS PLAN

[illegible]

## DISASTER LABOR RECORD (SAMPLE)

DEPARTMENT OF HOMELAND SECURITY FEDERAL EMERGENCY MANAGEMENT AGENCY <b>FORCE ACCOUNT LABOR SUMMARY RECORD</b>										PAGE _____ OF _____ O.M.B. No. 1660-0017 Expires December 31, 2011			
APPLICANT					PA ID NO.					PROJECT NO.		DISASTER	
LOCATION/SITE										CATEGORY		PERIOD COVERING	
DESCRIPTION OF WORK PERFORMED													

NAME	JOB TITLE	DATES AND HOURS WORKED EACH WEEK							COSTS				
		DATE							TOTAL HOURS	HOURLY RATE	BENEFIT RATE/HR	TOTAL HOURLY RATE	TOTAL COSTS
NAME		REG.											
JOB TITLE		O.T.											
NAME		REG.											
JOB TITLE		O.T.											
NAME		REG.											
JOB TITLE		O.T.											
NAME		REG.											
JOB TITLE		O.T.											
NAME		REG.											
JOB TITLE		O.T.											
TOTAL COSTS FOR FORCE ACCOUNT LABOR REGULAR TIME										<div style="border-bottom: 1px solid black; width: 100px;"></div>			
TOTAL COST FOR FORCE ACCOUNT LABOR OVERTIME										<div style="border-bottom: 1px solid black; width: 100px;"></div>			
TOTAL COST FOR FORCE ACCOUNT LABOR OVERTIME										<div style="border-bottom: 1px solid black; width: 100px;"></div>			
I CERTIFY THAT THE INFORMATION ABOVE WAS OBTAINED FROM PAYROLL RECORDS, INVOICES, OR OTHER DOCUMENTS THAT ARE AVAILABLE FOR AUDIT.													
CERTIFIED										TITLE		DATE	

FEMA Form 90-123, FEB 09

## Finance Support Documentation

FS-32

## Finance Support Documentation

FS-33

## DISASTER RENTED EQUIPMENT RECORD (SAMPLE)

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## Finance Support Documentation

[Print Form](#)



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## EMERGENCY OPERATIONS PLAN

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2100 Thousand Oaks Boulevard • Thousand Oaks, CA 91362  
Phone 805/449.2121 • Fax 805/449.2125 • www.toaks.org

**To:** DISASTER SERVICE WORKER

**From:** EOC FINANCE SECTION

**Subject:** CITY EMPLOYEE DUTY LOGS  
(TO BE USED FOR ALL WORK PERFORMED DURING AN EMERGENCY)

As a Disaster Service Worker, it is your responsibility to track the types of activities and tasks that you perform during an incident. You may be dispatched to various work sites to correct problems that occurred during the disaster. Use whatever paper is available to you. Please print legibly. This information is critical as it will be used to backup Timecards for payroll purposes. In addition, the information may be used to justify reimbursable costs for the City. Each job should be documented as follows:

1. **Date:** Month/Day/Year
2. **Name:** Your First Name, Middle Initial, Last Name
3. **Duty Position:** List the position you are performing as an Emergency Service Worker.
4. **Event:** Identify the nature of the emergency e.g. fire, flood, earthquake, etc.
5. **Region:** Ventura County
6. **Subject:** Identify the job you are being requested to perform.
7. **Project #:** Obtain this number from the dispatcher to identify the job you are to perform. **NOTE: This number is critical for the City to track reimbursable costs from FEMA.**
8. **Time Dispatched:** List the actual time you leave to travel to the job.
9. **Time Completed:** List the actual time you complete the job.
10. **Work Performed:** List a detailed explanation of the job.
11. **Materials/Equipment Used:** List all equipment, materials, and supplies used to complete the job.

---

Print Name

---

Signature

---

Date

**At the end of each work shift or as soon as possible thereafter, submit the completed form to the dispatcher.**

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**EMERGENCY OPERATIONS PLAN**

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**Examples**

The following are examples of duty logs responding to a major earthquake. A number of Agencies will be working together to identify and resolve problems caused by the earthquake. The following two examples track a Public Works and a Community Development field worker dispatched to identify and resolve problems.

