

2020 Emergency Operations Plan





ACKNOWLEDGMENTS AND INTRODUCTION vii

- Foreword, Assumptions, Goals and Plan Components: 1
- Approval, Promulgation and Revising the Plan: 2
- Plan Distribution 5
- Agency Concurrence of the Plan 6

PART ONE - SECTION ONE - ORGANIZATIONAL PLAN, PURPOSE AND SCOPE .. 7

- Public Awareness, Education and ADA..... 9
- Animal Care, Training, Exercises and Public Notification 11

SECTION TWO - STANDARDIZED EMERGENCY MANAGEMENT SYSTEM 12

- Field Response, City and County (Operational Area)..... 12
- Regional, State and Federal..... 13
- City Responsibilities and EOC Organization 14
- City and Multi-Agency Coordination 16

SECTION THREE - NATIONAL INCIDENT MANAGEMENT SYSTEM 19

SECTION FOUR - CITY EMERGENCY MANAGEMENT ORGANIZATION 21

- EOC Operation, Responsibilities and Activation Levels 21
- Ventura County Operational Area 22
- EOC Location and Communications..... 27
- City EOC Activation 29

SECTION FIVE - CONTINUITY OF GOVERNMENT 32

- Responsibilities and Lines of Succession..... 32
- Temporary City Council Meeting Location..... 33
- Preservation of Vital City Records 34
- Lines of Succession for Executive Team..... 35

SECTION SIX - MUTUAL AID 36

- Mutual Aid System and Regions 36

SECTION SEVEN - AUTHORITIES AND REFERENCES..... 40

- Federal, State and Local Authorities..... 40
- Federal, State and Local References 42

SECTION EIGHT - OVERVIEW AND THREAT SUMMARIES 44

- City Overview & Threat Summaries..... 44

-Active Shooter, Civil Unrest, Dam Inundation & Earthquakes 45

-Flooding 46

-Hazardous Materials, Landslides, Major Air Crash, Public Health Emergencies . 47

-Terrorism, Transportation- Trucking, Wildfires & Windstorms..... 48

SECTION NINE - ACRONYMS AND ABBREVIATIONS 50

SECTION TEN - GLOSSARY OF TERMS 54

PART TWO – EOC POSITIONAL CHECKLISTS..... 69

 -EOC Organizational Chart 69

 -City Responsibilities 70

 -Common EOC Responsibilities 71

Management Section Functions and Staff 73

 -City Council 77

 -Mult-Agency Coordination Group..... 79

 -EOC Director/City Manager 81

 -Public Information Officer..... 85

 -Management Liaison/EOC Coordinator 91

 -City Council Liaison 93

 -Legal Officer..... 95

 -Safety Officer 97

 -Security Officer 99

Operations Section Functions and Staff..... 101

 -Operations Section Coordinator 103

 -Fire/Medical/Health Branch..... 109

 -Police Branch..... 113

 -Care and Shelter Branch..... 119

 -Public Works Branch..... 123

 -Traffic Signals/Detours Unit 127

 -Engineering/Infrastructure Unit 129

 -Utilities Unit 131

 -Bridges Unit 133

 -Building and Safety Branch..... 135

Planning/Intelligence Section Functions and Staff..... 139

 -Plans/Intel Section Coordinator..... 143

 -Resources Unit 147

 -Situation Status Unit 149

 -Documentation Unit 153

 -Advance Planning Unit 155

 -Recovery Planning Unit..... 157

 -GIS Unit 159

 -DemobilizationUnit 161

Logistics Section Functions and Staff	163
-Logistics Section Coordinator.....	167
-Procurement/Purchasing Unit.....	171
-Information Systems Branch.....	175
-Transportation Unit.....	177
-Personnel Unit.....	179
-Facilities Unit.....	181
Finance Section Functions and Staff	183
-Finance Section Coordinator.....	187
-Cost Recovery Unit.....	191
-Time Keeping Unit.....	193
-Cost Analysis Unit.....	195
-Support Documentation.....	197
Management Section	199
-Emergency Management Principles.....	201
-Employee Emergency Response.....	205
-Emergency Notification System (VC Alert).....	211
-Local and State Proclamations.....	213
-EOC Team Organization and Functions.....	225
-PIO Documents.....	229
-EOC Visitor Control Procedures.....	259
Operations Section	261
-Shelter in Place.....	263
-Access and Functional Needs.....	265
-Alert and Warning Procedures.....	275
-National Weather Service Notices.....	277
-Emergency Potable Water Distribution and Operations.....	279
Planning/Intelligence Section	283
-Action Planning.....	285
-After Action Report.....	289
Logistics Section	293
-EOC and Field Staff Feeding.....	295
-Animal Care.....	297
-Family and Child Care.....	299
-Child Care Survey.....	300
-Stress Management Procedures.....	301
-Volunteer Guidelines.....	303
Finance Section Documents	307
-Emergency Accounting.....	309



-FEMA Categories 317

-Recovery Programs 319

-Cal-Trans Equipment Rates 321

-Hazard Mitigation 323

EOC Forms 327

-Public Information Summary and Schools List..... 329

-City EOC Visitation Request Form 333

-Agency Rep. Registration 334

-EOC Shift Change 335

-Activity Log..... 337

-Shelter Activity Report 339

-EOC Action Plan 341

-Resource Request Form..... 347

-State After Action Report Template 349

-Procurement Form 359

-EOC Check in Form..... 361

-EOC Coordinator Incident Assessment Form..... 363

APPENDICES A-D - (RESTRICTED USE DOCUMENT)365

APPENDIX A. EMERGENCY OPERATION PLANS:

Appendix A.1 - EOC Notification List 368

Appendix A.2 - Essential Contacts 372

Appendix A.3 - Access and Functional Needs Contacts 376

Appendix A.4 - Countywide Satellite Phone List..... 378

Appendix A.5 - EOC Set Up Procedures 382

Appendix A.6 - Emergency Alert Service Procedures 396

Appendix A.7 - VC Alert Procedures 398

Appendix A.8 - Thousand Oaks American Red Cross Designated Shelters..... 402

Appendix A.9 - Residential Care and Nursing Facilities 404

Appendix A.10 -Critical Facilities 410

Appendix A.11 -Animal Emergencies 426

Appendix A.12 -Vital City Records..... 428

APPENDIX B. CITY HALL EMERGENCY PROCEDURES AND GUIDES:

- Appendix B.1 - Red Flag/Power Safety Shutoff Procedures
- Appendix B.2 - Transit Contractor Emergency Procedures
- Appendix B.3 - Bridge and Drain Structures Evaluation Process

- Appendix B.4 - Performing Arts Center Emergency Procedures
- Appendix B.5 - City Hall Evacuation Plan
- Appendix B.6 - Cal-WARN Water/Wastewater Mutual Aid Agreement
- Appendix B.7 - SCE Circuits Facility List
- Appendix B.8 - Thousand Oaks Care and Shelter Guide
- Appendix B.9 - Lake Eleanor Emergency Action Plan

APPENDIX C. MSC EMERGENCY PROCEDURES AND GUIDES:

- Appendix C.1 - MSC Emergency Operations Plan
- Appendix C.2 - Resource Guide Operations Emergency Numbers
- Appendix C.3 - Wastewater Related Spills & Overflows
- Appendix C.4 - Spill Prevention Control and Countermeasure Plan (SPCC)
- Appendix C.5 - Stormwater Pollution Prevention Plan (SWPPP)
- Appendix C.6 - Wastewater Contingency Plan
- Appendix C.7 - Water Division Emergency Response Plan
- Appendix C.8 - Water Facilities Assessment Procedures (rip & run)
- Appendix C.9 - Stormwater Illicit Discharge Spill Response Guide
- Appendix C.10 - Drinking Water Quality Emergency Notification Plan
- Appendix C.11 - Bio-Hazard Trauma Scene Policy (No. 22-12-007)

APPENDIX D. HCTP EMERGENCY PROCEDURES AND GUIDES:

- Appendix D.1 - HCTP Emergency Operations Plan
- Appendix D.2 - Resource Guide Operations Emergency Numbers
- Appendix D.3 - Wastewater Related Spills Permit Exceedance Procedures
- Appendix D.4 - Chemical Spill Response Plan
- Appendix D.5 - Spill Prevention Control & Countermeasure Plan (SPCC)
- Appendix D.6 - Stormwater Pollution Prevention Plan (SWPPP)
- Appendix D.7 - Stormwater Illicit Discharge Spill Response Guide
- Appendix D.8 - Drinking Water Quality Emergency Notification Plan

APPENDIX E. COUNTY EMERGENCY PLANS:

- Appendix E.1 - Operational Area Hazard Mitigation Plan
- Appendix E.2 - Mass Care & Shelter Plan
- Appendix E.3 - Disaster Recovery Plan
- Appendix E.4 - Disaster Debris Management Plan
- Appendix E.5 - Disability Access and Functional Needs

ACKNOWLEDGMENTS AND INTRODUCTION

This Emergency Operations Plan (EOP) was prepared and edited by Wendy Haddock Milligan of Terra Firma Enterprises and Grahame Watts with the City of Thousand Oaks. 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
- OES: SEMS Guidelines
- City of Thousand Oaks, *Emergency Operations Plan*, 2014
- City of Thousand Oaks, *General Plan, Safety Element*, 2014
- Ventura County, *Ventura County Multi-Hazard Mitigation Plan*, September 2015

The recommendations and suggestions included in this plan are intended to maintain the City's ability to prepare, respond and recover from a variety of emergency incidents. The EOP also satisfies the Standardized Emergency Management System requirements per Title 19 of the California Code of Regulations and the National Incident Management System. Although Terra Firma Enterprises stands by the quality of its products, it is understood that emergency management is not an exact science, and this document does not guarantee the safety of any individual, structure, or agency in an emergency. Terra Firma Enterprises and the City of Thousand Oaks assume no liability for deaths, injuries, or property damage resulting from an emergency incident.

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 emergency incidents that can generate unique situations requiring unusual emergency responses.

Assumptions:

- The City is responsible for emergency actions and will commit all available resources to save lives, minimize injury to persons, minimize damage to property and protect the environment.
- The City utilizes the precepts of the Incident Command System (ICS), SEMS and NIMS in emergency response operations.
- The Director of Emergency Services, (City Manager) will coordinate the City's emergency incident response in conformance with the Thousand Oaks Municipal Code (TOMC).
- The City will participate in the Ventura County Operational Area System.
- The resources of the City will be made available to local agencies and residents to cope with emergency incidents 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 emergency incident relief requirements exceed the City's ability to meet them.

City Emergency Management Goals:

- Priority 1 – Save lives that are immediately threatened by the incident/event
- Priority 2 – Provide for health/safety of those impacted by the incident
- Priority 3 – Protect property impacted by the incident/event
- Priority 4 – Restore services and infrastructure
- Priority 5 – Preserve the environment

City Emergency Operations Plan (EOP) Components:

- **Organizational Plan – Part One.** Overall organizational and operational concepts relative to response and recovery and an overview of potential hazards.
- **Organization Functions - Part Two.** Description of the emergency response organization, action checklists and reference material.

- **Appendix** – A series of confidential documents that include citywide programs, plans, procedures and key contacts.

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 review and written concurrence by departments/agencies, a digital copy of the EOP will be forwarded to the California Office of Emergency Services (Cal OES), and Ventura County Sheriff's Office of Emergency Services (VCOES) for review. Upon concurrence, the EOP, will be adopted and promulgated.

Revising the Plan:

The EOP will be reviewed annually by the City to ensure elements are valid and current and/or modify elements 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 Coordinator is responsible for revising the EOP to enhance the conduct of response and recovery and distribute any necessary changes to the plan to City departments and agencies as shown on the distribution list on page 6 of this EOP.

**Approval Date:
February 25, 2020**

LETTER OF PROMULGATION

TO: OFFICIALS, EMPLOYEES, AND RESIDENTS OF THOUSAND OAKS

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

While no plan can prevent death and destruction, good plans carried out by knowledgeable and well-trained personnel will minimize losses. The EOP describes the emergency structure of the City, assigns tasks, 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). This plan supersedes all previous City Emergency Operations Plans.

The objective of the EOP 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 the EOP and urges all officials, employees, and residents, individually and collectively, to support the total emergency effort of the City.

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.

Al Adam
Mayor

Andrew P. Powers
City Manager

Distribution of The Plan

Departments/Agencies Receiving Hard Copies of the EOP:	# Copies
City Attorney	1
City Clerk Department	1
City Council	5
City Manager	2
Community Development Department	1
Cultural Affairs Department	1
Finance Department	1
Human Resources Department	1
Library Services Department	1
Public Works Department	4
Los Angeles County Animal Control	1
Thousand Oaks Police Department	1
Ventura County Fire Department	1
EOC POTENTIAL STAFF MEMBERS	To be determined
American Red Cross of Ventura County	1
Cal OES, Southern Region	1
Conejo Recreation and Park District	1
Conejo Valley Unified School District	1
Ventura County Operational Area - Ventura County Sheriff's OES	1
*Electronic copies of the EOP to be posted on the City website and made available upon request.	

Agency Concurrence

DEPARTMENT	TITLE	CONTACT NAME
City Manager	City Manager	Andrew Powers
City Attorney	City Attorney	Tracy Noonan
City Clerk	City Clerk	Cynthia Rodriguez
Public Works	Director	Cliff Finley
Community Development	Director	Mark Towne
Cultural Affairs	Director	
Finance	Director	Jaime Boscarino
Human Resources	Director	Tim Giles
Library Services	Director	Heather Cousin
Fire Department (Ventura County Fire)	Battalion Chief	John Spykerman
Police Department (Ventura County Sheriff)	Commander	James Fryhoff
Los Angeles Animal Care and Control	Director	Marcia Mayeda
Conejo Recreation and Park District	General Manager	Jim Friedl
Conejo Valley Unified School District	Superintendent	Mark McLaughlin
Ventura County Sheriff's Office of Emergency Services	Sheriff	Bill Ayub
American Red Cross Ventura County	Disaster Services Director	Scott O'Connell
California Office of Emergency Services	Emergency Services Coordinator	Elisa Arata

Signatures are on file with the City's Emergency Coordinator.

ORGANIZATIONAL PLAN – PART ONE

SECTION ONE – EOC PURPOSE AND SCOPE

The EOP addresses the City's preparedness, planned response and recovery to emergency incidents 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), National Incident Management System (NIMS) and describes the overall responsibilities of the federal, state, county and city entities for protecting life and property and assuring the overall well-being of the population.

The EOP:

- 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 emergency incidents
- 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

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 similarities in operational concepts for peacetime and national security emergencies. Some emergencies are preceded by a build-up or warning period, providing time to warn the community and implement mitigation measures designed to reduce loss of life and property damage. Other emergencies occur with little or no 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 is represented by four emergency management phases:

1. Preparedness Phase

The preparedness phase involves activities performed in advance of an emergency. These activities develop operational capabilities and effective responses to an incident. These actions might 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 Standard Operating Procedures (SOPs) detailing personnel assignments, policies, notification rosters, and resource lists. Personnel should be acquainted with these SOPs and checklists through periodic training in the activation and execution procedures.

2. Response Phase

During this phase, emphasis is placed on saving lives and property, control of the situation and minimizing effects of the emergency 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
- Evacuation of portions of the City is required due to uncontrollable immediate and ensuing threats
- Mutual aid from outside the City is required
- City is either minimally impacted or not 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
- Care and shelter operations
- Coroner 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 processed through the Ventura County Operational Area. Any action which involves financial outlay by the City, or a request for military assistance, must be authorized by the appropriate local official.

3. Recovery Phase

As soon as possible, the Director of Cal OES, operating through the State Operating Center (SOC), 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 that may overlap, including:

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

4. Mitigation Phase¹

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.² Mitigation seeks to break the cycle of disaster damage, reconstruction, and repeated damage. Mitigation efforts occur both before and following emergency incidents. Post-incident 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

Public Awareness and Education

Pre-incident awareness and education programs are viewed as equal in importance to all other preparations for emergencies and receive an adequate level of planning. These programs are coordinated among local, state and federal officials to ensure their contribution to emergency preparedness and response operations. The City has a public awareness and education program that includes public preparedness trainings and presentations and building the capabilities of the Ventura County Fire Department's Community Emergency Response Team (CERT) and Thousand Oaks Police Department's Disaster Assistance Response Team (DART). Emergency Public Information procedures are addressed in **Part Two, Management Section Support Documentation**.

¹ 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 Cal OES recognizes "prevention" as a component of the Mitigation Phase.

² National Incident Management System, U.S. Department of Homeland Security, October 2017, pg.66

ADA Considerations

Emergency preparedness and response programs must be made accessible to people with disabilities or access and functional needs 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.

Refer to Part Two, Operations Supporting Documentation, Access and Functional Needs Considerations for additional issues.

Animal Care Considerations

The PETS Act (Pets Evacuation and Transportation Standards Act of 2006) directs state and local emergency preparedness plans to address the needs of people with pets and service animals after a major emergency incident, including the rescue, care and sheltering of animals. The needs of animals during a local emergency have been incorporated into the EOP, especially in the areas of transportation and care and shelter activities.

Training and Exercises

The emergency management structure of the City includes regular training of city staff in the use of the EOP as required for compliance with both SEMS and NIMS. The Emergency Services Coordinator is responsible for coordinating, scheduling and documenting City training and exercises

The objective is to train and educate public officials, emergency/disaster response personnel and volunteers. Both training and exercises are important components to prepare personnel for managing emergency incident 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/ICS training. **Refer to Cal OES's Training Matrix for specific SEMS/NIMS/ICS classes and target audiences at www.caloes.ca.gov.**

Regular exercises (workshops, tabletops, functional and full-scale) 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 that will be used in an incident. Annual exercises are required by both SEMS and NIMS. There are several forms of exercises:

The City uses the Homeland Security Exercise Evaluation Program (HSEEP) in the development of its exercise program. Exercises are planned in a cycle that increases in complexity to train and strengthen EOC personnel to specific target capabilities.

Public Notification and Alerts

Warning is the process of alerting governmental forces and the 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.

The City will utilize various modes to alert and warn the community. Special attention will be paid to those population groups that may need additional alerting and warning assistance, i.e. hard of hearing, and visually impaired. The various systems are described and the "Emergency Conditions and Warning Actions" through which these systems may be accessed is in **Part Two, Management Section Support Documentation**.

SECTION TWO - STANDARDIZED EMERGENCY MANAGEMENT SYSTEM

The Standardized Emergency Management System (SEMS) has been adopted by the City for managing response to multi-agency and multi-jurisdiction emergencies to facilitate communications and coordination between all levels and among all agencies. SEMS (Government Code Section 8607(a)) 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.

Field Response

The field response level is where emergency response personnel and resources, under the appropriate authority, carry out tactical decisions and activities in direct response to an incident. SEMS regulations require the use of the Incident Command System (ICS) at the field response level of an incident. The ICS field functions are: Command, Operations, Planning/Intelligence, Logistics, and Finance.

Local Government

Local government includes cities, counties, and special districts that manage and coordinate emergency preparedness, response and recovery activities within their jurisdictional boundaries. Local governments are required to use SEMS when their emergency operations center is activated, or a local emergency is proclaimed to be eligible for state funding of response-related personnel costs.

Local government is responsible for local coordination and field response and the operational area in addition to providing mutual aid within their capabilities.

Operational Area (County)

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 public agencies as authorized by law. The operational area is responsible for:

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

SEMS regulations specify that local government be organized into a single operational area and that the County of Ventura is responsible for its establishment. On November 21, 1995, the Ventura County Board of Supervisors adopted a resolution establishing the Ventura County Operational Area, which includes Thousand Oaks. The Ventura County Sheriff's

Office of Emergency Services is the lead agency for the Ventura County Operational Area. The Ventura County Sheriff's EOC will fulfill the role of the Operational Area EOC. Activation of the Operational Area EOC during a State 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 their 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 requests 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 how Cal OES maintains daily contact with local emergency services agencies, organizations and the private sector.

In SEMS, the regional level manages information and resources within the mutual aid region, between the operational areas and the state.

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 between the regional and state. The state also serves as the coordination and communication link between the state and the federal disaster response system.

Federal

Federal Emergency Management Agency (FEMA)

FEMA serves as the main federal government contact during local and national emergencies. In an emergency incident, different federal agencies may be involved

in response and recovery efforts. Federal assistance is organized under the concept of the Emergency Support Functions (ESFs) as defined in the National Response Framework. 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.

City Responsibilities

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

- Communicating information within Thousand Oaks on emergency management requirements and guidelines.
- Coordinating SEMS development among departments and agencies.
- Incorporating SEMS into the City's EOP, procedures, emergency ordinances, agreements, memorandum of understandings, as appropriate.
- Identification of special districts that operate or provide services within the boundaries of the City and determine appropriate provisions to coordinate with them during emergencies.
- Identification of local volunteer and private agencies that have an emergency response role and developing coordination links and tasks during emergencies.

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

City EOC Organization

SEMS regulations require local governments to provide for five functions: 1) Management, 2) Operations, 3) Planning/Intelligence, 4) Logistics and 5) Finance. These functions are the structure of the City's EOC organization.

1. **Management:** Responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.
2. **Operations:** Responsible for coordinating all city operations in support of the emergency response through implementation of the City's EOC Action Plan
3. **Planning/Intelligence:** Responsible for collecting, evaluating and disseminating information; developing the EOC Action Plan and After-Action/Corrective Action Report in coordination with other functions; and maintaining documentation.

4. **Logistics:** Responsible for providing facilities, services, personnel, equipment and materials.
5. **Finance:** Responsible for financial activities and other administrative aspects.

City Coordination

Multi-Agency Local Agency Coordination

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 and allocating critical resources
- Developing strategies for handling multi-agency response problems
- Sharing information and facilitating communications

Field Response Level Coordination

Coordination among SEMS levels is clearly necessary for effective emergency response. In a major emergency, the City's 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. If a DOC is not activated, the Incident Commanders may report directly to the EOC, usually to their counterpart in the Operations Section.

Operational Area Level Coordination

Coordination and communications should be established between the City's EOC and the County Operational Area. The communications links are telephone, satellite phone, radio, data and amateur radio (Ventura County Auxiliary Communication Services [ACS]), runner, etc.

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

Special District Coordination

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

Thousand Oaks has various special districts but only a few that may have a shared role in an effective response and recovery to an emergency incident affecting the City:

- Conejo Recreation and Park District - Provides recreation and park services.
- Conejo Valley Unified School District – Provides pre-school-12 and adult education through 17 elementary schools, 5 middle schools, and 3 high schools, 2 alternative

high schools, 1 adult school and 2 pre-school centers.³

- Camrosa Water District – Provides retail water service to portions of Thousand Oaks.
- Cal-Am Water – Provides retail water service to portions of Thousand Oaks.
- California Water Service – Provides retail water service to portions of Thousand Oaks.
- Calleguas Water District – Provides wholesale water distribution to portions of Thousand Oaks.
- Triunfo Sanitation District – Provides wastewater collection, and treatment services to the Westlake Village (LA County) area of Thousand Oaks.

Volunteer Group Coordination

Local government EOCs will generally be a focal point for coordination of response activities with many non-governmental agencies. The City's EOC will establish and practice communications with private and volunteer agencies providing services within the city, such as the American Red Cross, and Auxiliary Communication Services (ACS).

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

³ Conejo Valley Unified School District, <http://www.conejousd.org/Schools>, May 7, 2019.

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SECTION THREE - NATIONAL INCIDENT MANAGEMENT SYSTEM

In addition to SEMS, Thousand Oaks recognizes and has incorporated the National Incident Management System (NIMS) into its EOP, training and exercises.

NIMS Components⁴

Fundamentals and Concepts

- **Flexibility** - NIMS components are adaptable to any situation, from planned special events to incidents involving interstate mutual aid or Federal assistance. Flexibility allows NIMS to be scalable and, therefore, applicable for incidents that vary widely in terms of hazard, geography, demographics, climate, cultural, and organizational authorities.
- **Standardization** - Standardization is essential to interoperability among multiple organizations in incident response. NIMS defines standard organizational structures and practices that improve integration and connectivity among jurisdictions and organizations.
- **Unity of Effort** - Unity of effort represents coordination among organizations to achieve common objectives. Unity of effort allows specific jurisdictional responsibilities to support each other while maintaining their own authorities.

Resource Management

NIMS resource management enables many elements to collaborate systematically to manage resources—personnel, facilities, equipment, and supplies. Most jurisdictions or organizations do not own and maintain all the resources needed to address all threats and hazards. Effective resource management includes leveraging each agency's resources, engaging private sector resources, involving volunteer organizations, and the development of mutual aid agreements.

Command and Coordination

NIMS standard incident command structures are based on the following 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.
- **Emergency Operations Centers** - EOCs are locations where staff from multiple agencies typically come together to address imminent threats and hazards and to provide coordinated support to incident command, on-scene personnel, and/or

⁴ Federal Emergency Management Agency, *National Management System*, Third Edition, 2017.

other EOCs. EOCs may be fixed locations, temporary facilities, or virtual structures with staff participating remotely.

- **Multiagency Coordination Group** -MAC Groups are part of the off-site incident management structure of NIMS. MAC Groups consist of representatives from stakeholders. They are established to make cooperative multiagency decisions. MAC Groups act as policy-level bodies during incidents, supporting resource prioritization and allocation, and enabling decision making among elected and appointed officials and those responsible for managing the incident (e.g., the Incident Commander).
- **Joint Information System (JIS)** - JISs consist of procedures, and tools for communicating to the public, incident personnel, media, and other stakeholders.

Communications and Information Management

Describes systems and methods that help to ensure that incident personnel and other decision makers have the means and information they need to make and communicate decisions. The four key principles are: 1) Interoperability; 2) Reliability, Scalability, and Portability; 3) Resilience and Redundancy; and 4) Security.

- **Communications Management** – Includes communications management practices and considerations such as Standardized Communication Types, Policy and Planning, Agreements, Equipment Standards and Training to assist incident personnel from different disciplines, jurisdictions, organizations and agencies communicate with each other effectively during incidents.
- **Incident Information** - During an incident, personnel need timely and accurate information to make decisions. Incident Reports (Situation Reports and Status Reports) enhance situational awareness and help ensure that personnel have easier access to essential information. Incident Action Plans (IAPs) contain the incident objectives that the Incident Commander or Unified Command establishes and address tactics for the planned operational period, generally 12 to 24 hours. Personnel should collect data in a manner that observes standard data collection techniques and definitions, analyze the data, and share it through the appropriate channels.
- **Communications Standards and Formats** – NIMS requires the use of Common Terminology, Plain Language, Data Interoperability and the incorporation of technology (radio, telephone system, public warning and notification systems, hardware and software, Geographic Information Systems and Social Media) as a mechanism to offer increased situational awareness to jurisdictions involved in the incident and/or the public.

SECTION FOUR - CITY EMERGENCY MANAGEMENT ORGANIZATION

This section establishes policies and procedures and assigns responsibilities to ensure the effective management of emergency operations under the SEMS and the NIMS. This section also provides information on the City's emergency management structure and team are activated.

City EOC Operations

City emergency incident response and recovery will be managed in one of three modes, depending on the magnitude of the emergency incident as outlined in the State of California Emergency Plan⁵.

Level Three (Lowest) - 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 - Activation may be a moderate to severe emergency incident wherein local resources are not adequate and mutual aid may be required on a regional or statewide basis. Key management level personnel will co-locate in a central location to provide jurisdictional coordination. The EOC should be activated. Off-duty personnel may be recalled. A Local Emergency and/or State of Emergency may be proclaimed.

Level One (Highest) - Activation may be a major local or regional emergency incident 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 will be requested. All response and early recovery activities will be conducted from the EOC. Most off-duty personnel will be recalled.

City Organization and Responsibilities

The City's emergency management structure (including emergency response and recovery) is directed by the City Manager as the Director of Emergency Services. The Director is responsible to the City Council and Emergency and Disaster Council per Section 4-4.03 of the TOMC. The Director is responsible for implementing the EOP. While serving as the Director during an emergency incident, this position will be referred to as the EOC Director.

The Director of Emergency Services/EOC Director is supported by the City's emergency management structure and has overall responsibility for:

- Organizing, staffing and operating the Emergency Operations Center (EOC)

⁵ State of California, *Emergency Response Plan*, October 1, 2017, page 27.

- 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 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 (Ventura County Sheriff's Department, Office of Emergency Services)

The City's Emergency Organization Matrix is contained in **Chart 1**.

Ventura County Operational Area (See Chart 2)

If the Operational Area is activated, the Sheriff, designated by County Ordinance, will function as the Operational Area Coordinator and will have the overall responsibility for coordinating and supporting emergency operations within Ventura 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 requests all mutual aid (except fire and law) through the Ventura County Operational Area EOC. The Ventura County Operational Area then requests non fire and law 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 notifications are to be made to the Ventura County Operational Area via the Ventura County Sheriff's Office of Emergency Services. 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
- Resource Requests

CHART 1
City EOC Organizational Matrix

City of Thousand Oaks EOC Organization Matrix		City/Disaster Council	City Manager	City Attorney	City Clerk	Community Dev.	Human Resources	Public Works	Finance	Police	Fire	Library	Community & Cultural Affairs	American Red Cross	Conejo Valley Unified 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 (includes Compensation and Claims)		P	P														
OPERATIONS	Operations Section Coordinator		S	S				S/P	S	S/P	S/P						S	S
	Fire/Medical/Health Branch										P		S				P	
	Law Enforcement Branch									P								
	Public Works Branch							P										
	Care/Shelter Branch						S					S	P	P	S	S		S
	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				P													
	Resources Unit				P													
	Advance Planning Unit				P	S		S										
	Recovery Planning Unit	S	P	S	P			S	P									
	Geographic Info. Systems Unit					S		P	P									
	Demobilization Unit					P		S										
LOGISTICS	Logistics Section Coordinator		S	S				S	S	S	S							S
	Procurement/Purchasing Unit				S													
	Information Systems Unit							S	P									S
	Personnel Unit					P	P											
	Facilities Unit						P		P									
	Transportation Unit						S	P										
FINANCE	Finance Section Coordinator		S					S	P	S	S							S
	Time Keeping Unit				P				P									
	Cost Recovery Unit								P									
	Cost Analysis Unit								P									

P=Primary

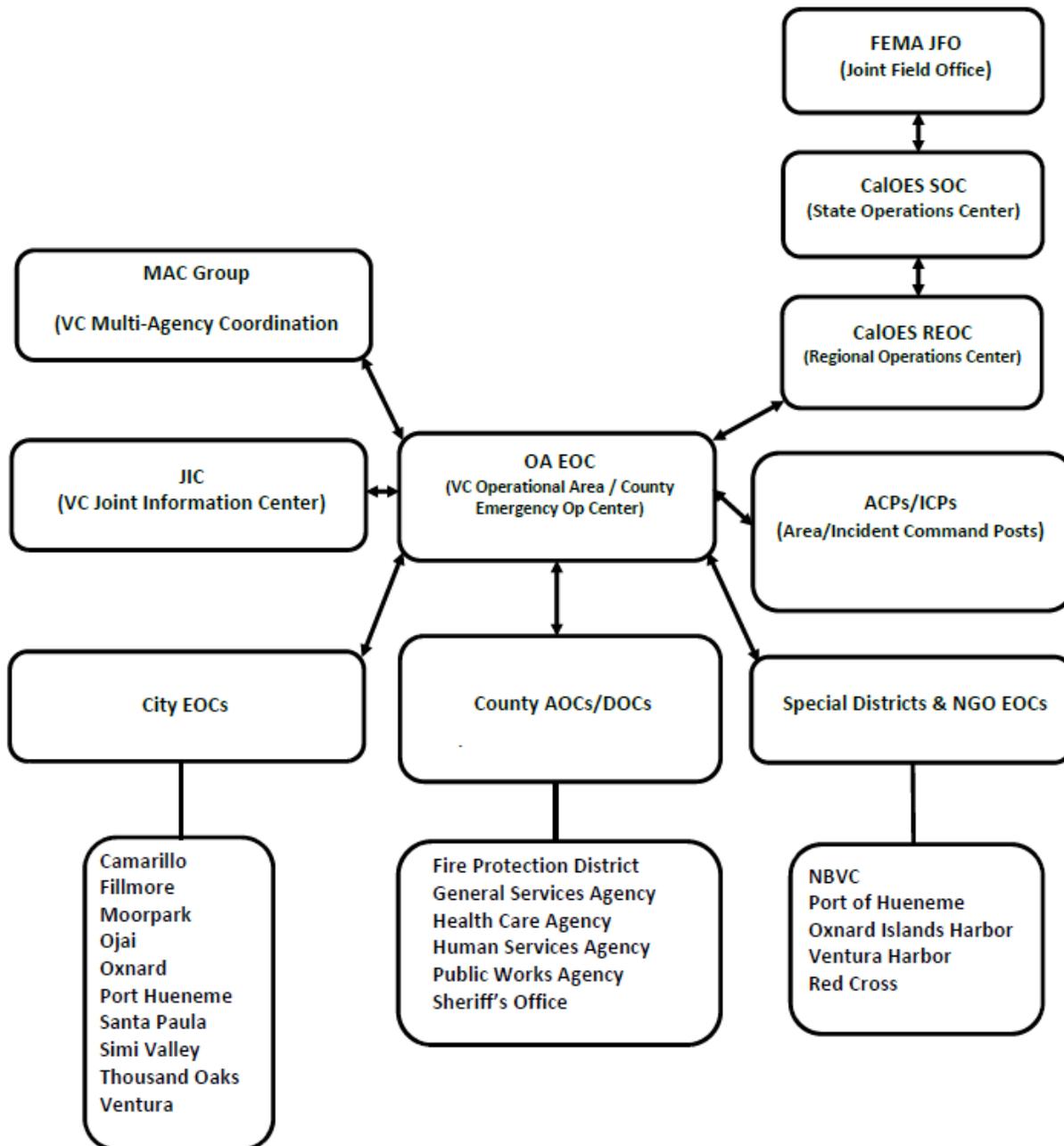
S=Support

CHART 2 COUNTY ORGANIZATIONAL MATRIX

Ventura County EOC Organization Matrix		Animal Services	Auditor	Assessor	Brd of	CEO	Clerk/Recorder	Coroner	County Counsel	Fire	General Services	Harbor	Health Care	Human	Human Svcs.	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			
	Public Works												S			S	P					S		
	Care & Shelter	P											S		P							S	S	
	Med./Pub. Hlth./Coroner							P					P		S									
	Bldg & Safety																			P				
PLANNING	Plans/Intel. Coord.						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		
	GIS Unit									S							P							
	Demobilization									S												P		
LOGISTICS	Logistics Coord.										P	S			S						S		S	
	Procurement																	S	P					
	Personnel													P									S	
	Facilities										S												S	
	Transportation										P												S	
	Info Systems																P							
FINANCE	Finance Coord.		P								S			S							S		S	
	Purchasing																	P	S	S				
	Comp./Claims																							
	Cost Recovery	S						S		S	S	S	S	S	S	S	S			S	P			
	Time Keeping																							
	Cost Analysis																							
RECOVERY					S	P			S		S		S	S	S	S	S	S	S	S	S	S	S	

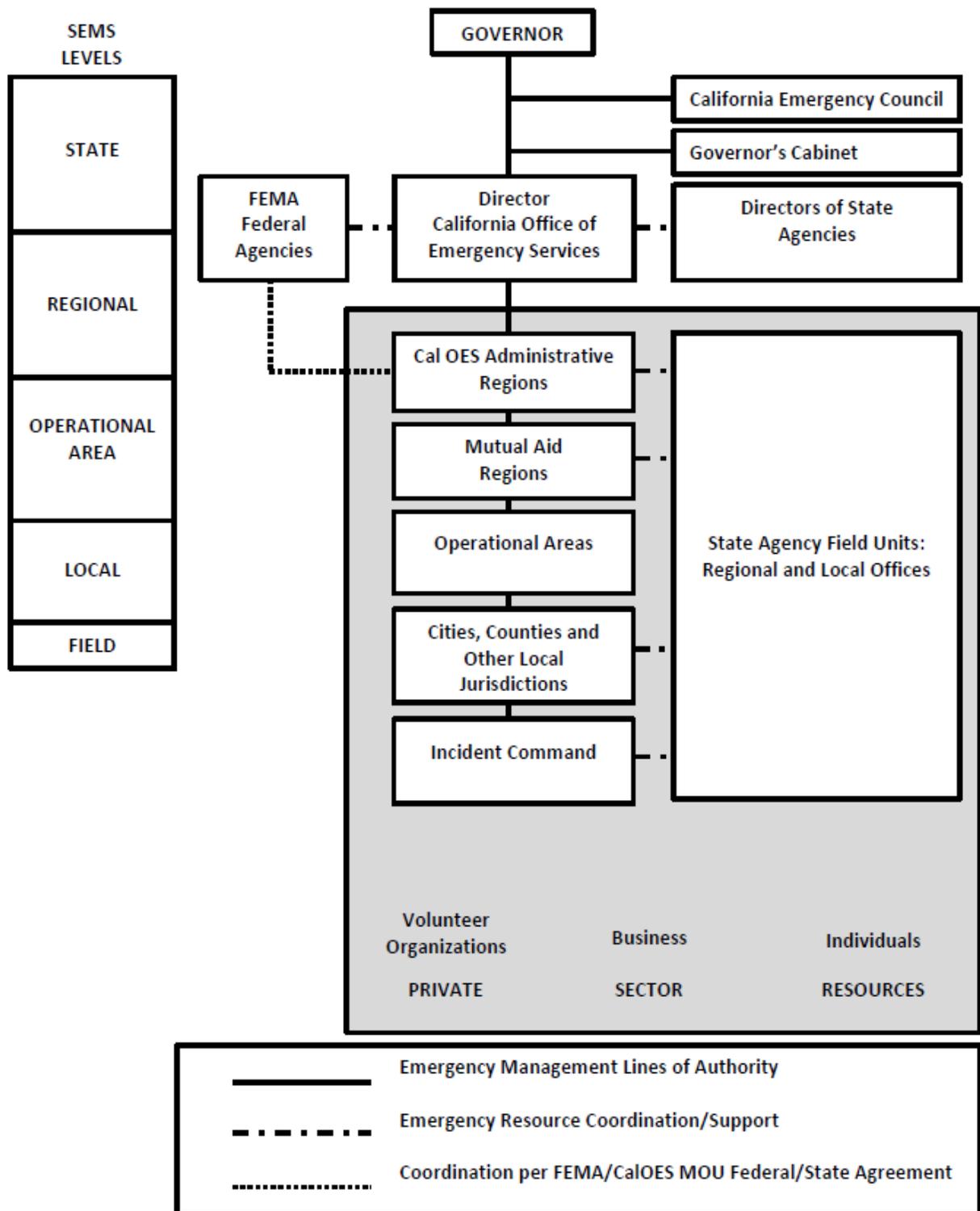
P= Principal Agency S=Support Agency

CHART 3⁶
COUNTY OPERATIONAL AREA COORDINATION



⁶ Ventura County Sheriff's Office of Emergency Services, *Ventura County Operational Area Emergency Operations Plan*, 2017, page 21.

