

City of Manteca  
Emergency Operations Plan  
*March 2016*



**LETTER OF PROMULGATION**

March 2016

To: Officials and Employees of the City of Manteca

The preservation of life and property is an inherent responsibility of all levels of government. As disasters occur in devastating form at any time, the City of Manteca must provide safeguards, which will save lives and minimize property damage through planning, preparedness measures, and training. Sound emergency plans carried out by knowledgeable and well-trained personnel can and will minimize losses.

The City of Manteca Emergency Operations Plan (EOP) establishes an Emergency Management Organization, and assigns functions and tasks consistent with California's Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). It provides for the integration and coordination of planning efforts of multiple jurisdictions within the City.

This plan was developed for each City of Manteca department and local special districts with emergency services responsibilities. The content is based upon guidance approved and provided by the California Office of Emergency Services (Cal OES) and the Federal Emergency Management Agency (FEMA). The intent of the EOP is to provide direction on how to respond to an emergency from the onset, through an extended response, and into the recovery process.

Once adopted, this plan will serve as an extension of the San Joaquin County Emergency Operations Plan (EOP) and the California Emergency Plan. It will be reviewed and tested periodically, and revised as necessary to meet changing conditions.

The Manteca City Council gives its full support to this EOP, and urges all public employees and individuals to prepare for times of emergency before they occur.

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Mayor,  
City of Manteca

## Table of Contents

<b>APPROVAL AND IMPLEMENTATION</b> .....	<b>6</b>
FOREWORD .....	6
PLAN APPROVAL AND IMPLEMENTATION .....	6
PLAN ACTIVATION .....	6
PLAN MODIFICATIONS.....	6
<b>RECORD OF CHANGES</b> .....	<b>7</b>
<b>RECORD OF CONCURRENCE</b> .....	<b>8</b>
<b>RECORD OF DISTRIBUTION</b> .....	<b>9</b>
<b>BASIC PLAN</b> .....	<b>10</b>
<b>SECTION 1.0 PURPOSE, SCOPE, SITUATION, AND ASSUMPTIONS</b> .....	<b>10</b>
1.1 PURPOSE.....	10
1.1.1 <i>Planning Organization and Format</i> .....	10
1.2 SCOPE.....	11
1.2.1 <i>California Emergency Functions</i> .....	11
1.2.2 <i>Federal Emergency Support Functions (ESF's)</i> .....	12
1.3 SITUATION OVERVIEW .....	14
1.3.1 <i>Hazard Analysis Summary</i> .....	16
1.3.2 <i>Capability Assessment</i> .....	16
1.3.3 <i>Mitigation Overview</i> .....	16
1.3.4 <i>Assumptions</i> .....	16
<b>SECTION 2.0 CONCEPT OF OPERATIONS</b> .....	<b>18</b>
2.1 GOALS, PRIORITIES, AND STRATEGIES .....	18
2.1.1 <i>Operational Goals</i> .....	18
2.1.2 <i>Operational Priorities</i> .....	18
2.1.3 <i>Operational Strategies</i> .....	18
2.2 STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS) .....	19
2.2.1 <i>SEMS Organization Levels</i> .....	19
2.2.2 <i>SEMS Functions</i> .....	20
2.2.3 <i>SEMS Components</i> .....	22
2.2.4 <i>National Incident Management System (NIMS)</i> .....	23
2.2.5 <i>Mutual Aid</i> .....	24
2.2.6 <i>Mutual Aid Coordination</i> .....	25
2.3 SEQUENCE OF EVENTS DURING DISASTERS .....	27
2.3.1 <i>Before Impact</i> .....	27
2.3.2 <i>Immediate Impact</i> .....	28
2.3.3 <i>Sustained Operations</i> .....	29
2.3.4 <i>Transition to Recovery</i> .....	30
2.3.5 <i>Proclaiming an Emergency</i> .....	30
2.4 CONTINUITY OF GOVERNMENT (COG) OPERATIONS.....	33
2.4.1 <i>Continuity of Government</i> .....	34
2.4.2 <i>Preservation of Vital Records</i> .....	35
2.4.3 <i>City of Manteca Emergency Operations Policy Statement Limitations: Due to the nature</i> ....	35
2.4.4 <i>Disaster Service Workers</i> .....	36

2.5 CONTINUITY OF OPERATIONS (COOP) .....	36
2.5.1 Orders of Succession .....	36
<b>SECTION 3.0 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES .....</b>	<b>38</b>
3.1 EMERGENCY MANAGEMENT RESPONSE LEVELS .....	38
3.1.1 National Emergency.....	38
3.2 CITY DEPARTMENT/ALLIED AGENCY EMERGENCY OPERATIONS CENTER ORGANIZATION ASSIGNMENTS .....	38
3.2.1 Director of Local Disaster (Emergency Services).....	40
3.3 ROLE OF PRIVATE SECTOR .....	40
3.3.1 City of Manteca Residents .....	40
3.3.2 Populations with Disabilities and Others with Access and Functional Needs.....	40
3.3.3 At-Risk Individuals.....	41
3.3.4 Businesses .....	41
3.3.5 Volunteer Organizations.....	42
3.3.6 Public-Private Partnerships.....	42
<b>SECTION 4.0 DIRECTION, CONTROL, AND COORDINATION.....</b>	<b>43</b>
4.1 DIRECTION AND CONTROL .....	43
4.2 COORDINATION .....	43
<b>SECTION 5.0 INFORMATION COLLECTION AND DISSEMINATION .....</b>	<b>44</b>
5.1 ACTION PLANNING.....	44
5.1.1 Planning Requirements.....	44
5.2 EMERGENCY OPERATIONS CENTER REPORTING.....	44
5.3 EMERGENCY OPERATIONS CENTER REPORTING SYSTEMS.....	44
5.4 EMERGENCY PUBLIC INFORMATION .....	45
<b>SECTION 6.0 COMMUNICATIONS .....</b>	<b>46</b>
6.1 WARNING RESPONSIBILITY .....	46
6.2 WARNING AND ALERT MECHANISMS .....	46
6.3 WARNING CONDITIONS .....	46
<b>SECTION 7.0 DOCUMENTATION, FINANCE, AND LOGISTICS .....</b>	<b>47</b>
7.1 DOCUMENTATION.....	47
7.2 FINANCE.....	47
7.3 EXPENDITURE TRACKING .....	47
7.3.1 Eligible Expenses.....	47
7.3.2 Recordkeeping Requirements .....	47
7.4 RESOURCE MANAGEMENT .....	48
7.4.1 Resource Priorities .....	48
7.4.2 Resource Requests .....	48
<b>SECTION 8.0 PREPAREDNESS, TRAINING, EXERCISES, AND AFTER-ACTION REPORTING.....</b>	<b>50</b>
8.1 PREPAREDNESS PLANNING .....	50
8.1.1 Community Preparedness and Awareness .....	50
8.1.2 Preparedness Actions.....	50
8.2 READINESS TRAINING .....	51
8.3 EXERCISE AND EVALUATION.....	51
8.4 AFTER-ACTION REPORTING .....	51
<b>SECTION 9.0 PLAN DEVELOPMENT AND MAINTENANCE.....</b>	<b>53</b>
9.1 PLAN DEVELOPMENT AND MAINTENANCE RESPONSIBILITY .....	53

9.2 REVIEW AND UPDATING..... 53

**SECTION 10.0 AUTHORITIES AND REFERENCES .....54**

10.1 AUTHORITIES ..... 54

10.2 REFERENCES ..... 54

**SECTION 11.0 GLOSSARY AND ACRONYMS.....55**

11.1 GLOSSARY OF TERMS..... 55

**APPENDIX BP-1 SAMPLE PROCLAMATIONS..... ERROR! BOOKMARK NOT DEFINED.**

## **APPROVAL AND IMPLEMENTATION**

### **Foreword**

The City of Manteca Emergency Operations Plan addresses the City's planned response to extraordinary emergency situations associated with natural or human-caused disasters, technological incidents, and national security emergencies in or affecting the City of Manteca. This plan does not apply to normal, day-to-day emergencies or the established departmental procedures used to cope with such emergencies. Rather, this plan focuses on operational concepts and would be implemented relative to large-scale disasters, which can pose major threats to life, property, and the environment, requiring unusual emergency responses.

This plan accomplishes the following:

- Establishes the Emergency Management Organization, required to mitigate any significant emergency or disaster affecting the City of Manteca
- Identifies the roles and responsibilities required to protect the health and safety of Manteca residents, public and private property, and the environmental effects of natural, technological, and human-caused emergencies and disasters
- Establishes the operational concepts associated with a field response to emergencies, the City of Manteca Emergency Operations Center (EOC) activities, and the recovery process

### **Plan Approval and Implementation**

Upon concurrence of the City Council, the plan will be officially adopted and promulgated. The approval date will be included on the title page. The plan will be distributed to those City departments, supporting allied agencies, and community organizations having assigned primary functions or responsibilities within the EOP.

### **Plan Activation**

The City of Manteca EOP may be activated by the Director of Local Disaster (Emergency Services) or designated alternates under any of the following circumstances:

- On the order of the Director of Local Disaster (Emergency Services) as designated by the City of Manteca Municipal Code Title 2 - Administration and Personnel, Chapter 2.44 Emergency Services.
- Upon proclamation by the Governor that a STATE OF EMERGENCY exists in an area of the State.
- Automatically, on the proclamation of a STATE OF WAR EMERGENCY as defined in the California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code).
- Upon declaration by the President of the existence of a National Emergency.
- Automatically, on receipt of an attack warning or actual attack on the United States, or upon occurrence of a catastrophic disaster that requires immediate government response.

### **Plan Modifications**

Upon the delegation of authority from the Director of Emergency Services, specific modifications can be made to this plan without the signature of the City Council. This Basic EOP and its Functional Annexes, Appendices, and Attachments supersede all previous versions of the City of Manteca EOP.

**RECORD OF CHANGES**

(Note: File each revision transmittal letter behind this record page.)

<b>REVISION NUMBER</b>	<b>ENTERED BY</b>	<b>DATE</b>	<b>REVISION NUMBER</b>	<b>ENTERED BY</b>	<b>DATE</b>
1			21		
2			22		
3			23		
4			24		
5			25		
6			26		
7			27		
8			28		
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14			34		
15			35		

**RECORD OF CONCURRENCE**

The following list of signatures documents each City Council Member's concurrence and receipt of the 2016 City of Manteca Emergency Operations Plan. As needed, revisions will be submitted to the City of Manteca Fire Department.