**Example 1: Public Works**

1. **Date:** 8/20/2013
2. **Name:** Joe M. Smith
3. **Duty Position:**
4. **Event:** 8/20 Simi Valley Earthquake
5. **Region:** Ventura County
6. **Subject:** Broken water line in the street at Hillcrest Drive and Old Conejo School Road
7. **Project #:** FE1234
8. **Time Dispatched:** 3:04AM
9. **Time Completed:** 6:36AM
10. **Work Performed:** List a detailed explanation of the job.
11. **Materials/Equipment Used:** List all of the equipment/ materials/supplies used to complete the job.

---

Print Name

Signature

---

Date**Example 2: Community Development Department**

1. **Date:** 8/20/2013
2. **Name:** Bob L. Jones
3. **Duty Position:**
4. **Event:** 8/20 Simi Valley Earthquake
5. **Region:** Ventura County
6. **Subject:** Chimney fell through the roof at 123 Fern Lake Ave.
7. **Project #:** FE1234
8. **Time Dispatched:** 3:04AM
9. **Time Completed:** 6:36AM
10. **Work Performed:** List a detailed explanation of the job.
11. **Materials/Equipment Used:** Hazard Tape, Red Tag

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Print Name

Signature

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Date

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**EMERGENCY OPERATIONS PLAN**

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**CITY OF THOUSAND OAKS  
EMPLOYEE DUTY LOG FORM**

<b>1. Date:</b>	
<b>2. Name:</b>	
<b>3. Duty Position:</b>	
<b>4. Event:</b>	
<b>5. Region:</b>	
<b>6. Subject:</b>	
<b>7. Project #:</b>	
<b>8. Time Dispatched:</b>	
<b>9. Time Completed:</b>	
<b>10. Work Performed:</b>	
<b>11. Materials/Equipment Used:</b>	

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Print Name

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Signature

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Date

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## EMERGENCY OPERATIONS PLAN

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2100 Thousand Oaks Boulevard • Thousand Oaks, CA 91362  
Phone 805/449.2121 • Fax 805/449.2125 • www.toaks.org

**To:** CULTURAL AFFAIRS DEPARTMENT DISASTER SERVICE WORKERS

**From:** EOC FINANCE SECTION

**Subject:** CITY THEATRE EMPLOYEE DUTY LOGS  
(TO BE USED FOR ALL WORK PERFORMED DURING AN EMERGENCY)

As a Disaster Service Worker, it is your responsibility to track the types of activities and jobs that you perform in an emergency. You may be asked to determine lost revenue should there be an event that would require cancellation of Theater sponsored events. Use whatever paper is available to you. Please print legibly. This information is critical as it will be used to backup Timecards for payroll purposes. In addition, the information may be used to justify reimbursable costs for the City. Each job should be documented as follows:

1. **Date:** Month/Day/Year
2. **Name:** Your First Name, Middle Initial, Last Name
12. **Position:** List the position you are performing as an Emergency Service Worker.
13. **Event:** Identify the nature of the emergency (e.g. fire, flood, earthquake, etc.)
14. **Region:** Ventura County
15. **Performance:** Name of the performance cancelled, if applicable.
16. **Theatre:** Name of Theatre event was to take place.
17. **Project #:** Obtain this number from the EOC – Finance Section, to identify the job you are to perform. **NOTE: This number is critical for the City to track reimbursable costs from FEMA.**
18. **Time Started:** List the actual time you started review and documentation.
19. **Time Completed:** List the actual time you completed the job.
20. **Lost Revenues:** List a detailed explanation of lost revenue due to cancellation of performance at CAP theatres.

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Print Name

---

Signature

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Date

**At the end of each work shift or as soon as possible thereafter, submit the completed form to the Cost Recovery Unit of Finance. Prepare one for each performance for each day.**

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## EMERGENCY OPERATIONS PLAN

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### Examples

The following are examples of duty logs for responding to a major earthquake. A number of Agencies will be working together to identify and resolve problems caused by the earthquake. The following example should be used to track a Theatre field worker dispatched to identify and document lost revenues due to the earthquake.