**CHART 4
STATE ORGANIZATION**



CITY 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 emergency management can be performed during a major emergency. This centralized location facilitates a coordinated response by the Director of Emergency Services, staff and representatives from organizations who are assigned emergency management responsibilities. The level of EOC staffing will vary by emergency type.

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

- Managing and coordinating 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 emergency operations
- Continuing analysis and evaluation of all data pertaining to emergency operations
- Controlling and coordinating, within established policy, the operational and logistical support of departmental resources committed to the emergency
- Maintaining contact and coordination with support DOCs, other local government EOCs, and the Ventura County Operational Area
- Providing emergency information and instructions to the public, making official releases to the news media and the scheduling of press conferences as necessary

Location and Description

The City EOC is located on the 3rd floor of the City Hall/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. A radio room is in the EOC. This radio communications room is used by certified ACS radio communication 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 include: the Municipal Service Center, Conejo Room, 1993 Rancho Conejo Blvd., Thousand Oaks, California and the East Valley Sheriff's Station, 2101 Olsen Road, Thousand Oaks, California. An alternate EOC will be activated only 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.

Incident Displays

Because the EOC's major purpose is accumulating and sharing information to ensure coordinated and timely 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 emergency incident. The Planning/Intelligence Section is responsible for coordinating the display of information. All display charts, boards, and materials are stored in the storage room of 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, DLAN, satellite phone, cellular phone, fax, computers, VC Alert mass notification system, and amateur radio communications.

Communication facilities will be continuously staffed during emergency incidents, either by trained volunteers or city staff. The Logistics Section is responsible for communications.

Essential city staff have access to the Government Emergency Telecommunications Service (GETS) which provides national security and emergency preparedness personnel a high probability of completion for their telephone calls during periods of severe network congestion or disruption.

CITY EOC ACTIVATION

The City EOC is activated when field response agencies need support, a citywide perspective is needed, or multiple departments need to coordinate. The EOC 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:

- An emergency incident that has occurred or might require a large commitment of resources from two or more City Departments over an extended period
- On the order of the City Manager or designee, as the result of an emergency incident or impending incident
- When the Governor has proclaimed a State of Emergency in an area which includes Thousand Oaks
- By a Presidential Declaration of a National Emergency

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**
- **Deputy Public Works Director**

How to Activate:

- EOC Director or designee will direct the level of EOC Activation
- EOC Director or designee will designate personnel to set up the EOC.
- All available forms of communication will be utilized to notify affected EOC staff of the activation.
- During the notification the emergency incident situation will be described.

Deactivation

Section Coordinators and the EOC Director will authorize EOC deactivation by position and function.

CITY EMPLOYEE RESPONSE:

Ultimately, all exempt and non-exempt employees must be prepared to report to work 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 his/her work site as assigned. If the

telephone system has failed and no other means of communication is available, employees shall report to his/her work site, 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 stations for Ventura County KVTM, 1590 am and KHAY 100.7 FM to broadcast information relative to Thousand Oaks City employees.

CITY 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. The EOC will not be activated.
Unusual occurrences with severe potential impacts on the health and safety of the public and/or environment	Three (Lowest)	EOC Director Other Designees <i>Note: May be limited to Department Operations Center activation.</i>
Severe Weather Issuances (see Operations Support Documentation -NWS)		
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	One (Highest)	All EOC positions
Earthquake with 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

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 (preparedness, response, recovery, and mitigation). 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

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 City 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.

Lines of Succession for Elected Officials

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.

City Council

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: Deputy Public Works 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), or
- By the mayor of any city within 150 miles (nearest and most populated down to farthest and least populated).

Article 15, Section 8642 CESA authorizes local governing bodies to convene as soon as possible whenever a State of War Emergency, State of Emergency, or Local Emergency exists, and at a place not necessarily within the political subdivision.

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

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

Temporary City Council Meeting 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])

If City Hall/Civic Arts Plaza is not usable because of emergency conditions, the temporary office of city government will be as follows:

1st Alternate: Municipal Service Center – Conejo Room, 1993 Rancho Conejo Blvd.

2nd Alternate: Hillcrest Center, 401 Hillcrest Drive

3rd Alternate: Goebel Senior Adult Center, 1385 East Janss Road

Preservation of Vital Records

In Thousand Oaks, the City Clerk is responsible for the preservation of vital records. If the City Clerk is unavailable, the Deputy City Clerk will be 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 statistics, 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 confidential/security document) to see where vital records of the City are routinely stored.

Each department within the city should identify, maintain and protect its own essential records.

Lines of Succession for Executive Team

SERVICE/DEPARTMENT	TITLE/POSITION
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 (County Sheriff)	1. Commander
	2. Captain
	3. Patrol Captain
Public Works	1. Public Works Director
	2. Deputy Public Works Director/ Engineer
	3. Deputy Public Works Director/City Operations
Hill Canyon Treatment Plant	1. Utilities Superintendent
	2. HCTP Operations Supervisor
	3. HCTP Maintenance Supervisor
Municipal Service Center	1. Deputy Public Works Director/Operations
	2. Public Works Superintendent
	3. Utilities 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 Specialist
Community Development	1. Community Development Director
	2. Community Development Deputy Dir. - Operations
	3. Community Development Deputy Dir. - Planning
Finance	1. Finance Director
	2. Deputy Finance Director
	3. Budget Officer
Library Services	1. Library Services Director
	2. Deputy Director of Library Services
	3. Office Supervisor
Cultural Affairs Services	1. Cultural Affairs Director
	2. Deputy Cultural Affairs Director
	3. Theaters Technical Supervisor
Human Resources	1. Human Resources Director
	2. Deputy Human Resources Director
	3. Assistant City Attorney

SECTION SIX - MUTUAL AID

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) that allows the state of California to participate with 49 other states in a nationwide mutual aid system.

Mutual Aid System and Regions

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. Discipline specific mutual aid system is depicted in **Chart 2**. The adoption of SEMS and NIMS does not alter existing mutual aid systems.

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

Volunteer Policies and Procedures

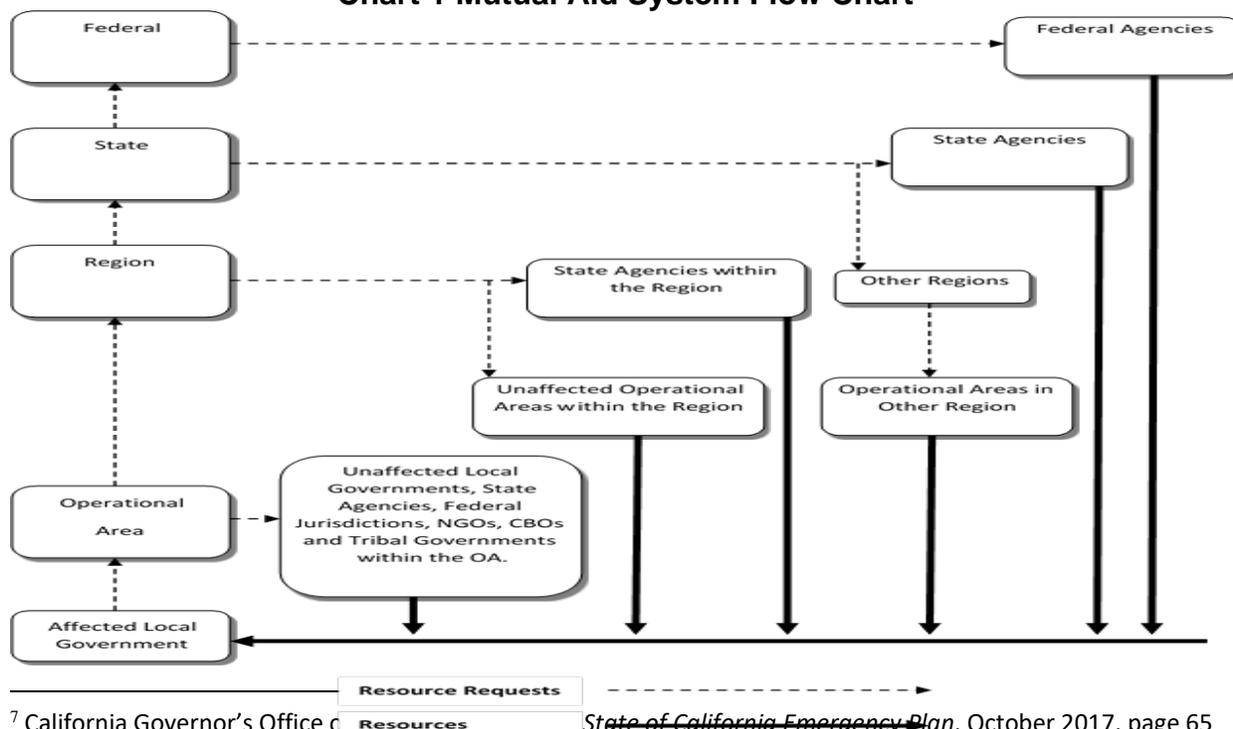
Volunteer agencies and private groups may participate in the mutual aid system along with governmental agencies. Some volunteer agencies such as the American Red Cross, Salvation Army, Auxiliary Communication Services, Community Emergency Response Teams, Disaster Assistance Response Teams, faith-based organizations 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.

Policies and procedures include:

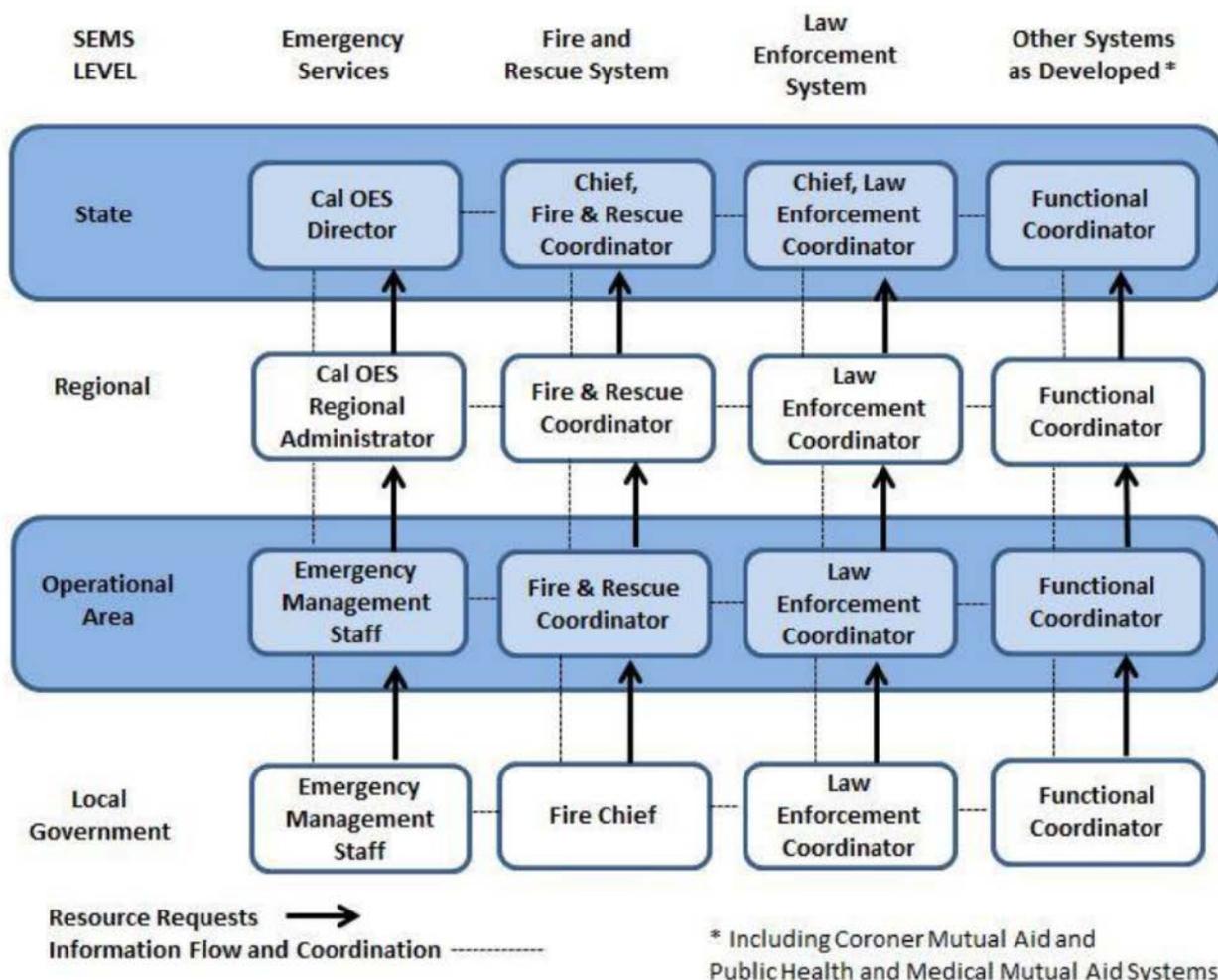
- Mutual aid resources will be provided and utilized in accordance with the California Master Mutual Aid Agreement.
- During a proclaimed emergency, inter-jurisdictional mutual aid will be coordinated at the county, operational area or mutual aid regional level.
- Because different radio frequencies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

Chart 1 Mutual Aid System Flow Chart⁷



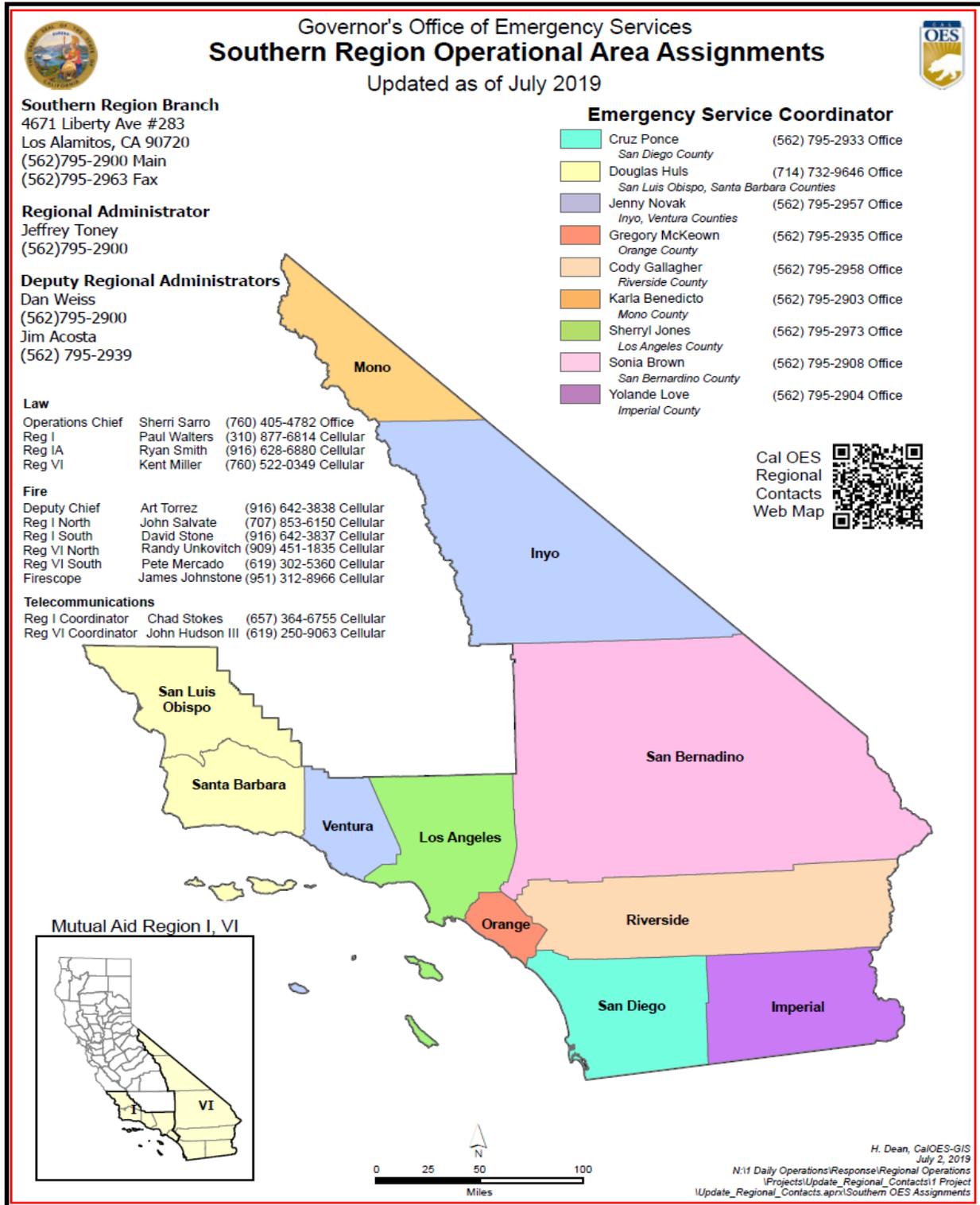
⁷ California Governor’s Office of Emergency Services, State of California Emergency Plan, October 2017, page 65

Chart 2 Discipline-Specific Mutual Aid Systems⁸



⁸ California Governor’s Office of Emergency Services, *State of California Emergency Plan*, October 2017, page 64

Chart 3 - State Mutual Aid Region Map



SECTION SEVEN - AUTHORITIES AND REFERENCES

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.

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 SEMS which 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.

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 emergencies or disasters. 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.

National Incident Management System (NIMS) was mandated by Homeland Security Presidential Directive (HSPD) - 5 and is based on the Incident Command System and the multi-agency coordination system.

National Response Framework is a guide as to how the nation conducts all-hazards incident response. It is built upon flexible, scalable and adaptable coordinating structures to align key roles and responsibilities across the nation, linking all levels of government and private sector businesses and nongovernmental organizations.

The federal government does not assume command for local emergency management but rather provides support to local agencies. This Framework 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, (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)
- Emergency Management Assistance Compact (EMAC), 2005
- Post-Katrina Emergency Management Reform Act of 2006
- Sandy Recovery Improvement Act of 2013

State

- California Emergency Services Act, Ch. 7 of Div. 1 of Title 2 of the Government Code
- California Disaster Assistance Act (CDAA), Title 19, Chapter 6 of the California Code of Regulations
- 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 Code of Regulations, Title 19 (Public Safety), Division 2 (CAL OES) Emergency and Major Disasters, Subchapter 3, Disaster Services Worker Volunteer Program
- 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)
- California Master Mutual Aid Agreement
- 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

County

- County of Ventura Resolution No. 236 adopting the Master Mutual Aid Agreement, dated March 11, 1958 (Located in Sheriff’s OES)
- County of Ventura Resolution No. 239 establishing policy for emergency actions by Public Works forces, dated January 21, 1969 (Located in Public Works)
- County of Ventura Sandbag Policy, adopted by the Board of Supervisors on February 10, 1981 (Located in Public Works)

- Ventura County Law Enforcement Agencies Mutual Consent Agreement, May 16, 1972
- Ventura County Operational Area Organization Agreement adopted November 21, 1995. (Located in Sheriff's OES)
- Resolution Adopting the National Incident Management System, R-06, October 4, 2005.
- Ventura County Ordinance No. 4410 pertaining to public emergency adopted February 9, 2009 (Located in Sheriff's OES and Clerk of the Board)
- County of Ventura Operational Area Law Enforcement Agencies Agreement (August 2014)

City

- 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
- 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/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. 2014-061 adopting the 2014 Emergency Operations Plan
- Joint Exercise of Powers Agreement between the County of Los Angeles and the City of Thousand Oaks Relating to Animal Care and Control, Contract No. 12087-2019
- City of Thousand Oaks and American National Red Cross Revocable License Agreement for Storage Space and Emergency Supplies Trailer Location at 403 West Hillcrest Drive, September 24, 2019
- Articles of Agreement, California Water/Wastewater Agency Response Network WARN 2007 Omnibus Mutual Assistance Agreement, signed October 8, 2019

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 Framework: U.S. Department of Homeland Security, 2016
- National Disaster Recovery Framework: U.S. Department of Homeland Security,

2016

- Pre-Disaster Recovery Planning Guide for Local Governments: 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

- Disaster Assistance Procedure Manual (Cal OES)
- California Emergency Plan
- California (CAL 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
- Standardized Emergency Management System (SEMS) Guidelines
- California (CAL OES) Implementation Guidelines for the National Incident Management System (NIMS)
- California Law Enforcement Mutual Aid Plan

Local

- Ventura County Dam Failure Response Plan
- Ventura County Energy Shortage Emergency Response Plan
- Ventura County Oil Spill Response Plan
- Ventura County Hazard Materials Area Plan
- Ventura County Operational Area Tsunami Evacuation Plan
- Ventura Nuclear Response Plan
- Ventura County Multi-Hazard Mitigation Plan 2015
- Ventura County Emergency Operations Plan
- Lake Eleanor Dam Emergency Action Plan
- Los Angeles County Animal Care and Control, Los Angeles County Operational Area Animal Emergency Response Annex
- Conejo Valley Unified School District Disaster Plan
- Conejo Recreation and Park District Disaster Plan
- USCG Sector Los Angeles-Long Beach Area Contingency Plan

SECTION EIGHT - OVERVIEW AND THREAT SUMMARIES

City Overview

This section provides a summary of threats based on the Ventura County Multi-Hazard Mitigation Plan (2015) which includes hazard information for Thousand Oaks and the City's ' General Plan (especially the Safety Element, 2014).

Thousand Oaks is located within Ventura County, Region I, Southern Administrative Region of California Office of Emergency Services. The City is in the Conejo Valley of eastern Ventura County. The City, which includes Newbury Park, the Ventura County portion of Westlake, and unincorporated areas such as Lynn Ranch, Casa Conejo, Ventu Park, Kelly Estates, Miller Ranch and Rolling Oaks, represents 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 Conejo Valley is about nine miles long and seven miles wide and is situated at an elevation of about 800 feet above sea level. The area is rimmed by Mount Clef 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 Thousand Oaks is via seven major arterials. From the east, entrance to the Valley via the 101 Freeway, Thousand Oaks Boulevard, and Agoura Road. From the west, access is via the 101 Freeway over the Conejo Grade. Access from the north is via the 23 Freeway, Moorpark Road and Olsen Road. Thousand Oaks has a population of approximately 132,365⁹. The city's population is served by the Conejo Valley Unified School District with three comprehensive high schools, two alternative high schools, sixteen T K-5 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.
- A civil unrest incident could impact areas within the City or the entire City.

⁹ <https://www.toaks.org/business/economic-development/business-resources/demographics>

- The entire Ventura County basin is considered as a risk area for an act of terrorism; therefore, both sheltering, and evacuation should be considered.

The City contracts for police and fire services through the Ventura County Sheriff's Department and the Ventura County Fire Department. The City also supports a Community Emergency Response Team (CERT), Disaster Assistance Response Team (DART), and Amateur Communication Services (ACS). The City will coordinate and communicate with the Conejo Valley Unified School District and the Conejo Recreation and Park District, other special districts, and neighboring cities, as needed.

Threat Summaries

Thousand Oaks is vulnerable to the following hazards:

Active Shooter - An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and other populated area. Active shooter situations are unpredictable and evolve quickly.

Civil Unrest – Civil Unrest is the spontaneous disruption of normal, orderly conduct and activities in urban areas, or outbreak of rioting or violence. Civil unrest 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 or it may require deeper long-term solutions to prevent the problem from happening again in the future.

Dam Inundation - Five dams in the Thousand Oaks Area have the potential to result in inundation (in the event of a dam failure) to the City or in a serious disruption of water supply. These include dams at Lake Sherwood and Lake Eleanor. Failure of any of these dams during a catastrophic event such as an earthquake is considered possible, though unlikely. Failure of Lake Sherwood Dam would cause significant flooding between Lake Sherwood and Westlake Lake, and would cause the level of Westlake Lake to rise several feet. Failure of Lake Eleanor Dam would impact the Westlake Boulevard area to Westlake Lake.¹⁰

Earthquake - Thousand Oaks is near several local active and potentially active earthquake faults including the Boney Mountain Fault, Malibu Coast Fault, the Oakridge Fault, San Andreas Fault, Simi/Santa Rosa Fault, and the Sycamore Canyon Fault.

One of the most studied and most active faults, the San Andreas lies approximately 40 miles north east 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

¹⁰ City of Thousand Oaks, *Safety Element*, March 2014, page 35

Earthquake of January 17, 1994 resulted in a very costly natural disaster. Thousand Oaks, located about 20 miles from the epicenter, issued over 850 building permits following that event.¹¹

Based on seismic modeling, the Simi fault, located north of the City, 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 (moderate to severe damage).

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 effects 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. The economic impact on 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. 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.

Flooding - 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

¹¹ City of Thousand Oaks, *Safety Element*, March 2014, page 5

disrupted.

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.¹²

Hazardous Materials – Thousand Oaks could be affected by a hazardous materials incident. The spills/releases of material can result from both stationary and mobile sources. The level of exposure from stationary sources is considered very low, due to the types of businesses and industry conducted within the area. The Ventura County Fire Department responds to all hazardous materials calls within the Thousand Oaks. The Ventura County Fire Department maintains a hazardous materials (HAZMAT) response team specially trained and equipped to respond to emergencies involving potentially hazardous materials. As partners to a region-wide Hazardous Materials Response Plan, additional fire protection equipment and staffing specifically designed for hazardous materials incidents is available from the Oxnard, Ventura and the U.S. Naval Base Ventura County.

The threat of a major hazardous material incident in Thousand Oaks exists from commercial vehicle and rail; fixed facility; petroleum pipelines and clandestine dumping.

Landslide – A landslide is the perceptible downslope movement of earth mass. It is part of the continuous, natural, gravity-induced movement of soil, rock and debris. Landslides can range from downslope creep of soil and rock material to sudden failure of entire hillsides. Landslides include rockfalls, slumps, block glides, mudslides, debris flows, and mud flows. Landslides or slope instability may be caused by natural factors such as fractured or weak bedrock, heavy rainfall, erosion, earthquake activity, and fire, as well as by human alteration of topography and water content in the soil. The largest ancient landslide mapped in the planning area is in the Lang Ranch area and is commonly referred to as the Erbes Road landslide.¹³

Major Air Crash – The airports nearest to Thousand Oaks that handle the greatest amount of air traffic that could cause a risk to the City include Los Angeles International Airport and Hollywood Burbank Airport. In addition, there are smaller airports: Oxnard Airport, Camarillo Airport, and the Naval Air Weapons Station Point Mugu Airport. If an

¹² City of Thousand Oaks, *Safety Element*, March 2014, page 35

¹³ City of Thousand Oaks, *Safety Element*, March 2014, page 27

aircraft were to crash, the impact would be limited to a localized area.

Public Health Emergency - A pandemic is a global disease outbreak. 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, causes serious illness, and can sweep across the country and around the world in very short time. The City will take public health direction and guidance from the Ventura County Health Care Agency.

Terrorism – Terrorism is a continuing threat throughout the world and within the United States. There is no history of terrorist acts or terrorist groups operating in the City. Consequently, the probability of a terrorist attack is considered low. Nevertheless, it is still important to consider the potential for terrorist activities especially since there are a variety of political, social, religious, cultural, and economic factors that underlie the broad term “terrorist”.

Following is a general overview of potential terrorist targets in Ventura County and specifically the City:

- Facilities that store, manufacture or transport hazardous materials
- Highways and freeways
- Telecommunications facilities
- Federal, state, county and city offices
- Shopping malls
- Schools, churches & religious centers
- Research and electrical facilities
- Water and wastewater facilities, dams, bridges and overpasses

Transportation: Trucking - A major transportation incident, resulting in a multi casualty incident, can happen almost anywhere on the highways and roads throughout the City. The greatest areas of concern are 101 and 23 freeways. The most vulnerable areas along these routes are the on/off ramps and interchanges.

Wildfire - Most of Thousand Oaks is within a high fire hazard area. Therefore, it is necessary to meet certain minimum fire protection standards such as brush clearance, protection of flammable structures and implementation of Southern California Edison’s Public Safety Power Shutoff program 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.

Windstorm – Severe windstorms pose a significant risk to life and property by creating conditions that disrupt essential systems such as public utilities, telecommunications, and transportation routes. High winds have the potential to cause damage to homes and businesses from falling trees and debris. In addition, windstorms increase the risk of

wildfire as the moisture content decreases in brush and vegetation on hillsides, especially in urban interface areas.

For additional hazard specific information and details for each of these hazards, please refer to Thousand Oaks' General Plan, Safety Element and the Ventura County Multi-Hazard Mitigation Plan (Thousand Oaks is part of this plan).