Council Member \_\_\_\_\_ DATE

Council Member \_\_\_\_\_ DATE

Council Member \_\_\_\_\_ DATE

Council Member \_\_\_\_\_ DATE

Council Member \_\_\_\_\_ DATE



## **BASIC PLAN**

### **SECTION 1.0 PURPOSE, SCOPE, SITUATION, AND ASSUMPTIONS**

#### **1.1 Purpose**

The purpose of the City of Manteca EOP is to provide the basis for a coordinated response before, during, and after a disaster incident affecting the City of Manteca.

This plan is the principal guide for the City's response to, and management of, real or potential emergencies and disasters occurring within its designated geographic boundaries. Specifically, this plan is intended to:

- Facilitate multi-jurisdictional and interagency coordination in emergency operations, particularly between the City, local government, private sector, operational, and State response levels, and appropriate Federal agencies
- Serve as a City plan, a reference document, and when possible, may be used for pre-emergency planning in addition to emergency operations
- Be utilized in coordination with applicable local, State and Federal contingency plans
- Identify the components of an Emergency Management Organization (EMO) and establish associated protocols required to effectively respond to, manage, and recover from major emergencies and/or disasters
- Establish the operational concepts and procedures associated with field response to emergencies, and Emergency Operations Center (EOC) activities
- Establish the organizational framework of the California Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) within the City of Manteca

Allied agencies, special districts, private enterprise, and volunteer organizations having roles and responsibilities established by this plan are encouraged to develop operating protocols and emergency action checklists based on the provisions of this plan.

#### **1.1.1 Planning Organization and Format**

The plan is divided into several elements that contain general and specific information relating to the City's emergency management operations. Those elements are as follows:

##### **Basic Plan**

This section provides the structure and organization of the City of Manteca EMO, identifies individual roles and responsibilities, describes the concept of emergency operations, and identifies how the City integrates SEMS and NIMS into their EMO's. In addition, this section contains supporting materials to the overall EOP and its components.

##### **Support Annexes**

The Support Annexes contain detailed descriptions of the methods that the City of Manteca and its departments follow for critical functions during emergency operations.

##### **Emergency Functions**

The Functional Annexes address both the State's Emergency Functions (EF) and the Federal Emergency Support Functions (ESF), and are explained in more detail in **Section 1.2: Scope**.

## 1.2 Scope

The scope of this plan applies to any extraordinary emergency situation associated with any hazard—natural, technological, or human-caused— affecting the City of Manteca that generates situations requiring planned, coordinated responses by multiple agencies or jurisdictions.

The provisions, policies, and procedures of this plan are applicable to all agencies and individuals, public and private, having responsibilities for emergency preparedness, response, recovery, and/or mitigation in the City. The other governmental agencies within the City of Manteca maintain their own EOP's, and those plans are consistent with the policies and procedures established by this plan.

This plan incorporates the FEMA Comprehensive Preparedness Guide (CPG) 101, v. 2.0, the State of California Emergency Plan best practices, and the County's EOP. This plan is designed to be read, understood, and exercised prior to an emergency, and establishes the framework for implementation of SEMS and NIMS for the City. The City EOP is intended to facilitate multi-agency and multi-jurisdictional coordination, particularly between the City of Manteca, the County of San Joaquin and its jurisdictions, as well as special districts, utilities, major businesses, the American Red Cross, community groups, State agencies, and the Federal government. Emergency operations in the City of Manteca will be coordinated through the structure of the EOC. This plan will be used in coordination with the State Emergency Plan and the National Response Framework.

This plan is part of a larger framework that supports emergency management within the State of California. Through an integrated framework of emergency plans and procedures involving all stakeholders in the emergency management community, the City of Manteca, together with the County of San Joaquin and its political subdivisions, the Inland Region of the State of California Office of Emergency Services (Cal OES), and the Federal government will promote effective planning and coordination prior to an emergency, thereby ensuring a more effective response and recovery.

### 1.2.1 California Emergency Functions

The State Emergency Plan (SEP) establishes the California Emergency Functions (CA-EF's) as a key component of California's system for all-hazards emergency management. The California Governor's Office of Emergency Services (Cal OES) initiated the development of the CA-EF's in cooperation with California's emergency management community including Federal, State, tribal, and local governments, public/private partners, and other stakeholders to ensure effective collaboration during all phases of emergency management. The development of the CA-EF's involves organization of the participating stakeholders and gradual reinforcement of emergency function components. This development also includes a process to maintain each of the CA-EF's as a permanent component of California's emergency management system. The City of Manteca will use the County of San Joaquin's methods of emergency function utilization for planning purposes and to comply with State/Federal grant-funding guidance. The CA-EF's will be used to interpret the SEP and bridge the Federal and State guidance in the City of Manteca's emergency planning efforts. A comparison of Federal Emergency Support Functions (ESF's) and CA-EF's is found in **Figure 1 – Federal Emergency Support Function/State Emergency Functions Comparison**.

Federal Emergency Support Function	California Emergency Function
ESF #1 Transportation	CA-EF #1 Transportation
ESF #2 Communications	CA-EF #2 Communications
ESF #3 Public Works and Engineering	CA-EF #3 Construction and Engineering
ESF #4 Firefighting; ESF #9 Search and Rescue	CA-EF #4 Fire and Rescue
ESF #5 Information and Planning	CA-EF #5 Management
ESF #6 Mass Care, Emergency Assistance, Temporary Housing, and Human Assistance	CA-EF #6 Care and Shelter
ESF #7 Logistics	CA-EF #7 Resources
ESF #8 Public Health and Medical Services	CA-EF #8 Public Health and Medical
ESF #9 Search and Rescue	CA-EF #9 – Merged into EF# 4 and EF #13 (2013)
ESF #10 Oil and Hazardous Materials	CA-EF #10 Hazardous Materials
ESF #11 Agriculture and Natural Resources	CA-EF #11 Food and Agriculture
ESF #12 Energy	CA-EF #12 Utilities
ESF #13 Public Safety and Security; ESF #9 Search and Rescue	CA-EF #13 Law Enforcement
ESF #14 –Superseded by the National Disaster Recovery Framework	CA-EF #14 Long-Term Recovery
ESF #15 External Affairs	CA-EF #15 Public Information
N/A	CA-EF #16 Evacuation – Merged into EF#13
N/A	CA-EF #17 Volunteer and Donations Management
N/A	CA-EF #18 Cyber security

**Figure 1 – Federal ESF/State EF Comparison**

### 1.2.2 Federal Emergency Support Functions (ESF's)

The National Incident Management System (NIMS) identifies through its National Response Framework (NRF) fifteen (15) ESF's. These ESF's are listed with a brief description below:

**(ESF-1) Transportation** –Describes the surface transportation resources (human, technical, information, equipment, facility, materials, and supplies) needed to support government participants, and civilian organizations that have the capacity to perform emergency transportation response missions in the event of a public emergency.

**(ESF-2) Communications** – Ensures the provision of communications support to response efforts following a declared public emergency under the EOP.

**(ESF-3) Public Works and Engineering** – Provides technical advice and evaluation; engineering services; contracting for construction management and inspection; contracting for the emergency repair of water- and wastewater-treatment facilities, potable water and ice, and emergency power support to assist in meeting goals related to lifesaving and life-sustaining actions, damage mitigation, and recovery activities following a public emergency.

**(ESF-4) Firefighting** – Supports the response to and suppression of fires resulting from, or occurring coincidentally with, a public emergency in an extraordinary situation.

**(ESF-5) Emergency Management** – Collects, analyzes, processes, and disseminates information about a potential or actual public emergency to facilitate the overall assistance-providing activities.

**(ESF-6) Mass Care, Housing, and Human Services** – Coordinates efforts to provide mass-care needs to victims of a public emergency. These services could include, but are not limited to, providing shelter, food, and emergency first aid assistance to those impacted by a public emergency.

**(ESF-7) Resource Support** – Provides logistical/resources support following a public emergency and establishes lines of communication between the primary and supporting agencies.

**(ESF-8) Public Health and Medical Services** – Provides coordinated assistance and resources to respond to public health and medical care needs following a public emergency.

**(ESF-9) Urban Search and Rescue (merged with #4 and #13)** – Deploys components of Law, Fire, and Emergency Medical Services to provide specialized lifesaving assistance in the event of a public emergency involving structural collapse or other cave-in. Operational activities include conducting physical search-and-rescue in collapsed buildings; providing emergency medical care to trapped victims; assessment and control of gas, electricity, and hazardous materials; and evaluating and stabilizing damaged structures.

**(ESF-10) Oil and Hazardous Materials Response** – Within the context of this ESF, the term “hazardous materials” is defined broadly to include oil; hazardous substances under the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), as amended; pollutants and contaminants defined under Section 101 (33) of CERCLA; and certain chemical, biological, and radiological material, including weapons of mass destruction (WMD). The purpose of ESF-10 is to provide a coordinated response to actual or potential discharges and/or releases of oil; or chemical, biological, radiological, or other hazardous substances.

**(ESF-11) Agriculture and Natural Resources** – Identifies nutritional services, and determines impact of the emergency on agricultural production, animal health, and natural-resource protection and restoration.

**(ESF-12) Energy** – Helps restore energy systems following a public emergency.

**(ESF-13) Public Safety and Security** – Provides for the safety of citizens and security of property during public emergencies; operates under SEMS with procedures for the command, control, and coordination of law enforcement personnel to support emergency operations.

**(ESF-14) Long-Term Community Recovery (superseded by the National Disaster Recovery Framework)** – Provides guidance on the community outreach function to expedite the government’s ability to help citizens recover from the effects of a public emergency. Provides guidance on Public Assistance in a public emergency and establishes a consistent framework for coordinating with volunteer organizations supporting a response.

**(ESF-15) External Affairs** – Provides guidance on media relations and serves as a direct link to media outlets, community leaders, and residents. Works in close coordination with other program elements to develop and deliver critical information during and immediately following a public emergency. This ESF will coordinate and collaborate with media, community, and public

information personnel jurisdictions to support communities and provide the media and public with needed and useful information.

Each element of the Emergency Management Organization (EMO) is responsible for assuring the preparation and maintenance of appropriate response plans and current Standard Operating Procedures (SOP's), resource lists, and checklists that detail how assigned responsibilities will be performed to support implementation of this plan, and to ensure successful response during a major disaster.