### Example 1:

#### Theatre Duty Log

1. **Date:** 1/29/2013
2. **Name:** Barry McComb
3. **Position:** Director -
4. **Event:** 1/27/2013 (Earthquake at 2:30AM)
5. **Region:** Ventura County
6. **Performance:** BB King Concert (1,200 est. attendance)
7. **Theatre:** Kavli Theatre
8. **Project #:** FE1234
9. **Time Started:** 8:00AM
10. **Time Completed:** 10:36AM
  
11. **Lost Revenues:**
  - Labor Costs: David Jones 4 hours (on-site)
  - Jeff Smith (4 hours) stagehand (not called)
  - Joe Smith (4 hours) stagehand (not called)
  - 20 Ushers @ \$8.hr for 4 hours
  - Jane Smith / Jake Smith (3 hours) box office
  
  - Costs to notify patrons of cancellation:
    - Flyers - \$75
    - Phone Calls - \$25
  
  - Parking Revenue:
    - Est. 400 cars @ \$7.00 = \$2,800.
  
  - Concessions:
    - Est. \$250
  
  - Performers Rent:
    - \$2,000
  
  - Misc. Lost Revenue:

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Print Name

---

Signature

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Date

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**EMERGENCY OPERATIONS PLAN**

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**CITY OF THOUSAND OAKS  
THEATRE EMPLOYEE DUTY LOG**

<b>1. Date:</b>	
<b>2. Name:</b>	
<b>3. Position:</b>	
<b>4. Event:</b>	
<b>5. Region:</b>	
<b>6. Performance:</b>	
<b>7. Theatre:</b>	
<b>8. Project #:</b>	
<b>9. Time Started:</b>	
<b>10. Time Completed:</b>	
<b>11. Lost Revenues:</b> <b>a. Labor Costs:</b>	
<b>b. Costs to notify patrons of cancellation:</b>	
<b>c. Parking Revenue:</b>	
<b>d. Concessions:</b>	
<b>e. Performers Rent:</b>	
<b>f. Misc. Lost Revenue (Specify):</b>	

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Print Name

---

Signature

---

Date

**At the end of each work shift or as soon as possible thereafter,  
submit the completed form to the dispatcher.**



**FROM: FINANCE DEPARTMENT**

**RE: CHARITABLE CONTRIBUTIONS**

To whom it may concern:

The City of Thousand Oaks is a California municipal corporation. Contributions made directly to a city would be deductible under certain circumstances as described below. The Internal Revenue Code section 170(c) states that charitable contributions include contributions or gifts to or for the use of:

"A State, a possession of the United States, or any political subdivision of any of the forgoing, or the United States or the District of Columbia, but only if the contribution or gift is made exclusively for public purposes."

Under Internal Revenue Code Section 103, a political subdivision is defined as:

"Any division of any state or local government unit which is a municipal corporation...."  
A city is a California municipal corporation.

Contributions (cash, real, and/or personal property) are deductible if the contributor specifies that:

1. The contribution be used "for exclusively public purposes" and
2. That the donor does not receive any substantial benefit in return for the contribution.

The Internal Revenue Code may limit the percentage of charitable deductions allowed in certain circumstances. Please consult your tax advisor if you have additional questions.

Sincerely,

John Adams  
Director of Finance  
Federal Identification Number – 95-23667314





2100 Thousand Oaks Boulevard • Thousand Oaks, CA 91362  
Phone 805/449.2121 • Fax 805/449.2125 • www.toaks.org

### **CHARITABLE CONTRIBUTIONS FORM**

Received From: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The following item(s) \_\_\_\_\_

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*(Value of item is not to be determined by City of Thousand Oaks)*

Received By: \_\_\_\_\_ Date: \_\_\_\_\_

**The City of Thousand Oaks was incorporated on October 7, 1964 and its Federal Tax Number is 95-2367314.**

Internal Revenue Code (IRC) Section 170(c) states that charitable contributions include contributions or gifts to or for the use of:

“A State, a possession of the United States, or any political subdivision of any of the foregoing, or the United States or the District of Columbia, but only if the contribution or gift is made for exclusively public purposes.”

Based on this code section, contributions (cash, real, and/or personal property) to the City of Thousand Oaks are deductible if the contributor specifies that:

1. The contribution be used "for exclusively public purposes" and
2. That the donor does not receive any substantial benefit in return for the contribution.

The Internal Revenue Code may limit the percentage of charitable deductions allowed in certain circumstances. Please consult your tax advisor if you have additional questions.