SECTION NINE - ACRONYMS AND ABBREVIATIONS

AC	Area Command
ACS	Auxiliary Communications Services
ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
ARC	American Red Cross
Cal-Trans	California Department of Transportation
CAL FIRE	California Department of Forestry and Fire Protection
Cal OES	California Office of Emergency Services
CALWAS	California Warning System
CCP	Casualty Collection Points
CDA	California Disaster Assistance Act
CDC	Centers for Disease Control, U.S. Public Health Service
CERT	Community Emergency Response Team
CESFRS	California Emergency Service Fire Radio System
CESRS	California Emergency Services Radio System
CHP	California Highway Patrol
CIKR	Critical Infrastructure, Key Resources
CLEMARS	California Law Enforcement Mutual Aid Radio System
CLERS	California Law Enforcement Radio System
CLETS	California Law Enforcement Telecommunications System
DFO	Disaster Field Office
DHS	Department of Homeland Security
DMAT	Disaster Medical Assistance Team
DMORT	Disaster Mortuary Operational Response Team
DOC	Department Operations Center
EAS	Emergency Alert System
EDIS	Emergency Digital Information System
EMAC	Emergency Management Assistance Compact
EMMA	Emergency Managers Mutual Aid
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESF	Emergency Support Functions
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
FHWA	Federal Highway Administration
FTS	Field Treatment Sites
GIS	Geographic Information System
HAZMAT	Hazardous Materials
HSC	Homeland Security Council
HSOC	Homeland Security Operations Center

HSPD	Homeland Security Presidential Directive
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IDE	Initial Damage Estimate
IMT	Incident Management Team
IPAWS	Integrated Public Alert and Warning System
JFO	Joint Field Office
JPA	Joint Powers Agreement
JIC	Joint Information Center
JIS	Joint Information System
JOC	Joint Operations Center
JTTF	Joint Terrorism Task Force
LAC	Local Assistance Center
MACS	Multi-Agency Coordination System
MARAC	Mutual Aid Regional Advisory Committee
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NAWAS	National Warning System
NDMS	National Disaster Medical System
NFIP	National Flood Insurance Program
NICC	National Interagency Coordinating Center
	National Infrastructure Coordination Center
NIFCC	National Interagency Fire Coordination Center
NIMS	National Incident Management System
NMRT	National Medical Response Team
NOAA	National Oceanic and Atmospheric Administration
NOC	National Operations Center
NRF	National Response Framework
NRT	National Response Team
NSC	National Security Council
NSSE	National Special Security Event
NTAS	National Terrorism Advisory System
NVOAD	National Voluntary Organizations Active in Disaster
NWS	National Weather Service
OA	Operational Area
OASIS	Operational Area Satellite Information System
OES	Office of Emergency Services
OSC	On-Scene Coordinator
PA	Public Affairs
PAO	Public Affairs Officer
PA	Public Assistance
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
PNP	Private Nonprofit Organization
PSPS	Public Safety Power Shutoff
PW	Project Worksheet
REOC	Regional Emergency Operations Center
ROC	Regional Operations Center
RRCC	Regional Response Coordinating Center
SCO	State Coordinating Officer
SEMS	Standardized Emergency Management System
SHMO	State Hazard Mitigation Officer
SITREP	Situation Report
SLPS	State and Local Programs and Support Directorate (FEMA)
SNAP	Special Needs Awareness Program
SOC	State Operations Center
SOP	Standard Operating Procedure
TEWG	Terrorism Early Warning Group
TWG	Terrorism Working Group
USACE	United States Army Corps of Engineers
USAR	Urban Search and Rescue
USDA	U.S. Department of Agriculture
USFA	United States Fire Administration
USGS	United States Geological Survey
VOAD	Volunteer Organizations Active in Disaster
WMD	Weapons of Mass Destruction



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SECTION TEN - 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).

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.

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.

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.

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.

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.

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.

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.

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.

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

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.

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. In Thousand Oaks, this Unit is found under the Management function.

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.

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 telephone company, etc.).

Cost Sharing Agreements: Agreements between agencies or jurisdictions to share designated costs related to incidents.

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.

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.

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 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.

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.

DLAN: is an emergency management software program that provides EOC teams with the essential tools they need to manage daily operations, events, and emergencies.

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

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. In 1999 the statewide EDIS network was upgraded to add image and sound capabilities and to use an advanced satellite datacast technology for reliable statewide service.

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 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 (EOP): The plan that each jurisdiction has and maintains for responding to appropriate hazards.

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.

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 that are 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 that have been designated 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.

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).

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 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.

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 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 or until new patients 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: 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. The City refers to this section as simply "Finance".

Flood Insurance: The 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.

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/Intelligence Section Chief, Logistics Section Chief and the Finance/Administration Section Chief

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

Hazard Mitigation Assistance Program: Authorized under Section 404 of the Stafford Act. Provided funding for hazard mitigation projects that are cost effective and complement existing post-disaster mitigation programs and activities by providing 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 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.

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.

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.

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

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

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.

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).

Logistics Section: One of the five primary functions found at all SEMS levels. The Section 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.

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-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 (CalOES) 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, 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, 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): The organization responsible for coordinating allocation of resources to one or more coordination centers or major fires within the Nation. Located in Boise, ID.

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.

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 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. The Section 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.

Planning Meeting: A meeting held as needed throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support 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 Section: (Also referred to as Planning/Intelligence). 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.

Preliminary Damage Assessment (PDA): PDA is a mechanism for determining the affect and ratio of damage and the resulting unachieved needs of private and public sectors. Information collected through preliminary damage assessment is used by the state as a basis for a governor's request for a presidential declaration. The Department of Homeland Security also uses such information to document the recommendation made to the President in response to the governor's request.

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.

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.

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.

Public Safety Power Shutoff (PSPS): A PSPS is preventative system that utility companies use when they predict extreme weather conditions that could cause a fire. Among many other weather conditions, wind and trees can interfere with electrical transmission and distribution lines, which can ignite fires.

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 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 Assessment Program (SAP): SAP utilizes engineers, architects and certified building inspectors and mutual aid resources to assist local government in safety evaluation of their built environment in the aftermath of an emergency incident. The program is managed by Cal OES, with cooperation from professional organizations.

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. (City of Thousand Oaks refers to the Finance/Administration Section as the "Finance Section").

Section Chief: The ICS title for individuals responsible for command of functional sections:

Operations, Planning/Intelligence, Logistics and Administration/Finance. At the EOC level, the position title will be Section Coordinator.

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

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.)

Standardized Emergency Management System (SEMS): A system required by 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, Operation Area, Region, State.

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 Cal OES at the state level in SEMS.

Strike Team: A set number 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 the Supply, Facilities and Ground Support Units.

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

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

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

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

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.)

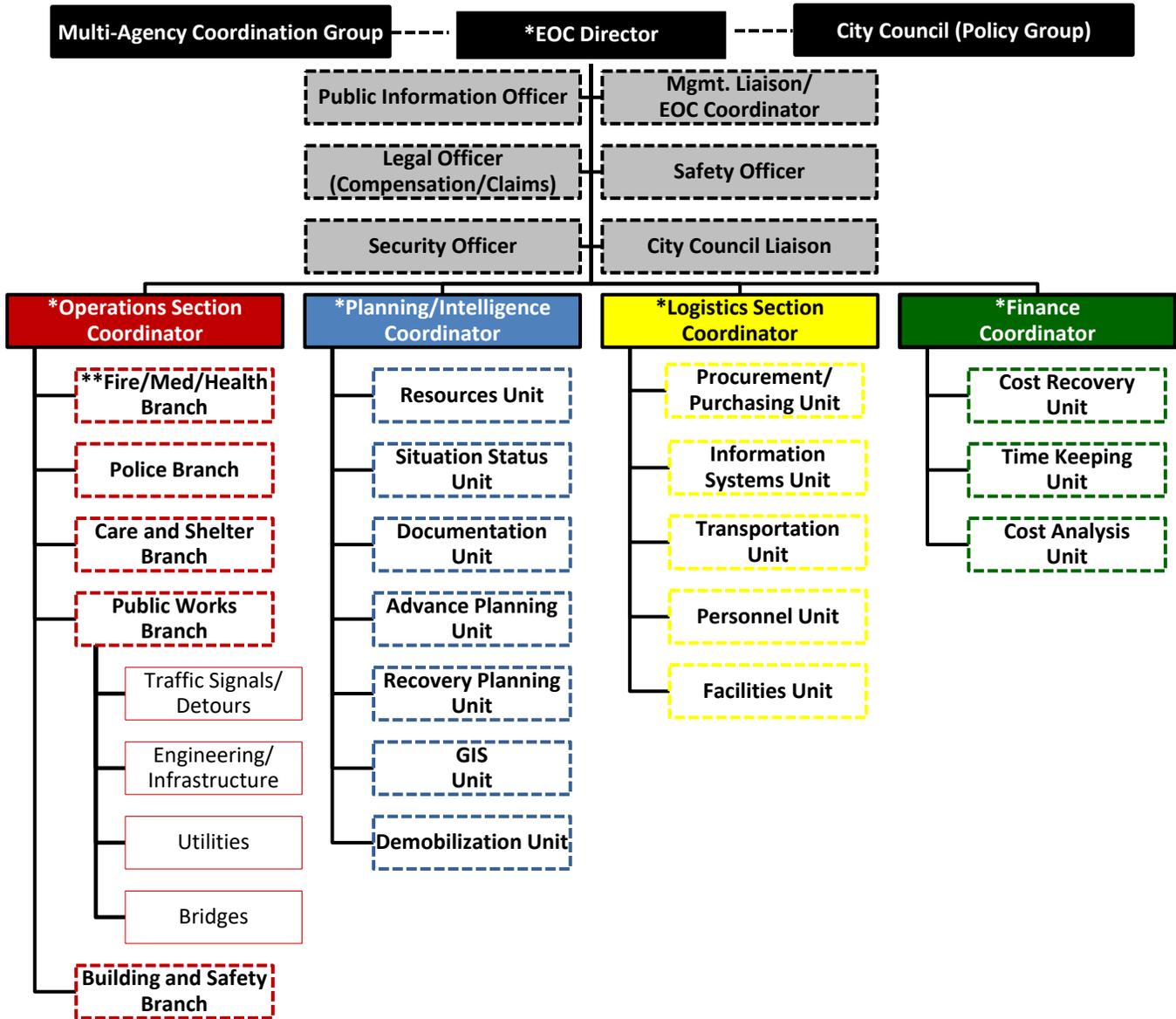
Unified Command: In ICS, Unified Command is a unified team effort which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is

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.

**PART TWO – EOC POSITIONAL CHECKLISTS
CITY EOC ORGANIZATION CHART**

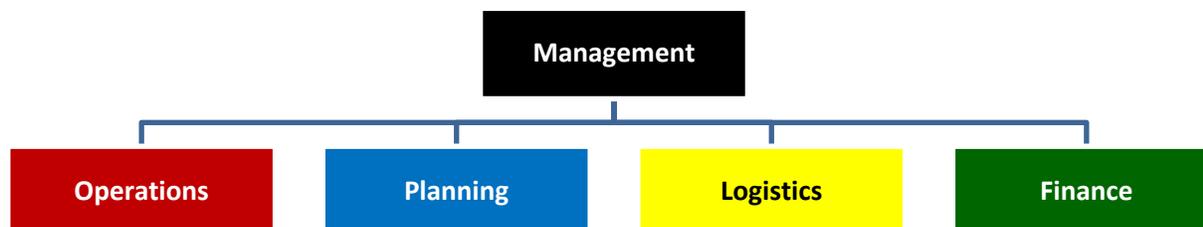


Dashed lines indicate that these functions are activated only as needed.

- * If all elements are activated, a deputy may be appointed to provide a manageable span of control.
- ** Position is normally coordinated by the County, but a local coordinator may be designated, if needed

The Incident Command System will be used in the field. Field units will coordinate and communicate with each of the Branches under the Operations Section.

CITY RESPONSIBILITIES



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.

COMMON EOC RESPONSIBILITIES

(The following is a checklist applicable to all EOC positions).

ACTIVATION

- Check-in upon arrival at the EOC. (The Finance Section, Time Unit is responsible for Check-In of personnel resources to the EOC).
- Report to your EOC organizational supervisor and receive a briefing on the situation.
- Identify yourself by putting your EOC vest on and print your name on the EOC organization chart next to your assignment.
- Clarify issues regarding your authority and assignments
- Ensure all positions within your Section are appropriately staffed. Make required personnel assignments as staff arrives.
- Log into DLAN if authorized. (Procedures can be found in the Appendices).
- Determine likely future Section needs based on the situation.

GENERAL OPERATIONAL DUTIES

- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of phone, radio and data systems. Make any priorities or special requests known.
- Anticipate incident changes and needs, such as aftershocks and a backup plan for off-site communications.
- Anticipate support needs and forward to the EOC supervisor.
- Monitor and document position activities and adjust staffing to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.

DOCUMENTATION AND REPORTS

- Open and maintain a position activity log. Make sure you note your check-in time on the Activity Log. (**Activity Log is in the Forms Section of the Support Documentation.**)
- 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.

- Review situation reports as they are received. Verify information where questions exist.

- Ensure 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.
- Do **NOT** discard paperwork (notes, memos, messages, etc.). This documentation can be used to support FEMA reimbursement.
- Keep your EOC supervisor advised of your status and activity and on any problem areas that now need or will require solutions.

RESOURCES

- Determine 24-hour staffing requirements and request additional support as required.
- Keep up to date on the situation and resources associated with your position.
- Request additional resources through the appropriate Logistics Section Unit.

SHIFT CHANGE

- Brief incoming personnel and identify in-progress activities that need follow-up. Ensure that in-progress activities and follow-up actions are noted on the EOC Change of Shift Briefing Worksheet. **(See Management Support Documentation for the EOC Change of Shift Briefing Worksheet.)**
- Provide incoming personnel with the next EOC Action Plan.
- Submit completed logs, time worked, etc. to your EOC supervisor before you leave.
- Confirm when you are to return for your next work shift.
- Leave contact information where you can be reached.

DEACTIVATION

- Ensure all forms and reports are completed and provided to the EOC supervisor before you leave.
- Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- Deactivate and close out position logs.
- Leave contact information where you can be reached.
- Use the EOC sign-in/out sheet.

MANAGEMENT SECTION

PURPOSE

To direct and manage the City's response and recovery from an emergency in a uniformed, collective, collaborative 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 and non-governmental agencies and private sector organizations.

Roles in the Management Section include:

- EOC Director
- Public Information Officer
- Management Liaison/EOC Coordinator
- Council Liaison Officer
- Legal Officer (includes Compensation/Claims)
- Safety Officer
- Security Officer
- Multi-Agency Coordinating Group (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 other 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 incident as the situation dictates:

- SEMS and NIMS will be followed.
- City and departmental operating procedures will be adhered to unless modified by the EOC Director.

- City employees are expected to remain on duty until dismissed. Off-duty personnel will be expected to return to work in accordance with adopted policies. (**See Employee Guidelines in Management Support Documentation.**)
- 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 (highest activation level), Level 2, or Level 3 (lowest activation level).

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 or designee.

Where to Report

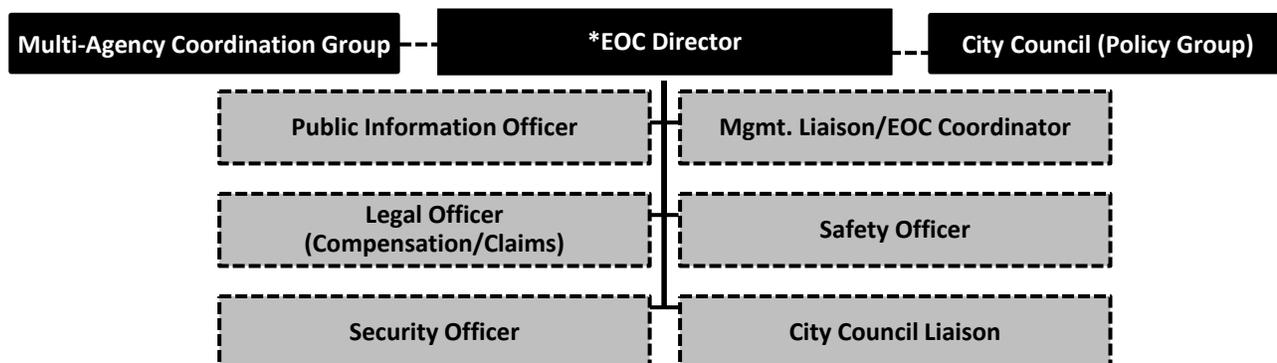
The EOC is located on the 3rd floor of the Civic Arts Plaza (Oak, Park & Board Room), 2100 Thousand Oaks Boulevard. The alternate EOC is located at the Municipal Service Center, Conejo Room, 1993 Rancho Conejo Blvd.

Reporting Procedures

The following procedures are set forth to ensure a rapid, effective response by the City of Thousand Oaks following an earthquake or another major emergency.

All City employees are considered essential emergency personnel and under Chapter 1 (section 3211.92) of Part I of Division 4 of the State of California Labor Code are defined as "Disaster Services Workers." As such all staff members are expected to make every reasonable effort to return to work following any emergency incident that may require the activation of the EOC or department or unit. If at work, employees are expected to stay at their workstations or emergency locations unless they are injured, relieved or dismissed by the Director or Department Head.

MANAGEMENT FUNCTION ORGANIZATION CHART



MANAGEMENT SECTION STAFF

The Management Section is led by the EOC Director and is established for every 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, Management Staff, 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 EOC Director in the development of overall strategy, rules, regulations, proclamations and orders. The following staff functions support the Management function.

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

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.
- Public announcements, important meetings, special interviews and subsequent broadcasts are video recorded as directed by the EOC Director.

Management Liaison/EOC Coordinator

- 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.

Security Officer

- Responsible for security of all EOC facilities and personnel.

Legal Officer (includes Compensation/Claims)

- 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.

City Council

- Proclaims and/or ratifies a local emergency, approves emergency orders, and serves as City Official.

Multiagency Coordination Group

- Department directors
- Gives policy support to the EOC Director
- May provide City departmental support to the EOC Director

CITY COUNCIL

SUPERVISOR: Thousand Oaks Residents

PRIMARY RESPONSIBILITIES:

- *Proclaim and/or **ratify a local emergency.
- Obtain briefings from EOC Director and provide information to the public and media in coordination with the Public Information Officer.
- Approve policies, recommendations, and emergency proclamations.
- Establish executive level policies and priorities for management of incident.
- Ensure EOC Director has clear policy direction.
- Support a multi-agency disaster response.
- Host and accompany VIPs and government officials on tours of the emergency incident.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Do not respond to the EOC, unless requested to do so by the EOC Director.

NOTIFICATIONS (None applicable to this checklist)

MEETINGS/BRIEFINGS

- Check-in at the City Manager’s Office, Conference Room.
- Receive incident briefing from EOC Director (City Manager) or designee.
- Conduct 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.

POLICIES

- Review every 14 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, Multi-Agency Coordination Group and General Staff, develop temporary emergency policies for managing the strategic aspects of the emergency.

ONGOING ACTIVITIES

- Upon request of PIO, Management Liaison/EOC Coordinator host and accompany VIP's and governmental officials on tours of the emergency area. Coordinate all tours with PIO and the Management Liaison/EOC Coordinator.
- Oversee the release of official statements.
- Coordinate with PIO to provide interviews to the media.
- Refer all requests for emergency information to the EOC Director or PIO.
- 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-incident 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-incident discussions in the community to identify perceived areas of improvements.

*Proclaim a local emergency – The City Council, if in session, and the Director of Emergency Services, when City Council is not in session, can proclaim a local emergency.

**Ratify a local emergency – Whenever a local emergency is proclaimed by the Director of Emergency Services, the City Council shall ratify the proclamation within seven (7) days thereafter or the proclamation shall have no further force or effect. If the City Council does not ratify the local emergency, such inaction shall not affect the validity of the local emergency during the period it was in effect.

MULTI-AGENCY COORDINATION GROUP

SUPERVISOR: EOC Director

PRIMARY RESPONSIBILITIES:

- Participate as a member of the Multi-Agency Coordinating Group providing support to the EOC Director.
- Ensure that the EOC Director 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.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Upon arrival to EOC or City Manager's Office Conference Room, identify yourself as a member of the Multiagency Coordination Group and report to the EOC Director.
- Assign Department staff to the EOC as needed.
- Clarify issues regarding authority and assignments.

NOTIFICATIONS

- Determine if all key Department personnel have been notified or are en-route to the EOC.

MEETINGS/BRIEFINGS

- Obtain a briefing or preliminary survey of the incident from your staff and impact on your Department.
- As appropriate, report to the EOC Director or City Manager for a briefing and provide a status report of your Department.

ACTION PLANNING

- Assist the EOC Director in the preparation of the Action Plan.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Provide personnel and equipment time records to the EOC Director at the end of each work shift.

POLICIES

- In consultation with the EOC Director, develop temporary emergency policies for managing the strategic aspects of the incident.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Request additional personnel to maintain a 24-hour operation as required.

ONGOING ACTIVITIES

- Review your position responsibilities.
- Advise department staff to activate your Department emergency voicemail with an appropriate message.
- Advise the EOC Director in the release of public information to the media, requests for resources, requests to release resources for recovery and demobilization.
- 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.

EOC DIRECTOR

SUPERVISOR: City Council

PRIMARY RESPONSIBILITIES:

- Serve as the Director of Emergency Services for the City.
- Activate the EOC and establish appropriate staffing level.
- Make executive decisions based City Council policies.
- Issue rules, regulations, proclamations and orders.
- Establish the appropriate level of organization, and continuously monitor the effectiveness of that organization. Make changes as required.
- Exercise overall management responsibility for the coordination of the response and recovery efforts within the affected area. In conjunction with the General Staff, set priorities for response and recovery efforts, and ensure that all agency actions are accomplished within the priorities established.
- Ensure that multi-agency is accomplished effectively within the EOC.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ACTIVATION

- Determine the operational status and appropriate level of activation.
- Confirm EOC activation level and ensure positions and ICS field positions are filled as needed.
- Mobilize appropriate personnel for EOC activation.
- Activate an alternate EOC if there is damage to the primary EOC and report to the alternate EOC.
- Ensure the EOC is properly set up and ready for operations.

START-UP

- Implement the City's Emergency Operations Plan.
- Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).

ASSIGNMENTS/STAFFING

- Ensure that the Management Section is staffed as soon as possible at the level needed.
 - Public Information Officer
 - Management Liaison/EOC Coordinator
 - Safety Officer
 - Security Officer

- Legal Officer (includes Compensation/Claims)
 - City Council Liaison
 - Multi-Agency Coordination Group
 - City Council
- Assign Section Coordinators (General Staff) as needed for:
- Operations
 - Planning/Intelligence
 - Logistics
 - Finance
- Assign a scribe.
- Assign staff to initiate check-in procedures. **(See Finance Support Documentation-Check-In Form.)**
- Ensure that the EOC staffing chart is posted and that arriving team members are assigned by name.

NOTIFICATIONS

- Ensure the Management Liaison/EOC Coordinator notifies the County EOC (Operational Area) that City personnel have been advised to report to the EOC.

MEETINGS/BRIEFINGS

- Obtain briefing from Incident Commander, or with person responsible for public works, fire and police field operations.
- 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
 - Incident priorities
- Ensure all EOC management team meetings, General Staff meetings and policy decisions are documented by a scribe.
- Establish frequency of briefing sessions.
- Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.
- Conduct periodic briefing sessions (may delegate task to City Council Liaison) with the City Council to update the overall situation.

ACTION PLANNING

- Schedule the first planning meeting.
- Establish EOC priorities and develop objectives for Management.
- Approve and authorize the EOC Action Plan as prepared by the Planning/Intelligence Section.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Ensure all Section personnel and equipment time records and a record of expendable materials used are provided to the Time Keeping Unit and Cost Recovery Unit of the Finance Section at the end of each operational period.

POLICIES

- Confirm the delegation of authority.
- Determine delegation of purchasing authority to the Procurement/Purchasing Unit in the Logistics Section.

ONGOING ACTIVITIES

- Direct the implementation of the City Emergency Operations Plan.
- Ensure that phone, radio and data communications with other facilities are established and working.
- Ensure all departments account for personnel and clarify work assignments.
- Develop and issue appropriate rules, regulations, proclamations and orders.
- Initiate Emergency Proclamations as needed **(See Management Support Documentation – Legal Documents.)**
- Consider activating the Multi-Agency Coordination Group to address citywide issues (i.e. reduced hours of operations for regular city business), continuity of government and continuity of operations issues.
- Set priorities to restore impacted city services.
- In conjunction with the PIO, coordinate and conduct news conferences and review media releases. 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) via the County EOC if necessary.
- Ensure that the Liaison Officer is providing for and maintaining positive and effective inter-agency coordination.
- Establish and maintain contacts with adjacent jurisdictions/agencies and with other organizational levels as appropriate.
- Keep the City Council informed of all incident challenges and critical decisions.

- Monitor performance of EOC personnel for signs of stress or under-performance; initiate Critical Incident Stress Debriefing or Psychological First Aid as appropriate in coordination with Personnel Unit of the Logistics Section.

RESOURCES

- See Resources in Common EOC Responsibilities on page 67.
- Request additional personnel to maintain a 24-hour operation as required.
- Determine if support is required from other jurisdictions; request mutual aid from the Ventura County Operational Area. Logistics Section will implement all Mutual Aid requests.

DEACTIVATION

- Authorize deactivation or reduction of sections if no longer required. Approve the Demobilization Plan (drafted by Planning).
- Ensure the Management Liaison/EOC Coordinator notifies the County EOC, and other adjacent agencies/facilities of planned time for deactivation.
- Ensure that any actions not completed are addressed after deactivation.
- Ensure all required forms and reports are completed prior to deactivation.
- Ensure that the Planning Section Coordinator schedules a debriefing and critique of the disaster operations to incorporate into the After-Action/Corrective Action Report.
- Deactivate the EOC and close out logs when the emergency no longer requires activation.
- Proclaim termination of the emergency (when appropriate) and proceed with recovery operations.

PUBLIC INFORMATION OFFICER**SUPERVISOR: EOC Director****PRIMARY RESPONSIBILITIES:**

- Serve as the dissemination point for all media releases related to city impacts and activities. Other agencies wishing to release information regarding the City of Thousand Oaks to the public should coordinate through the Public Information function.
- Coordinate use of the City's public notification system, VCemergency.com, VC Alert, TOTV, social media and incident page on the City's website.
- Communicate with the public within the affected area with complete, accurate, timely, and consistent information about lifesaving procedures, health preservation instructions, emergency status, relief programs and services and other information. Information released should be posted in hard copy in the EOC and to DLAN.
- 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 shall coordinate with and 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 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.
- Determine need for additional PIO personnel and request approval from the EOC Director. Forward the request to Logistics Section. (Note: In a large-scale event, providing public information will exceed the capabilities of a single individual. The public information function may grow to a team effort. **(See Management Section Supporting Documents for information on a PIO team organization.)**)
- Provide enough staffing and phones to handle incoming media and public calls and to gather status information.
- Consider establishing and staffing a hotline to answer inquiries from the public as needed.
- Assign staff to monitor a rumor control function to identify false or erroneous information. Develop procedure to be used to correct such information.

NOTIFICATIONS

- Notify EOC sections that the PIO function as been established in the EOC. Distribute PIO phone numbers and contact information.
- Notify local media of PIO contact numbers.
- Notify the Op Area JIC that the PIO function has been established and provide PIO contact numbers.
- Disseminate incident information through social media, VCemergency.com in coordination with the County EOC.

MEETINGS/BRIEFINGS

- Attend all Section meetings and briefings.
- Arrange for meetings between media and city/county officials or incident level PIOs for information on specific incidents.
- Provide periodic briefings and press releases about the incident. Refer media representatives to incident level PIOs for specific information.
- Periodically prepare briefings for the elected officials or executives, as needed and directed by the EOC Director.

ACTION PLANNING

- Assist the Management Section in developing Section objectives for the EOC Action Plan.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Prepare and provide approved information to the media. Post news releases in the EOC, VCemergency.com, Media Information Center and DLAN and other appropriate areas.
- Maintain file copies of all information releases.
- Assist in preparation and posting information that lists where to obtain food, shelter, supplies, health services, etc.
- Prepare a fact sheet for all employees to reference at the beginning of each shift to answer questions from the public, such as shelter locations and water distribution sites.
- Assist in preparation of materials that describe the health risks associated with the incident, the appropriate self-help or first aid actions and other appropriate survival measures.
- Prepare instructions for residents who need to evacuate including evacuation guidance, routes; types and quantities of clothing needed, shelter locations, food, medical items, and what the evacuees should take with them.
- Develop a fact sheet for field to post and distribute to residences and local businesses, as appropriate (include information about water and electrical outages/shortages, water supply stations, health services, etc.).
- File copies of information released and posted.
- Maintain copies of all releases to the EOC Director.

- Maintain personnel and equipment records for each work shift.

POLICIES

- Implement City PIO/media procedures. **(Management Section Supporting Documents.)**
- Obtain approval from the EOC Director for the release of all information.
- Coordinate with the County EOC on use of the Emergency Alert System (EAS) and issuance of VC Alert notifications and postings on VCemergency.com, TOTV, social media and the City's website. **(See Management Support Documentation, Emergency Alert System Procedures.)**
- Ensure all elected officials, staff, sister agencies and local response organizations are advised that information and **all press releases** must be cleared with the EOC Director through the PIO before releasing information to the media.
- Coordinate PIO activities with County of Ventura PIO if an Op Area JIC is established.

ONGOING ACTIVITIES

- Coordinate all media events with the EOC Director.
- Respond to information requests from the EOC Director and EOC management team.
- Keep the EOC Director advised of all unusual requests for information and of all major, critical or unfavorable media comments.
- Determine requirements for support to the PIO function at other EOC levels.
- Coordinate with Incident Commanders and other PIOs to work with the media at incidents.
- Coordinate with an activated Op Area JIC to:
 - Ensure coordination of local, state and federal and the private sector public information activities.
 - Obtain technical information (health risks, weather, etc.).
 - Consider sending a City PIO representative to the Op Area JIC if established.
- 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.
- Develop and/or obtain secure maps, fact sheets, pictures, status sheets and related visual aids for media.
- Broadcast emergency information/updates on TOTV, local radio social media and VCemergency.com, as needed.
- Secure a digital recording of all interviews.
- Interact with other branches/groups/units to provide and obtain information relative to public information operations.

- Provide escort service to the media and VIPs; arrange for tours and photo opportunities when available staff and time permit. Coordinate VIP tours with Management Liaison/EOC Coordinator, EOC Director and City Council.
- Monitor broadcast media to:
 - Identify general information being presented
 - Identify and correct inaccurate information
 - Identify and address any rumors
- Ensure that announcements, information and materials are translated and prepared for special populations (non-English speaking; non-readers; elderly; the hearing, sight and mobility impaired; etc.). Consider:
 - 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 9-1-1 translation services and video services to contact the deaf
 - 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 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 access and functional needs (non-ambulatory, sight-impaired, etc.)
 - Location of local care shelters, first aid stations, and food/water distribution points
 - Point of contact and location volunteers can register to assist
 - 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
 - Public and private school information (The Conejo Valley Unified School District [CVUSD] should issue specific information. The City PIO may issue general information as approved by CVUSD Communications Coordinator).
 - Weather hazards and public information hotline numbers
 - Status of Local Proclamation, Governor’s Proclamation or Presidential Declaration
 - Distribution and posting of local, state and federal assistance resources
 - How and where people can obtain information about relatives/friends in the emergency/disaster area. (Coordinate with the Ventura County Human Services Agency and the American Red Cross on the release of this information)

- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Determine requirements for support to the emergency public information function at other EOC levels.

DEACTIVATION

- See Deactivation in Common EOC Responsibilities on page 68.



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MANAGEMENT LIAISON/EOC COORDINATOR**SUPERVISOR: EOC Director****PRIMARY RESPONSIBILITIES:**

- Coordinate with Agency Representatives assigned to the EOC and handle requests from other agencies for sending liaison personnel to other EOCs.
- Function as a central location for incoming Agency Representatives, provide workspace, and arrange for support as necessary and provide an orientation briefing, as appropriate.
- Assist EOC Director in providing orientations for VIPs and other visitors to the EOC.
- Interact with EOC Team to obtain information and assist in coordination and ensure the proper flow of information.
- Liaise with outside public jurisdictions and internal departments.
- Ensure all guidelines, directives, action plans and appropriate situation information is disseminated to Agency Representatives.
- Provide outside agency information and guidance to the EOC Director.
- Maintain contact with County EOC Liaison Officer.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Contact all on-site Agency Representatives. Make sure:
 - They have signed into the EOC.
 - They understand their assigned function.
 - They know their work location.
 - They understand EOC organization and floor plan (provide both).
 - They have a copy of the EOC Action Plan once available.
- Determine if outside liaison is required with other agencies such as:
 - Local/county/state/federal agencies
 - Schools
 - Volunteer organizations (Auxiliary Communications Services, Community Emergency Response Teams)
 - Non-governmental agencies (American Red Cross, United Way, etc.)
 - Private sector organizations
 - Utilities not already represented
 - Special Districts not already represented
- Respond to requests for liaison personnel from other agencies.
- Know the working location for any Agency Representative assigned directly 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.

NOTIFICATIONS

- Notify pre-identified outside agency reps that the EOC has been activated. Request an Agency Representative, as appropriate.
- Determine if there are communication problems in contacting outside agencies. Provide information to the Communications Branch of the Logistics Section.

MEETINGS/BRIEFINGS

- Attend and participate in Management Section meetings and briefings.
- Brief Agency Representatives on current situation, priorities and EOC Action Plan.
- Provide periodic update briefings to Agency Representatives as necessary.

ACTION PLANNING

- Assist EOC Director in developing Management objectives for the EOC Action Plan.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Provide personnel and equipment time records to the EOC Director at the end of each work shift.

POLICIES (None applicable to this checklist)

RESOURCES

- See Resources in Common EOC responsibilities on page 68.
- Determine status and resource needs and availability of other agencies.

ONGOING ACTIVITIES

- Provide EOC organization chart, floor plan and contact information to all Agency Representatives.
- Maintain contact with all agency Liaisons involved with the incident response and provide information to the Planning/Intelligence Section. If agency liaisons are not assigned to be on-site at the EOC, establish plan of communication with each appropriate liaison.
- 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.
- Arrange and coordinate any VIP tours with PIO and EOC Director.
- Act as liaison with county, state or federal emergency response officials and appropriate city personnel.
- With the approval of the EOC Director, provide agency representatives from the City EOC to other EOCs as requested, if available.

CITY COUNCIL LIAISON

SUPERVISOR: EOC Director

PRIMARY RESPONSIBILITIES:

- Coordinate with Councilmembers and other elected representatives that contact the EOC and handle requests.
- Function as a central point of contact for incoming requests from Councilmembers and other elected representatives and support EOC Director and PIOs as needed.
- Ensure Councilmembers understand their role, and follow procedures, directives, and action plans.
- Coordinate visits by Councilmembers and other elected representatives to the EOC with the PIO.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Report to the EOC Director.
- Clarify issues regarding your authority and assignment.
- Determine 24-hour staffing requirements and request additional support as required.

NOTIFICATIONS

- Notify Councilmembers that the EOC has been activated and provide a time when a briefing will be provided.

MEETINGS/BRIEFINGS

- Attend and participate in Management Section meetings and briefings.
- 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
- Provide periodic update briefings to Councilmembers, as necessary.