Elements to be addressed in SOP's are as follows:

- Arrangements for the provision of direction and control within the department/agency.
- Specific emergency authorities that may be assumed by a designated successor during emergency situations
- Circumstances under which successor emergency authorities would become effective, and when they would be terminated
- Current internal personnel notification/recall rosters and procedures to implement them. This should include a 24-hour communication system with the capacity to notify and call-out personnel designated by the agency for emergency response
- Designation and establishment of a work/control/dispatch center or Department Operations Center (DOC) to manage organizational resources and response personnel, and to maintain contact with the EOC during emergencies
- Designation of a representative to report to the EOC during an emergency to advise decision-makers and coordinate the agency's response efforts with other responding entities
- Reporting of appropriate information (casualties, damage observations, evacuation status, shelter status, chemical exposure, etc.) to the EOC during an emergency
- Support of cleanup and recovery operations during disasters
- Training of assigned response staff to perform emergency functions

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

### **1.3 Situation Overview**

This chapter describes a number of potential hazards that could affect the City of Manteca, and which would warrant the activation of the EMO. The following map, **Figure 2 - Base Map of Manteca**, details the base City of Manteca street map.

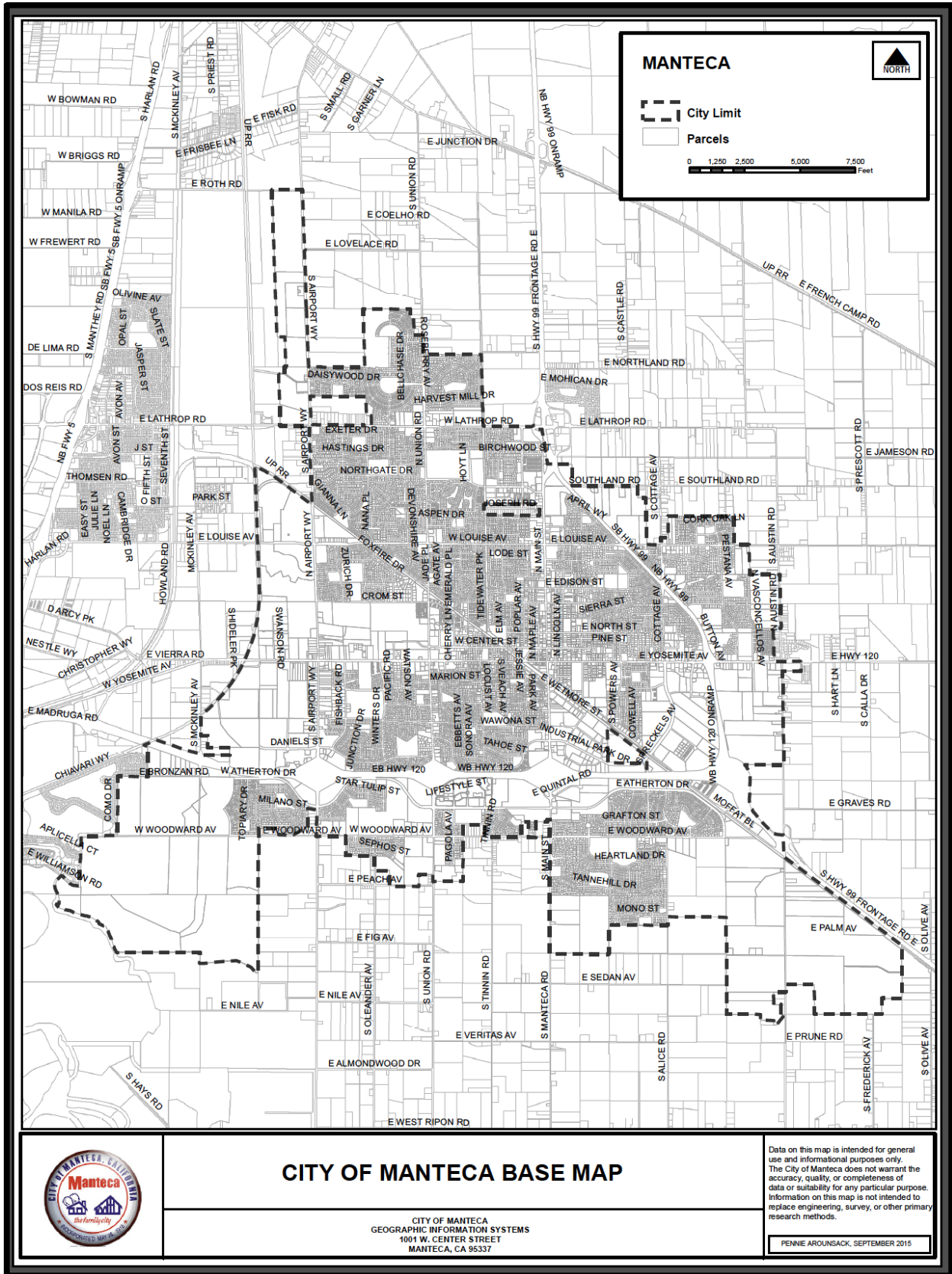


Figure 2 - Base Map of Manteca

### **1.3.1 Hazard Analysis Summary**

The City is vulnerable to a wide range of threats. An all-hazards threat perspective must include a complete range of threats, including emerging and increasing technological factors. It is important to consider past events for future planning, with consideration that the location and scope of hazards changes over the years.

Although an attempt has been made to identify all major hazards and their respective impacts, it must be remembered that we live in a time of emerging threats and that nature, coupled with humankind's ongoing development and tendencies toward violence, ensures that the material contained within this document will surely require modification over time.

### **1.3.2 Capability Assessment**

A capability assessment provides part of the foundation for determining the type of management, preparedness, and mitigation strategy necessary for an emergency event. The assessment process also identifies gaps or weaknesses that may need to be addressed through preparedness-planning goals and actions deemed practical considering the jurisdiction's capabilities to implement them. Finally, the capability assessment highlights the positive measures that are in place or underway for continued support and enhancement of the jurisdiction's preparedness and response efforts.

As an established organization, the Manteca Emergency Organization has the capabilities to perform the necessary emergency response duties outlined in this EOP. The City has also completed the following to increase capabilities:

- The City recently completed the construction and design of a stand alone Emergency Operations Center. This facility is housed adjacent to the City Administration and can be activated at anytime for an emergency or disaster.
- The City participates in regular training and exercise opportunities within San Joaquin County in order to increase personnel knowledge and skills.
- The City has updated their EOP and has developed several support annexes.

### **1.3.3 Mitigation Overview**

The City of Manteca has taken a number of mitigation measures for each identified hazard to minimize the impact that is likely to result from an emergency. The County's Hazard Mitigation Plan, formally approved by FEMA, identifies mitigation efforts to reduce the likelihood that a defined hazard will impact the County and participating cities. As the cost of damage from natural disasters continues to increase nationwide, the City of Manteca recognizes the importance of identifying effective ways to reduce their vulnerability to disastrous events.

*For detailed information on the mitigation strategies for the City of Manteca, please refer to **San Joaquin County Operational Area Hazard Mitigation Plan, 2011**.*

### **1.3.4 Assumptions**

Certain assumptions were used during the development of this plan. These assumptions translate into basic principles associated with conducting emergency management operations in preparation for, response to, and recovery from major emergencies. "Assumptions" provide context, requirements, and situational realities that must be addressed in plan development and emergency operations.

- Emergencies or disasters may occur at any time, day or night, in populated as well as remote areas of the City of Manteca.
- Major emergencies and disasters will require a multi-agency, multi-jurisdictional response. For this reason, it is essential that the Standardized Emergency Management System (SEMS)—and, in many cases, a Unified Command—be implemented immediately by responding agencies and expanded as the situation dictates.
- The City of Manteca is primarily responsible for emergency actions within the City’s boundaries and will commit all available resources to save lives, minimize injury to persons, and minimize property damage.
- Large-scale emergencies and/or disasters may overburden local resources and necessitate mutual aid from neighboring jurisdictions.
- Large-scale emergencies and/or disasters and the complex organizational structure required to respond to them pose significant challenges in terms of warning and notification, logistics, and agency coordination.
- Major emergencies and/or disasters may generate widespread media and public interest. The media must be considered a partner in large-scale emergencies and/or disasters; this relationship can provide considerable assistance in emergency public information and warning.
- Large-scale emergencies and disasters may pose serious long-term threats to public health, property, the environment, and the local economy. While responding to significant disasters and/or emergencies, all strategic decisions must consider each of these consequences.
- Disasters and/or emergencies may require an extended commitment of personnel and other resources from involved agencies and jurisdictions.
- The Emergency Management Organization (EMO) is familiar with this plan and with SEMS and NIMS.

## SECTION 2.0 CONCEPT OF OPERATIONS

### 2.1 Goals, Priorities, and Strategies

During the response phase, emergency managers set goals, prioritize actions, and outline operational strategies. This plan provides a broad overview of those goals, priorities, and strategies; and describes what should occur during each step, when, and at whose direction.

#### 2.1.1 Operational Goals

During the response phase, the agencies charged with responsibilities in this plan should focus on the following five goals:

- Mitigate hazards
- Meet basic human needs
- Address the needs of people with disabilities and others with access and functional limitations
- Restore essential services
- Support community and economic recovery

#### 2.1.2 Operational Priorities

Operational priorities govern resource allocation and the response strategies for the City of Manteca and its political subdivisions during an emergency. Below are operational priorities addressed in this plan:

- **Save Lives** – The preservation of life is the top priority of emergency managers and first responders, and takes precedence over all other considerations
- **Protect Health and Safety** – Measures should be taken to mitigate the impact of the emergency on public health and safety
- **Protect Property** – All feasible efforts must be made to protect public and private property and resources (including critical infrastructure) from damage during and after an emergency
- **Preserve the Environment** – All possible efforts must be made to preserve the environment and protect it from damage during an emergency

#### 2.1.3 Operational Strategies

To meet the operational goals, emergency responders should consider the following operational strategies:

- **Mitigate Hazards** – As soon as practical, suppress, reduce, or eliminate hazards and/or risks to persons and property during the disaster response. Lessen the actual or potential effects and/or consequences of future emergencies
- **Meet Basic Human Needs** – All possible efforts must be made to supply resources to meet basic human needs, including food, water, shelter, medical treatment, and security during the emergency. Provisions will be made for temporary housing, general needs assistance, and support for re-establishing employment after the emergency passes
- **Address the Needs of People with Disabilities and Others with Access and Functional Limitations** – People with disabilities and others with access and functional needs are more vulnerable to harm during and after an emergency. The necessities for people with disabilities and others with access and functional needs must be considered and addressed

- **Restore Essential Services** – Power, water, sanitation, transportation, and other essential services must be restored as rapidly as possible to assist communities in returning to normal daily activities
- **Support Community and Economic Recovery** – All members of the community must collaborate to ensure that recovery operations are conducted efficiently, effectively, and equitably, promoting expeditious recuperation of the affected areas

## 2.2 Standardized Emergency Management System (SEMS)

SEMS is the cornerstone of California’s emergency response system and the fundamental structure for the response phase of emergency management. SEMS is required by the California Emergency Services Act (ESA) for managing multi-agency and multi-jurisdictional responses to emergencies in California. The system unifies all elements of California’s emergency management community into a single integrated system and standardizes key elements. SEMS incorporates the Incident Command System (ICS), California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA), the Operational Area (OA) concept, and multi-agency or inter-agency coordination. State agencies are required to use SEMS, and local government entities must use SEMS to be eligible for any reimbursement of response-related costs under the State’s disaster assistance programs.