ACTION PLANNING

- Assist EOC Director in developing Management objectives for the EOC Action Plan.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Provide personnel and equipment time records to the EOC Director at the end of each work shift.

POLICIES (None applicable to this checklist)

RESOURCES

- See Resources in Common EOC responsibilities on page 68.

ONGOING ACTIVITIES

- Determine if an outside liaison is required with other elected officials.
- Determine needs and availability of Councilmembers.
- 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.
- Assist PIO with the dissemination of information to the public.

LEGAL OFFICER

SUPERVISOR: EOC Director

PRIMARY 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 incident.
- Collect and document data for Workers Compensation issues.
- 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 incident.
- Provide investigative support in areas of claims for bodily injury and property damage compensation presented to the City.
- Support the EOC management team as requested by EOC Director.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Report to the EOC Director.
- Clarify issues regarding your authority and assignment.
- Determine 24-hour staffing requirements and request additional support as required.

MEETINGS/BRIEFINGS

- Attend Management Section meetings and briefings as requested.

ACTION PLANNING

- Assist the Section in developing Section objectives for the EOC Action Plan.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Prepare proclamations, emergency ordinances, and other legal documents required by the City Council and the EOC Director.
- Develop emergency ordinances and regulations to provide a legal basis for evacuation and/or population control.
- Prepare documents relative to the demolition of hazardous structures or conditions.

- Maintain a log of all injuries occurring during the emergency incident.
- Develop and maintain a log of potential and existing claims.
- Periodically review all logs and forms to ensure:
 - Work is complete
 - Entries are accurate and timely
 - Work is in compliance with City requirements and policies.
- Ensure that all Compensation-for-Injury and Claims logs and forms are complete and routed to the appropriate department for post-EOC processing.
- Provide report of injuries and coordinate with the Safety Officer for mitigation of hazards.
- Provide personnel and equipment time records to the EOC Director at the end of each work shift.

POLICIES (None applicable to this checklist)

- Provides interpretation of city, county, state and federal ordinances, statutes and regulations.
- Develop rules, regulations and laws required for the acquisition and/or control of critical resources.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.

ONGOING ACTIVITIES

- 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.
- Determine if there is a need for Compensation-for-Injury and Claims Specialists and engage personnel as needed.
- Obtain all witness statements pertaining to claims and review for completeness.
- Keep the EOC Director advised of your status and activity.

SAFETY OFFICER

SUPERVISOR: EOC Director

PRIMARY RESPONSIBILITIES:

- Ensure 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 67.

ASSIGNMENTS/STAFFING

- Report to the EOC Director.
- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend all Management Section meetings and briefings, as requested.

ACTION PLANNING

- Assist the Section in developing Section objectives for the EOC Action Plan.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Provide personnel and equipment time records to the EOC Director at the end of each work shift.

POLICIES (None applicable to this checklist)

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.

ONGOING ACTIVITIES:

- 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 compliant 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 (i.e., radiation exposure, air purity, water quality, etc.)
- If the event that caused activation is an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Keep the EOC Director advised of safety conditions.
- Coordinate with Legal Officer on any personnel injury claims or records preparation as necessary for proper case evaluation and closure.

SECURITY OFFICER

SUPERVISOR: EOC Director

PRIMARY 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 67.

ASSIGNMENTS/STAFFING

- Report to the EOC Director.
- Clarify issues regarding your authority and assignment.
- Determine current security requirements and establish staffing as needed.
- Establish or relocate security positions as dictated by the situation.

NOTIFICATIONS

- Complete a radio or communications check with all on-duty security personnel as appropriate.

MEETINGS/BRIEFINGS

- Attend all Management Section meetings and briefings.

ACTION PLANNING

- Assist the Section in developing Section objectives for the EOC Action Plan.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Provide personnel and equipment time records to the EOC Director at the end of each work shift.
- Consider need for vehicle traffic control plan. Develop if required.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Determine needs for special communications. Make needs known to the Information Systems Branch of the EOC Logistics Section.

ONGOING ACTIVITIES:

- Determine needs for special access facilities.
- Consider need for vehicle traffic control plan. Develop if required.
- Assist in any EOC evacuation, if needed.
- 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.
- Tour the entire facility area and determine the scope of on-going operations.

OPERATIONS SECTION

PURPOSE

To enhance the capability of the City to respond to emergencies by coordinating and supporting tactical operations in the field based upon the EOC Action Plan. It is the policy of this Section that the priorities of responses are to:

- Protect life, property and 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 groups involved in the incident. These elements may include:

- Fire/Medical/Health Branch
- Police Branch
- Care and Shelter Branch
- Public Works Branch
- Building and Safety Branch

OBJECTIVES

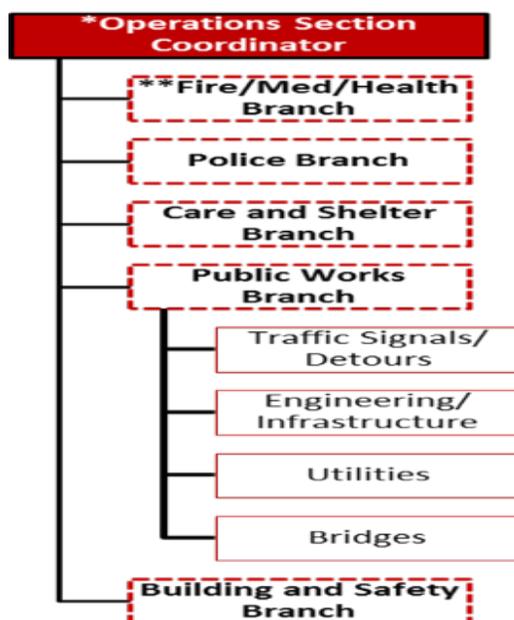
The Operations Section is responsible for coordination of all response elements applied to the emergency incident. The Operations Section carries out the objectives of the EOC Action Plan and requests additional resources as needed.

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 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 Employee Response Procedures. **(See Employee Guidelines in Management Support Documentation)**.
- During the emergency incident, use 12-hour operational periods. Operational periods should be event driven.

OPERATIONS SECTION ORGANIZATION CHART



OPERATIONS SECTION STAFF

The Operations Section Coordinator will determine, based on present and projected requirements, the need for specific and/or specialized branches.

- Fire/Medical/Health Branch
- Police Branch
- Care and Shelter Branch
- Public Works Branch
- Building and Safety 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.
- Anticipates probable resource needs.
- Coordinates all requests for mutual aid and other operational resources.
- Fills any needed Operations Section position as needed and if not assigned.

Fire/Medical/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 and coroner activities with the Ventura County Health Care Agency (VCHCA) for appropriate emergency medical response. Note: The County of Ventura Chief Medical Examiner-Coroner has Coroner responsibilities in the City of Thousand Oaks. In a wide- scale incident, it may be several hours or days before dead can be processed by the Chief Medical Examiner-Coroner.

Police 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 and access control points to damaged areas.
- Ordering and coordinating appropriate mutual aid resources.
- During an emergency evacuation, all animal care services will be coordinated with Los Angeles County Animal Care and Control (within City boundaries) with support of Ventura County Animal Services (VCAS) (unincorporated areas), if possible.

Care and Shelter Branch

- Responsible for providing care and shelter for evacuees.
- Coordinates efforts with the Ventura County Human Services Agency (VCHSA) and the American Red Cross and other volunteer agencies.
- For animal sheltering issues, the Care and Shelter Branch will coordinate with Los Angeles County Animal Care and Control with support of VCAS, if possible.

Public Works Branch

- Responsible for coordinating all Public Works operations including:
 - Maintaining public facilities and 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 additional Units may be activated:
 - Traffic Signals/Detours Unit
 - Engineering/Infrastructure Unit
 - Utilities/Development Unit
 - Bridges/Caltrans Unit

Building and Safety Branch

- Responsible for the evaluation and inspection of all City-owned and private structures damaged in an incident.



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OPERATIONS SECTION COORDINATOR

SUPERVISOR: EOC Director

PRIMARY RESPONSIBILITIES:

- Ensure that the Operations Section function is carried out, including the coordination of response for Fire/Medical/Health, Police, Care and Shelter, Public Works and Building and Safety.
- Establish and maintain mobilization/demobilization 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 67.

ACTIVATION

- 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

START-UP

- Direct the implementation of the City Emergency Operations Plan.
- Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.
- Determine what Section positions should be activated and staffed.
- Confirm that all key Operations Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Carry out responsibilities of your Section not currently staffed.

NOTIFICATIONS

- Notify EOC Director when your Section is fully operational.

- Establish field communications with established Incident Command Posts or DOCs, if activated.

MEETINGS/BRIEFINGS

- Brief new or relief personnel in your Branch. 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.
- Meet with other activated Section Coordinators, as needed.
- Attend periodic briefing sessions conducted by the EOC Director.
- Brief the EOC Director on major problem areas that need or will require solutions.
- Conduct periodic Operations Section briefings and work to reach consensus for forthcoming operational needs.

ACTION PLANNING

- Participate in the EOC Director's action planning meetings.
- Work closely with the Planning/Intelligence Section Coordinator in the development of the EOC Action Plan. Ensure the development Operations Section objectives. (**See Planning/Intelligence Support Documentation – Action Planning.**)
- Work closely with each Branch leader to ensure Operations Section objectives as defined in the current EOC Action Plan are being addressed.
- Work closely with Logistics Section-Communications Unit in the development of a Communications Plan.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 68.
- Open and maintain an Activity Log (**See Operations Support Documentation, Activity Log**).
- Provide personnel and equipment time records for the entire Section to the Time Keeping Unit in the Finance Section at the end of each work shift.
- Provide copies of any reports to the Documentation Unit of the Planning/Intelligence Section at end of each operational period.

ONGOING ACTIVITIES

- Receive, evaluate, and disseminate information relative to the Operations Section.
- Evaluate the field conditions associated with the incident and coordinate with the Situation Status Unit of the Planning/Intelligence Section.

- From the Situation Status Unit of the Planning/Intelligence Section, obtain and review major incident reports and additional field operational information that may pertain to or affect your Section operations. Provide information to appropriate branches.
- 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.
- Coordinate with Incident Commanders and DOCs, if activated to support any field activities.
- Coordinate with Police, and Fire/Medical/Health Branches and Incident Commanders, as appropriate, to determine the need for In-Place Sheltering or evacuations. Coordinate notification orders with Police and Fire Branches and the PIO. **(See Operations Support Documentation – Shelter-In-Place.)**
- Coordinate the designation of primary and alternate evacuation routes for each incident with Police, Fire/Medical Health and Public Works Branches.
- Coordinate with the Situation Status Unit in the Planning Section to ensure primary and alternate evacuation routes are displayed on the situation maps.
- Coordinate display or mapping needs with the Planning/Intelligence Section.
- Coordinate the activities of all departments and agencies involved in the operations.
- Share relevant emergency information with the PIO.
- Ensure that intelligence information from Branch leaders is made available to the Planning/Intelligence Section.
- Ensure that unusual weather occurrences within the jurisdiction are reported to the National Weather Service (NWS) **(see Operations Support Documentation – NWS.)**
- Ensure that all fiscal and administrative requirements are coordinated through the Finance Section, i.e., notification of any emergency expenditures.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Provide resources to the field as needed.
- Determine resources committed and resource needs.
- Identify, establish, and maintain mobilization areas for Operations-related equipment and personnel that come through Mutual Aid, as needed. Authorize release of equipment and personnel to incident commanders in the field.
- Review suggested list of resources to be released and initiate recommendations for their release. Notify the Resources Unit of the Planning/Intelligence Section.



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FIRE/MEDICAL/HEALTH BRANCH DIRECTOR

SUPERVISOR: Operations Section Coordinator

PRIMARY RESPONSIBILITIES:

- Evaluate and process requests for fire, hazardous materials and rescue resources.
- Coordinate search and rescue, fire and medical/health operations.
- Coordinate the prevention, control and suppression of fire 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.
- Coordinate with Ventura County Public Health regarding all disease prevention and control activities.
- Assist and serve as an advisor to the Operations Section Coordinator and other Branches as needed.
- 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 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

NOTIFICATIONS

- Ensure that all on-duty Fire personnel have been alerted and notified of the current situation.
- Ensure that all off-duty Fire personnel have been notified of callback status, (when they should report) in accordance with current department emergency procedures.
- Notify appropriate local, state, and federal response agencies.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Check with the other Operations Section Branches for a briefing on the status of the emergency.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Operations Section Coordinator.

- Set Fire Department priorities based on the nature and severity of the disaster.

DOCUMENTATION

- See **Documentation and Reports in Common EOC Responsibilities** on page 67.
- Review and approve accident and medical reports originating within the Fire Branch.

ONGOING ACTIVITIES

- Assess the impact of the disaster on the Fire Department's operational capacity
- Report to the Operations Section Coordinator when:
 - EOC Action Plan needs modification
 - Additional resources are needed or surplus resources are available
 - Significant events occur
- Assist with the needs of the Incident Command Post(s) as requested.
- Advise EOC staff regarding the dangers associated with fire/hazardous materials.
- Coordinate fire, hazardous materials, search and rescue and medical/health operations.
- Request activation of evacuation centers or mass care shelters when need is indicated through Care and Shelter Branch and provide fire protection and safety assessment of shelters.
- Assist Police with evacuations; assist in evacuating non-ambulatory persons.
- Assist in dissemination of warning to the public via social media and TOTV.
- Determine if current and forecasted weather and wind conditions will complicate large and intensive fires, hazardous material, releases, major medical incidents and/or other potential problems. Contact the Situation Status Unit of the Planning/Intelligence Section for updates.
- Assist in efforts to identify spilled substances, including locating shipping papers and placards, and contacting as required Ventura County Health Care Agency, Cal OES, shipper, manufacturer, CHEMTREC, etc.
- Ensure that proper clean-up arrangements are made with Ventura County Environmental Health.
- Coordinate emergency medical care and transportation to appropriate facilities, utilizing City resources and private providers, if necessary.
- 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.

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.
- Identify health facilities and critically fragile populations that may be impacted by the emergency and assess their needs.
- 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 County 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 Coroner or Medical/Health Branch if the County EOC is activated to support 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.
- Assess 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 Police Branch and the County, to reduce the patient population in hospitals, nursing homes, and other care facilities.
- Coordinate with the County via the Medical/Health Branch in the Operational Area EOC 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 Care and Shelter Branch, establish and staff medical care stations at shelter facilities, as appropriate.
- Establish and operate first aid stations for emergency workers as appropriate to the incident.
- In conjunction with the Transportation Unit of the Logistics Section, coordinate transportation and care of injured persons to treatment areas.
- 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.

- Work with Los Angeles County Animal Care and Control 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 Chemical/Biological/ Radiological /Nuclear/Explosive (CBRNE) incidents:

- Identify patients and notify hospitals if contaminated or exposed patient are involved.
- 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.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- 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
- Coordinate with Logistics for provision of vehicles, shelter, food, water, sanitation, equipment, and supplies for fire personnel (including heavy equipment for rescuing trapped persons).
- Coordinate with the Personnel Unit of the Logistics Section to obtain additional emergency medical personnel.
- Report to the Operational Area Fire Mutual Aid Coordinator on major problems, actions taken and resources available or needed.
- Resolve logistical problems reported by the field units.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.

POLICE BRANCH DIRECTOR

SUPERVISOR: **Operations Section Coordinator**

PRIMARY 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.

**READ ENTIRE CHECKLIST AT START-UP AND AT
BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING:

- Clarify issues regarding your authority and assignment.
- Determine 24-hour staffing requirement and request additional support as required.
- Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.

NOTIFICATIONS:

- Ensure that all on-duty Police personnel have been alerted and notified of the current situation.
- Ensure that all off-duty Police personnel have been notified of call-back status, (when they should report) in accordance with current department emergency procedures.
- Notify Watch Commander of status.

Alerting/Warning of Public (See Operations/Alerting and Warning)

- Coordinate with Fire/Medical/Health Branch and field units to designate area to be warned and/or evacuated.
- Develop and coordinate with the PIO the warning/evacuation message to be delivered. At a minimum the message should include:
 - Identification of agency making notification
 - 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 police units to use loudspeakers and sirens to announce warning messages.
 - Determining if helicopters are available and/or appropriate for announcing warnings.
 - Using automated notification systems, TOTV, local radio stations and social media 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 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, 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 with outreach to people with access and functional needs.
- Check vacated areas to ensure that all people have received warnings.

MEETINGS/BRIEFINGS:

- Brief new or relief personnel in your Unit/Position. 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 and identification of eating and sleeping arrangements as appropriate
 - Procedural instructions for obtaining additional supplies, services, and personnel
 - Identification of operational period work shifts

- Attend periodic briefing sessions conducted by Section Coordinator.
- Obtain regular briefings from field command post(s) or DOC.
- Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.

ACTION PLANNING:

- Assist in the preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Operations Section Coordinator.
- Set Police Department priorities based on the nature and severity of the disaster.
- Implement the evacuation portion of the EOC Action Plan.

DOCUMENTATION:

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Open and maintain an Activity Log (**See Operations Support Documentation, Activity Log**).
- Provide periodic situation or status reports to your Section Coordinator for updating information to the Planning/Intelligence Section.
- Provide personnel and equipment time records to the Section Coordinator at the end of each work shift.

ONGOING ACTIVITIES:

- Keep the Operations Section Coordinator advised of your Branch status and activity and on any problem areas that now need or will require solutions.
- Ensure that Police personnel have completed status checks on equipment, facilities, and operational capabilities.
- Ensure that field units begin safety/damage assessment survey of critical facilities and report status information back through the Police Branch. Police Branch will forward information to the Planning/Intelligence Section.
- Alter normal patrol procedures to accommodate the emergency situation.
- Ensure that all relevant communication systems are operational.
- Review situation reports as they are received. Verify information where questions exist.
- Maintain contact with established DOCs and dispatch center to coordinate resources and response personnel.
- Ensure field units to report pertinent information (casualties, damage observations, evacuating status, radiation levels, chemical exposure, etc.).
- Coordinate with Los Angeles Department of Animal Care (within City boundaries) and Control and Ventura County Animal Services (unincorporated area) for all animal services needed.
- Activate the Critical Incident Stress Management teams if necessary.

EVACUATION ACTIVITIES

- 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 and County EOC, as appropriate.
- Coordinate with the Public Works Branch – Traffic and Engineering to determine capacity and safety of evacuation routes and time to complete evacuation.
- Ensure that evacuation routes do not pass through hazard zones.
- Ensure that VC-Alert is employed to assist with evacuations.
- Assist Public Works Branch with identifying and clearing debris from critical routes required to support emergency response vehicles.
- Identify alternate evacuation routes where necessary.
- Identify persons/facilities that may have special evacuation requirements; i.e. people with access and functional needs, hospitalized, elderly, institutionalized, incarcerated etc.
 - Check status
 - Evacuate if necessary
 - Coordinate with the Transportation Unit of the Logistics Section for special transportation needs, i.e. wheelchair lift-equipped buses, transit buses, and paratransit vans.
 - Make sure the individuals are not separated from their durable medical equipment, i.e. wheelchairs, and walkers or service animals.
- 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 for evacuation and sheltering of animals. 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 Infrastructure Branch to obtain necessary barricades and signs.

SECURITY ACTIVITIES

- Coordinate security for critical facilities and resources (consider vehicle security and parking at incident facilities).
- Enforce curfew and other emergency orders, as identified in the EOC Action Plan.
- 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 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 boarding up of buildings.
- Coordinate police and crowd control services at mass care and evacuation centers.
- 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.

MAJOR AIR CRASH ACTIVITIES

- Notify the Federal Aviation Agency or appropriate military command for all air crash incidents.
- Request temporary flight restrictions, as necessary

FLOODING AND/OR DAM FAILURE ACTIVITIES

- 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.

ADDITIONAL ACTIONS 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.

RESOURCES:

- See Resources in Common EOC Responsibilities on page 68.
- Estimate need for law enforcement mutual aid.
- Request mutual aid assistance through the Ventura County Operational Area Law Enforcement Coordinator.
- 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 for incoming law enforcement mutual aid resources.



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CARE AND SHELTER BRANCH DIRECTOR

SUPERVISOR: **Operations Section Coordinator**

The Ventura County Human Services Agency (VCHSA) is the agency with primary oversight responsibility for mass care and sheltering activities for residents and visitors in the County. The Director of VCHSA is responsible for Operational Area Care and Shelter Operations, and will appoint an Operational Area Care and Shelter Coordinator to coordinate County, and City and special district resources, request and respond to mutual aid services, and support the American Red Cross.

If the disaster is large enough, the affected ARC 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 and mass care facilities until, and if, VCHSA and ARC assumes responsibility. Thereafter, the Care and Shelter Branch will work closely with and support VCHSA and ARC and other volunteer services the City has agreements with to assist disaster victims.

For more detailed information on countywide care and shelter operations, please see the County of Ventura Human Services Agency, *Ventura County Mass Care and Shelter Plan*.

POTENTIAL SHELTER SITES

Potential shelter facilities should:

- Be pre-identified as potential sites with site surveys completed.
- In conjunction with ARC, have permission and shelter agreements for shelter usage.
- In conjunction with the ARC, 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 clients 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 (Because it is important that a community return to normal activities as soon as possible, schools should be used in shelter operations only when other resources are unavailable.)
- Convention Centers or conference centers

Care and Shelter Branch should coordinate with the ARC in identifying potential sites. Potential shelters should have the following and comply with Americans with Disabilities Act (ADA) requirements:

- An open space suitable for cots, tables, etc.
- Sanitation and hygiene facilities, as available.

See Operations Support Documentation/Access and Functional Needs Considerations. See Restricted Use Appendix for List of Pre-Identified Shelter Sites.

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.

PRIMARY RESPONSIBILITIES:

- Identify the care and shelter needs of the community.
- Coordinate with the VCHSA, the ARC and other emergency welfare agencies for emergency mass feeding and 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 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

NOTIFICATIONS

- If need is established, contact the ARC and request an ARC liaison for the City EOC. (The ARC will arrange for a liaison at the County EOC to satisfy local government needs.)
- The ARC should be contacted when considering opening a mass care facility.
- Notify the Post Office to divert incoming mail to designated relocation areas or mass care facilities, as necessary.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Operations Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- 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.

ONGOING ACTIVITIES

- 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.
- Identify and prioritize which designated mass care facilities will be needed and if they are functional.
- Ensure that Building & Safety Unit has inspected each shelter site prior to occupancy following an earthquake and after each significant aftershock.
- If evacuation is ordered, in conjunction with the ARC 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 unaccompanied children and 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 conjunction with the ARC, 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 ARC.
- Coordinate with the Ventura County Health Care Agency via the County EOC for sheltering of residential care and medically fragile 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..
- Ensure shelter and feeding areas are free from contamination and meet all health, safety and ADA standards.
- Coordinate with the ARC, 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 Los Angeles County Department of Animal Care and Control (within City boundaries) and Ventura County Animal Services (unincorporated areas) for the care of shelterees' animals.

- Coordinate with the Facilities Unit of the Logistics Section in the evacuation and relocation or shelter-in-place of any mass care facilities that may be threatened by any hazardous condition.
- Request that the ARC establish Reception Centers, as needed, 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.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- 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 Communications Unit of the Logistic Sections to provide communications where needed to link mass care facilities, the EOC and other key facilities.
- Coordinate with the Transportation Unit of the Logistics Section for the transportation needs of shelterees.
- Assist the ARC to ensure there are adequate food supplies, equipment and other supplies to operate mass care facilities, including food, water and relief areas for service animals. Ensure there are some foods and beverages available for people with dietary restrictions. Coordinate procurement and distribution through the ARC or the Supplies/Procurement Unit of the Logistics Section if requested by ARC.

PUBLIC WORKS BRANCH DIRECTOR

SUPERVISOR: Operations Section Coordinator

PRIMARY 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 activated Public Works DOCs (Municipal Service Center, Hill Canyon Treatment Plant).
- 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/Medical/Health Branch on water purification notices. **(See Operations Support Documentation – Emergency Potable Water-Procurement and Distribution and Water – Concept of Operations.)**

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.
- Activate additional Units if necessary:
 - Traffic Signals/Detours Unit
 - Engineering/Infrastructure Unit
 - Utilities Unit
 - Bridges Unit

NOTIFICATIONS

- Notify transportation officials (Caltrans) of City’s emergency status and coordinate assistance, as required.
- 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.
- Contact DHS District Office of Drinking Water, Ventura County Health Care Agency - Public Health, local water utilities, Fire Department, Police Department 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)

Please note: Going directly to the State agency (DHS 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.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Operations Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.

ONGOING ACTIVITIES

- 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.
- 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 and Water – Concept of Operations.)**
- 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 evacuation 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.
- Coordinate with the Police 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.

Debris Management Issues

- 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.
- In coordination with the County Debris Management Team, develop a debris removal plan to facilitate city clean-up operations, which addresses:
 - Disaster Event Analysis/Waste characterization analysis
 - Conduct field 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. (Refer to City Public Works Standard Operating Procedures for Waiver Liability)
 - The City should seek reimbursement of deconstruction or demolition services provided at no cost to the property owner if the property owner does have insurance that covers this type of service
 - Select debris management program(s) 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, if federal disaster, regarding reimbursement for temporary sites and sorting which may require moving materials twice
 - 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 and,

- 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

Water Issues

- Determine the need to staff a Water Task Group (Utilities Unit Leader) and secure resources through the Logistics Section. **(See Operations Support Documentation – Emergency Potable Water-Procurement and Distribution and Water – Concept of Operations.)**
- Evaluate and prioritize potable water needs (quantity/location/duration: minimum 2 gallons per person per day). (Assign task to Utilities Unit if activated).
- Identify and secure locations for water distribution points (e.g., parks, city halls, shelters, etc.). (Assign task to Utilities Unit if activated).
- Consult with DHS District Office, water utilities and PIO for appropriate public information announcements and media interface. (Assign task to Utilities Unit if activated).
- Transmit to Finance Section costs associated with the purchase and distribution of potable water. (Assign task to Utilities Unit if activated).

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Receive and process all requests for Infrastructure resources. Allocate personnel and equipment in accordance with established priorities.
- Obtain Public Works resources through the Logistics Section, utilizing mutual aid process when appropriate. Consider water and wastewater resource requests through the California Water/Wastewater Agency Response Network.
- In coordination with the Logistics Section, identify and obtain potable water resources. (If necessary, recommend that EOC Director request mutual aid to identify and/or obtain water resources. (A list of approved commercial vendors is maintained by the Food and Drug Branch of DHS and is available through the Regional EOC [REOC] Water Chief).
- 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.)
- Allocate available resources based on requests and EOC priorities.

TRAFFIC SIGNALS / DETOURS UNIT LEADER

SUPERVISOR: Public Works Branch Director

PRIMARY RESPONSIBILITIES:

- Manage City's traffic signal control system to ensure any impacted signals are quickly restored.
- Coordinate with the Public Works Branch for detour options.
- Anticipate traffic and control needs to share with the Public Works Branch and/or Operations Coordinator.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

NOTIFICATIONS

- Notify California Highway Patrol in coordination with Police Branch Director in order to determine freeway issues that may impact arterial traffic or traffic routing of streets without traffic signals.
- Make contact with Traffic Signal Contractor to determine availability to make necessary repairs to damaged traffic signals.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Operations Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Document status of each traffic signal in the City and traffic impact near incident and work with Police Branch on possible detour options and/or evacuation routes within a section of the City or the entire City.
- 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.

- Develop a traffic signal priority repair plan and forward to the Operations Section Coordinator for review and approval.
- Provide a final safety/damage report to the Documentation Unit in the Planning Section.

ONGOING ACTIVITIES

- Coordinate collection of information specific to traffic signals damaged in City in coordination with Public Works Branch (MSC) and field inspectors.
- Coordinate with Bridges 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.
- Coordinate with Utilities Unit to determine extent of power loss in the City.
- Provide information on required repairs to the Recovery Unit in the Planning Section.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Receive and process all requests for Infrastructure resources. Allocate personnel and equipment in accordance with established priorities.
- Obtain Public Works resources through the Logistics Section, utilizing mutual aid process when appropriate.
- In coordination with the Logistics Section, identify and obtain potable water resources. (If necessary, recommend that EOC Director request mutual aid to identify and/or obtain water resources. (A list of approved commercial vendors is maintained by the Food and Drug Branch of DHS and is available through the Regional EOC [REOC] Water Chief).
- 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.)
- Allocate available resources based on requests and EOC priorities.

ENGINEERING / INFRASTRUCTURE UNIT LEADER**SUPERVISOR: Public Works Branch Director****PRIMARY 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 Community Development staff.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Operations Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- 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.
- Develop a final safety/damage assessment report to the Public Works Branch Director and the Operation Section Coordinator.

ONGOING ACTIVITIES

- 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.

- Provide information on required repairs to the Recovery Unit in the Planning Section.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.

UTILITIES UNIT LEADER**SUPERVISOR: Public Works Branch Director****PRIMARY 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.
- Contact local water purveyors and MSC staff for status of the City's Water Distribution and Wastewater Collection System.
- Inventory development and construction failures from field staff with Public Works Department and Community Development Department inspectors.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

NOTIFICATIONS

- 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.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Operations Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Document structures and water/power lines that need immediate attention to ensure public safety to restore infrastructure of City.
- Collect record and total the type, location and estimated damage of all City utilities and development projects through inspection reports, video and/or photographs.
- Develop a final safety/damage assessment report to the Documentation Unit in the Planning Section.

ONGOING ACTIVITIES

- 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 to determine water, wastewater status in addition to availability of MSC fuel for city fleet and other emergency responders.
- Evaluate and prioritize potable water needs (quantity/location/duration: minimum 2 gallons per person per day).
- Identify and secure locations for water distribution points (e.g., parks, city halls, shelters, etc.).
- Consult with DHS District Office, water utilities and PIO for appropriate public information announcements and media interface.
- Transmit to Finance Section costs associated with the purchase and distribution of potable water.
- Identify and complete assessment of all capital improvement projects and major development that may have been damaged.
- Coordinate assessments with the Damage Assessment Unit in the Planning Section.
- Provide information on required repairs to the Recovery Unit in the Planning Section.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.

BRIDGES UNIT LEADER**SUPERVISOR: Public Works Branch Director****PRIMARY RESPONSIBILITIES:**

- Inventory and assess status of the City bridges and infrastructure and coordinate with County Public Works as needed.
- Coordinate a field assessment of Thousand Oaks bridges.
- Make recommendations on what damaged bridges and/or infrastructure need the most immediate repair.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Operations Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- 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.
- 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.
- Develop a safety assessment report for the Damage Assessment Unit and provide a copy to the Operations Section Coordinator.

ONGOING ACTIVITIES

- 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 assessments with the Damage Assessment Unit in the Planning Section.
- Coordinate with the Traffic Signals and Detours Unit and Law Enforcement Branch on any bridges that require closure and or detouring of traffic.

- 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.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.

BUILDING AND SAFETY BRANCH

SUPERVISOR: Operations Section Coordinator

PRIMARY 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. 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 Situation Status Unit of the Planning/Intelligence 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 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.
- Coordinate with the Personnel Unit of the Logistics Section to ensure that training for personnel includes safety and hazard awareness and is compliant with OSHA requirements.

NOTIFICATIONS

- Alert and stage Building and Safety assessment teams as needed.

MEETINGS/BRIEFINGS

- Attend briefing sessions conducted by the Section Coordinator.

- Brief all personnel on Building and Safety procedures and assignments.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Operations Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Activate data tracking system to document and report safety assessment information and forward to the Situation Status Unit of the Planning/Intelligence Section.
- Provide detailed safety assessment information to the Planning/Intelligence Section, with associated loss damage estimates.

ONGOING ACTIVITIES

- Coordinate with County Building and Safety staff regarding local needs.
- Oversee the 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 hazardous materials 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 over due to aftershocks.

- Determine priorities for identifying, inspecting and designating hazardous structures to be demolished.
- Track the information on damaged buildings inspected to determine the location, type and amount of potential debris.
- Implement procedures for posting of building occupancy safety status using ATC-20 guidelines.
- Assess the need to require potentially unsafe structures to be vacated.
- Provide structural evaluation of mass care and shelter facilities in coordination with the Care & Shelter Branch.
- Provide public school inspection reports to the Division of the State Architect.
- Consider establishing an area field site to direct and coordinate safety assessment and inspection teams.
- Support Building Inspectors and Safety Officers in the field to ensure safety of field operations for employees and volunteers.
- 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 damaged 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. .

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- After completion of the safety/damage survey, develop a preliminary estimate of the need for mutual aid assistance.
- Request mutual aid building inspectors through the Ventura County Operational Area EOC.
- Coordinate incoming Building and Safety mutual aid resources.
- Arrange for necessary communications equipment from the Communications Unit of the Logistics Section and distribute to all field personnel (e.g., radios, cellular phones, etc.)



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PLANNING/INTELLIGENCE SECTION

PURPOSE

To enhance the capability of the City to respond to emergency incidents by collecting, evaluating, displaying and disseminating information.

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 and develop plans to address changing events in the field.
3. Gather and document information specific to: 'Where is the incident?' 'How much damage did the City incur?' 'How much worse will the situation become?' 'How can the City best manage the incident?'

OBJECTIVES

The Planning/Intelligence Section ensures that safety/damage assessment information is compiled, assembled and reported in an expeditious manner to the EOC sections, departments and the County Operational Area. This Section is responsible for preparing the EOC Action Plan. The Planning/Intelligence Section is also responsible for the detailed recording (Documentation Unit) of the City's response to the incident and the preservation of records during and after the incident. The following objectives are to be followed:

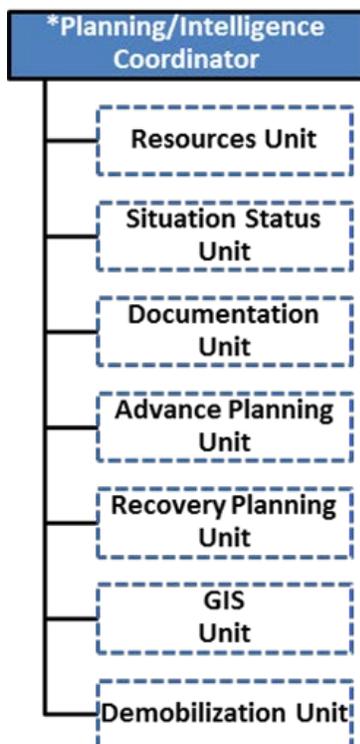
- Collect situation status and safety/damage assessment reports.
- Display incident information in the EOC using maps, visual aids and DLAN.
- Prepare and maintain charts and lists that reflect the incident status and location of resources (personnel, equipment and vehicles).
- Disseminate intelligence information to the EOC Director, Public Information Officer, Section Coordinators, and the County Operational Area.
- Coordinate GIS mapping and documentation of the incident.
- Coordinate preparation of damage assessment reports for dissemination to other sections, City departments, Cal OES, FEMA and the County Operational Area.
- Document damage and estimate financial loss.
- Prepare the City's EOC Action Plan.
- Prepare the City's After-Action after EOC demobilization.
- Prepare a post-disaster recovery plan.
- Maintain proper and accurate documentation of all actions taken to ensure that records are preserved for future use, Cal OES and FEMA filing requirements.

CONCEPT OF OPERATIONS

The Planning/Intelligence Section will operate under the following policies during an emergency incident:

- SEMS and NIMS will be followed.
- City and departmental operating procedures will be adhered to unless modified by the EOC Director.
- All personnel are expected to remain at work until relieved by the Section Coordinator or the EOC Director.

PLANNING/INTELLIGENCE SECTION ORGANIZATION CHART



PLANNING/INTELLIGENCE SECTION STAFF

The Planning/Intelligence Section Coordinator will determine staffing levels and the need for specific units. The Section Units include the following:

- Resources Status Unit
- Situation Status Unit
- Documentation Unit
- Advance Planning Unit
- Recovery Planning Unit
- GIS Unit
- Demobilization Unit

The Planning/Intelligence Section Coordinator is responsible for overseeing all demobilization activities post-incident and will account for all equipment, personnel, and supplies at the end of any operation.

Planning/Intelligence Section Coordinator

- Serves as a member of the EOC Director's Executive Team.
- Collects, evaluates, and disseminates incident intelligence and status of resources.
- Understands the current situation.
- Estimates the likely progression of the incident.
- Fills Planning Section positions as needed.

Resources Status Unit

- Maintains tracking records of resource allocation and use including resources available, assigned, requested and anticipated future resource needs.
- Coordinates with the Operations Section to track resources being used and resources needed.
- Coordinates with the Logistics Section to identify resources ordered and in use.

Situation Status Unit

- Collects and organizes incident status and situation information.
- Evaluates, analyses and displays information for use by EOC staff.
- Maintains detailed records of safety/damage assessment information.
- Supports the documentation process.

Documentation Unit

- Initiates and coordinates the preparation of the City's EOC Action Plans and After-Action Report.
- Maintains accurate and complete incident files.
- Provides copying services to EOC personnel.
- Preserves incident files for legal, analytical and historical purposes.

Advance Planning Unit

- Prepares recommendations for future operational periods.
- Prepares briefings for strategy and planning meetings.

Recovery Planning Unit

- Coordinates recovery operations.
- Prepares EOC Team for recovery phase and to restore the City to pre-incident status.

Geographic Information System (GIS) Unit

- Compiles, shares and posts incident information and GIS maps throughout the incident.
- Coordinates with the Situation Unit and PIO to ensure accurate and rapid dissemination of emergency information.

Demobilization Unit

- Prepares a Demobilization Plan to ensure a safe and cost-effective release of personnel and equipment is completed.



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PLANNING/INTELLIGENCE SECTIONS COORDINATOR

SUPERVISOR: EOC Director

PRIMARY RESPONSIBILITIES:

- Ensure that the Planning/Intelligence Section follows SEMS/NIMS Guidelines, including:
 - Collecting, analyzing and displaying situation information
 - Preparing periodic situation reports
 - Creating and documenting the City’s Action Plan and After-Action Report
 - Resource tracking and advance planning
 - Transitioning the EOC from response to recovery and demobilization
 - Provide all GIS and other technical support services to the EOC Team
- Establish the appropriate level of staffing within the Section, and monitor its effectiveness and make changes as needed.
- Be prepared to add additional branches, groups, and units as needed.
- 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 67.

ACTIVATION

- Determine the operational status and appropriate level of activation based on situation as known.
- Respond to the EOC as appropriate.
- Mobilize appropriate personnel upon activation of the EOC.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.
- Activate staffing levels within your Section as needed and designate leaders for each element.
 - Situation Status Unit
 - Resources Status Unit
 - Documentation Unit
 - Advance Planning Unit
 - Recovery Planning Unit
 - GIS Unit
 - Demobilization Unit
- Confirm that all Planning/Intelligence Section personnel are notified and are in the EOC and recruit additional personnel as needed.

- Carry out responsibilities of your Section not currently staffed.

NOTIFICATIONS

- Advise the EOC Director when your Section is fully operational.

MEETINGS/BRIEFINGS

- Brief new or relief personnel in your Branch. Briefings should include:
 - Current assessment of incident
 - Identification of specific job responsibilities
 - Availability of communications (email, cell phone, hardline and DLAN)
 - Identification of eating and sleeping area for EOC Team
 - Process for obtaining additional supplies, services, and personnel
- Meet with City EOC Section Coordinators, as needed.
- Attend periodic briefing sessions as determined by the EOC Director.
- Brief the EOC Director on major issues that need immediate attention.
- Conduct Planning Section briefings and work to address challenges for future operational needs.
- Lead emergency incident and strategy briefings for the EOC Director and staff.

ACTION PLANNING

- Prepare the EOC Action Plan for the current and future operational periods.
- Work closely with the EOC Director to develop the EOC Action Plan.
- Participate in EOC Director's action planning meetings and coordinate with other EOC Section leaders as needed.
- Ensure the development of the Planning Section objectives. **(See Planning/Intelligence Support Documentation – Action Planning.)**
- Coordinate with Unit leaders to ensure Planning/Intelligence Section objectives are defined and addressed in the EOC Action Plan.
- Coordinate with the Logistics Section-Communications Unit in the development of a Communications Plan.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Open and maintain an Activity Log **(See Planning/Intelligence Support Documentation, Activity Log).**
- Provide personnel and equipment time records for the Section to the Time Keeping Unit in the Finance Section at the end of each work shift.
- Review incident reports and field information that may pertain to operations.
- Review and approve reconnaissance, City status and safety/damage assessment reports and forward information to the County Operational Area.
- Provide copies of reports to the Documentation Unit at the end of each operational period.
- Develop a Recovery Plan.

ONGOING ACTIVITIES

- Direct the Situation Status Unit leader to collect and display significant events and safety and damage assessment information. Ensure Situation Status Unit leader collects information and intelligence from other sections, outside agencies and departments.
- Ensure the Situation Status Unit collects transportation status information and is coordinating with the Transportation Unit in the Logistics Section.
- Document key issues facing your Section to be accomplished within the next operational period and develop alternative strategies.
- Ensure that incident information is disseminated to response personnel, City EOC section staff, City departments, and the County Operational Area.
- Ensure internal coordination between branch/group/unit leaders.
- Ensure status and display boards in the EOC are being used and current.
- Update status information with other sections as appropriate.
- Plan ahead for the recovery phase and activate the Recovery Planning Unit.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Keep up to date on situation and resources associated with your Section.
- Identify the need for use of special resources.



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RESOURCES UNIT

SUPERVISOR: Planning/Intelligence Section Coordinator

PRIMARY RESPONSIBILITIES:

- Maintain tracking records of resources used (already in place, requested but not yet on scene, out-of-service, and estimates of future needs).
- Prepare displays, charts and lists on the current status and location of resources: personnel, equipment and vehicles.
- Establish a resources tracking system.
- Provide information to assist the Situation Status and Documentation Units of the Planning/Intelligence Section in strategy planning and briefing presentations.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC Duties on page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Maintain a master list of all critical resources reported.
- Provide a critical resources overview and summary information to the Situation Status Unit of the Planning/Intelligence Section and written status reports on critical resource allocations as requested by the Section Coordinators.

ONGOING ACTIVITIES

- Develop a system to track critical resources that have been such as personnel, equipment and vehicles.
- Manage the collection, and display of incident resources to include allocation, deployment and staging areas.
- Establish a reporting procedure for critical resources at specified locations.

- Provide for an authentication system in case of conflicting resources status reports.
- Support strategic planning efforts to assess available resources and what to allocate based on priorities.
- Keep Operations Section informed of the estimated time-of-arrival of ordered personnel, support vehicles/units, transportation and other critical resources. (Coordinate with Logistics Section).

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Prepare and maintain displays, charts and lists that reflect the status and location of controlled resources: personnel, equipment and vehicles.
- Ensure that available critical resources are not overlooked by EOC staff.
- Make recommendations to the Planning/Intelligence Section Coordinator of resources that are not deployed or should be activated.

SITUATION STATUS UNIT

SUPERVISOR: Planning/Intelligence Section Coordinator

PRIMARY RESPONSIBILITIES:

- Collect, organize and analyze situation status information (including damage assessment information) from the Operations Section and other verifiable EOC sources and prepare reports.
- Develop situation reports for dissemination to Planning/Intelligence Section Coordinator, EOC Director, and other section coordinators to initiate the action planning process.
- Transmit approved reports to the County Operational Area. DLAN can be used to facilitate this process (**See DLAN information in the Appendices**).
- Develop and maintain maps and other displays (locations and types of incidents). Work with GIS Unit, if activated, to produce mapping products.
- Assess, verify and prioritize situation information into situation intelligence briefings and situation status reports.
- Evaluate all incoming situation and incident reports. Provide incoming intelligence to EOC Sections, and provide 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 intelligence information within the EOC.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC Duties on page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Meet with the Planning/Intelligence 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.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Establish and maintain an open file of situation reports and incident reports for review by other sections/units.
- 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 Officer on those structures which may need to be demolished in the interest of public safety
- Provide final safety and damage assessment reports to the Documentation Unit
- Prepare Operational Area reports. Obtain approval from the Planning/Intelligence Section Coordinator and transmit to the County Operational Area via DLAN.
- Prepare written situation reports at periodic intervals at the direction of the Planning/Intelligence Section Coordinator.

ONGOING ACTIVITIES

- Direct the collection, and display of status information according to the format that the Documentation Unit is utilizing, including:
 - Location and nature of the emergency incident
 - Special hazards
 - Number of injured and deceased persons
 - Road closures and disaster routes
 - Structural property damage (estimated dollar value)
 - Personal property damage (estimated dollar value)
 - Damage assessment information on:
 - Roads, bridges and highways
 - Communications infrastructure: wired, data, cable and wireless
 - Utilities: water, waste water, electricity and gas
 - Schools
 - Parks facilities
 - City resources committed to the emergency incident
 - 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:
 - 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
 - Auxiliary Communication Services (ACS)
 - Media (Radio and Television)
 - Ventura County Sheriff's Office of Emergency Services
 - Volunteer Organizations Active in Disaster (VOAD)

Within the EOC:

- 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
 - DLAN
- Direct the collection of photographs, videos, and/or sound recordings of emergency incidents, as appropriate.
 - Prepare and maintain EOC displays. Clearly identify incidents. Ensure displays reflect the most current and correct information.
 - Using DLAN, 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).**
 - Gather patient and casualty tracking information with the Fire/Medical/Health Branch.
 - Provide for an authentication process in case of conflicting status reports on events.
 - Provide information to the PIO for use in developing media and other briefings.
 - Determine weather conditions, current and upcoming. Keep current weather information posted.
 - Prepare an evaluation of the emergency incident and a forecast on the potential course of the incident at periodic intervals or upon request of the Planning/Intelligence Section Coordinator.
 - As appropriate, assign “field observers” to gather information.
 - During a radiological incident, activate the Radiological Protection Procedures as needed for reporting and documentation.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Provide resource and situation status information in response to specific requests.

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DOCUMENTATION UNIT

SUPERVISOR: Planning/Intelligence Section Coordinator

PRIMARY RESPONSIBILITIES:

- Maintain an accurate and complete record of significant emergency events.
- Assist other parts of the EOC organization in setting up and maintaining files, journals 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 incident files for legal, analytical and historical purposes.
- Compile, copy and distribute the EOC Action Plans and After-Action Report as directed by the Section Coordinators.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Meet with the Planning/Intelligence Section Coordinator to determine what EOC materials should be maintained for official records.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.
- Following planning meetings, assist in the preparation of any written action plans or procedures.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Ensure that the EOC Action Plans and After-Action Report are compiled, approved, copied and distributed to EOC Sections and Units. **(See Planning/Intelligence Support Documentation – Action Planning After Action/Corrective Action Reports.)**
- Coordinate documentation with the Situation Status Unit.

- Following planning meetings, assist in the preparation of any written action plans or procedures.
- Periodically collect, maintain and store messages, records, reports, logs, journals and forms submitted by all sections and units for the official record.
- Verify accuracy/completeness of records submitted for file – to greatest extent possible; correct errors by checking with EOC personnel as appropriate.
- Prepare an overview of the documented disaster events at periodic intervals or upon request from the Planning/Intelligence Section Coordinator.

ONGOING ACTIVITIES

- Inform EOC sections and units of the requirement to maintain official records. Assist them as necessary in setting up a file records system.
- Ensure the development of a filing system to collect and log according to procedures approved by the Planning/Intelligence Section Coordinator.
- Establish a “runner” support system for collecting, duplicating journals, and logs throughout the EOC.
- Establish copying service and respond to authorized copying requests.
- Establish a system for collecting all section and unit logs and other documents at the completion of each operational period.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.

ADVANCE PLANNING

SUPERVISOR: Planning/Intelligence Section Coordinator

PRIMARY RESPONSIBILITIES:

- Develop issues and requirements related to a time period, normally 36 to 72 hours in advance.
- Prepare special reports and briefings as necessary 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**).

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- 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 likely situation 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 any issues and constraints that should be addressed now in light of the probable situation in 36-72 hours
- Provide reports to the EOC Planning/Intelligence Section Coordinator and/or EOC Director and others as directed.

ONGOING ACTIVITIES

- Develop specific recommendations on areas and issues that will require continuing and/or expanded City involvement.
- Identify potential 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 the Operations Section, estimate the number of people who will require transportation out of the risk areas and coordinate the movement of persons with access and functional needs. Coordinate with Logistics and the paratransit companies as necessary.
- As needed, develop methods for countering potential impediments (physical barrier, time, lack of transportation resources, etc.) to evacuation.
- Periodically evaluate the operational situation and assist the Planning/Intelligence Section staff in making recommendations on priority response and recovery actions.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.

RECOVERY PLANNING

SUPERVISOR: Planning/Intelligence Section Coordinator

PRIMARY RESPONSIBILITIES:

- Prepare the EOC organization for transition to a recovery operations organization to restore the City to pre-incident conditions as quickly and effectively as possible. Ensure that the City is prepared to participate jointly with FEMA, Cal OES, County Operational Area and non-profit organizations to expedite disaster assistance.
- 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 City are observed.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- With Section Coordinators, develop a plan for initial recovery operations.

ONGOING ACTIVITIES

- Identify issues to be prioritized by the EOC Director on restoration of services.
- Be alert for opportunities to implement actions to alleviate/remedy previous zoning practices that have caused incompatible land uses.
- 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 the categories of Inspected, Restricted Access and Unsafe
- Emergency demolition of buildings considered to be an immediate danger to the population or adjacent structures. Ensure that homeowners' and business owners' rights are considered to the fullest extent and that arrangements are made for appropriate hearings, if at all possible. Ensure that buildings 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.
- Prepare the EOC organization for transition to Recovery Operations.
- Coordinate with CDD for land use and zoning variance issues; permits and controls for new development; revision of building regulations and codes; code compliance; plan review; and building and safety inspections.
- Coordinate with Ventura County Health Care Agency for restoration of medical facilities and associated services; and perform environmental reviews.
- Coordinate with the Public Works Branch 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; and low income and special housing needs.
- Coordinate with Finance Department for public finance; budgeting; contracting; accounting and claims processing; taxation; and insurance settlements.
- Coordinate with the City Attorney's Office on emergency authorities; actions, and associated liabilities; preparation of legal opinions; and preparation of new ordinances and resolutions.
- Coordinate with FEMA, Cal OES, County Operational Area and non-profit organizations to expedite emergency 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.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

SUPERVISOR: Planning/Intelligence Section Coordinator

PRIMARY 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 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.
- Provide status reports, maps and workflow information to appropriate requesters

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.
- 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.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan. Provide mapping products as appropriate.
- Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Prepare required standard map products, obtain approval from the Planning Section Coordinator and transmit to the County Operational Area.
- Establish and maintain an open file of location and incident reports for review by other sections.

ONGOING ACTIVITIES

- Coordinate with the Situation Status Unit for the collection, mapping and display of emergency incident information 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, California Spatial Information Library (CASIL), Fire Resource and Assessment Program (FRAP), Ventura County and other cities
 - Emergency incident 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
- 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 incident.
- Develop sources of information and assist the Planning Section Coordinator in collecting, organizing and analyzing mapping data from the Management Team, Operations Section, Logistics Section, and Finance Section.
- Provide for an authentication process in case of conflicting location reports on events.
- Meet with the PIO to determine best methods for exchanging information and providing location information.
- 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.
- As appropriate, assign “field observers” to gather information.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.

DEMOBILIZATION UNIT

SUPERVISOR: Planning Section Coordinator

PRIMARY RESPONSIBILITIES:

- Provide assistance to the EOC Planning/Intelligence Section Coordinator and EOC Director in planning for the EOC demobilization.
- Develop demobilization strategy and plan with Section Coordinators.
- Prepare written demobilization plan or procedures for all responding departments and agencies, as appropriate.
- Follow through on the implementation of the plan and monitor its operation.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See
Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Brief EOC Planning/Intelligence Section Coordinator on demobilization progress.
- Ensure a debriefing is conducted prior to release of personnel.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- 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
 - Notify County Operational Area of demobilization plan
- Obtain approval of the Demobilization Plan from the EOC Director.
- Ensure that the plan, once approved, is distributed.

ONGOING ACTIVITIES

- Coordinate with field level Demobilization Unit Leaders.
- Review current staffing to determine the likely size and extent of demobilization effort.
- Request General Staff to assess long-term staffing needs within their sections and provide listing of positions and personnel for release by priority.
- Coordinate with the 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.
- Ensure all sections understand their demobilization responsibilities.
- Ensure unresolved issues are assigned for resolution following deactivation.
- Supervise execution of the Demobilization Plan.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Obtain identification and description of surplus resources.
- Establish “check-in” stations, as required, to facilitate the return of supplies, equipment and other resources.

LOGISTICS SECTION

PURPOSE

To allow the City to respond to community emergencies by managing personnel and equipment.

The priorities are:

- 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 emergency 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 other 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 resources obtained through mutual aid agreements.

The Logistics Section will accomplish the following specific objectives during an emergency incident:

- Collect information from other sections to determine resource needs and prepare for expected operations.
- Coordinate provision of logistical support with the EOC Director.
- Determine logistical support needs and plan for immediate and long-term requirements.
- Maintain accurate documentation of actions taken and items procured to ensure records are preserved for future use and Cal OES and FEMA filing requirements.
- Supervise the negotiation and administration of vendor and supply contracts and procedures.

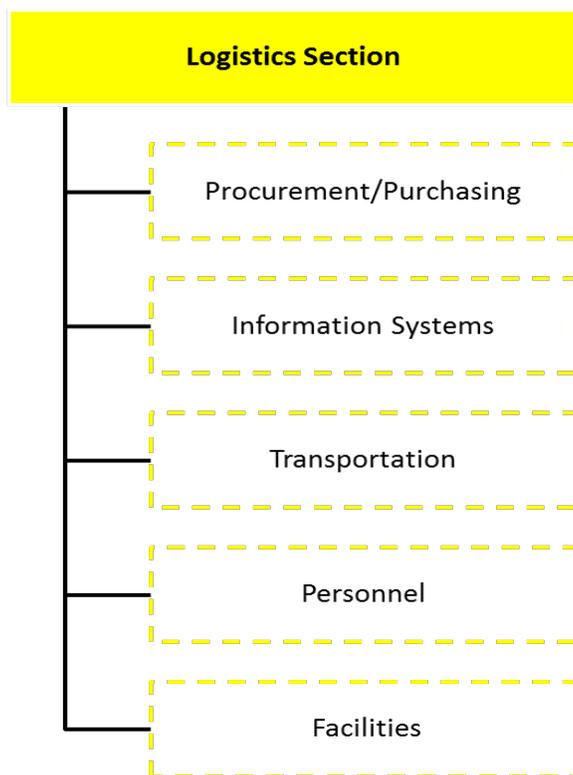
CONCEPT OF OPERATIONS

The Logistics Section will operate under the following policies during an incident:

- 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.

- City staff are to remain at work until otherwise directed. Off-duty personnel are to return to work per City policy.
- Operational periods will be event driven and determined by the EOC Director.
- Available and accessible resources from the private sector and volunteer organizations will be accessed through the City's own resources and private sector resources.

LOGISTICS SECTION ORGANIZATION CHART



LOGISTICS SECTION STAFF

The Logistics Section Coordinator will determine the need for establishing specific units.

- Procurement/Purchasing Unit
- Information Systems
- Transportation
- Personnel Unit
- Facilities Unit

Logistics Section Coordinator

- Serves as a member of the EOC Director's General Staff.
- Supports the acquisition, transportation and mobilization of resources for the incident.
- Predicts probable resource needs.
- Prepares alternative strategies for procurement and resources management.
- Fills any needed Logistics Section position as needed.

Procurement/Purchasing Unit

- Obtains all non-fire and non-law enforcement mutual aid materials, equipment and supplies to support emergency operations.
- Administers all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements and tracking expenditures.
- Identifies sources of equipment, prepares and signs 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.

Information Systems Branch

- Manages all radio, data, and telephone needs of the EOC staff.

Transportation Unit

- Provides for the transportation of emergency personnel, equipment and supplies.
- Coordinates emergency incident transportation routing.

Personnel Unit

- Coordinates all non-fire and non-law enforcement mutual aid personnel support requests received.
- Manages EOC personnel issues and requests.

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.



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LOGISTICS SECTIONS COORDINATOR**SUPERVISOR: EOC Director****PRIMARY 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 disaster routes.
 - Managing personnel issues.
 - Obtaining all materials, equipment and supplies to support emergency operations in the field and in the EOC.
 - Coordinating management of facilities used during emergency incident response and recovery.
- Oversee the acquisition, transportation and mobilization of resources.
- 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.
- Report to the EOC Director on all matters pertaining to Section activities.
- Ensure any contacts with the media are directed to the PIO.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ACTIVATION

- 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

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.
- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
 - Procurement/Purchasing Unit
 - Information Systems Branch
 - Transportation Unit
 - Personnel Unit
 - Facilities Unit
- Confirm that all key Logistics Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.

- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Carry out responsibilities of your Section not currently staffed.

NOTIFICATIONS

- Notify EOC Director when your Section is fully operational.

MEETINGS/BRIEFINGS

- Brief new or relief personnel in your Branch. 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
- Brief the General Staff on operating procedures for use of telephone, data and radio systems.
- Meet with other activated Section Coordinators to identify service/support requirements for planned and expected operations.
- Attend periodic briefing sessions conducted by the EOC Director.
- Brief the EOC Director on major problem areas that need or will require solutions.
- Conduct periodic Logistics Section briefings and work to reach consensus for forthcoming operational needs.

ACTION PLANNING

- Participate in the EOC Director's action planning meetings.
- Prepare work objectives for Section staff and make staff assignments.
- Work closely with each Unit leader to ensure Logistics Section objectives as defined in the current EOC Action Plan are being addressed.
- Ensure a Communications Plan is developed for the EOC Action Plan.
- Following Action Planning meetings, ensure that orders for additional resources have been placed and are being coordinated within the EOC and field units.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Develop a Communications Plan for the EOC Action Plan, as appropriate.
- Open and maintain an Activity Log (**See Logistics Support Documentation, Activity Log**).
- Provide personnel and equipment time records for the entire Section to the Time Keeping Unit in the Finance Section at the end of each work shift.

- Ensure that your Section logs and files are maintained.
- Develop a backup plan for all plans and procedures requiring off-site communications.

ONGOING ACTIVITIES

- Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- Obtain and review incident reports and additional field operational information from the Planning/Intelligence Section Coordinator that pertain to or affect Section operations.
- Determine status of transportation system from the Planning/Intelligence Section and field sources. Determine priorities and estimated times for restoration of the route system. Provide information to other Sections.
- Clarify with the Finance Section Coordinator the level of purchasing authority to be delegated to Logistics Section.
- 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.
- Provide situation and resources information to the Situation Status Unit and Resources Unit of the Planning/Intelligence Section on a periodic basis or as the situation requires.
- Update status information with other sections as appropriate.
- Resolve problems that arise in conducting your Section responsibilities.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Keep up to date on situation and resources associated with your Section.
- Identify the need for use of special resources.
- Identify service requirements for planned and expected operations.
- Oversee the allocation of personnel, equipment, services and facilities required to support emergency response and recovery activities.
- Resolve problems associated with requests for supplies, facilities, transportation, communications and food.
- Keep the County Operational Area Logistics Coordinator apprised of overall situation and status of resource requests.



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PROCUREMENT/PURCHASING UNIT

SUPERVISOR: Logistics Section Coordinator

PRIMARY RESPONSIBILITIES:

- Coordinate procurement, allocation and distribution of resources not normally obtained through existing mutual aid sources, such as food, potable water, fuels, special equipment and other supplies and consumables.
- Identify and coordinate with supply warehouses, 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.
- Maintain an inventory of items in stock and requested.
- Administration of all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements, equipment rentals, supply contracts, and tracking expenditures.
- Initiate and process vendor contracts associated with EOC activities within purchase authority limits established by the City or EOC Director
- Make purchases with delegated authority of the EOC Director including items 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 inventory
2. Other sources that may be obtained without direct cost to the City
3. Resources that may be leased/purchased within spending authorizations

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Meet and coordinate activities with EOC Director and determine purchasing authority to be delegated to Procurement/Purchasing Unit. Review emergency purchasing and contracting procedures.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Ensure that all records identify scope of work and site specific locations.
- Provide updated reports on resource status to Resources Unit.
- Identify and maintain a list of available and accessible equipment and supplies to support response and recovery efforts.

ONGOING ACTIVITIES

- Maintain information regarding;
 - Resources readily available
 - Resources requested
 - Status of shipments
 - Priority resource requirements
 - Shortfalls
- Coordinate with other branches/groups/units as appropriate on resources requests received from operations forces to ensure there is no duplication of effort or requisition.
- Issue purchase orders for needed items within authorized dollar limits.
- Notify EOC Director of procurement needs that exceed delegated authority and obtain needed authorizations and paperwork, as necessary.
- Verify cost data in any pre-established vendor contracts with Finance Section.
- Establish contact with the appropriate Operations Section Branches and Red Cross representatives(s) and discuss the food and potable water situation with regard to mass care shelters and mass feeding locations. Coordinate actions.
- Establish a plan for field and EOC feeding operations, as appropriate. Coordinate with EOC Operations Section to avoid duplication. **(See Logistics Support Documentation – Emergency Response Feeding.)**
- Coordinate the provision of veterinary care and feeding of animals with Los Angeles County Department of Animal Care and Control with support of Ventura County Animal Services (VCAS).
- Assemble resource documents that will allow for agency, vendor and contractor contacts; e.g., telephone listings, procurement catalogs, directories and supply locations.
- Continually update communications availability information with the Information Systems Branch. Revise contact methods with suppliers as improved communications become available.
- Review the situation reports as they are received. Anticipate support requirements. Verify information where questions exist.
- Arrange for storage, maintenance and replacement of equipment and materials.

- Support activities for restoration of utilities to critical facilities.
- Ensure the organization, management, coordination and channeling of donations of goods from individual citizens and volunteer groups during and following the disaster.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Review, verify and process requests from other sections for resources.
- Determine if needed resources are available from City stocks, mutual aid sources or other sources. Arrange for delivery if available.
- Determine availability and cost of resources from private vendors.
- Arrange for delivery of procured resources. Coordinate with Transportation Unit.
- Identify to the Logistics Section Coordinator any significant resource request(s) that cannot be met through local action. Suggest alternative methods to solve the problem if possible.
- Provide and coordinate with Operations Section the allocation and distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities, including mass care shelters.
- Procure and arrange for basic sanitation and health needs at mass care facilities (toilets, showers, etc.) as requested by Operations Section.
- Procure and coordinate water resources for consumption, sanitation and firefighting.
- Obtain and coordinate necessary medical supplies and equipment for persons with access and functional needs.
- Obtain necessary protective respiratory devices, clothing, equipment and antidotes for personnel performing assigned tasks in hazardous radiological and/or chemical environments, as needed.



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INFORMATION SYSTEMS BRANCH**SUPERVISOR: Logistics Section Coordinator****PRIMARY RESPONSIBILITIES:**

- Notify support agencies and oversee the installation, activation and maintenance of all radio, data and telephone communications services inside of the EOC and between the EOC and outside agencies.
- Determine the type and location of placement of radio equipment to support the incident.
- Coordinate radio system operators to ensure 24-hour operation of 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 page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Provide a briefing on EOC on-site and external communications needs, capabilities and restrictions and operating procedures for the use of telephones, computer and radio systems.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Coordinator.
- Provide communications briefings as requested at action planning meetings.
- Prepare the Communications Plan as a part of the EOC Action Plan.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Coordinate with all operational units in the EOC to establish a Communications Plan (component of the EOC Action Plan) that includes radio, data and telephone communications, the private sector, amateur radio and volunteers. **(See Forms, Communication Plan in the Support Documentation).**

ONGOING ACTIVITIES

- Coordinate with all sections and branches/units on operating procedures for use of telephone, data and radio systems. Receive special requests.
- Coordinate all communications activities and establish a plan to ensure staffing and repair of communications equipment.
- Monitor operational effectiveness of EOC communications systems. Obtain additional communications capability as needed.
- Provide assistance with the set up and use of EOC audiovisual equipment.
- Provide assistance with digital archiving of records as needed.
- Determine and anticipate communications support requirements and forward to your Section Coordinator.
- Coordinate frequency and network activities with the County Operational Area.
- Establish a primary and alternate system for communications.
- Coordinate with volunteer and private sector organizations to supplement communications needs, as necessary.
- Support activities for restoration of computer services.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Keep up-to-date on the situation and resources associated with your Unit.

TRANSPORTATION UNIT

SUPERVISOR: Logistics Section Coordinator

PRIMARY RESPONSIBILITIES:

- Coordinate the transportation of emergency personnel and resources within the City by all available means.
- Coordinate all public transportation resources.
- Coordinate the emergency routes with the Operations Section.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Establish a transportation plan for movement of:
- Personnel, supplies and equipment to the EOC, field units, shelters and other facilities.
 - 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.

ONGOING ACTIVITIES

- Coordinate with the Planning/Intelligence and Operations Sections to determine which emergency routes are available for vehicles in and out of the City.
- Coordinate with Public Works, Fire, and Police and on road closures and traffic signal outages information and display in the EOC.
- Coordinate with County OES, Cal Trans and CHP on status of local highways.
- Coordinate use of emergency routes with the Operations Section.

- Support evacuation route and transportation route planning efforts.
- Coordinate with other sections and branches/groups/units to identify transportation priorities.
- Coordinate with the Conejo Valley Unified School District to identify availability of resources for use in evacuations.
- Coordinate with the Operations Section and paratransit companies on the movement of persons with access and functional needs.
- Coordinate with Los Angeles County Department of Animal Care and Control (within City boundaries) with support from the Ventura County Animal Services (unincorporated areas) for transportation of animals as required.
- Analyze the situation and anticipate transportation needs from field units and EOC sections.
- Prepare schedules to maximize use of available transportation.
- Provide Resources Unit of Planning Section with information regarding transportation vehicles (location and capacity). Notify Resources Unit of status changes.
- Establish mobilization areas for vehicles as directed.
- Coordinate with staff and agency representatives to ensure adherence to service and repair policies.
- Ensure vehicle usage is documented by activity and date and hours in use.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Coordinate with local transportation agencies for possible evacuations.
- Maintain inventory of vehicles (staff cars, passenger vans, buses, pick-up trucks, light/heavy trucks).
- Arrange for fueling of all transportation resources.

PERSONNEL UNIT

SUPERVISOR: Logistics Section Coordinator

PRIMARY RESPONSIBILITIES:

- Obtain, coordinate and allocate non-fire and non-law enforcement mutual aid personnel support requests received, and manage EOC personnel issues.
- Identify sources and maintain an inventory of personnel support and volunteer resources.
- Ensure that all Disaster Service Workers (DSW) are registered and integrated into the City emergency response system, as appropriate.
- Assign personnel within the EOC as needed.
- Coordinate emergency management mutual aid (EMMA) through the County Operational Area EOC.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.

ONGOING ACTIVITIES

- Maintain information regarding:
 - Personnel processed.
 - Personnel assigned and on standby.
 - Special personnel requests by category not filled.
- Develop a system for tracking personnel processed by the Unit. Maintain sign in/out logs. Control must be established for the accountability of personnel used in the

response effort. Personnel relieved from assignments will be processed through the Demobilization Unit.

- Ensure training of staff to perform emergency functions. Coordinate with Safety Officer to ensure that training for personnel includes safety and hazard awareness and is compliant with OSHA requirements.
- Obtain crisis counseling for emergency workers. **(See 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 childcare for City employees, as needed. Coordinate with Facilities Unit for suitable facilities and with the Care and Shelter Branch for staff support.
- Assist employees and their families who are victims of the incident.
- 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 transportation of personnel with the Transportation Unit.
- If overwhelmed with volunteers, advise the PIO of that condition and take steps to reduce or redirect the response.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Receive and process requests for personnel support including the number of personnel and special qualifications needed. Secure an estimated time of arrival for relay back to the requesting agency.
- Ensure the recruitment, registration, mobilization and assignment of volunteers.
- Coordinate with the County Operational Area EOC for additional personnel needs.
- Ensure the organization, management, coordination and channeling of the services of individual residents and volunteer groups during and after the emergency.
- Obtain health/medical personnel, e.g., nurse's aides, paramedics, Red Cross personnel and other trained volunteers to meet health/medical needs.
- Request technical expertise resources not available within the City (hazardous materials, environmental impact, structural analysis, geotechnical information, etc.) through established channels, mutual aid channels or the County Operational Area EOC.

FACILITIES UNIT

SUPERVISOR: Logistics Section Coordinator

PRIMARY 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 claims.
- Close each facility when no longer needed.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.