### 2.2.1 SEMS Organization Levels

There are five SEMS organizational levels, as illustrated in *Figure 3 – Standardized Emergency Management System Organization Levels*.

**Field** – The Field Level is where emergency response personnel and resources, under the command of responsible officials, carry out tactical decisions and activities in direct response to an incident or threat.

**Local Government (City of Manteca)** – Local governments—which include cities, counties, and special districts—manage and coordinate the overall emergency response and recovery activities within their jurisdiction. Local governments are required to use SEMS when their EOC is activated or a local emergency is declared to be eligible for State reimbursement of response-related costs.

**Operational Area (OA)** – An OA is the intermediate level of the State's emergency management organization, and encompasses a county’s boundaries, as well as all political subdivisions located within that county, including special districts. The OA facilitates and/or coordinates information, resources, and decisions regarding priorities among local governments within the OA. The OA serves as the coordination and communication link between the Local Government Level and Regional Level. State, Federal, and tribal jurisdictions in the OA may have statutory authorities for response similar to that at the local level.

**Region** – The Regional Level manages and coordinates information and resources among OA’s within the mutual aid region, and also between the OA and the State Level. The Regional Level also coordinates overall State agency support for emergency response activities within the region. California is divided into three California Office of Emergency Services (Cal OES) Administrative Regions—Inland, Coastal, and Southern—which are further divided into six mutual aid regions. The Regional Level operates



Figure 3 - SEMS Organization Levels

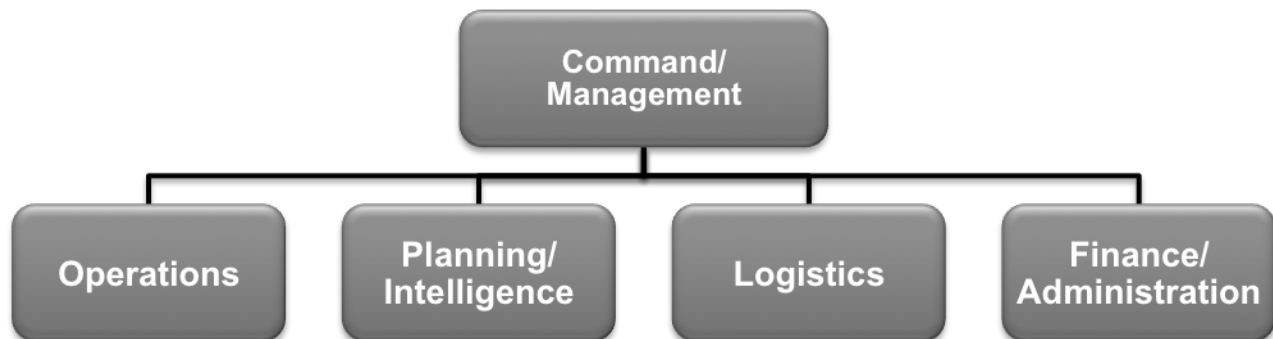
out of the Regional Emergency Operations Center (REOC). **See Figure 6 – California Mutual Aid Regions.**

**State** – The State Level prioritizes tasks and coordinates State resources in response to the requests from the Regional Level, and coordinates among the mutual aid regions and between the Regional Level and State Level. The State Level also serves as the coordination and communication link between the State and the Federal emergency response system. The State Level requests assistance from other State governments through the Emergency Management Assistance Compact (EMAC) and similar interstate compacts/agreements, and coordinates with FEMA when Federal assistance is requested. The State Level operates out of the State Operations Center (SOC).

**Federal** – At the Federal Level, the National Response Framework (NRF) identifies the methods and means for Federal resources to provide support to the State and Local governments. Federal resources would be accessed via SEMS process through the mutual aid region and State Operations Center (SOC).

### 2.2.2 SEMS Functions

SEMS requires that every emergency response involving multiple jurisdictions or multiple agencies include the five functions identified in **Figure 4 – SEMS Functions**. These functions must be applied at each level of SEMS organization.



**Figure 4 – SEMS Functions**

**Command/Management:** Command is responsible for the directing, ordering, and/or controlling of resources at the Field Level. Management is responsible for overall emergency policy and coordination at SEMS EOC levels. Command and Management are further discussed below:

- **Command:** A key concept in all emergency planning is to establish command and tactical control at the lowest level that can effectively perform that role in the organization. In the Incident Command System (ICS), the Incident Commander (IC), with appropriate policy direction and authority from the responding agency, sets the objectives to be accomplished and approves the strategy and tactics to be used to meet those objectives. The IC must respond to higher authority. Depending upon the incident’s size and scope, the higher authority could be the next ranking level in the organization, up to the agency or department executive. This relationship provides an operational link with policy executives, who customarily reside in the Department Operations Center (DOC) or the EOC, when activated.

- **Management:** The EOC serves as a central location from which multiple agencies or organizations coordinate information collection and evaluation, priority-setting, and resource management. Within the EOC, the Management function performs the following:
  - Facilitates multi-agency coordination and executive decision-making in support of the incident response
  - Implements the policies established by the governing bodies
  - Facilitates the activities of the Multi-agency Coordination (MAC) Group

The following sections function under Command/Management:

- *Operations:* Responsible for coordinating and supporting all jurisdictional operations that respond to the emergency through implementation of the organizational level's Action Plans (AP). At the Field Level, the Operations Section is responsible for the coordinated tactical response directly applicable to or in support of the objectives in accordance with the Incident Action Plan (IAP). In the EOC, the Operations Section Coordinator/Chief manages functional coordinators, who share information and decisions about discipline-specific operations.
- *Logistics:* Responsible for providing facilities, services, personnel, equipment, and materials in support of the emergency. Unified ordering takes place via the Logistics Section to ensure controls and accountability over resource requests. As needed, Unit Coordinators are appointed to address the needs for communications, food, medical, supplies, facilities, and ground support.
- *Planning/Intelligence:* Responsible for the collection, evaluation, and dissemination of operational information related to the incident, for the preparation and documentation of the IAP at the Field Level, or the AP at an EOC. Planning/Intelligence also maintains information on the current and forecasted situation, and on the status of resources assigned to the emergency or the EOC. As needed, Unit Coordinators are appointed to collect and analyze data, prepare situation reports, develop action plans, set Geographic Information Systems (GIS) priorities, compile and maintain documentation, conduct advance planning, manage technical specialists, and coordinate demobilization.
- *Finance/Administration:* Responsible for all financial and cost analysis aspects of the emergency, and for any administrative aspects not handled by the other functions. As needed, Unit Leaders are appointed to record time for incident or EOC personnel and contracted equipment, coordinate procurement activities, process claims, and track costs.

The field and EOC functions are further illustrated in **Figure 5 – Comparison of Field and EOC SEMS Functions**.

PRIMARY SEMS FUNCTION	FIELD LEVEL	EOCS AT OTHER SEMS LEVELS
<b>Command/Management</b>	Command is responsible for directing, ordering, and/or controlling resources.	Management is responsible for facilitation of overall policy, coordination, and support of the incident.
<b>Operations</b>	The coordinated tactical response of all field operations in accordance with the Incident Action Plan.	The coordination of all jurisdictional operations in support of the response to the emergency in accordance with the EOC Action Plan.
<b>Planning/Intelligence</b>	The collection, evaluation, documentation, and use of intelligence related to the incident.	Collecting, evaluating, and disseminating information and maintaining documentation relative to all jurisdiction activities.
<b>Logistics</b>	Providing facilities, services, personnel, equipment, and materials in support of the incident.	Providing facilities, services, personnel, equipment, and materials in support of all jurisdiction activities as required.
<b>Finance/Administration</b>	Responsible for financial and cost analysis and administrative aspects not handled by the other functions.	Coordinates and supports administrative and fiscal consideration surrounding an emergency incident.

**Figure 5 – Comparison of Field and EOC SEMS Functions**

### 2.2.3 SEMS Components

- **Management by Objectives (MBO)** - This feature of ICS, as applied to SEMS, means that each SEMS level establishes measurable and attainable objectives to be achieved for a given Operational Period. An objective is an aim or end of an action to be performed. Each objective may have one or more strategies and performance actions needed to achieve the objective.
- **Operational Period** - The length of time set by command at the Field Level and by management at other levels to achieve a given set of objectives. The period may vary in length from a few hours to days, and is determined by the situation.
- **Action Plans** - Action planning should be used at all SEMS levels. There are two types of action plans in the SEMS: Incident Action Plans (IAP's) and EOC Action Plans (AP's).  
*IAP's:* Used at the Field Level. The IAP can be either written or verbal; although for documentation purposes, the written IAP is preferable. The IAP contains objectives reflecting the overall incident strategy, specific tactical actions, and supporting information for the next Operational Period. IAP's are an essential and required element in achieving objectives under ICS.  
*EOC AP's:* Crafted at Local Government, Operational Area, Region, and State EOC levels. EOC AP's provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement. EOC AP's not only give direction, but also serve to provide a basis for measuring achievement of objectives and overall system performance. AP's can be extremely effective tools during all phases of a disaster.

- **Organizational Flexibility – A Modular Organization** - The intent of this SEMS feature is that at each SEMS level, only those functional elements that are required to meet current objectives need to be activated. All elements of the organization can be arranged in various ways within or under the five SEMS essential functions. The functions of any non-activated element are the responsibility of the next highest element in the organization. Each activated element must have a person in charge; however, one supervisor may be in charge of more than one functional element.
- **Organizational Unity and Hierarchy of Command** - Organizational unity means that every individual within an organization has a designated supervisor. Hierarchy of command/management means that all functional elements within each activated SEMS Level are linked together to form a single overall organization with appropriate span-of-control limits.
- **Span of Control** - Maintaining a reasonable span of control is the responsibility of every supervisor at all SEMS levels. The optimum span of control is one to five, meaning that one supervisor has direct authority over five positions or resources. The recommended span of control for supervisory personnel at the Field Level and all EOC levels should be in the one-to-three to one-to-seven ratio. A larger span of control may be acceptable when the supervised positions or resources are all performing a similar activity.
- **Personnel Accountability** - An important feature of all SEMS levels is personnel accountability. This is accomplished through the Organizational Unity and Hierarchy of Command or Management features, along with the use of check-in forms, position logs, and various status forms. The intent is to ensure that proper safeguards are in place so all personnel at any SEMS level can be accounted for at any time.
- **Common Terminology** - In SEMS, common terminology is applied to functional elements, position titles, facility designations, and resources. The purpose of having common terminology is to rapidly enable multi-agency, multi-jurisdiction organizations and resources to work together effectively. This will vary from level to level in terms of directing, controlling, coordinating, and resource inventorying. Procedures for effective resources management must be geared to the level at which the function is performed.
- **Integrated Communications** - This feature of SEMS relates to hardware systems, planning for system selection and linking, and the procedures and processes for transferring information. At the Field Level, integrated communications are used on any emergency. At and between all SEMS levels, there must be a dedicated effort to ensure that communications systems, planning, and information flow are accomplished effectively. The specifics of how this is accomplished at the EOC Level may be different than at the Field Level.