ONGOING ACTIVITIES

- 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 emergency response and recovery operations; i.e., staging areas, shelters, local application centers (LACs), etc.
- Identify any communications requirements to the Information 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 and coordinate evacuation schedules.
- Identify security requirements to the Security Officer (Police Department).
- Monitor 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.
- Ensure operational capabilities are maintained at facilities.
- Ensure basic sanitation and health needs at mass care facilities (toilets, showers, etc.) are met.
- Ensure access and functional needs are addressed at facilities.
- Ensure facilities have water resources for consumption, sanitation and firefighting.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Consider providing facilities for sheltering essential workers, employee's families and volunteers. Coordinate with the Care and Shelter Branch.
- Coordinate with Los Angeles County Department of Animal Care and Control (within City boundaries) with support from the Ventura County Animal Services (unincorporated areas) to provide facilities for animal boarding as required.
- Coordinate water resources for consumption, sanitation and firefighting at all facilities.
- Coordinate the receipt of incoming resources to facilities.
- Oversee distribution of utilities, fuel, water, food, other consumables and essential supplies to all emergency operation facilities.

FINANCE SECTION

PURPOSE

To enhance the capability of the City to respond to emergency incidents by providing financial support and coordinating the recovery of costs as allowed by Federal and State law. Priorities include:

- Protect life, property and environment.
- Provide continuity of financial support to the City.
- Cooperate with the other sections of the City's emergency operations team.
- Document the City's costs and recovery of those costs as allowable.

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 an emergency incident. These systems include:

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

The extent of the emergency will determine the extent to which the Finance Section will mobilize. In a low-level emergency, only part of the section will mobilize. In a regional incident that damages communications, the entire section will mobilize.

OBJECTIVES

The Finance Section acts in a support role in emergency incidents to ensure that all records meet Cal OES and FEMA filing requirements of proper and accurate documentation. To carry out its responsibilities, the Finance Section will accomplish the following objectives during a disaster:

A. For all disasters:

1. Notify the other sections and departments that the Disaster Accounting System is to be used for the emergency.
2. Determine the extent to which the City's computer systems are accessible and/or usable.
3. Determine if the City's bank can continue managing financial transactions.
4. Maintain the financial continuity of City payroll, payments and revenue collection.
5. Distribute Disaster Accounting System information to EOC sections and departments.
6. Upon declaration by the state and/or federal government, coordinate with agencies to initiate the City's cost recovery process.
7. Coordinate documentation of costs pertaining to EOC sections and departments.
8. Coordinate inspections, documentation, audits, and other necessary work in

order to recover costs with the disaster assistance agencies for the required.

B. For emergency incidents where the City's computer systems and bank are accessible and usable:

1. Inform the other sections and 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 emergency incidents where the City's computer systems or banks are inaccessible or unusable for less than one week:

1. Inform the other 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 emergency incidents where the City's computer or bank systems are either inaccessible or unusable for one week or more:

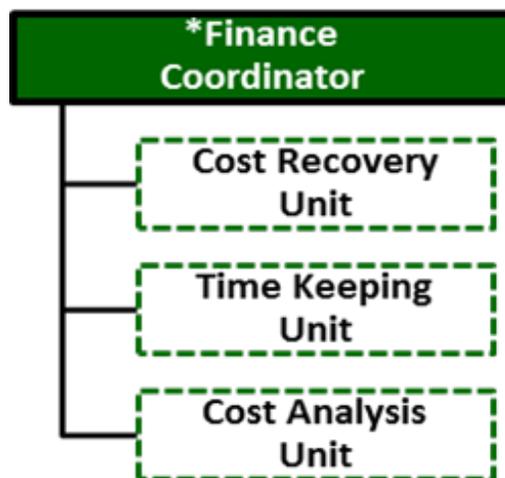
1. Inform the other sections and departments that disaster accounting procedures will be necessary for the next payroll and all critical payments.
2. Activate other Finance Section Units as necessary.
3. Continue with objectives A.4. through A.8. above.

CONCEPT OF OPERATIONS

The Finance Section will operate under the following policies during an emergency incident 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 incidents 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.

FINANCE SECTION ORGANIZATION CHART



FINANCE SECTION STAFF

The Finance Section Coordinator determines, based on current and projected requirements, the need for establishing specific and/or specialized branches/groups/units.

- 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 incident.
- 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.

FINANCE SECTION COORDINATOR

SUPERVISOR: EOC Director

PRIMARY RESPONSIBILITIES:

- Ensure that the Finance function is performed consistent with SEMS/NIMS Guidelines:
 - Implementing a Disaster Accounting System- **(See Finance Support Documentation)**
 - Maintaining financial records of the incident
 - Tracking and recording of all staff time
 - Handling travel and expense claims
 - Providing administrative support to the EOC
- Supervise the Finance Section staff.
- 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 responsibility for the coordination of unit activities within the Section.
- Ensure that the 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 page 67.

ACTIVATION

- 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

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.
- 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
- Confirm that all key Finance Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.
- Request additional personnel for the Section to maintain a 24-hour operation as required.

- Carry out responsibilities of your Section not currently staffed.

NOTIFICATIONS

- Notify EOC Director when your Section is fully operational.

MEETINGS/BRIEFINGS

- Brief new or relief personnel in your Branch. 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
- Meet with other Section Coordinators.
- Brief the EOC Director on major problem areas that need or will require solutions.
- Meet with assisting and cooperating agency representatives as required.

ACTION PLANNING

- Participate in the EOC Director's action planning meetings.
- Prepare work objectives for Section staff and make staff assignments.
- Provide input in all planning sessions on finance and cost analysis matters.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Open and maintain an Activity Log (**See Forms in Support Documentation, Activity Log**).
- Provide personnel and equipment time records for the entire Section to the Time Keeping Unit in the Finance Section at the end of each work shift.
- Ensure that all obligation documents initiated during the disaster are properly prepared and completed.
- Ensure that your Section logs and files are maintained.

ONGOING ACTIVITIES

- Authorize use of the Disaster Accounting System. (**See Finance Support Documentation – Disaster Accounting**.)
- Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- Monitor your Section activities and adjust Section organization as appropriate.

- Work closely with each Unit leader to ensure Finance Section objectives as defined in the current EOC Action Plan are being addressed.
- 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.
- 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.
- Make sure that all contacts with the media are fully coordinated first with the PIO.
- Ensure that payroll and revenue collection process is maintained.
- Organize and manage donations of money received during and after the incident from residents and volunteer groups.
- Coordinate with the Cost Analysis Unit to make recommendations for cost savings to the General Staff.
- Keep the General Staff apprised of overall financial situation.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.
- Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.



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COST RECOVERY UNIT

SUPERVISOR: Finance Section Coordinator

PRIMARY RESPONSIBILITIES:

- Activate and maintain Disaster Accounting System. **(See Finance Support Documentation – Disaster Accounting Procedures.)**
- Receive and allocate payments.
- Document information for reimbursement from the state and federal governments.
- Coordinate documentation of costs with other sections and departments.
- Coordinate cost recovery with disaster assistance agencies.

The Cost Recovery Documentation Unit should be activated at the onset of any disaster. Accurate and timely documentation is essential to financial recovery.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Inform all sections and departments that the Disaster Accounting System is to be used.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Finance Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Prepare all required state and federal documentation as necessary to recover all allowable disaster costs.
- Work with EOC sections and appropriate departments to collect all required documentation.
- Organize and prepare records for final audit.

ONGOING ACTIVITIES

- Activate and maintain the Disaster Accounting System and procedures to capture and document costs relating to a disaster 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 recovery with disaster assistance agencies and insurance companies.
- Receive and allocate payments.
- Act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law.
- Ensure that Caltrans equipment rental rates are used to figure out equipment costs. **(See Finance Support Documentation, Cal-Trans Equipment Rates, City Resolution 2007-138).**
- Provide analyses, summaries and estimates of costs for the Finance Section Coordinator, EOC Director, and the County OES.
- Maintain contact with County Operational Area, Cal OES and FEMA for advice and assistance in obtaining maximum eligible funds for disaster costs.
- Prepare recommendations as necessary.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.

TIME KEEPING UNIT**SUPERVISOR: Finance Section Coordinator****PRIMARY RESPONSIBILITIES:**

- Track, record and report staff time for all personnel/volunteers working the emergency incident.
- Establish and maintain a file for all personnel working at the emergency incident.
- Ensure that daily personnel time recording documents are prepared and are compliant with specific City, Cal OES and FEMA time recording policies.
- Track, record and report equipment use and time.

Ensure that time and equipment use records identify scope of work and site-specific work location consistent with initial safety/damage assessment records, sites and Project Worksheets (PWs).

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 67.

It there is enough staffing for the Finance Section you may want to have a person focus on Personnel Time Recording and another person focus on Equipment Time Recording. If you are limited in staff, make sure that the tasks associated with both of these focus areas are accomplished.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Finance Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.

ONGOING ACTIVITIES

PERSONNEL TIME RECORDER

- Initiate, gather, or update a time report from all applicable personnel assigned to the disaster for each operational period.
- Ensure that all records identify scope of work and site-specific work location.
- Track all travel requests, forms, and claims.
- Ensure that daily personnel time recording documents are accurate and prepared in compliance with City policy.
- Ensure that all employee identification information is verified to be correct on the time report.
- Ensure that 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.

EQUIPMENT TIME RECORDER

- Assist sections and branches/groups/units in establishing a system for collecting equipment time reports and service records. Design and distribute Force Account and Rented Equipment Records.
- Ensure that all records identify scope of work and site-specific work location.
- 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 list of damaged or lost equipment (for billing and claims purposes) in coordination with Planning Section, Resource Status Unit.
- Maintain records security.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.

COST ANALYSIS UNIT

SUPERVISOR: Finance Section Coordinator

PRIMARY 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 page 67.

ASSIGNMENTS/STAFFING

- Clarify issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Finance Section Coordinator.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 67.
- Ensure all financial obligation documents are accurately prepared.
- 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 EOC sections maintain proper supporting records and documentation to support claims.

ONGOING ACTIVITIES

- Collect and record all cost data.
- 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.

- Make recommendations for cost savings to the Finance Section Coordinator.

RESOURCES

- See Resources in Common EOC Responsibilities on page 68.

SUPPORT DOCUMENTATION

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MANAGEMENT SUPPORT DOCUMENTATION

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EMERGENCY MANAGEMENT PRINCIPLES

The following information is a guide for understanding the basics to responding to an incident, large or small, local or national. No matter the incident, the priorities will always remain as follows.

As an agency is confronted with a serious and emergent situation, the overarching framework must be simple and effective. The simplicity is in the progressive and linear decision tree addressing four major areas. These four areas are:

- Life Safety
- Incident Stabilization
- Protect Property and Restore Services
- Protect the Environment

This framework allows for an agency to establish a list of priorities for a particular incident or event.

Priority 1 – Save lives that are immediately threatened by the incident/event

Priority 2 – Provide for health/safety of those impacted by the incident

Priority 3 – Protect property impacted by the incident/event

Priority 4 – Restore services and infrastructure

Priority 5 – Preserve the environment

These priorities can be used to develop specific and time-sensitive objectives for the agency to accomplish. Subsequent objectives can be set as the process of response and coordination continues.

These efforts are focused on providing the City Manager and City Council with the tools and resources needed to direct the Core Committee and the EOC Team in leading the entire City staff in response to the incident.

The process outlined below is to be followed to facilitate this process.

Emergency Management Process:

Step 1 – Situational Assessment

- ✓ Convene the Core Committee before activating the EOC. The Core Committee includes the City Manager, City Attorney, Assistant City Manager, Deputy City Manager, Police Chief, Fire Division Chief, Public Works Director, City Public Information Officer, and Emergency Services Coordinator.
- ✓ Define and understand the role and expectations of executive level management specific to the City's response to a local or regional incident/event.

- ✓ Understand the specific role of the City in support of emergency services and other first responders.
- ✓ Determine or estimate the amount of injuries or casualties.
- ✓ Determine the major hazards specific to the incident.
- ✓ Assess the adequacy of resources on scene and en route.
- ✓ Develop information, tools, and resources to make decisions and maintain accurate situational awareness.
- ✓ Determine the level of communications with City Councilmembers (policymakers) to keep them informed of the actions being taken by the City.

Step 2 – Initial Actions

- ✓ Determine the level of EOC activation, Level 3, 2, or 1.
- ✓ Determine the most pressing issues and safety concerns.
- ✓ Identify the most immediate hazards.
- ✓ Determine actions to mitigate pressing issues.
- ✓ Identify immediate response priorities and draft EOC Action Plan.

Step 3 – Communications and Coordination

- ✓ Establish contact with the media outlets.
- ✓ Ensure activation and functionality of City Website and VC Alert.
- ✓ Establish contact with the (Operational Area) County EOC and other agencies as necessary.
- ✓ Determine if a local emergency needs to be proclaimed.

Step 4 – EOC Action Planning

- ✓ Confirm EOC activation level staffing level.
- ✓ Establish goals, priorities, and advance planning objectives.

- ✓ Complete EOC action plan and identify operational challenges.
- ✓ Ensure sections are clear on their objectives and carrying out their duties.
- ✓ Coordinate with Core Committee and City Council.
- ✓ Ensure communication and coordination with the (Operational Area) County and other agencies as needed.

EOC Activation Levels

ALERT

Key staff alerted to the incident. EOC not activated.

LEVEL III

Decentralized Coordination and Direction

A minor to moderate incident where local resources are adequate and available. A local emergency may or may not be proclaimed. The County EOC may or may not be activated. Off-duty personnel may be recalled. City EOC is not open.

LEVEL II

Centralized Coordination and Decentralized Direction

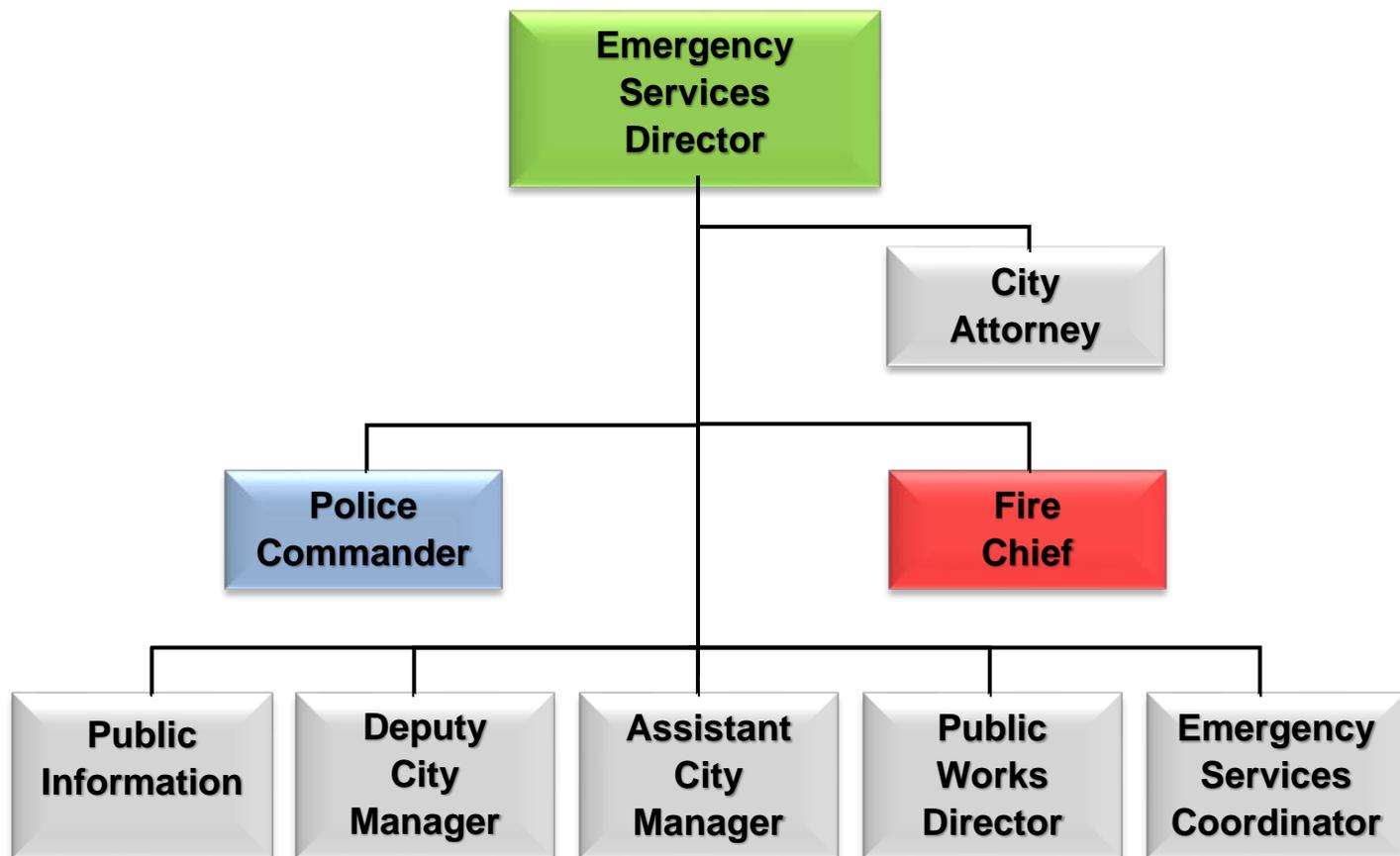
A moderate to severe emergency where local resources are not adequate and mutual aid may be required on a regional or even statewide basis. Key management level personnel from the principal involved agencies will co-locate in a central location to provide jurisdictional or multi-jurisdictional coordination. The EOC should be activated with appropriate partial staffing. Off-duty personnel may be recalled, a Local Emergency will be proclaimed, and a State of Emergency may be proclaimed.

LEVEL I

Centralized Coordination and Direction

A major local or regional disaster where 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 Disaster will be requested. All response and early recovery activities will be directed from the EOC. Off-duty personnel will be recalled and full EOC staffing is necessary at this level.

City of Thousand Oaks Emergency Management Core Committee



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 incident:
 - 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 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 KVTA 1590 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 KVTA 1590 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 KVTA 1590 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 KVTA 1590 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 KVTA 1590AM, 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 KVTA 1590AM, 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 KVTA 1590 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 KVTA 1590 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 confirm 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 KVTA 1590 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 KVTA 1590 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 KVTA 1590 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 (KVTA 1590 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 cities and County of Ventura utilize VC Alert, a public notification system that is used to advise the public and to notify EOC staff and other key personnel at the City, Ventura County Fire Department, and County Office of (Sheriff) of Emergency Services. County OES is the administrator of this countywide program. The City has an internal database for use advising the EOC Team and all City employees of emergency incidents.

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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 (City Council, Board of Supervisors or a person authorized by ordinance) 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 condition. 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 Cal 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 14 days** for governing bodies that meet weekly. **No review should exceed 21 days** from the last review.

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:
 - Establish curfews.
 - Take any measures necessary to protect and preserve public health and safety.
 - 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 Cal 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 receive process and coordinate all aid. The resolution will be sent to Cal OES through the Ventura County Operational Area.

To assist the Cal 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 or 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.

The following financial assistance is available through Cal OES under the CDAA:

- 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 . A copy of the request for a Governor's Proclamation, with the following supporting data, will be forwarded to the Cal 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.

Cal OES prepares a recommendation as to the action that should be taken by the Governor. If the action recommends a Governor's Proclamation, Cal OES prepares the proclamation.

Presidential Declaration

Following the above procedures, the governing body of the local jurisdiction may also pass a resolution asking the Cal OES Director to recommend that the Governor request a Presidential Declaration of a Major Disaster under the authority of Public Law 93-288 (Stafford Act). 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.

TERMINATION OF LOCAL EMERGENCIES

The governing body must review the need for continuing the local Emergency Proclamation **at least every 14 days**, and proclaim the termination at the earliest possible date. **No review should exceed 21 days** from the last review.

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)(1) The governing body shall review, at its regularly scheduled meetings until the local emergency is terminated, the need for continuing the local emergency. However, in no event shall a review take place more than 21 days after the previous review. (2) Notwithstanding paragraph (1), if the governing body meets weekly, it shall review the need for continuing the local emergency at least every 14 days until the local emergency is terminated. (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 _____ 20__ , 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 _____, 20__ by a roll call vote, Council Members voting in favor

, and _____ voting against.

ATTEST:

Mayor
City of Thousand Oaks, California

City Clerk

APPROVED AS TO FORM:

City Attorney

APPROVED AS TO ADMINISTRATION:

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 section 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 City of 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 the 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 personnel, 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:

City Clerk

APPROVED AS TO FORM:

City Attorney

APPROVED AS TO ADMINISTRATION:

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.

**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’ 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
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:

City Clerk

APPROVED AS TO FORM:

City Attorney

APPROVED AS TO ADMINISTRATION:

City Manager

CITY 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.

PUBLIC INFORMATION OFFICER (PIO) SUPPORT

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 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 for briefing the news media.
- Establish a rumor control function to respond to public and media inquiries.
- Coordinate with the Liaison Officer and EOC Coordinator to handle VIP tours.

Any public information materials are to be developed with inclusionary messaging, meaning that the documents should be provided in accessible formats and integrate the needs of persons with disabilities.

PIO team should use multiple delivery methods to ensure maximum coverage to all population groups, such as social media (Facebook, Twitter, Nixle, Instagram).

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 and title
- City of Thousand Oaks
- Type of incident
- Safety information
- Location of incident
- 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 Medical Examiner**), 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 freelance 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). The Department of Motor Vehicles, Special Plate Section states in part:

"Any person who is regularly employed or engaged as a bona fide newspaper, newsreel, or television photographer or cameraman may apply for press photographer's plates. No more than one set of the special plates will be issued to a press photographer. Photojournalists must derive more than 50% of their personal income as a press photographer from a bona-fide news organization."

These plates can be identified by the letters PP inside a triangle shaped shield, followed by a number. These vehicle identification plates serve only to identify the vehicle as the property of a media representative and all persons inside the vehicle should be properly identified.

News Conferences and Briefings

The Media 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.

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.



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CRISIS COMMUNICATIONS CHECKLIST

Information Flow / Incident Progression

Step 1: Gathering Information

The first step in the process of getting information to the public during a crisis is information gathering. Sources may include:

- **Department Directors/Department Staff**, who alert managers who will determine the need for a public information response.
- **First Responders**, emergency personnel who arrive at a scene, if applicable.
- **News Media**, who often learn of situations via calls from the public or others involved.
- **Field PIOs/Others On Scene**, if there's a specific site where an incident has occurred.
- **PIOs From Other Agencies**, if the issue/incident involves more than just your agency.

Step 2: Verifying Information

The next step in the process is to verify the accuracy of the information collected by consulting:

- **Department Directors/Department Staff**
- **City Manager**
- **Field Staff**
- **Subject Matter Experts**
- **Others**

Step 3: Coordinating & Planning

The next step in the process is to coordinate among all involved on the need for a public information effort and the strategies and tactics needed to prepare and deliver information to key audiences.

- **Consult This Information**
- **Prepare Key Message(s)**
- **Obtain Approval**
- **Determine, Prepare Communications Tools**

Step 4: Disseminating Information

The next step in the process is to disseminate information to the public. This step involves:

- **Using Multiple Methods.** In most situations, it's imperative to use as many different communications tools as possible.
- **Monitoring the Media.** Media Monitoring is invaluable for ensuring that your message was understood by the news media and reported accurately and completely to the public. Address important inaccuracies before they are reported incorrectly a second time.

Within the First 60 Minutes

- Contain the immediate crisis
- Ensure that calls have been made to all appropriate emergency responders (i.e. call 911 if appropriate)
- Coordinate and cooperate with emergency responders
- Follow internal notification process
- Notify CM's office and elected/appointed officials
- Notify appropriate Department Directors
- First meeting or conference call to quickly assess and gather known facts
 - What happened?
 - How did it happen?
 - When did it happen?
 - What was the cause?
 - Were there any injuries?
 - What was the extent of the damage?
 - Is there any current or ongoing danger?
 - What recovery efforts are underway?
- Notify front line staff to direct calls from media, community, government, and family members to administrative support, an appropriate team member, or a pre-recorded voice mailbox
- Notify appropriate staff of the possibility that media may show up. Direct the media to a predetermined holding area, if possible
- Organize a public information response, based on what is known. Discuss whether to wait for more information or communicate proactively
- Draft appropriate holding statement/press release/talking points
- Draft potential Q&A document
- Outreach to and coordinate with outside agencies
- Determine if outside experts are needed
- Provide initial holding statement to the media

First 90 Minutes

- Determine crisis level and response needed
- Ensure clear understanding of internal roles and responsibilities
- Each team member should assume their role
- Assess the need to bring in subject matter experts or additional outside resources
- If the situation dictates, be sure that at least one PIO is at the incident site
- After discussing proactive vs. responsive communication, decide on communication method
 - Holding statement
 - News release
 - Individual reporter briefings
 - Phone notification of key audiences
 - Web site
- Identify spokespeople and potential third-party subject experts for media
- Update key management on the public information response
- Send internal communication to employees
- Begin media and Internet monitoring
- Identify location for media briefings that is away from the incident site
- Discuss level of crisis response - Is this a local crisis? What are the national implications? What are the implications for employees? What are the implications for the public?
- Administrative assistance:
 - Record or update all facts
 - Screen media, government agency, and public calls and provide information to the appropriate staff
 - Distribute public information materials
 - Disseminate public information tools, as appropriate
- Consider all other interested parties/stakeholders/audiences and communicate appropriately

First Half Day

- Conduct team update
- Identify security, legal and liability issues
- Discuss and approve public information strategies/tactics
- Assess the need for additional resources. If the response becomes 24/7, sufficient personnel must be available to staff all shifts
- Update key stakeholders not already reached
- Continue communicating with employees
- Prepare and train designated spokesperson to communicate with external audiences
- Assess need to hold news briefing or other proactive communications
- Evaluate news coverage and correct inaccurate information
- Receive update from city staff in the field, if applicable
- Communicate, as appropriate, with the media
- Coordinate with outside agency PIOs, if applicable

End of Day One

- Shift from reactive to proactive communications (emphasize concern and efforts to resolve the crisis and prevent future incidents)
- Evaluate news coverage and correct inaccurate information
- Assess need to address rumors circulating internally or on Internet
- Monitor the continuing crisis situation to determine next steps:
 - Conduct news briefing as events warrant
 - Provide periodic updates and individual interviews to the media
 - Post updates to the Web site
- Evaluate the need for and prepare or update any of the following communications documents:
 - News releases or media advisory
 - Internal list of questions and answers
 - Letters to key stakeholders
- Ensure all facts are documented and well-organized
- Ensure action steps are documented and well-organized
- Assess need for additional resources
- Assess need for further support from technical experts or third party experts
- Brief or update legislative and regulatory audiences, where appropriate
- Receive briefing from field staff
- Brief or update the media
- Continue coordination with outside agency PIOs

Day Two

- Control messages and spokespeople
- Continue shift from reactive to proactive communications (emphasize concern and efforts to resolve the crisis and prevent future incidents)
- Evaluate overnight news coverage and news coverage to date
- Monitor news coverage and the Internet to assess stakeholder, media, and public reaction to the crisis
- Evaluate the continuing crisis situation to determine next steps:
 - Conduct news briefing as events warrant
 - Provide periodic updates and individual interviews to the media
 - Post updates to the Web site
- Evaluate the need for and prepare any of the following communications documents:
 - News releases or media advisory
 - Internal list of questions and answers
 - Letters to key stakeholders
- Prepare and train designated spokesperson to communicate with external audiences
- Maintain list of all facts
- Revise and update key messages and talking points
- Prioritize responses to external audiences
- Assess need for additional resources
- Receive briefings from field staff, technical experts
- Prepare a communications plan for the day and communicate with internal audiences
- Brief key legislators, local government officials, if applicable
- Update the media
- Continue coordination with outside agency PIOs

Ongoing

- Control messages and spokespeople
- Continue shift to proactive public information (emphasize concern and efforts to prevent future incidents; explain how incident happened, when available)
- Evaluate news coverage
- Monitor news coverage and the Internet to assess stakeholder, media, and public reaction to the crisis; gauge ongoing information efforts based on this assessment
- Evaluate the continuing crisis situation to determine next steps:
 - Conduct news briefing as events warrant
 - Provide periodic updates and individual interviews to the media
 - Post updates to the Web site
- Update public information documents
- Update list of all facts
- Revise and update key messages and talking points
- Prioritize responses to external audiences
- Assess need for additional resources
- Receive briefings from field staff, technical experts
- Prepare a public information plan for ongoing information efforts and communicate with internal audiences
- Continue to identify key audiences and provide information efforts accordingly
- Continue coordination with outside agency PIOs
- Determine when to conclude efforts; announce the conclusion to the news media



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MEDIA PHONE LIST - RADIO/TV/PRINT

TELEVISION

LOCAL – VENTURA COUNTY

KEYT – Channel 3

730 Miramonte Drive,

Santa Barbara, CA 93109

General Information

805-882-3933

www.keyt.com

New Room Direct

805-882-3930

LOCAL – LOS ANGELES COUNTY

CNN

6430 Sunset Boulevard, Suite 300

Los Angeles, CA 90028

General Information

323/993-5000

www.cnn.com

Fax

323/993-5081

KCBS - Channel 2

CBS Studio City Broadcast Center

4200 Radford Avenue

Studio City, CA 91604

General Information

818/655/2000

www.cbs2.com

News Room Direct

323/460-3316

Fax

323/464-2526

KNBC - Channel 4

3000 W. Alameda Avenue, Room 2201

Burbank, CA 91523

General Information

818/840-4444

www.knbc.com

News Room Direct

818/840-3425

Fax

818/840-3535

KTLA - Channel 5

5800 Sunset Boulevard

Los Angeles, CA 90028

General Information

323/460-5500

www.ktla.trb.com

News Room Direct

323/460-5501

Fax

323/460-5333



KABC - Channel 7

500 Circle Seven Drive
Glendale, CA 91201

General Information	818/863-7777
www.abclocal.go.com/kabc	
News Room Direct	818/863-7500
After 6:00 p.m.	818/863-7600
Fax	818/863-7080

KTTV (FOX) - Channel 11, Channel 13

1999 S. Bundy Drive
Los Angeles, CA 90025

General Information	310/584-2000	www.foxla.com
News Room Direct	310/584-2025	
Fax	310/584-2024	

RADIO

KVTA -1590 AM (EAS STATION) www.kvta.com	805/642-8595	Ventura
KHAY - 100.7 FM (EAS STATION) www.khay.com	805/642-8595	Ventura
KMLA – 103.7 (Spanish) www.Lam1037.com	805/385-5656	Oxnard
KBBY - 95.1 FM www.951kbby.com	805/642-8595	Ventura
KDAR - 98.3 FM www.983fmtheword.com	805/485-8881	Oxnard
KOXR - 910 AM	805/240-2070	Oxnard
KVEN – 1450 AM www.1450kven.com	805/289-1400	Ventura
KXLM - 102.9 www.radiolazer.com	805/240-2070	Oxnard
KCLU – 88.3 FM www.kclu.org	805/493-3900	Thousand Oaks

NEWSPAPERS

Ventura County Star www.vcstar.com	805-437-0000	805-482-6167 (fax)
Ventura County Reporter www.vcreporter.com	805-648-2244	
The Acorn www.theacrononline.com	818-706-0266	



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SAMPLE MEDIA MESSAGES

POWER OUTAGE

Please be advised that Edison is undergoing a Stage III Power Alert, resulting in temporary rolling power outages for portions of Thousand Oaks. Power will be restored within a given amount of time, generally within one hour. For more information, contact Edison at 1.800.655.4555 or visit www.sce.com.

PUBLIC MESSAGE EARTHQUAKE

This is (*identify presenter*) _____ at the _____. An earthquake of undetermined magnitude has just been felt in the _____ area. At this time we have no confirmed reports of injuries or damage. Law enforcement and fire units are responding to the area. We will keep you updated as reports come in. Meanwhile, be prepared for aftershocks. If shaking begins again and you can safely do so, quickly seek shelter under a sturdy piece of furniture. Avoid dangerous objects such as tall, unsecured bookcases, mirrors and windows. If your house has been damaged and you smell gas, shut off the main gas valve. Switch off electrical power if you suspect damage to the wiring. Do not use your telephone unless you need emergency help. Check your house for damage. Leave your house only if it is severely damaged.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (sheriff/fire dept.) of the location and condition of the person/s.

PUBLIC MESSAGE EARTHQUAKE

This is (*identify presenter*) _____ at the _____. The magnitude of the earthquake which struck the _____ area at ____ today has been determined to be _____. The epicenter has been fixed at _____ by (*scientific authority*)

This office has received reports of _____ deaths (**confirmed by coroner**), _____ injuries, and _____ homes damaged. No dollar damage figure is yet available. Law enforcement and fire units are on the scene to assist residents.

(*Continue with summary of situation.*)

Aftershocks continue to be felt in the area. If you feel shaking and it is safe to do so, quickly seek shelter under a sturdy piece of furniture. Avoid danger spots. Do not use your telephone unless you need emergency help.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

**PUBLIC MESSAGE
EARTHQUAKE**

At approximately ___ today, a magnitude ___ earthquake struck the _____ area, with its epicenter at _____. Fire and law enforcement units were immediately dispatched to assess injuries and damage.

(Indicate injuries, deaths (confirmed by the Coroner), property damage, fires, etc., reported to date.)

_____ aftershocks were felt, the largest occurring at (time) _____. No additional damage was reported (or specify damage).

Over ___ response personnel from law enforcement agencies, fire agencies and other City staff were called into action. The American Red Cross opened shelters at _____ for persons unable to remain in their homes. At (time) _____ on (date) _____, the City Council proclaimed the existence of a Local Emergency and requested that the Governor proclaim a State of Emergency. The Council also asked the Governor to request the President to declare a Major Disaster/Emergency. Damage to private and public buildings has been estimated to exceed \$_____.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

**PUBLIC MESSAGE
HAZARDOUS MATERIAL INCIDENT (INCLUDING WMD)
UNIDENTIFIED SPILL/RELEASE IN HEAVY TRAFFIC AREA**

This is (identify presenter) _____ at the _____. An unidentified substance has been spilled/released at (specific location) _____. Please avoid the area, if possible, while crews are responding. The best alternate routes are _____.