More on SEMS regulations and guidelines can be found on the Cal OES website at [www.oes.ca.gov](http://www.oes.ca.gov).

#### **2.2.4 National Incident Management System (NIMS)**

The terrorist attacks of September 11, 2001 illustrated the need for all levels of government, the private sector, and nongovernmental agencies to prepare for, protect against, respond to, and recover from a wide spectrum of events that exceed the capabilities of any single entity. These types of events require a unified and coordinated national approach to planning and to domestic incident management. To address this need, the President signed a series of Homeland Security Presidential Directives (HSPD's) that were intended to develop a common approach to preparedness and response. Two HSPD's that are of particular importance to emergency planners are

- **HSPD-5, Management of Domestic Incidents:** Identifies steps for improved coordination in response to incidents. It requires the Department of Homeland Security (DHS) to coordinate with other Federal departments and/or agencies and State, local, and tribal governments to establish a National Response Framework (NRF) and a National Incident Management System (NIMS).
- **HSPD-8, National Preparedness:** Describes the way Federal departments and agencies will prepare. It requires DHS to coordinate with other Federal departments and agencies—and with State, local, and tribal governments—to develop a National Preparedness Goal.

Together, NIMS, NRF, and the National Preparedness Goal define what needs to be done to prevent, protect against, respond to, and recover from a major event—and how well it needs to be done. These efforts align Federal, State, local, and tribal entities; the private sector; and nongovernmental agencies to provide an effective and efficient national structure for preparedness, incident management, and emergency response.

The NIMS structure provides a consistent framework for incident management at all jurisdictional levels, regardless of the cause, size, or complexity of the incident. Building on ICS and NIMS provides the nation's first responders and authorities the same foundation for incident management of terrorist attacks, natural disasters, and all other emergencies. The NIMS structure requires the institutionalization of ICS and its use to manage all domestic incidents.

The NIMS structure integrates existing best practices into a consistent, nationwide approach to domestic incident management that is applicable at all jurisdictional levels and across functional disciplines. Six major components make up NIMS's approach:

- Command and Management
- Preparedness
- Resource Management
- Communications and Information Management
- Supporting Technologies
- Ongoing Management and Maintenance

### 2.2.5 Mutual Aid

California's emergency assistance is based on a statewide mutual aid system designed to ensure that additional resources are provided to the State's political subdivisions whenever their own resources are overwhelmed or inadequate. The basis for this system is the California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA), which is entered into by and between the State of California and its various departments and agencies; and the various political subdivisions, municipal corporations, and public agencies, to assist each other by providing resources during an emergency. The agreement obligates each signatory entity to provide aid to each other during an

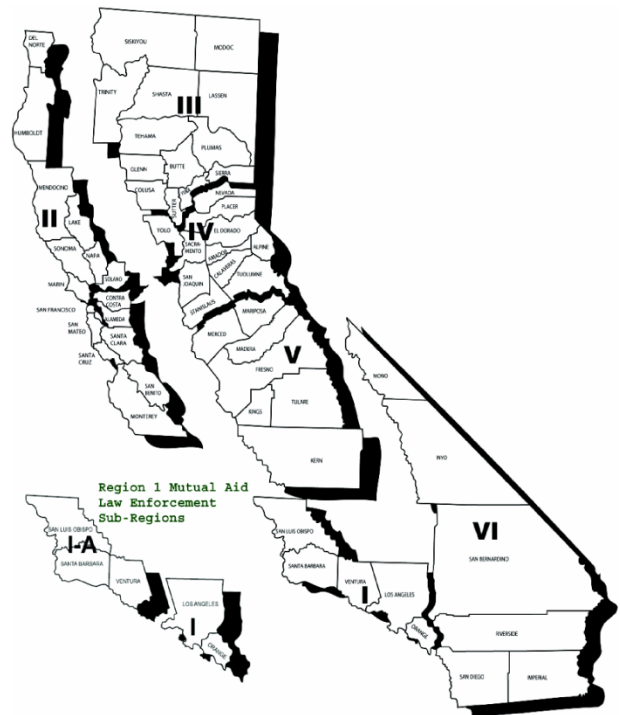


Figure 6 – California Mutual Aid Regions

emergency without expectation of reimbursement. Under specific conditions, Federal and State monies may be appropriated to reimburse public agencies that aid other jurisdictions. If other agreements, memoranda, and contracts are used to provide assistance for consideration, the terms of those documents may affect disaster assistance eligibility, and local entities may only be reimbursed if funds are available. This plan promotes the establishment of emergency assistance agreements between public and private-sector agencies at all levels.

There are four approved, formal mutual aid systems in California. Those systems are

- Fire and Rescue
- Law Enforcement
- Coroner
- Emergency Management (resources not covered by the other three systems)

Other informal mutual aid involves, but is not limited to, the interchange of

- Public information
- Medical and health
- Communications
- Transportation services
- Facilities
- Hazardous materials mutual aid system
- Volunteer and private agencies

California is divided into six mutual aid regions, which are subdivisions of the State's emergency services organization and are established to facilitate the coordination of mutual aid and other emergency operations within an area of the State consisting of two or more Operational Areas. A map of the regions is shown in **Figure 6 – California Mutual Aid Regions**. The City of Manteca is located in Mutual Aid Region IV.

### **2.2.6 Mutual Aid Coordination**

Formal mutual aid requests follow specified procedures and are processed through pre-identified Mutual Aid Coordinators. Mutual aid requests will follow discipline-specific chains (e.g., fire, law enforcement, emergency manager, etc.) from one level of government to the next. The Mutual Aid Coordinator receives the mutual aid request and coordinates the provision of resources from within the Coordinator's geographic area of responsibility. In the event that resources are unavailable at one level of government, the request is forwarded to the next highest level of government to be filled. **Figure 7 – Discipline-Specific Mutual Aid Systems** documents the flow of information, resource requests, and resources within specific mutual aid agreements relative to SEMS organization levels.

**Field Level Requests:** Requests for MMAA resources originate from the Field Level and are managed by the Incident Commander (IC). If the IC is unable to obtain the resource through existing local channels, the request is elevated to the next successive government level until obtained or cancelled.

**Local Government Requests:** Local jurisdictions are responsible for the protection of life and property within the municipal geographic boundaries. The local jurisdiction where the incident occurs should assess its resource inventory and existing local agreements to determine whether the

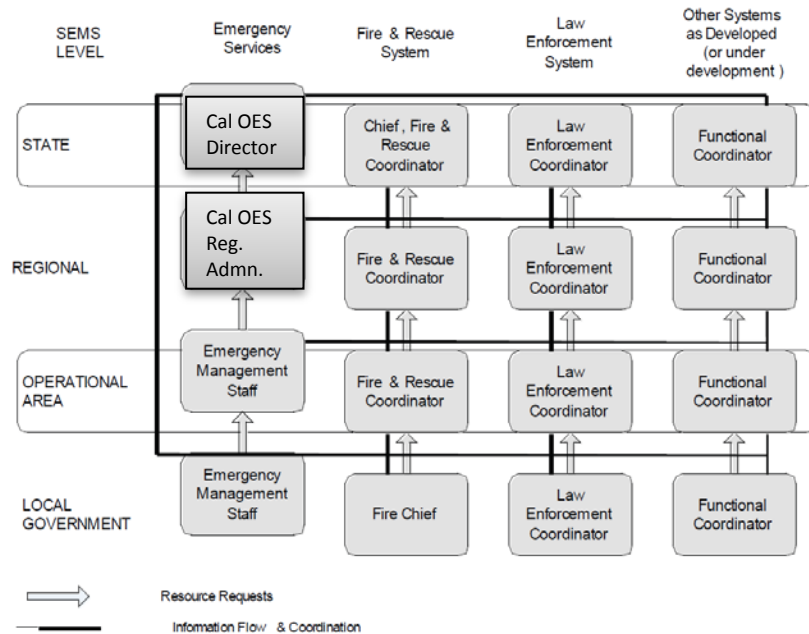
requested resource is available. When locally committed resources are exhausted and mutual aid is needed, the local official will request assistance from the OA Mutual Aid Coordinator.

**Operational Area Requests:** The OA is a composite of its political subdivisions (i.e., municipalities, contract cities, special districts, and county agencies). The OA Mutual Aid Coordinator assesses the availability of resources within the OA and fulfills the resource request based upon that assessment. In the event that resources are unavailable at the OA level, the request is forwarded to the responsible Region Mutual Aid Coordinator to be filled.

**Region Level Requests:** The State is geographically divided into six mutual aid regions. For Law Enforcement mutual aid, Region I is divided into two sub-regions. Each mutual aid region is comprised of multiple OA's and has a Regional Mutual Aid Coordinator. The Region Mutual Aid Coordinator is granted the authority to coordinate the mutual aid response of discipline-specific resources within the region to support a mutual aid request by a jurisdiction also within the region. In the event resources are unavailable at the Region Level, the request is forwarded to the State Mutual Aid Coordinator to be filled.

**State Level Requests:** On behalf of the Governor, the Director of Cal OES is responsible for coordinating State mutual aid resources in support of local jurisdictions during times of emergency. The Director will analyze and coordinate the request by forwarding the request to an unaffected REOC or tasking an appropriate State agency to fill the need. **Figure 8 - Flow of Requests and Resources** depicts the resource management process for the State under SEMS.

In this model, the affected local government has the ability to access all stakeholders at all levels of the system.



**Figure 7 - Discipline-Specific Mutual Aid Systems**

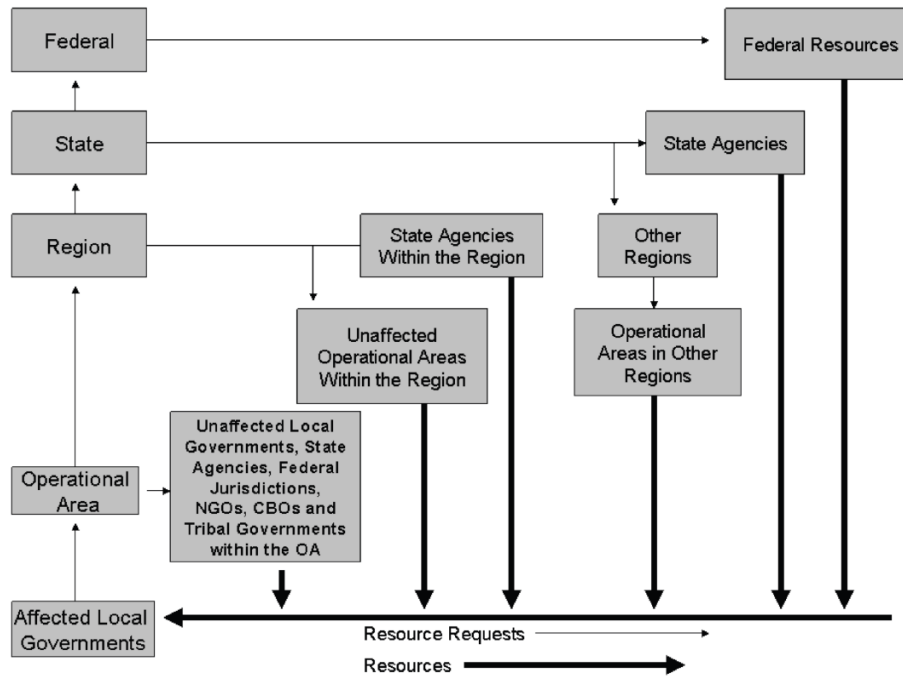


Figure 8 – Flow of Requests and Resources

## 2.3 Sequence of Events During Disasters

Two sequences of events are typically associated with disasters: one involves the response and the other involves emergency proclamations. The response sequence generally describes the emergency response activities to save lives, protect property, and preserve the environment. This sequence describes deployment of response teams, activation of emergency management organizations, and coordination among the various levels of government. The emergency proclamation sequence outlines the steps required to gain expanded emergency authorities needed to mitigate the problem. It also summarizes the steps for requesting State and Federal disaster assistance.

### 2.3.1 Before Impact

**Routine Monitoring for Alerts, Watches, and Warnings:** Emergency officials constantly monitor events and the environment to identify specific threats that may affect their jurisdiction and to increase the awareness level of emergency personnel and the community when a threat is approaching or imminent.

**Increased Readiness:** Sufficient warning provides the opportunity for response agencies to increase readiness, which, in this case means performing actions designed to increase an agency's ability to effectively respond once the emergency occurs. This includes, but is not limited to

- Briefing government officials
- Reviewing plans and procedures
- Preparing and disseminating information to the community
- Updating resource lists
- Testing systems, such as warning and communications systems
- Activating Emergency Operations Centers (EOCs), even if precautionary

**Pre-Impact:** When a disaster is foreseen as highly likely, action is taken to save lives and protect property. During this phase, warning systems are activated, resources are mobilized, and evacuation begins.

### **2.3.2 Immediate Impact**

During this phase, emphasis is placed on control of the situation, saving lives, and minimizing the effects of the disaster. Below is a partial list of actions to be taken:

**Alert and Notification:** Local response agencies are alerted about an incident by the public through 9-1-1, another response agency, or other method. First responders are then notified of the incident. Upon an alert, response agencies notify response personnel.

**Resource Mobilization:** Response agencies activate personnel and mobilize to support the incident response. As the event escalates and expands, additional resources are activated and mobilized to support the response. Activation and mobilization continue for the duration of the emergency, as additional resources are needed to support the response. This includes resources from within the County, or, when resources are exhausted, from surrounding unaffected jurisdictions.

**Incident Response:** Immediate response is accomplished within the City by local responders. First responders arrive at the incident and function within their established field level plans and procedures. The responding agencies will manage all incidents in accordance with ICS organizational structures, doctrine, and procedures.

**Establish Incident Command:** Incident Command is established to direct, order, and/or control resources by virtue of some explicit legal agency or delegated authority. Initial actions are coordinated through the on-scene Incident Commander (IC). The IC develops an initial Incident Action Plan (IAP), which sets priorities for the incident, assigns resources, and includes a common communications plan. If multiple jurisdictions or agencies are involved, the first responders will establish a Unified Incident Command Post (ICP) to facilitate multi-jurisdictional and multi-agency policy decisions. The IC may implement an Area Command to oversee multiple incidents that are handled by separate ICS organizations, or to oversee the management of a very large or evolving incident that has multiple incident management teams engaged.

**Activation of the Multi-agency Coordination System (MACS):** Responding agencies will coordinate and support emergency management and incident response objectives through the development and use of integrated Multi-agency Coordination Systems (MACS) and MAC Groups. This includes developing and maintaining connectivity capability between the ICP, local 9-1-1 Centers, and local Emergency Operations Centers (EOC), REOC, SOC, Federal Emergency Operations Center (FEOC), and NRF organizational elements.

**Local EOC Activation:** Local jurisdictions activate their local EOC based on the magnitude or need for more coordinated management of the emergency. When activated, local EOC's help form a common operating picture (COP) of the incident by collecting, analyzing, and disseminating emergency information. The local EOC can also improve the effectiveness of the response by reducing the amount of external resources coordination by the IC by providing a single point of contact to support multi-agency coordination. When activated, the local EOC notifies the OA lead that the local EOC has been activated.

**Communications between Field and the EOC:** When a jurisdiction EOC is activated, communications and coordination are established between the IC and the Department Operations Center (DOC) to the EOC, or between the ICP and the EOC.

**Operational Area (OA) EOC Activation:** If one or more local EOC's are activated, or if the event requires resources outside the affected jurisdiction, the OA EOC activates. The OA EOC also activates if a Local Emergency is proclaimed by the affected local government. The OA EOC then coordinates resource requests from the affected jurisdiction to an unaffected jurisdiction, or if resources are not available within the OA, forwards the resource request to the REOC and Mutual Aid Coordinators.

**Regional Emergency Operations Center Activation:** Whenever an OA EOC is activated, the Cal OES Regional Administrator will activate the REOC within the affected region and notify the Cal OES Headquarters. The REOC will then coordinate resource requests from the affected OA to unaffected OA's within the affected region, or, if resources are not available within the affected region, resource requests are forwarded to the State Operations Center (SOC) for coordination.

**State Level Field Teams:** The State may deploy Field On-site Observation Teams (FOOT) to provide situation reports on the disaster to the REOC in coordination with the responsible Unified Command.

**State Operations Center Activation:** The SOC is activated when the REOC activates in order to:

- Continuously monitor the situation and provide situation reports to brief State officials as appropriate
- Process resource requests between the affected regions, unaffected regions, and State agency Department Operations Centers (DOC's)
- Process requests for Federal assistance and coordinate with Federal Incident Management Assistance Teams (IMAT's) when established
- Coordinate interstate resource requests as part of the Emergency Management Assistance Compact (EMAC) or Interstate Disaster and Civil Defense Compact
- The SOC may also be activated independently of a REOC to continuously monitor emergency conditions

**Joint Information Center (JIC) Activation:** Where multiple agencies are providing public information, the lead agencies will work together to analyze the information available and provide a consistent message to the public and the media. Where practical, the agencies will activate a JIC to facilitate the dissemination of consistent information.

**Department Operations Center (DOC) Activation:** Each State agency may activate a DOC to manage information and resources assigned to the incident. If a DOC is activated, an agency representative or liaison may be deployed to facilitate information flow between the two facilities.

**FEMA Regional Response Coordination Center (RRCC) Activation:** The FEMA RRCC may deploy a liaison or IMAT to the SOC to monitor the situation and provide situational awareness to Federal officials.

### **2.3.3 Sustained Operations**

As the emergency situation continues, further emergency assistance is provided to victims of the disaster and efforts are made to reduce the likelihood of secondary damage. If the situation

demands, mutual aid is provided, as well as activities such as search and rescue, shelter and care, and identification of victims.

#### **2.3.4 Transition to Recovery**

As the initial and sustained operational priorities are met, emergency management officials consider the recovery phase needs. Short-term recovery activities include returning vital life support systems to minimum operating standards. Long-term activity is designed to return to normal activities. Recovery planning should include reviews of ways to avert or mitigate future emergencies. During the recovery phase, damage is assessed, Local Assistance Centers (LAC's) and/or Disaster Recovery Centers (DRC) are opened, and hazard mitigation surveys are performed.

**Local Assistance Centers (LAC's):** LAC's are opened by local governments to assist communities by providing a centralized location for services and resource referrals for unmet needs following a disaster or significant emergency. The LAC is normally staffed and supported by local, State, and Federal agencies, as well as nonprofit and voluntary organizations. The LAC provides a single facility at which individuals, families, and businesses can access available disaster assistance programs and services. As more Federal resources arrive, a federal DRC may be collocated with the State/local LAC's.

**Joint Field Office (JFO):** The State coordinates with FEMA as necessary to activate a JFO to coordinate Federal support for the emergency. The State will appoint a State Coordinating Officer (SCO) to serve as the State's point of contact. A Federal Coordinating Officer (FCO) is appointed upon a Presidential Declaration of an Emergency or Major Disaster.

**Demobilization:** As resources are no longer needed to support the response, or the response activities cease, resources are demobilized. Demobilization includes provisions to address and validate the safe return of resources to their original location, and to include processes for resource tracking and ensuring applicable reimbursement. Where applicable, demobilization should include compliance with mutual aid and assistance provisions. For more information on the recovery effort before, during, and after a disaster, refer to the *Recovery Annex*.

#### **2.3.5 Proclaiming an Emergency**

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

Emergency proclamations expand the emergency powers and authorities of the State and its political subdivisions. They also provide a mechanism for unaffected jurisdictions to provide resources and assistance to the affected jurisdictions. Although emergency proclamations facilitate the flow of resources and support to the affected jurisdictions and local government, they are not a prerequisite for rendering mutual aid and assistance under existing agreements, or for requesting assistance from other agencies such as the County of San Joaquin, the American Red Cross, or the State of California.

- **Local Emergency Proclamation:** A Local Emergency may be recommended by the Director of Local Disaster (Emergency Services) and Assistant Director of Local Disaster (Emergency Services) as specified by City of Manteca Municipal Code, Title 2 Administration and Personnel, Chapter 2.44 Emergency Services. A Local Emergency proclaimed by these individuals must be ratified by the Manteca City Council within seven (7) days.