If you are already in the area, please be patient and follow directions of emergency response personnel. The substance will be evaluated by specially trained personnel, and further information will be released as soon as possible.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (sheriff/fire dept.) of the location and condition of the person/s.

Thank you for your cooperation.

**PUBLIC MESSAGE
HAZARDOUS MATERIAL INCIDENT (INCLUDING WMD)**

LOW HAZARD/CONFINED SPILL/RELEASE - NO GENERAL EVACUATION

This is (*identify presenter*) _____ at the _____. A small amount of _____, a hazardous substance, has been spilled/released at _____. Streets are blocked, traffic is restricted, and authorities have asked residents in the immediate _____ block area to evacuate. Please avoid the area. The material is slightly/highly harmful to humans and can cause the following symptoms: _____ . If you think you may have come in contact with this material, you should (*give health instructions and hotline number, if available*). For your safety, please avoid the area if at all possible. Alternate routes are (Insert alternate routes) and traffic is being diverted. If you are now near the spill/release area, please follow directions of emergency response personnel. Cleanup crews are on the scene.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

(Suggest EAS use: request repeated broadcast.)

**PUBLIC MESSAGE
HAZARDOUS MATERIAL INCIDENT (INCLUDING WMD)**

**HIGH HAZARD SPILL/RELEASE-GENERAL EVACUATION
REQUESTED/MANDATORY**

This is (*identify presenter*) _____ at the _____. A large/small amount of _____, a highly hazardous substance, has been spilled/released at _____. Because of the potential health hazard, authorities are requesting/requiring all residents within _____ blocks/miles of the area to evacuate. If you are (*give evacuation zone boundaries*), you and your family should/must leave as soon as possible/now. Go immediately to the home of a friend or relative outside the evacuation area or to (*indicate shelter*) _____.

If you can drive a neighbor who has no transportation, please do so. If you need transportation, call _____. Children attending the following schools: (*list*) will be evacuated to: _____. Do not drive to your child's school. Pick your child up from school authorities at the evacuation center.

Listen to this station for instructions.

The material is highly harmful to humans and can cause the following symptoms:

_____. If you are experiencing any of these symptoms, seek help at a hospital outside the evacuation area, or at the evacuation center at _____.

To repeat, if you are in the area of _____ you should/must leave, for your own safety. Do not use your telephone unless you need emergency assistance.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

PUBLIC MESSAGE
HAZARDOUS MATERIAL INCIDENT (INCLUDING WMD)
(TO BE ADAPTED ACCORDING TO THE SITUATION)

At approximately _____ a.m./p.m. today (a private citizen, city employee, etc.) reported a spill/release of a potentially hazardous substance to this office.

(*Law enforcement/fire*) units were immediately dispatched to cordon off the area and direct traffic. The material was later determined to be (*describe*) _____, a (*hazardous/harmless*) (*chemical/substance/material/gas*) which, upon contact, may produce symptoms of _____.

Precautionary evacuation of the _____ (*immediate/X-block*) area surrounding the spill was (*requested/required*) by (*agency*) _____.

Approximately (*number*) _____ persons were evacuated.

Clean-up crews from (*agency/company*) _____ were dispatched to the scene, and normal traffic had resumed by (*time*) _____, at which time residents were allowed to return to their homes. There were no injuries reported (*or*) _____ persons, including (*no. of*) _____ (*fire/law enforcement*) personnel, were treated at area hospitals for and (*all, number*) _____ were later released. Those remaining in the hospital are in condition.

Response agencies involved were _____.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.



**PUBLIC MESSAGE
FLOODING**

ROADS CLOSED

This is (*identify presenter*) _____ from the _____. The recent storm has caused severe/moderate flooding in several/many areas of the city/county. As of today, the following roads/streets have been closed by law enforcement officials: _____

_____.
Please avoid these roads/streets. If you must travel, use alternate routes. Avoid all coastal roads.

Again, those roads/streets which have been closed are _____

_____.
Please stay tuned to this station for additional road closure information.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

**PUBLIC MESSAGE
FLOODING**

APPROVED VIEWING SPOTS

This is (*identify presenter*) _____ from the _____. The following storm-damaged areas are still extremely hazardous and should be avoided: _____

_____.
Please do not try to sightsee in these areas. You could be hurt.

Again, please avoid the storm-damaged areas, flood control channels and streams. You may place your life and that of others in danger.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

Thank you for your cooperation.

PUBLIC MESSAGE

**EVACUATION ORDERED
(specify mandatory or voluntary)**

This is (*identify presenter*) _____. The (disaster) situation continues in parts of Thousand Oaks. For your safety, I am asking that you leave the (*give boundaries of local area, evacuation routes*) _____ area as soon as possible.

Be sure to take essential items - medicine, special foods, personal items, baby supplies, clothing, money, and valuable papers - but do not overload your car. Secure your home before you leave. Be sure to check on any neighbors who may need assistance.

If you cannot stay with relatives or friends outside of the evacuated area, go to (one of) the Red Cross shelter(s) at _____.

Pets will not be allowed in American Red Cross shelters. If you cannot make arrangements for someone outside the evacuated area to take care of your pet, (*give instructions*) _____.

Do not allow your pet to run loose. If you cannot make arrangements for your large animals, (*give instructions*) _____.

If you have no means of transportation or if you are physically unable to evacuate on your own, ask a neighbor to assist you or call _____. Otherwise, please do not use your telephone except to report an emergency.

I repeat. If you live in the (*give boundaries*) _____ area, you are requested/required to evacuate for your own safety. Stay tuned to this station for more information and instructions.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

Thank you for your cooperation and your courtesy to others.

Repeat complete message.

FIRE WARNING (IMPENDING EVACUATION)

This is _____, speaking for The City of Thousand Oaks. Officials report that a major fire exists in the area(s) of _____.

All citizens in The City of Thousand Oaks should begin preparations for the impending evacuation and take the following precautions. (List precautions).

Tune to radio station 88.3 FM or vcemergency.com for further instructions.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

(Repeat the Message.)

NOTE: Have media repeat periodically; update times and events while interspersing necessary information to citizens.

WILD FIRE WARNING (EVACUATION NEEDED)

This is ___(Name)___, speaking for The City of Thousand Oaks. Officials report that a fire is presently burning out of control in the area of (_____).

All citizens living in the affected area should evacuate. It is anticipated that the fires may interrupt travel along _____ and the following major streets _____ by (Time).

The populated areas of (_____) may be impacted by (Time).

Move Calmly, but quickly. Listen to instructions of your local officials.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

(Repeat the Message.)

NOTE: Have media repeat periodically; update times and events while interspersing necessary information to evacuees.

30 SECOND DONATIONS ANNOUNCEMENT

In response to the relief efforts for the disaster in the City of Thousand Oaks, there are questions as to what items and services are needed.

The City encourages all individuals desiring to help to give cash donations to an organized voluntary agency of your choice, such as the American Red Cross, United Way or the Salvation Army.

The City is helping to coordinate between individuals and businesses who wish to donate

money, goods and services with agencies that are able to receive, store and distribute donated items.

ACTIVE SHOOTER

There is Police activity involving a shooter: at _____. Avoid the area of _____. All residents in the _____ area or neighborhood should stay inside their current location. Do not allow access to anyone without a valid Police identification. Police officers have been stationed at certain points throughout the City to direct traffic and assist individuals. Police are on-scene investigating. Go to _____ for more information and updates on the incident.

MEDIA ACCREDITATION PROCEDURES

During a local emergency the _____ 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.

MEDIA ACCESS REGULATIONS

The following are extracts from Government Codes and Regulations relating to the granting of access to the media to closed or restricted areas during incidents and disasters:

California Penal Code

Section 409.5 Power of peace officers to close areas during emergencies; Entering or remaining within area as misdemeanor; Exception as to newspaper representatives, etc.

- (a) Whenever a menace to the public health or safety is created by a calamity such as flood, storm, fire, earthquake, explosion, accident or other disaster, officers of the California Highway Patrol, California State Police, police departments or sheriff's office, any officer or employee of the Department of Forestry designated a peace officer by subdivision (f) of Section 830.3, and any officer or employee of the Department of Parks and Recreation designated a peace officer by subdivision (l) of Section 830.3, 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 such officer to enter or remain within the closed area. If such a 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 which are set forth above in this section.
- (b) Officers of the California Highway Patrol, California State Police, police departments, or sheriff's office or officers of the Department of Forestry designated as peace officers by subdivision (f) of Section 830.3 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 which are set forth in this section whether or not such 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 such 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.**

Federal Aviation Regulations

Subpart B - Flight Rules Section 91.91 Temporary Flight Restrictions

- (a) Whenever the Administrator determines it to be necessary in order to prevent an unsafe congestion of sight-seeing aircraft above an incident or event which may generate a high degree of public interest, or to provide a safe environment for the operation of disaster relief aircraft, a Notice to Airmen will be issued designating an area within which temporary flight restrictions apply.

- (b) When a Notice to Airmen has been issued under this section, no person may operate an aircraft within the designated area unless:
 - (1) That aircraft is participating in disaster relief activities and is being operated under the direction of the agency responsible for relief activities;
 - (2) That aircraft is being operated to or from an airport within the area and is operated so as not to hamper or endanger relief activities;
 - (3) That operation is specifically authorized under an IFR ATC clearance;
 - (4) VFR flight around or above the area is impracticable due to weather, terrain, or other considerations, prior notice is given to the Air Traffic Service facility specified in the Notice to Airmen, and enroute operation through the area is conducted so as not to hamper or endanger relief activities; or,
 - (5) That aircraft is carrying properly accredited news representatives, or persons on official business concerning the incident or event which generated the issuance of the Notice to Airmen; the operation is conducted in accordance with 91.79 of this chapter; the operation is conducted above the altitudes being used by relief aircraft unless otherwise authorized by the agency responsible for relief activities; and further, in connection with this type of operation, prior to entering the area the operator has filed with the Air Traffic Service facility specified in the Notice to Airmen a flight plan that includes the following information:
 - (i) Aircraft identification, type and color.
 - (ii) Radio communications frequencies to be used.
 - (iii) Proposed types of entry and exit of the designated areas.
 - (iv) Name of news media or purpose of flight.
 - (v) Any other information deemed necessary by ATC.



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EOC VISITOR CONTROL PROCEDURES

Visitors wishing to enter the Emergency Operations Center during an actual emergency or disaster must fill out a Visitation Request Form (**See Forms Section**).

All Visitation Request Forms will be reviewed by the EOC Coordinator/Liaison Officer. Only those visitors whom the EOC Coordinator/Liaison Officer determines will benefit the emergency operations effort will be allowed into the Emergency Operations Center. This might include, but is not limited to officials, representatives from other cities, etc.



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OPERATIONS SUPPORT DOCUMENTATION



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SHELTER-IN-PLACE

These guidelines are to be followed if the EOC needs to shelter-in-place due to smoke or hazardous materials exposure from outside the EOC. These instructions could also be used by the PIO 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, aftershocks 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 and visit vcemergency.com



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ACCESS AND FUNCTIONAL NEEDS CONSIDERATIONS

The following information is provided to assist the City of Thousand Oaks to better meet the needs of persons who have limitations in the areas of seeing, hearing, speaking, moving, breathing, understanding and learning.

For the purposes of emergency preparedness and response, “needs” are organized into 5 categories: C Communication, M Medical, I Independence, S Supervision and T Transportation (C-MIST).

Communication:

This category includes people who have limited or no ability to speak, see, hear or understand. During an emergency, people with communication needs may not be able to hear announcements, see signs, understand messages or verbalize their concerns.

Medical:

People in this group require assistance in managing activities of daily living such as eating, dressing, grooming, transferring and going to the toilet. It includes managing chronic, terminal or contagious health conditions (such as ongoing treatment and administration of medications, IV therapy, catheters, tube feeding, dialysis, oxygen, operating life- sustaining equipment). During an emergency, people may be separated from family and friends. Early identification of these needs and intervention can avoid deterioration of health.

Independence:

This includes people who are able to function independently if they have their assistive devices and/or equipment. Items consist of mobility aids (such as wheelchairs, walkers, canes, crutches); communication aids; medical equipment, (such as catheters, oxygen, syringes, medications); and service animals. Individuals may become separated from their assistive equipment and/or animals in an emergency. Those at risk whose needs are recognized and restored early are able to maintain their independence and manage in mass shelters. Effectively meeting their functional needs prevents secondary complications.

Supervision:

People with supervision needs may include those who have psychiatric conditions (such as dementia, Alzheimer, Schizophrenia, depression or severe mental illness); addiction problems; brain injury, or become anxious due to transfer trauma. During an emergency, some people with mental illness may be able to function well while others require a more protected and supervised setting.

Transportation:

Emergency response requires mobility and this category includes people who are unable to drive because of disability, age, temporary injury, poverty, addiction, legal restriction or have no access to a vehicle. Wheelchair accessible transportation may be necessary. Pre-planning evacuation needs helps prevent chaos during an emergency and many people can function independently once evacuated to safety.

FUNCTIONAL PLANNING AREAS TO CONSIDER

COMMUNICATIONS

Any emergency hotline or information service such as 211 created for an emergency or disaster should include TTY/TDD (text telephone, also known as telecommunication device for the deaf) numbers, when available, or the instruction "TTY callers use relay." Make sure the same information is provided by the official spokesperson and is used on television and radio.

Frequently repeat the most essential emergency information in a simple message format that those with cognitive disabilities can follow.

Provide information in alternate formats (e.g. Braille, audio recording, large font, text messages, e-mails, etc.) whenever possible ahead of time based on the needs of the population.

Ensure that web-based information is accessible. Web accessibility is based on the principle that no potential Website visitors, including those with varied disabilities, should be precluded from accessing content or services the site provides. This is especially important when it comes to helping the public take self-preserving actions based on emergency management information.

When designing the Website, be certain it meets accessibility standards so that the information will be available to all visitors, including people with disabilities. The following are recommendations for compliance:

1. Avoid hidden texts/sections
2. Avoid pop-ups
3. Alt tags on images must be used
4. Use large print since small print is not in compliance
5. Avoid Flash media

WARNING AND NOTIFICATION

Many traditional emergency notification methods are not accessible to or usable by people with disabilities. People who are deaf or hard of hearing cannot hear radio, television, sirens, or other audible alerts. Those who are blind or who have low vision may not be aware of visual cues, such as flashing lights. Often, using a combination of methods will be more effective than relying on one method alone. For instance, combining visual and audible alerts will reach a greater audience than either method would by itself. Use telephone calls, auto-dialed TTY (teletypewriter) messages, text messaging, E-mails, and even direct door-to-door contact with pre-registered individuals.

Local TV stations and cable TV providers should also use open-captioning for emergency communications.

EVACUATION

Individuals with disabilities will face a variety of challenges in evacuating, depending on the nature of the emergency. People with a mobility disability may need assistance leaving a building without a working elevator. Individuals who are blind or who have limited vision may no longer be able to independently use traditional orientation and navigation methods. An individual who is deaf may be trapped somewhere unable to communicate with anyone because the only communication device relies on voice. Procedures should be in place to ensure that people with disabilities can evacuate the physical area in a variety of conditions and with or without assistance. Special evacuation considerations include:

Durable Medical Equipment (DME)

In the past, people with disabilities were sometimes forced to leave expensive DME (augmentative communication devices, wheelchairs, walkers, respirators, etc.) at airports, bus loading areas, shelters, etc. Individuals should not be separated from their DME.

1. Tag DME not easily replaced or that must be left behind with the owner's name.
2. Attempt to return a DME to an owner as soon as possible. Use systems similar to posting missing children's photos on specific web sites.

Service Animals

Service animals are not household pets and a person with a disability accompanied by a service animal may not be segregated in any public accommodation. While you cannot unnecessarily segregate persons who use service animals from others, you may consider the potential presence of persons who, for safety or health reasons, should not be with certain types of animals.

Many people with disabilities are utilizing service animals to maintain their independence in the community. The Americans with Disabilities Act provides protection and guidelines in the use of service animals in public places and work places. Like DME - service animals must remain with their owners. In addition – the city needs to be prepared to provide food, water and relief areas for service animals.

Here is a partial listing of service dog types.

1. Guide Dog or Dog Guide - assist people with visual impairments.
2. Mobility Dog - retrieve items, open doors, push buttons, also assisting people with disabilities with walking, balance and transferring from place to place.
3. Hearing Alert - assist people with a hearing impairment to sounds.
4. Seizure Alert/Seizure Response also known as Medical Alert – alerts to oncoming seizures and is trained to respond to seizures such as get help or stay with the person.
5. Medical Alert/Medical Response - alerts to oncoming medical conditions, such as: heart attack, stroke, diabetes, epilepsy, panic attack, anxiety attack or post-traumatic stress disorder.

Note: Not all people accompanied by a service animal have visible disabilities. Examples are: hearing, epilepsy, visual, heart disease and physiological/emotional conditions. Lack of a visible disability cannot be used as justification for turning away a service animal.

Some, but not all, service animals wear special collars and harnesses. Some, but not all, are licensed or certified and have identification papers. If you are not certain that an animal is a service animal, you *may* ask the person who has the animal: “Is this a service animal required because of a disability?” However, you *may not* ask if it is a service animal for any particular disability.

An individual may not be carrying documentation of his or her medical condition or disability. Therefore, such documentation cannot be required as a condition for providing service to an individual accompanied by a service animal. You may not insist on proof or certification before permitting the service animal to accompany the person with a disability.

You may exclude any animal, including a service animal, from your facility when that animal’s behavior poses a direct threat to the health or safety of others. For example, any service animal that displays vicious behavior towards other guests or customers may be excluded.

Although a public accommodation may exclude any service animal that is out of control, it should give the individual with a disability who uses the service animal the option of continuing to enjoy its goods and services without having the service animal on the premises.

SHELTERING AND MASS CARE

When disasters occur, people are often provided safe refuge in temporary shelters. Some may be located in schools, office buildings, tents, or other areas. Many of these shelters have not been accessible to people with disabilities. Individuals using a wheelchair or scooter have often been able to get to the shelter, only to find no accessible entrance, accessible toilet, or accessible shelter area.

If space permits, each shelter should offer low-stimulation “stress-relief zones.” These areas should be available on a priority basis to people whose disabilities are aggravated by stress.

Each shelter should have a Functional Needs Coordinator (FNC). This person can be an employee of the City of Thousand Oaks; a representative from an agency that serves populations with access and functional needs; a pre-identified volunteer; or a person provided by the LACOA or the California FAST (Functional Assessment Service Team). If no FNC is available then the Shelter Manager will assume the FNC responsibilities. The FNC should:

- Ensure that all shelter locations can accommodate persons with disabilities.

- Ensure ample parking and that no barriers exist in pathways, entrances, sleeping and dining areas, toilet facilities, bathing facilities, first aid/medical facilities, recreation areas, and the routes to all of these areas.
- Ensure kitchen-access policies allow residents and volunteers with disabilities access to food and refrigerated medication.
- Ensure that at least some kinds of foods and beverages are available for people with dietary restrictions, such as diabetes or severe food allergies.
- Ensure that there is an effective way for people with disabilities to request and receive durable medical equipment and medication.
- Ensure that people with disabilities can request cots and beds, modifications to cots and beds, securement of cots and beds, and specific placement of cots, beds, or sleeping mats when needed.

Power and Refrigeration

Shelter locations should have back-up generators and a way to keep medications refrigerated (such as a refrigerator or a cooler with ice). Power and refrigeration should be made available on a priority basis to people whose disabilities require access to electricity and refrigeration, for example, for using life-sustaining medical devices, providing power to motorized wheelchairs, and preserving certain medications, such as insulin, that require refrigeration.

Accessible Communications

Shelter locations should provide accessible communication for people who are deaf or hard of hearing and for people with severe speech disabilities. Staff should be trained on the basic procedures for providing accessible communication, including exchanging notes or posting written announcements to go with spoken announcements. Staff should read printed information, upon request, to persons who are blind or who have low vision.

Shelters should also accommodate persons who are blind or have low vision by providing way-finding assistance to people to provide orientation to the shelter environment and assistance in locating shelter areas or features.

The following are options for providing assistive communications to people with access or functional needs:

- Audible announcements
- Bulletin Boards – all bulletin boards should be located in a central area and placed so their contents are accessible to people in wheelchairs. All materials posted should be written in large font – for example: Times New Roman 16 point or greater.
- On-call sign-language interpreters
- Video Remote Interpreting – American Sign language only
- California Relay Service (711) – persons with speech disabilities

The availability of each of these methods will be based on available resources and if the appropriate service contracts can be negotiated by the City.

Unaccompanied Minors

Unaccompanied minors are persons under 18 who have become separated from their parents or guardians and should be regarded as a vulnerable population who may be unable to care for themselves and/or may be at risk of abduction or other criminal activity. In addition, unaccompanied minors within the community may be unable to understand the scope of the emergency, access information, or know where to go for help.

Unaccompanied minors should be segregated from the general shelter population and placed in an area that can be continually monitored by shelter staff. In addition, shelter staff with access to unaccompanied minors should be limited to those who have been cleared for access to children. One way to achieve this would be to assign teachers or substitute teachers from another School District to provide supervision of, and care for, unaccompanied minors.

Personal Attendants

Personal attendants should be allowed to remain in the same shelter as the person they assist or be allowed access to the shelter both inside and outside of the normal hours. Shelter personnel will not provide personal attendant care services to any shelter resident but will assist in coordinating personal care attendant services. If the shelter personnel are not able to coordinate personal care attendant services, the person should be referred to a medical shelter.

Service Animals

Federal regulations for a service animal differ from those for a household pet. Service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition.

In addition to the provisions about service dogs, the revised Americans with Disabilities Act (ADA) regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities. (Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.) Entities covered by the ADA must modify their policies to permit miniature horses where reasonable. The regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility. The assessment factors are:

1. Whether the miniature horse is housebroken
2. Whether the miniature horse is under the owner's control
3. Whether the facility can accommodate the miniature horse's type, size, and weight
4. Whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility

People with disabilities who use service animals should not be separated from their service animals when sheltering during an emergency, even if pets are normally prohibited in shelters. Shelters cannot unnecessarily segregate persons who use service animals from others, however, the potential presence of persons who, for safety or health reasons, should not be with certain types of animals.

Special Needs Shelters

Individuals who require minimal support or assistance should not be directed to a shelter that provides a greater level of support services than what they need. For example, an elderly individual who functions without assistance in his or her home may be confused and in need of assistance in the shelter environment. A person with a cognitive or psychiatric disability may need direction with the change in daily routine. These individuals may be accommodated with minimal assistance in a general population shelter. Likewise, individuals with special needs usually function best when kept with their family or caregiver.

If a “special needs” or “medical” shelter is established, eligibility policies and procedures will be adopted to ensure that shelter personnel do not require people with disabilities to stay in these shelters solely because they have a disability. Special needs and medical shelters are intended to house people who are medically fragile, such as those who require hospital or nursing home care.

Medications and Replacement Medications

Public and private insurance programs frequently limit the amount of prescription drugs people can order at one time. This restriction therefore limits individuals who may need to fill prescriptions immediately following an emergency. The Los Angeles County Public Health Department will be the lead agency in replacement of prescriptions for persons dependent on medications and not able to access their regular supply of medication.

RE-ENTRY, TEMPORARY AND LONG TERM HOUSING

The needs of individuals with disabilities should be considered, too, when they leave a shelter or are otherwise allowed to return to their home. If ramps have been destroyed or blocked, people with mobility impairments will be unable to get into and out of their homes. People with access and functional needs are likely to face additional barriers in returning to their homes or in obtaining suitable housing that the non-disabled will not.

Re-Entry

Additional care must be taken in returning the disabled and elderly to their home environments. Conditions that would not pose a hazard to the able-bodied can pose a hazard to the disabled. Additionally, in many cases cleanup and simple repairs that will return a home to a usable state are beyond the capabilities of people with disabilities.

People with access and functional needs may require additional assistance during the re-entry phase. Prior to their leaving a shelter we will need to ensure that they are connected with either their support network or an outside organization that can evaluate their home

and – if necessary - take corrective action to ensure that it is safe for that person. ENLA and/or VOAD may be able to provide referrals to organizations that can meet these needs.

Temporary Housing

Any temporary housing identified to be used after leaving the short-term shelters need to also meet the needs of persons with access and functional needs, i.e. have appropriate communication devices, such as TTY's, to ensure individuals with communication disabilities can communicate with family, friends, and medical professionals and have the necessary features such as ramps or electrical systems. People with access or functional needs will be given priority for temporary accessible housing.

The City can request assistance from State FAST members to coordinate transition from a shelter setting into the community. FAST members are trained and knowledgeable in regard to a variety of types of disability. They are able to assist in prevention of inappropriate institutionalization, and secure long-term health and mental health services.

Permanent and Replacement Housing

Lack of accessible housing opportunities for individuals with disabilities does and will continue to result in unnecessary and expensive institutionalization. Available data discloses that the costs of providing appropriate housing options for people with disabilities is well worth the investment because of the significant savings that results from enabling people with disabilities to live in the community, find employment, and pay taxes. People with access or functional needs should be given priority for accessible housing.

RESTORATION OF PUBLIC BUILDINGS AND SERVICES

In disaster it is not only the city's residents and businesses that are disrupted but the city government will be disrupted as well. However this is also an opportunity to repair or rebuild older facilities that are not accessible to people with disabilities in a manner that makes those facilities accessible. Any damaged accessibility features should be addressed before a public building is returned to operation after repairs. In some cases ADA requirements can be used as justification for replacing a facility instead of repairing it.

Facilities constructed or altered because of emergency- or disaster-related damage must comply with the accessibility requirements of Title II of the ADA. Facilities constructed after January 26, 1992, and repairs to such facilities, must comply with Title II's new construction requirements. Alterations to facilities constructed before the ADA became effective, must comply with Title II's requirements for alterations to existing facilities. Alterations may not decrease accessibility.

In instances where critical infrastructure is destroyed, the recovery process presents an opportunity for urban planners to ensure new buildings meet accessibility requirements, where perhaps the old buildings did not. This should be considered as part of the long term mitigation of future impacts on the community.

As Federal and/or State funding is received, the jurisdiction should recognize its obligations to involve special needs populations in the planning for community restoration.

DISASTER ASSISTANCE PROGRAMS

The recovery phase of a disaster is never easy, and the difficulties can be compounded for individuals with special needs. In addition to personal losses and injuries, individuals with special needs might lose vital connections with personal care providers, service animals, community liaisons, public transportation, neighbors, and other people integral to their everyday support network. These disconnections create disruptions in services that people with special needs rely on to participate in daily life.

Many people will need assistance, including the provision of individual case management support, with reestablishing and applying for human services programs and benefits. They may not be aware of the full array of services available to disaster victims and they may need assistance in completing forms, understanding eligibility requirements, and arranging for continuity of services. Local collaboration between planners and providers will be necessary to quickly and effectively reestablish human services support for persons with special needs. In addition, important information relating to the agency and recipient civil rights obligations, assistance options, and resources for those experiencing difficulty in accessing services, should be provided in multiple languages. Planning for the reestablishment of the human services infrastructure and alternate arrangements is best achieved during the initial stages of emergency planning with input from a local human services network. Keep in mind that local human service providers will need support in developing emergency plans for themselves as well as their constituents.

Outreach with Disability Advocacy Organizations and VOAD's

Jurisdictions most successful at recovering from disasters have established formal relationships with a variety of community organizations that provide a link to the special needs populations they serve. By working together on an ongoing basis to develop a joint plan of recovery, government agencies and community organizations will be better able to identify not only assets and capabilities, but also opportunities for improvement and cooperation.

Mental Health and Behavioral Services

Adequate support mechanisms should be planned to meet mental and behavioral health needs in the weeks and months following a disaster. Previous disasters have demonstrated that these stressful situations often lead to dramatic increases in suicide, domestic violence, and child abuse, as well as exacerbations of pre-existing physical and mental health issues. Mental health resources should be available and organizations serving individuals with special needs should be made aware of the availability of such resources and the means of accessing them. Ideally, assistance should be provided in familiar settings, such as schools, service provider offices, and community healthcare provider offices.

Considerations for Service and Assistance Programs

Continuity of operations plans need to address continuity of access to programs, services, and activities for people with disabilities. Programs relocated from damaged facilities must remain accessible to people with disabilities, whether the relocation is permanent or temporary.

1. Ensure that medical, social service, and other benefit programs are accessible to people with disabilities, including people who use wheelchairs, scooters, and other mobility aids and people who use service animals.
2. Ensure that medical, social service, and other benefit programs do not have eligibility criteria that screen out or tend to screen out people with disabilities, or application processes or procedures that deny access to people with disabilities.
3. Establish policies and procedures to ensure that medical, social service, and other benefit programs provide effective communication to people with disabilities, including primary consideration of the method of communication preferred by an individual with a disability.
4. Make allowances at blockades, shelters, and other affected areas for access by attendants, home health aides, visiting nurses, service/guide animals, and other individuals crucial to the immediate healthcare needs of people with disabilities
5. Address how people with disabilities who are employed by businesses that are able to open soon after a disaster will get to work.

Each location providing public assistance and disaster assistance programs should provide translation and interpreter services to support the disaster assistance application process, medical care, and other services needed as a result of the disaster. Volunteer assistance provided by individuals with special needs can also help disaster victims receive the level of support they require during recovery operations.

ALERT AND WARNING PROCEDURES

This section outlines the receipt of warning and alerting and notification by the City and methods for warning the public if there is a major emergency, especially one requiring evacuation. Such warnings may be necessary for fires, floods, hazardous materials incidents, and, as a precautionary measure, for a short-term earthquake prediction.

These procedures should be closely coordinated with the Public Information Officer to assure the most complete and conforming information delivery to the public.

LOCAL ALERTING AND WARNING SYSTEMS

All warning systems will be coordinated through the City's EOC Director. The following persons are authorized to activate the warning systems:

Watch Commander
EOC Director or designate (when EOC is activated)

Activation procedures and geographical boundaries of the systems are detailed below:

- **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 Ventura County Sheriff's Department 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.
- **Emergency Notification System**
The City is a partner to 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.

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**.
- **City Website** - Emergency information may also be accessed via www.toaks.org.
- **County website** – vcemergency.com

- **Social Media** – The city can post emergency messages at their Twitter account at @city and on the city’s Facebook page.

Other warning systems utilized by the City of Thousand Oaks include door-to-door notification by Neighborhood Watch Block Captains, Disaster Assistance Response Teams, and law enforcement volunteers.

OPERATIONAL AREA ALERTING, NOTIFICATION AND WARNING SYSTEMS

- **Emergency Notification System**
The Ventura County Sheriff’s Office of Emergency Services uses a mass notification system (VC Alert) to alert residents and businesses by phone, text, and e-mail of emergencies in their area.
- **OASIS - Operational Area Satellite Information System**
The County of Ventura has Cal OES OASIS, which is a system that includes a satellite, multiple remote sites and a hub. Through OASIS the County can contact Counties in California through voice or data transmission and Cal OES and other state agencies.
- **EAS - Emergency Alert System** – Refer to the Appendix, a restricted use document, for EAS Activation Procedures.
- **County website** – vcemergency.com

STATE ALERTING AND WARNING SYSTEMS

The California State Warning Center (CSWC) is responsible for informing and alerting public agencies, state officials, and the Federal government of emergencies. The CSWC is equipped with telephone, data, and radio systems, including the CALWAS, CLETS, NWS Weather Wire, CSWC message switching computer, and the CISN and Dialogic Automated Notification System. Most of these systems are used on a day-to-day basis; while others are available for use in an emergency, as conditions require.

- **NAWAS and CALWAS:** The CSWC maintains the California Warning System (CALWAS) to communicate with Cal OES Regional Offices and County Warning Points during an emergency. CALWAS is part of the National Warning System (NAWAS).
- **OASIS, CLETS, CLERS, and EAS:** The Operational Area Satellite Information System (OASIS), California Law Enforcement Telecommunications System (CLETS), and the California Law Enforcement Radio System (CLERS) are utilized to alert and notify sheriff and police departments, and key Emergency Alert System (EAS) stations.
- **Radios and Microwave Systems:** The State agencies Radio / Microwave System is utilized to communicate information to State agencies and EOCs.

NATIONAL WEATHER SERVICE NOTICES

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 warning 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.

RED FLAG WARNING: A Red Flag Warning as issued by the National Weather Service (NWS) is used to inform the public about heightened conditions for fire. When humidity is very low, temperatures elevated, and strong winds are present, a Red Flag Warning is issued to alert the community and public safety agencies to be cautious. The issuance of this warning may trigger City, County agencies and utilities to take precautionary steps in anticipation of a fire. (For more information, refer to the Red Flag/Public Safety Power Shutoff procedures in the Appendices of this Plan.)

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.

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.



EMERGENCY POTABLE WATER 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:

Agent:	Function:
City Public Works Department	Primary agency responsible for purchase and distribution of alternate source of potable water for populations within the City. Coordinates water 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 Emergency Services (Cal OES)	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.

Note: For the purpose of this document: "alternative potable water" and "emergency potable water" means water that is supplied from an alternative source and/or delivery system. Cal OES will assist local government in pursuing possible Federal reimbursement for costs incurred.

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

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.

CITY PUBLIC WORKS DEPARTMENT

Provide alternate source of potable water to affected populations. Deploy field response personnel and activate the DOC and/or EOC to support water operations.

COUNTY OPERATIONAL AREA

The Ventura County Public Works Agency in coordination with water purveyors is the primary agency responsible for the purchase and distribution of emergency potable water to populations within the unincorporated areas.

STATE OFFICE OF EMERGENCY SERVICES (Cal OES)

If the Operational Area cannot provide enough alternate source of potable water to affected populations 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 City Public Works Department 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, if activated, will be staffed by City Public Works. The unit will report to the Public Works Branch in the EOC.

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/Intelligence 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 Coordinator.
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 City and County Operational Area 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 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.

PLANNING/INTELLIGENCE SUPPORT DOCUMENTATION



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ACTION PLANNING

EOC ACTION PLANNING (EOC)

The Action Planning process is an essential tool for the City, particularly in managing sustained emergency operations. The Action Planning process is a key element in ensuring that the entire City will be focused and acting as a unified, coordinated body.

City emergency response organizational goals must be maintained and pursued. These goals are set by EOC Director. To develop these goals, the EOC Director needs situational awareness about the current situation, impact of the incident and potential future impacts of the situation. This information should be provided by the Planning/Intelligence Section in the form of a Situation Status Report.