The governing body must review the need to continue the proclamation at least every thirty (30) days until the Local Emergency is terminated. The Local Emergency must be terminated by resolution as soon as conditions warrant. A Proclamation is normally made when there is an actual incident, threat of disaster, or extreme peril to the safety of persons and property within the City of Manteca, caused by natural, technological, or human-produced situations.

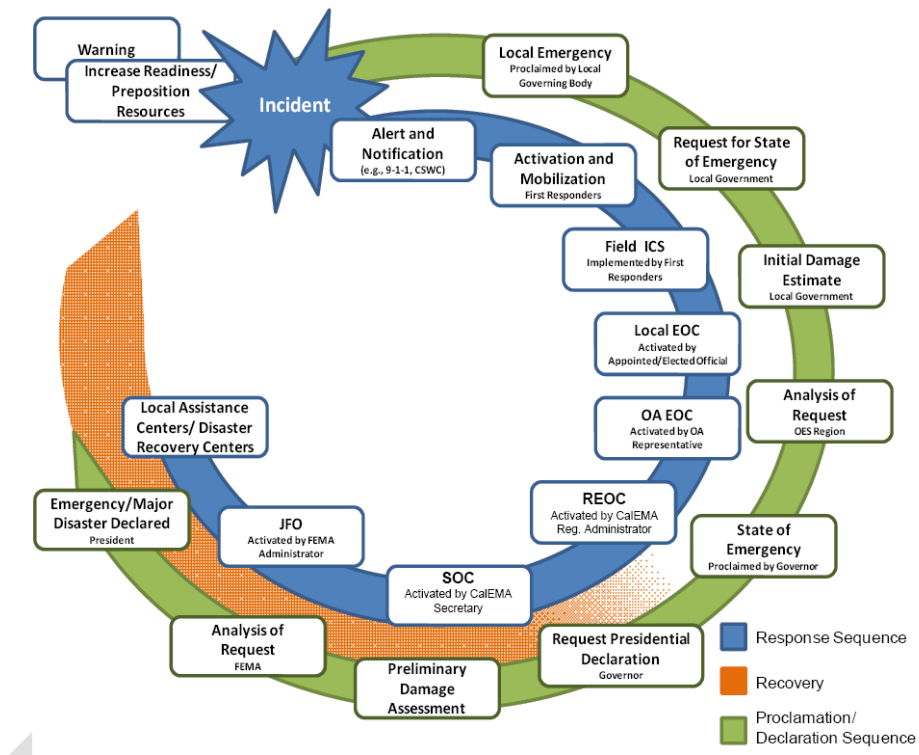
The Proclamation of a Local Emergency provides the governing body with the legal authority to

- Request the Governor proclaim a State of Emergency, if necessary.
  - Promulgate or suspend orders and regulations necessary to provide for the protection of life and property, including issuing orders or regulations imposing a curfew within designated boundaries.
  - Exercise full power to provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans, or agreements.
  - Request State agencies and other jurisdictions to provide mutual aid.
  - Require the emergency services of any local official or employee.
  - Requisition necessary personnel and materials from any local department or agency.
  - Obtain vital supplies and equipment and, if required, immediately commandeer the same for public use.
  - Impose penalties for violation of lawful orders.
  - Conduct emergency operations without incurring legal liability for performance, or failure of performance. (Note: Article 17 of the Emergency Services Act provides for certain privileges and immunities.)
- **Request for a Cal OES Director's Concurrence:** Local governments can request cost reimbursement from the State for certain disaster-related repair costs under the California Disaster Assistance Act (CDAA) following the Proclamation of a Local Emergency. The Director's Concurrence with the local proclamation is required for this reimbursement. This step is not required if a Governor's Proclamation of a State of Emergency is received for the same event.
  - **Request for the Governor to Proclaim a State of Emergency:** When emergency conditions exceed or have the potential to exceed local resources and capabilities, the local government may submit a request for the Governor to proclaim a State of Emergency. The formal request may be included in the original Emergency Proclamation or as a separate document. The request must be received within ten (10) days of the event. In addition to providing access to reimbursement for eligible disaster-related response and recovery expenditures, a Governor's Proclamation can facilitate other actions, such as a waiver of State regulations impacting response or recovery operations.
  - **Initial Damage Estimate (IDE):** The request for a Director's Concurrence or a Governor's Proclamation should include a copy of the proclamation document and an IDE that estimates the severity and extent of the damage caused by the emergency. An IDE may not be immediately required for sudden emergencies with widespread impacts, emergencies of significant magnitude, or during fast-moving emergencies where immediate response assistance is necessary.
  - **Analysis of Request:** The request and the IDE are reviewed by the Cal OES Region and a recommendation is made to the Governor through the Director of the Cal OES.

- **Proclamation of a State of Emergency:** The Governor proclaims a State of Emergency based on the formal request from the local governing body and the recommendation of Cal OES. If conditions and time warrant, the Governor drafts and signs a formal State of Emergency Proclamation. The Governor has expanded emergency powers during a proclaimed State of Emergency. The Governor
  - Has the right to exercise police power as deemed necessary, vested in the State Constitution and the laws of California within the designated area
  - Is vested with the power to use and commandeer public and private property and personnel, to ensure that all resources within California are available and dedicated to the emergency when requested
  - Can direct all State agencies to utilize personnel, equipment, and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency, and can direct them to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the residents of the affected area
  - May make, amend, or rescind orders and regulations during an emergency and temporarily suspend any non-safety-related statutes, ordinances, regulations, or rules that impose restrictions on the emergency response activities
  
- **Governor's Proclamation without a Local Request:** A request from the local governing body is not always necessary for the Governor to proclaim a State of Emergency. The Governor can proclaim a State of Emergency if the safety of persons and property in California are threatened by conditions of extreme peril, or if the emergency conditions are beyond the capabilities of the emergency response and local authorities. However, this situation is unusual.
  
- **Proclamation of a State of War Emergency:** In addition to a State of Emergency, the Governor can proclaim a State of War Emergency whenever California or the nation is attacked by an enemy of the United States, or upon receipt by California of a warning from the Federal government indicating that such an enemy attack is probable or imminent. The powers of the Governor granted under a State of War Emergency are commensurate with those granted under a State of Emergency.
  
- **State Request for a Presidential Declaration:** When it is clear that the State's capabilities will be exceeded, the Governor can request Federal assistance, including assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act). The Stafford Act authorizes the President to provide financial and other assistance to State and local governments, certain private nonprofit organizations, and individuals to support response, recovery, and mitigation efforts following Presidential emergency or major disaster declarations.
  
- **Preliminary Damage Assessment (PDA):** Upon submission of the request, FEMA coordinates with the State to conduct a Preliminary Damage Assessment (PDA) and determine whether the incident is beyond the combined capabilities of State and local resources, and of sufficient severity to require Federal assistance under the Stafford Act. This process may take a few days to a week depending on the magnitude of the incident. The PDA also identifies any unmet needs that may require immediate attention. The PDA may not be required if immediate response assistance is necessary.

- **Federal Analysis of the State’s Request:** The FEMA Regional Administrator assesses the situation and the request, and then gives a recommended course of action to the President through the Federal Department of Homeland Security. The decision to approve the request is based on such factors as the amount and type of damage, the potential needs of the affected jurisdiction and of the State, availability of State and local government resources, the extent and type of insurance in effect, recent disaster history, and the State’s hazard mitigation history.
- **Federal Declarations without a PDA:** If the incident is so severe that the damage is overwhelming and immediately apparent, the President may declare a Major Disaster immediately without waiting for the PDA process described above.
- **Declaration of Emergency or Major Disaster:** The President of the United States can declare an Emergency or Major Disaster under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 USC §5121 et seq.), thereby providing Federal government resources to support the State’s response and recovery activities. While Presidential Declarations under the Stafford Act release Federal resources and funding to support response and recovery, Federal agencies may also provide assistance under other authorities or agreements that do not require a Presidential Declaration.

The sequence of activities occurring for the emergency response and the proclamation process is illustrated in **Figure 9 – Response Phase Sequence of Events**.



**Figure 9 – Response Phase Sequence of Events**

## 2.4 Continuity of Government (COG) Operations

A major disaster could result in great loss of life and property, including the death or injury of key government officials, the partial or complete destruction of established seats of government,

and/or the destruction of public and private records essential to continued operations of government and industry.

During the reconstruction period in the aftermath of a major disaster, law and order must be preserved and, so far as possible, government services must be maintained. Civil government can best complete these services. To this end, it is particularly essential that the local units of government continue to function.

Applicable portions of the California Government Code and the State Constitution provide authority for the continuity and preservation of State and local government.

#### **2.4.1 Continuity of Government**

##### ***Manteca City Council***

To provide for the continuation of the City Council during an emergency, the Council may appoint standby members or make necessary appointments at the time of the emergency for an official quorum.

##### ***City Officials***

Depending on the extent of the emergency, the City's normal organization may be partially or completely replaced by an emergency organization, and City Officials may or may not be fully occupied with their emergency roles.

##### ***Alternate Facilities***

The City Council and the City Manager, together with the Fire Department, have identified alternate facilities to coordinate emergency response. The pre-identified facilities are as follows:

##### ***City Council Chambers***

If the City Council Chambers are unusable, the temporary Seat of Government will be located at:

**Manteca Senior Center  
295 Cherry Lane  
Manteca, CA 95337**

##### ***Emergency Operations Center***

The City's Emergency Operations Center (EOC) is located 302 Cherry Lane, Suite 201 in Manteca. This facility has access to emergency power, landline telephones, radio communications, and other important supporting information and resources.

##### ***Primary***

302 Cherry Lane  
Suite 201  
Manteca, CA 95337

##### ***Secondary***

City Hall, Council Chambers  
1001 W. Center Street  
Manteca, CA 95337

### 2.4.2 Preservation of Vital Records

Preservation of the City's vital records is critical to conducting emergency operations in the event of a disaster and to restoring the day-to-day operations of the City following a disaster. In addition, certain records contain information that document and protect the rights and interests of individuals and the government. These latter records must also be protected and preserved.

The City of Manteca Clerk's Office is responsible for the preservation and protection of vital records. Each department within the City will identify, maintain, and protect its vital records.