Once the EOC Action Plan has been delivered, the EOC Director shall determine the strategic goals for the next operational period. These may or may not be different from the operational goals from the last period. This short list of organizational goals must be verifiable and measurable.

Once the city goals are set, they should be communicated to the other sections, which in turn should communicate to their departments!! The Policy Group must receive copies of the EOC Action Plan.

SUMMARY OF ACTIVITIES BY SECTION

MANAGEMENT	Sets goals and priorities.
PLANNING/INTELLIGENCE	Presents the verbal Action Plan or the situation status report. Prepares EOC Action Plan (document); continues collecting, analyzing and displaying information and continues Action Planning process. Compiles EOC Action Plan.
OPERATIONS	Determines strategies to achieve goals.
LOGISTICS	Determines how it will support operations
FINANCE	Determines how it will support operations

ACTION PLANNING

Action planning at all EOC levels, like that of the field level, is based around the use of an operational period. The length of the operational period for the EOC 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. Generally, the actions requiring the longest time period will define the length of the operational period.

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 EOC Action Plan may be a verbal plan put together in the first hour after EOC activation. It is usually done by the EOC Director in concert with the general staff. Once the EOC is fully activated, EOC Action Plans should be written.

EOC Action Plans should not be complex or create a time-consuming process. The format may vary somewhat within EOC levels, but the EOC Action Plan should generally 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 the 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 assignments (also, later EOC action plans may list organizational elements that will be activated during or at the end of the period.)
- Logistical or other technical support required

EOC ACTION PLAN FOCUS

The primary focus of the EOC Action Plan should be on citywide issues. The plan sets overall objectives for the City and establishes the citywide priorities as determined by the EOC Director. It can also include mission assignments to departments, provide policy and cost constraints, and include inter-agency considerations, etc. Properly prepared, the EOC Action Plan becomes an essential input to developing departmental action plans.

THE PLANNING “P” TOOL (Found at the end of this section)

The Planning “P” is a guide to the process and steps involved in planning for an incident. The leg of the “P” describes the initial response period: Once the incident/event begins, the steps are Notifications, Initial Assessment, Incident Briefing and Initial Management Meeting.

PHASE 1 – Understand the Situation

- Entails the initial response to an emergency.
- Initial gathering of information about the incident situation and the resources allocated to the incident.
- The EOC is activated and the EOC Management & General staff establish the following:
 - Event Name
 - Operation Period
 - Initial Priorities
 - EOC Staffing
 - Planning Meeting Schedule

PHASE 2 – Establish Objectives

- **Section Meetings:** Using the established incident priorities from Phase 1, Section Coordinators will meet with their staff and develop Section-specific objectives to accomplish the EOC priorities for the Operational Period. Objectives should be Specific, Measurable, Attainable, Realistic and Time Oriented.

PHASE 3 – Develop the Plan

- **Preparing for the Planning Meeting:** The Planning/Intelligence Section will compile all of the Section Objectives submitted by each Section Coordinator and have it ready for the Planning Section Meeting. EOC Director and General Staff will review completed objectives for all Sections and prepare them for the upcoming Planning Meeting.
- **Prep for the Planning Meeting:** The Planning/Intelligence Section will compile the EOC Action Plan with attachments and have it ready for the Planning Meeting.

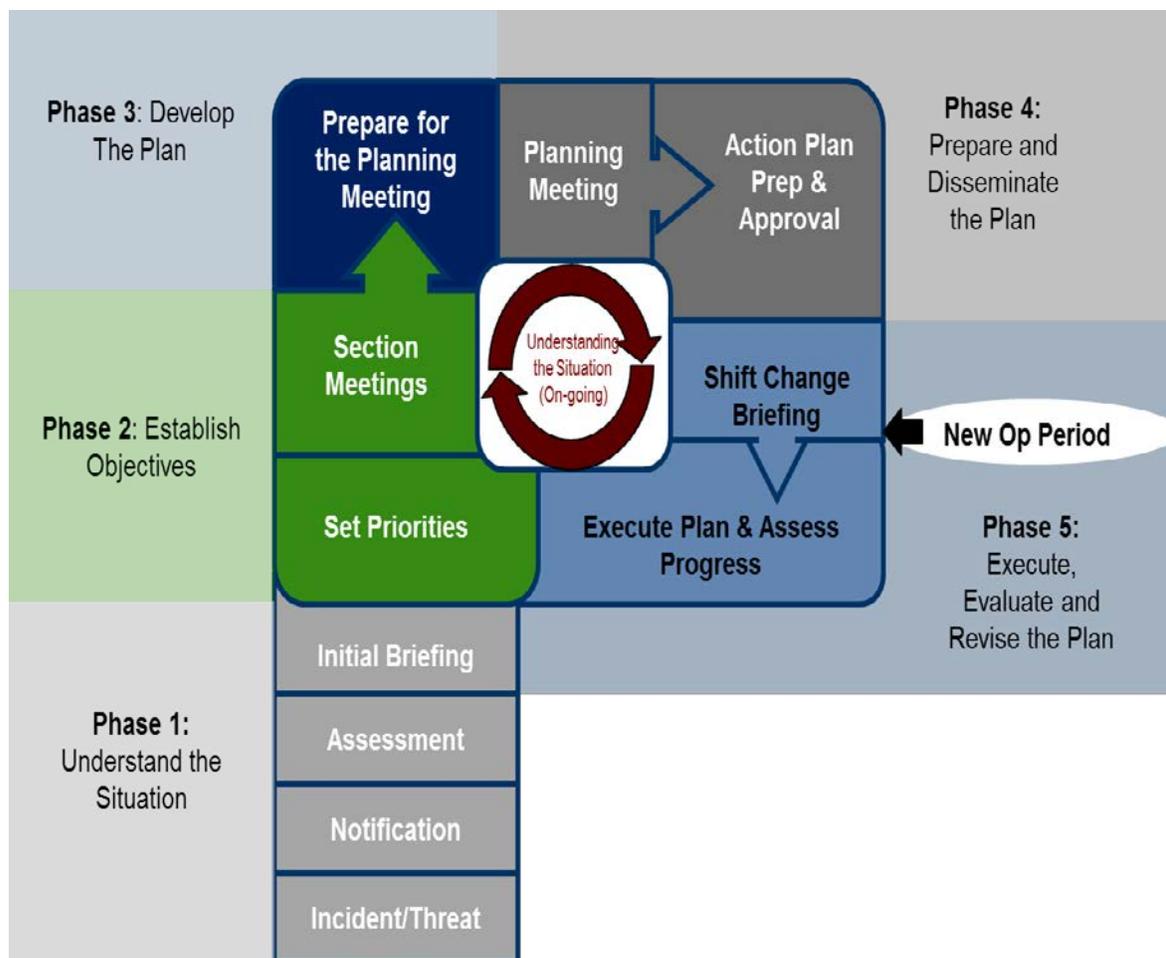
PHASE 4 – Prepare and Disseminate the Plan

- **Planning Meeting and Action Plan Prep & Approval:** Management and General Staff attend the Planning Meeting to review and validate the EOC Action Plan. The Planning/Intelligence Section Coordinator facilitates this meeting. The Agenda for the Planning Meeting is:
 - Give situation and resource briefing; conduct planning meeting – Planning Intelligence Coordinator
 - Provide priorities and policy issues – EOC Director
 - Provide Section Objectives and/or Objective Status – Management and General Staff
 - Provide a status on resources – Logistics Section Coordinator
 - Provide a Safety & Security Briefing – Safety Officer and Security Officer
 - Finalize, approve and implement the EOC Action Plan – Planning/Intelligence Section Coordinator finalizes the EOC Action Plan, EOC Director approves the EOC Action Plan, Management and General Staff implement the EOC Action Plan.

PHASE 5 – Execute, Evaluate and Revise the Plan

- **Section Briefing:** The Section Briefing may be referred to as the shift briefing. This briefing is conducted at the beginning of each Operational Period.
- **New Operational Period Begins:** After the Section Briefing a new Operational Period begins and the EOC Action Plan process starts all over.

PLANNING P TOOL



AFTER ACTION ACTION REPORTS

Legal Authorities

Section 2450 (a) of the SEMS Regulations states that...."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, section 2900(j).

Section 8607 (f) mandates that the California Office of Emergency Services (Cal OES) in cooperation with involved state and local agencies complete an after action report within 120 days after each declared disaster.

Use of After Action Reports

After action reports serve the following important functions:

- A source for documentation of response and transitional recovery activities
- Identification of problems/successes during emergency operations
- Analysis of the effectiveness of components of the SEMS
- Identification of areas for improvement and a description of the actions planned to correct areas needing improvement

Tiered Approach to AAR Development

The method for development of an AAR and the format used for the AAR is based upon the size or scope of the event or incident. The following two tiers have been established:

(a) Tier One: Condensed AAR

A Governor's Emergency Proclamation is signed, only one OA was involved, and the response was isolated in nature, with no mutual aid requested and limited state involvement.

Examples: water contamination or utility shut off, road sink hole, snow load, heat or freeze, small weather event, police action, etc. An event that is unusual, where we want to capture the challenges or successes for future consideration.

In the case of a condensed AAR, Cal OES may opt to use a facilitated one-day Hot Wash to gather information for development of an AAR.

(b) Tier Two: Full AAR

A Governor's Emergency Proclamation is signed, more than one OA is impacted and multiple state agency response Statewide Mutual Aid systems are used.

NOTE: Several proclaimed emergencies that are caused by the same general hazard may be grouped in a single AAR. Grouping or merging proclaimed emergencies is based upon; similarities in events (e.g. multiple storms or fire siege), geographic proximity, and timeframes.

After Action Process

It may be useful to coordinate the after-action report process when multiple agencies/jurisdictions are involved in the same emergency. Jurisdictions are encouraged to work together in the development of after action reports when appropriate and feasible. For example, an operational area may take the lead in coordinating the development of an after action report which involves several jurisdictions.

If appropriate, jurisdictional reports may become part of an overall operational area report.

Suggested processes for developing after action reports for local governments, state agencies, and for Cal OES are described below.

Local Government and State Agency Report Process

1. Assign Responsibility for after action report

This assignment should be initiated as early as possible during the response phase of any emergency which will require an after action report. Ideally, the person assigned should have a background in the planning function, be familiar with emergency organization functions, and have an understanding of SEMS.

At the completion of the emergency period, and after the field ICS and EOC level organizations have been deactivated, the responsibility for the continuance of the after action report process should be assigned elsewhere within the organization. In many organizations, the same personnel assigning to the Planning Section may be assigned to the after action report function to provide continuity.

While it may appear to be premature to assign a person to this duty early in an emergency, it actually permits several key things to occur.

- It emphasizes the importance of documentation
- It allows for early identification of possible system improvements and possible on-the-spot improvements
- It allows data to be compiled before too much time has elapsed and participants have returned to their normal duties
- It allows for establishment of timelines and expedites the preparation of the AAR

2. Initiate the Documentation Process

Adequate documentation is essential to operational decision-making, may have future legal ramifications and implications for reimbursement eligibility and provides the foundation for development of the AAR and Corrective Action

Depending upon the situation, different types of documentation comprise the source documents or "data base" for the after action report. Documentation should not be restricted to those reports or forms used exclusively by the planning function, but should include materials from the entire emergency organization.

3. Data Gathering Methods

Aside from reliance on documentation developed during emergency operations, other methods for gathering information include:

- Exit interview or critique forms distributed and completed as personnel rotate out of a function.
- Critiques performed at various time frames after an operation. Some critiques may be conducted immediately after an event and may be fairly informal in approach. Others may be conducted substantially later and be carefully structured workshops.
- Surveys distributed to individuals and organizations after the fact which can be used either for direct input to the after action report or as a basis for workshop discussions.
- After action report research teams, whose function is to gather information, and perhaps, write the applicable portions of the after action report.

4. AAR Preparation – (See AAR Template in the Forms Section).

A four step process to prepare the after action report for local governments and state agencies is recommended:

- a. Compile the results of surveys, critiques, and workshops and sort the information according to the areas covered in the attached sample after action report.
- b. Use documentation and data to complete the online AAR Survey, as discussed later in these Guidelines.
- c. The AAR can be distributed for review and approval to participating agencies, advisory boards, political bodies, and other appropriate interested parties.
- d. Prepare final after action report and forward it to the city, operational area, Cal OES Region, or Cal OES Headquarters, as appropriate.



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LOGISTICS SUPPORT DOCUMENTATION



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FEEDING OF EOC AND FIELD STAFF

- Coordinate all feeding operations for the EOC, support and field personnel.
- Establish a feeding plan, which identifies cost limits, authorized vendors and catering companies, type of food, etc. Ensure everyone is aware of this policy.
- Set meal schedules. Consider the impact of curfews on businesses you may use.
- Set up and manage eating areas for EOC, 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 EOC, support and field personnel at local restaurants.
- Brief all EOC personnel as to location, cost limitations and incident number to be used for each restaurant or caterer.
- Coordinate acquisition, preparation and service of meals.
- Be aware of and provide for special diets.
- Arrange for and coordinate cleanup of eating, food preparation and serving areas.
- Provide snacks/water/coffee/beverages for EOC, support and field personnel.
- Consider a voucher system at the location set up for feeding operations to identify those employees' meals, which 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 employees regarding agency policy for reimbursement of disaster-related meals.
- Encourage all EOC staff to take regular meal and snack 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 Department of Animal Care and Control.

For assistance with livestock during a disaster, the City livestock owners or the City may request assistance to:

- 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.



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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 Child Care Needs Survey follows.

STRESS MANAGEMENT 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 Critical Incident Management Procedures (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:

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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VOLUNTEER GUIDELINES

INTRODUCTION

Volunteers play a significant role in both the response and recovery phases of an emergency incident. They will be essential to the sheltering, mass feeding, and other operations.

Management of the volunteer function is in the Logistics Section of the EOC. Management of claims for Workers Compensation Insurance is handled by the Legal Officer in the Management Section.

ELIGIBILITY

Disaster Service Workers are public agency employees or 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 residents to carry out assigned duties to perform services during a State of War Emergency or any State of Emergency or Local Emergency.

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
- 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 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 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 may 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.

Recruiting:

Volunteer recruitment may become an issue if the disaster lasts a long time and the initial number of convergent volunteers begins to dwindle. It also may become necessary to recruit volunteers with specific skills, such as heavy equipment operators, medical personnel, translators, etc.

Recruitment avenues include the local media and other organizations. Organizations to contact for recruitment assistance include local labor unions, educational institutions and private companies.

Screening:

Pre-registered volunteers will have been screened in advance. Walk-ins, however, will have to be screened at the time that they appear for assignment prior to duty.

Certain vital information is essential if volunteers are to be properly and efficiently used; and screening teams must be identified and trained in advance on the screening of volunteers. The data or information required regarding the volunteers should also be developed in advance. The actual data requirements should be held to a minimum, consistent with the needs of the local jurisdiction.

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 that 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.

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. 2001 (OES).



FINANCE SUPPORT DOCUMENTATION



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EMERGENCY ACCOUNTING

When an emergency impacts the city, employees who are assigned to the emergency or incident are to use the Disaster Cost Accounting System codes and 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 DO'S AND DON'TS

DO:

- 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.

DO NOT:

- Order **everyone** to charge **all** time to the disaster. Only charge those people and hours actually **WORKED**. (See above 1st and 2nd Do's)
- Charge stand-by time to the disaster only if was incurred in preparation for and directly related to actions necessary to save lives and protect public health and safety.
- Charge manager overtime to the disaster unless the City has a Management Overtime policy in place before the disaster. 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**. (Participating in the Public Assistance Alternate Procedures program will allow for Category A, Debris Removal, straight time). 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:

Cal OES
Disaster Assistance Division
3650 Schriver
Mather, CA 95655
Phone (916) 845-8100

PRE-DISASTER DECLARATION STEPS

Following a disaster, the City will report damage and a rough 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.

The 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

Cal OES will notify the County Operational Area, who will in turn notify the City. There will usually be an orientation meeting where all agencies desiring to participate will be briefed on the application procedures and the reimbursement process.

Several Forms must be submitted. These are:

- 1. Request for Public Assistance (RPA) Form** This form indicates that the City will be applying for assistance. Does not restrict City from making changes, but must be sent within 30 days of the declaration date.
- 2. Project Listing (OES Form)** This indicates the categories and projects which the City is asking assistance for. It may be revised later on. It gives Cal OES an idea of the scope of the damage.

- 3. Designation of Applicants' Agency Resolution (OES Form 130)** This is a resolution passed by the City Council authorizing specified 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. For past incidents, the City has designated as agents one of the following:
- Assistant City Manager
 - Finance Director
 - Public Works Director
- 4. Vendor Data Record (Form STD 204)** For State's 1099 purposes. No deadline, but no payment until submitted.
- 5. Project Application for Federal Assistance (OES Form 89)** Formal application for FEMA funding. No specific deadline, but no payment until submitted.
- 6. Project Worksheet (PW)** The City will fill out this form for all small projects and submit to FEMA's Program Delivery Manager (PGDM). The PGDM will assist the city to write 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. You 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 be people who 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
- Pictures or videos of damage/destruction
- Narratives on work done

- A broad summary of costs to date with estimates of work to be completed (these need not be final, they can be changed)
- Proposals on repair, reconstruction and mitigation projects

The team will want to discuss how payroll costs are organized and developed, cost related to time and how fringe benefit rates are calculated.

These last 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 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 want. They can also be used to create summary schedules for the inspectors.

There is a sixty-day period in which 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 PROJECT WORKSHEET (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 time cards for those 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. for this work 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 that the Davis Bacon Act and/or state prevailing wage clauses will apply and must also be documented.

PAYMENT

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 Director 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 are \$100,000 in eligible emergency response costs for the city. Cal OES pays \$75,000 and the city must handle 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 Cal OES Director 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 CDAA 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, the amounts and conditions may change. Assistance is based upon uninsured loss and is not a substitute for insurance. The reimbursement process is a lengthy one involving the 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. This also is a long process.

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 CATEGORIES

To facilitate the processing of Public Assistance Program grants, FEMA has divided disaster related work into seven Categories of Work. These categories are listed below and are described in more detail elsewhere 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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RECOVERY PROGRAMS

The matrix below depicts some of the recovery programs that may become available during the recovery phase.

PROCLAMATION NOT REQUIRED:			
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.
LOCAL EMERGENCY PROCLAMATION REQUIRED:			
California Disaster Assistance Act - Director's Concurrence	Local Governments	CAL OES	Requires concurrence of the CAL OES . Reimbursement limited to Permanent restoration costs.
GOVERNOR'S STATE OF EMERGENCY PROCLAMATION REQUIRED:			
California Disaster Assistance Act	Local Governments	CAL OES	Permanent restoration and emergency work reimbursed.
PRESIDENTIAL EMERGENCY DECLARATION REQUIRED:			
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.
PRESIDENTIAL MAJOR DISASTER DECLARATION REQUIRED:			
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

The 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 of California. This may include:

- Providing pre-disaster guidance and training to public entities in order to maximize assistance
- Facilitating and coordinating preliminary damage assessments to determine the impact of disaster
- Coordinating the implementation of local, state, and federal assistance programs to address disaster-related needs
- Monitoring programmatic progress and in certain circumstances 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

CAL TRANS EQUIPMENT RATES APPROVED

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

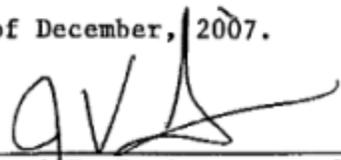
WHEREAS, the Federal Emergency Management Agency (FEMA) recognizes three types of equipment rates – Federal Emergency Management Agency (FEMA), State and local rental rates; and

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.



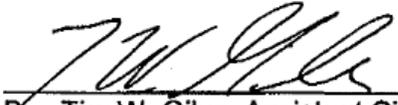
Jacquie V. Irwin Mayor
City of Thousand Oaks, California

ATTEST:

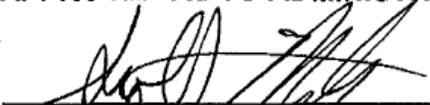


Linda D. Lawrence, City Clerk

APPROVED AS TO FORM:
Office of the City Attorney


By: Tim W. Giles, Assistant City Attorney

APPROVED AS TO ADMINISTRATION:


Scott Mitnick, City Manager

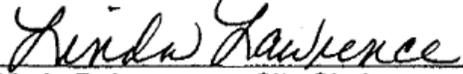
CERTIFICATION

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

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. It also 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 Seven -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

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

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 of 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

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 Federal Emergency Management Agency (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 frameworks 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.



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SUPPORT DOCUMENTATION - FORMS



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PUBLIC INFORMATION SUMMARY

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		
A. INCIDENT PERSONNEL		B. PUBLIC		17. ROAD STATUS	
a. Injuries		a. Injuries			
b. Fatalities		b. Fatalities			
11. DAMAGE ESTIMATES					
A. PUBLIC		B. PRIVATE			
\$		\$			
12. WARNINGS-EXPECTED HAZARDS			18. MISCELLANEOUS		
LOCATION	TYPE	PERIOD			
13 CURRENT WEATHER		FORCAST WEATHER		19. PIO PHONES	
				20. LOCATION	
				21. PREPARED BY	DATE/TIME
				22. APPROVED BY	

SCHOOLS-SPECIFIC INFORMATION

Schools	Status	Comments <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
PUBLIC ELEMENTARY SCHOOLS		
1.Acacia Magnet (TK-5) -55 W. Norman Avenue, 91360		
2.Aspen (TK-5) -1870 Oberlin, 91360		
3.Banyan (K-5) -1120 Knollwood Drive, 91320		
4.Conejo (K-5) -280 N. Conejo School Road, 91360		
5.Cypress (TK-5) 4200 Kimber Drive, 91320		
6.EARTHS Magnet (K-5) 2620 Michael Drive, 91320		
7.Glenwood (TK-5) 1135 Windsor Drive, 91360		
8.Ladera STARS Academy (K-5) 1211 Calle Alemendro, 91360		
9.Lang Ranch (TK-5) 2450 Whitechappel Place, 91360		
10.Madrona (TK-5) 612 Camino Manzananas, 91360		
11.Maple (TK-5) 3501 Kimber Road, 91320		
12.Sycamore Canyon (K-5) 4601 Via Rio, 91320		
13.Walnut (TK-5) 581 Dena Drive, 91320		
14.Weathersfield (TK-5) 3151 Darlington Drive		
15.Westlake (TK-5) 1571 E. Portrero Road, 91361		
16.Westlake Hills (TK-5) 3333 S. Medicine Bow Court		
17.Wildwood (K-5) 620 W. Velarde, 91361		
PUBLIC MIDDLE SCHOOLS		
1.Colina - 1500 East Hillcrest Drive, 91362		
2.Los Cerritos – 2100 E. Avenida de Los Flores, 91362		

Schools	Status	Comments <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
3.Redwood – 233 W. Gainsborough Road, 91360		
4.Sequoia – 2855 Borchard Rd, 91320		
5.Sycamore Canyon - 4601 Via Rio 91320		
PUBLIC HIGH SCHOOLS		
1.Newbury Park - 456 N. Reino Road		
2.Thousand Oaks - 2323 N. Moorpark Road, 91360		
3.Westlake - 100 N. Lakeview Canyon Road, 91362		
4.Century Academy - 33 Greta Street, 91360		
5.Conejo Valley - 1402 E. Janss Road, 91320		
PRIVATE /CHARTER SCHOOLS		
1.Ascension Lutheran School - 1600 East Hillcrest Drive, 91362		
2.Bethany Christian School - 200 Bethany Court, 91360		
3.Bridges Charter Homeschool - 1335 Calle Bouganvilla, 91360		
4.Conejo Adventist School - 1250 Academy Drive		
5.First Baptist Accelerated Academy 1250 Erbes Road, 91362		
6.Hillcrest Christian School - 384 Erbes Road, 91362		
7.La Reina High School - 196 W. Janss Road, 91360		
8.Meadows Arts and Technology Elementary School - 2000 La Granada Drive		
9.Revo Academy - 1250 Erbes Road, 91362		
10.St. Patrick’s Episcopal Day School - One Church Road, 91362		
11.St. Paschal Baylon School - 154 E. Janss Road, 91360		



CITY EOC VISITATION REQUEST FORM
(Return to EOC Coordinator/Management 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 Emergency Operations Center (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 _____



AGENCY REPRESENTATIVE REGISTRATION FORM

Welcome to the City of Thousand Oaks Emergency Operations Center, or 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:	EOC Desk Number:
-------	------------------

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**



EOC CHANGE OF SHIFT BRIEFING WORKSHEET		
Section: Operations		Position: Section Coordinator
Operational period	Date:	<input type="checkbox"/> Initial <input type="checkbox"/> Update <input type="checkbox"/> Final
For shift from	AM to	PM
		or from PM to AM
Off-going employee:		Relief Employee:
Disaster name:		
EOC Director:		
Section Coordinator:		
Description of problem:		
Cause:		
Area involved:		
Injuries (unofficial)		
Deaths (unofficial):		
Est. \$ public damage:		
Est. \$ private damage:		
Current threat:		
Status of incident(s):		
Other jurisdiction(s)		
Staging location:		
Weather situation:		
Your assigned task:		
Your EOC phone #:		
Equipment assigned to you:		
Equipment available at:		
Meals available at:		
Medical care available at:		
Lodging available at:		
Supplies available at:		
Fuel available at:		
Autos available from:		
Other information:		

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CITY EOC ACTION PLAN

Disaster/Event Name:		Date	Time Prepared:
Plan Prepared by:			
Plan Reviewed by: (Plans/Intel Coordinator)			
Plan Approved by: (EOC Director)			
Operational Period:	From:	To:	Page 1 of __

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.

Current Situation Summary:

-
-
-
-
-
-

Major Events/Incidents:

-
-
-
-
-
-

Safety Issues:

Resources Needed:

-
-
-
-
-



CITY EOC ACTION PLAN – SECTION OBJECTIVES

Section Objectives for Period # __

(Date and Time) _____

#	Objective	Branch/Unit/ Position	Est Completed Date/Time
Management			
1			
2			
3			
Operations Section			
1			
2			
3			
4			
5			
Planning & Intelligence Section			
1			
2			
3			
Logistics Section			
1			
2			
3			
Finance Administration			
1			
2			
3			

Attachments:

- () Organization Chart () Telephone Numbers () Weather Forecast () Maps
- () LAC 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.



EOC ACTION PLAN – ORGANIZATION ASSIGNMENT LIST

Page 4 of __

1. Incident Name		2. Operational Period (Date/Time) From: _____ To: _____	
3. Management Section	4. Name	5. Operations Section	6. Name
EOC Director		Ops Section Coordinator:	
Public Info. Officer:		Fire/Med/Health:	
EOC Coord/Liaison		Police:	
Legal Officer		Care and Shelter:	
Safety Officer:		Public Works:	
Security Officer:		Traffic/Signals/Detours:	
City Council Liaison:		Engineering/Infrastructure:	
		Utilities:	
		Bridges:	
		Building and Safety:	
7. Planning Section	8. Name	9. Logistics Section	10. Name
Plans Section		Logistics Section Coord.	
Resources:		Supplies/Procurement:	
Situation Status:		Information Systems:	
Documentation:		Transportation:	
Adv. Planning:		Personnel:	
Recovery Planning:		Facilities:	
GIS/Mapping:			
Demobilization:			
11. Finance Section	12. Name	12. Agency Representatives	13. Name
Finance Section Coord			
Cost Recovery:			
Time Keeping:			
Cost Analysis:			
14. Prepared By: (Resources Unit)		Date/Time	



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RESOURCE REQUEST FORM

An attempt should be made to fill all resource requests through the Operations Unit **before** sending to Logistics.

Incident Name/No.: _____ **Date & Time of Request:** _____

STEP 1 (Basic Request Information):	
Requested by (Name/Unit): _____	
Requestor's Contact Info. (phone/email): _____	
Description of Resource Requested (purpose/use): _____ _____	
Date/Time Needed By: _____ Duration of need: _____	
If request cannot be filled by that date and time, fill anyway or cancel ?	

STEP 2 (Delivery Information):
Location for delivery: _____
Delivery Contact Name/Phone: _____

STEP 3 (Section Coordinator's Approval):
Name: _____
Signature: _____

LOGISTICS USE ONLY	Date & Time Received:
Resource Provided By (name/address/contact person and phone): _____ _____	
Estimated Date & Time of Arrival: _____	
Request Processed By (name of Logistics staff): _____	
RESOURCE REQUEST #: _____	



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STAFF AFTER ACTION REPORT TEMPLATE

(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).

GENERAL INFORMATION

Information Needed	Text goes in text boxes below.
Name of Agency:	
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.	
Cal OES Admin Region: (Coastal, Inland, or Southern)	
Completed by:	
Date report completed:	
Position: (Use SEMS/NIMS positions)	
Phone number:	
Email address:	
Dates and Duration of event: (Beginning and ending date of response or exercise activities - using mm/dd /yyyy)	
Type of event, training, or exercise:* *Actual event, table top, functional or full scale exercise, pre-identified planned event, training, seminar, workshop, drill, game.	
Hazard or Exercise Scenario:* *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.	



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)		

If “needs improvement” please briefly describe improvements needed:

Planning	
Training	
Personnel	
Equipment	
Facilities	



PLANNING/INTELLIGENCE (Situation analysis, documentation, GIS, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:

Planning	
Training	
Personnel	
Equipment	
Facilities	

LOGISTICS (Services, support, facilities, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:

Planning	
Training	
Personnel	
Equipment	
Facilities	

FINANCE/ADMINISTRATION (Purchasing, cost unit, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:

Planning	
Training	
Personnel	
Equipment	
Facilities	

AFTER ACTION REPORT QUESTIONNAIRE

(The responses to these questions can be used for additional SEMS/NIMS evaluation)

Response/Performance Assessment Questions	yes	no	Comments
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. Were 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 briefings?			
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 of local capability?			
22. Was communications inter-operability an issue?			



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.**

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?

25. As a result of your response, did you identify changes needed in your plans or procedures? Please provide a brief explanation.

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.

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.

NARRATIVE

Use this section for additional comments.



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, Cal 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

ONLY USE THE FOLLOWING FOR RESPONSE ACTIVITIES RELATED TO EMAC

EMAC / SEMS After Action/Corrective Action Report Survey

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 disaster)?

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 outside of California?					
3	Where your travel arrangements made for you? If yes, by whom?					
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					



#	Questions	Issues / Problem Statement	Corrective Action / Improvement Plan	Agency(s)/ Depts. To Be Involved	Point of Contact Name / Phone	Estimated Date of Completion
	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?					

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:

Identify the areas where EMAC worked well:

Identify which EMAC resource needs improvement (check all that apply):

- EMAC Education
- EMAC Training
- Electronic REQ-A forms
- Resource Typing
- Resource Descriptions
- Broadcast Notifications
- Website

Comments:

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?

Please provide any additional comments that should be considered in the After Action Review process (use attachments if necessary):

Cal OES Only: Form received on: _____ Form reviewed on: _____ Reviewed By: _____



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MILITARY TIME CHART				
Military Time	Regular Time		Military Time	Regular Time
0100	1:00 AM		1300	1:00 PM
0200	2:00 AM		1400	2:00 PM
0300	3:00 AM		1500	3:00 PM
0400	4:00 AM		1600	4:00 PM
0500	5:00 AM		1700	5:00 PM
0600	6:00 AM		1800	6:00 PM
0700	7:00 AM		1900	7:00 PM
0800	8:00 AM		2000	8:00 PM
0900	9:00 AM		2100	9:00 PM
1000	10:00 AM		2200	10:00 PM
1100	11:00 AM		2300	11:00 PM
1200	12:00 AM		0000 or 2400	12:00 PM



**EOC COORDINATOR SITUATION ASSESSMENT
PRE – EOC ACTIVATION CONSIDERATIONS**

DATE AND TIME OF EVENT:

INITIAL REPORTING OF EVENT: City staff Outside Agency Resident

GATHER EVENT DETAILS from lead agencies for the incident listed below:

- Fires, medical, hazardous materials – Ventura County Fire Department
- Security issue, criminal activity, shooting, evacuations – Ventura County Sheriff's Department
- Weather related incidents – National Weather Service
- Countywide incidents (flooding, earthquakes, etc.)– Ventura County Sheriff's Office of Emergency Services

For contact names and numbers refer to Appendix B in the City's EOP

Provide event details below:

Incident Command Post location, if established:

Person's name and number providing incident information details:

IMPACTS TO THE CITY: (Enter any details that are known)

- Injuries and fatalities:
- Roads and bridges:
- City buildings:
- Utilities:
- Other:

RESOURCES COMMITTED: (Enter any details that are known)

- City departments involved:
- City resources deployed:
- Other agency resources deployed:
- Resources needed:

CRITICALITY OF THE EVENT:	OVERALL PROGNOSIS OF THE EVENT
<input type="checkbox"/> Non-critical (not urgent)	<input type="checkbox"/> Decreasing in threat and impact
<input type="checkbox"/> Important	<input type="checkbox"/> Stable. Threat and impact is not growing.
<input type="checkbox"/> Critical	<input type="checkbox"/> Event/Situation is growing

NOTIFICATIONS:**Non-critical events:**

- Provide City Manager and EOC leads an email with event details.
- Inform the City's PIO of the event.
- Stay in touch with lead agency to continue to receive status updates.

Important events:

- Convene the Core Committee (City Manager, City Attorney, Assistant City Manager, Deputy City Manager, Police Chief, Fire Division Chief, Public Works Director, City PIO and Emergency Services Coordinator). Core Committee will:
 - Determine level of EOC activation (if any).
- If EOC activation is needed, Core Committee will:
 - Establish EOC priorities.
 - Establish contact with Ventura County Operational Area and other stakeholders (school district, water district, etc.) to inform them of the EOC activation.
 - Once in the EOC refer to positional checklists in the Emergency Operations Plan.
- Stay in touch with lead agency to continue to receive status updates.

Critical events:

- Convene the Core Committee (City Manager, City Attorney, Assistant City Manager, Deputy City Manager, Police Chief, Fire Division Chief, Public Works Director, City PIO and Emergency Services Coordinator). Core Committee will:
 - Determine level of EOC activation.
 - Establish EOC priorities.
- Establish contact with Ventura County Operational Area and other stakeholders (school district, water district, etc.) to inform them of the EOC activation. Request agency representatives to the City EOC if appropriate.
- Once in the EOC refer to positional checklists in the Emergency Operations Plan.
- Stay in touch with lead agency to continue to receive status updates.