Typically, vital records consist of a small percentage of all the City government's records, and meet one or more of the following criteria. Vital records are

1. Records necessary to conduct emergency operations. They may include the following categories:
  - Utility system maps
  - Locations of emergency supplies and equipment
  - Emergency operations plans and procedures
  - Lists of regular and auxiliary personnel
2. Records required to restore day-to-day City operations. They include the following categories:
  - Constitutions and charters
  - Statutes
  - Ordinances
  - Resolutions
  - Court records
  - Official proceedings
  - Financial reports
3. Records necessary for the protection of rights and interests of individuals and government. They may include the following categories:
  - Business license registers
  - Articles of incorporation

Currently, vital records for the City of Manteca are stored in the safe located at City Hall.

**2.4.3 City of Manteca Emergency Operations Policy Statement Limitations:** Due to the nature of emergency response, outcomes are not easy to predict. Therefore, it should be recognized that this plan is meant to serve as a guideline and that the outcome of the response may be limited by the scope, magnitude, and duration of the event.

**Suspension of Routine Activities and Availability of Employees:** Day-to-day functions that do not contribute directly to the disaster operation may be suspended for the duration of an emergency. Efforts normally required for routine activities may be redirected to accomplish emergency tasks. During an emergency response, City employees not otherwise assigned emergency/disaster-related duties will, unless otherwise restricted, be made available to augment the work of their department, or other city departments, if required.

**Households of Emergency Response Personnel:** City employees may not be at peak efficiency or effectiveness during a disaster if the status of their households is unknown or in doubt. Employees who are assigned disaster response duties are encouraged to make arrangements with other employees, friends, neighbors, or relatives to check on their immediate families in the event of a disaster, and to communicate that information to the employee through the City of Manteca Emergency Operations Center (EOC).

**Non-Discrimination:** All local activities will be carried out in accordance with Federal nondiscrimination laws. It is the City's policy that no service will be denied on the basis of race, religion, national origin, age, sex, marital status, veteran status, sexual orientation, or the presence of any sensory, mental, or physical disability.

**Citizen Preparedness:** This plan does not substitute government services for individual responsibility. Citizens are expected to be aware of developing events and take appropriate steps to respond in a safe and timely manner. Since the City's resources and personnel may be overwhelmed at the onset of a disaster event, individuals and organizations should be prepared to be self-sufficient following a disaster. The City will make every effort to provide information to the public via the media and other sources to assist citizens in dealing with the emergency.

#### **2.4.4 Disaster Service Workers**

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

In the event of a major emergency or disaster, City employees may be called upon to perform certain duties in support of emergency management operations, such as serving in a position in the EOC, supporting shelter operations, or working at a logistics base in the field.

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

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

### **2.5 Continuity of Operations (COOP)**

A critical component of the City's emergency management strategy involves ensuring that government operations will continue during and after a major emergency or disaster (also referred to as Continuity of Operations, or COOP). The ability to maintain essential government functions, including the continuity of lawfully constituted authority, is a responsibility that must be provided for to the greatest extent possible.

#### **2.5.1 Orders of Succession**

Lines of succession are provisions for the orderly and predefined transition of leadership during an emergency when the incumbents are unable or unavailable to execute their official duties. The

orders specify who is authorized to make decisions or act on behalf of the department, and are used for specific purposes during COOP activations, such as

- Approving emergency policy changes
- Approving changes in agency Standard Operating Procedures (SOP's)
- Empowering designated representatives to participate as members of departmental emergency response teams to act on behalf of the department head
- Making personnel management decisions
- Approving commitment of resources
- Signing contracts

Pre-identifying orders of succession is critical to ensuring effective leadership during an emergency. In the event that an incumbent is incapable of or unavailable to fulfill essential duties, instituting orders of succession ensures that successors have been identified so that there is no lapse in essential decision-making authority.

**Emergency Organization Succession**

The EOP is designed so that anyone can step in and follow the position checklist for any emergency position within the City's EOC, including the Director of Emergency Services; however, the municipal code requires that the Order of Succession for the Director of Local Disaster position be as follows:

1. Director of Local Disaster – City Manager
2. Assistant Director of Local Disaster – Fire Chief or Police Chief
3. Or other City departments as directed
4. Other City employee as determined suitable by the Director

The City of Manteca department-level orders of succession are described below and shown in **Figure 10 – City of Manteca Orders of Succession:**

- At least two positions deep, where possible, ensuring sufficient depth to ensure the City's ability to manage and direct its essential functions and operations
- Geographically dispersed, where feasible
- Described by positions or titles, rather than by names of individuals holding those offices
- Reviewed by the organization's legal department as changes occur
- Included as a vital record, with copies accessible and/or available at both the primary operating facility and continuity facilities

CITY DEPARTMENT	DESIGNATED SUCCESSORS
Administration	1. City Manager 2. Finance Director
City Clerk	1. City Clerk 2. Assistant City Clerk
Community Development	1. Community Development Director 2. Planning Manager
Economic Development	1. Economic Development Manager 2.
Finance	1. Finance Director 2. Deputy Director of Finance

CITY DEPARTMENT	DESIGNATED SUCCESSORS
Fire	1. Fire Chief
	2. Battalion Chief
Human Resources	1. Human Resources Director
	2. Human Resources Manager
Information Technology	1. Information Technology Manager
	2. GIS Analyst
Manteca Transit	1. Deputy Director of Finance
	2. Project Analyst (Transit)
Parks and Recreation	1. Parks and Recreation Director
	2. Deputy Director of Parks and Recreation
Police	1. Police Chief
	2. Police Captain
Public Works	1. Public Works Director
	2. Deputy Director of Public Works (Utilities)

**Figure 10 – City of Manteca Orders of Succession**

In the event of a change in leadership status, the department head must notify the successors, as well as internal and external stakeholders. In the event departmental leadership becomes unreachable or incapable of performing their authorized legal duties, roles, and responsibilities, the department head will initiate a notification of the next successor in line.

### **SECTION 3.0 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

#### **3.1 Emergency Management Response Levels**

The City of Manteca EOP will be activated when an emergency occurs or threatens to exceed capabilities to adequately respond to and mitigate an incident(s). The scope of an emergency, rather than the type, will largely determine whether the EOP and EOC will be activated, and to what level.

For planning purposes, Cal OES has established three "levels" of response to emergencies. The City of Manteca also employs this system to guide local response to emergencies.

##### **3.1.1 National Emergency**

In the event of a declared National Emergency, the City's EOC could be activated and all elements of local government organized to respond to the indicated threat. A National Emergency may occur due to a real or potential act of terrorism or other catastrophic event that affects the country, including the City of Manteca, County of San Joaquin, and surrounding jurisdictions.

For additional information regarding the City of Manteca Direction and Control and Emergency Operations Center Functions, refer to the ***Direction and Control Functional Annex***.

#### **3.2 City Department/Allied Agency Emergency Operations Center Organization Assignments**

In the event of EOC activation, each city department and selected allied agencies are assigned specific functions to support emergency management operations. These assignments may involve direct participation within the EOC or provide indirect support. ***Figure 11 – Responsibility Matrix*** on the following page reflects Primary and Support roles for each City department or organization.



### **3.2.1 Director of Local Disaster (Emergency Services)**

As defined by the City of Manteca Municipal Code, Title 2, Chapter 2.44 Emergency Services, the City Manager is the Director of Local Disaster (Emergency Services) and also serves as the EOC Director. If the Director is unavailable, the Assistant Director of Local Disaster (Emergency Services) will assume the role.

Within the City of Manteca government organization, the City Manager is responsible to the City Council for the City's emergency management program and has the authority to implement the program goals. The City Manager has delegated this responsibility to the Fire Department. The City has taken the necessary steps and has directed the Fire Chief or his/her designee to perform the overall emergency management program coordination and day-to-day emergency management functions and activities.

## **3.3 Role of Private Sector**

### **3.3.1 City of Manteca Residents**

The residents of Manteca are the primary beneficiaries of the City's emergency management system. At the same time, residents play an important role in emergency management by ensuring that they and their families are prepared for disasters. Before an emergency, residents can assist the emergency management effort by taking first-aid training, maintaining supplies, and being prepared to evacuate or shelter in-place for several days.

Many residents join disaster volunteer programs and remain ready to volunteer or support emergency response and recovery efforts. During an emergency, residents should monitor emergency communications and carefully follow directions from authorities. By being prepared, residents can better serve their families and their community, and reduce demands on first responders.

### **3.3.2 Populations with Disabilities and Others with Access and Functional Needs**

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

Individuals in need of additional response assistance may include those who

- Have disabilities—temporary and/or lifelong
- Live in institutionalized settings
- Are elderly
- Are unaccompanied children
- Are from diverse cultures
- Have limited English proficiency or are non-English-speaking
- Have sight or hearing losses (impairments)
- Are transportation-disadvantaged
- Would require assistance for other situations

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

are repeatedly identified as most important to people with disabilities or access/functional needs, and older adults:

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

### 3.3.3 At-Risk Individuals

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

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

### 3.3.4 Businesses

Much of Manteca's critical infrastructure is owned or maintained by businesses and must be protected during a response to ensure a quick and complete recovery from an emergency. These same businesses provide valuable resources before, during, and after an emergency, as well as play a critical role in meeting the needs of those impacted by an emergency.

**Target Hazards:** Some key industries are potential targets for terrorist attacks and must institute measures to prevent attacks and protect their infrastructure and the surrounding community. This requires businesses to coordinate with local, State, and Federal governments to ensure that their emergency plans are integrated with government plans.

**Hazardous Materials Area Plans:** Some industries are required by law or regulation to have emergency operations procedures to address a variety of hazards. The *Cal OES Hazardous Materials Program* requires businesses that handle hazardous materials that meet certain quantity or risk thresholds to submit Business Program Plans and Risk Management Plans to the County of San Joaquin's Certified Unified Program Agency (CUPA) or Administering Agency. The Administering Agency can then develop Hazardous Materials Area Plans to respond to a release of hazardous material within the County of San Joaquin.

**Business Emergency Plans:** This plan recommends that all businesses develop comprehensive emergency plans that include employee injury and illness prevention programs, business resumption, and continuity of operations elements. A comprehensive business emergency plan can assist the business and the community at-large by providing

- Information to employees to protect themselves and their families from the effects of likely emergencies
- A business emergency organization, with identified positions having clear and specific emergency roles, responsibilities, delegated authority, and identified successors
- An identification of actions necessary to protect company property and records during emergencies
- A listing of critical products and services
- Production shutdown procedures
- A company command post
- Alternate work sites
- Methods and channels of communication
- Contacts with local emergency management officials
- A method to provide and accept goods and services from other companies

**Business Operations Centers:** This plan also promotes the use of business operations centers to enhance public and private coordination. Local governments can effectively coordinate with businesses by establishing a business operations center that is linked to their existing EOC.

### 3.3.5 Volunteer Organizations

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

- American Red Cross
- Community Emergency Response Team (Fire Department)
- County of San Joaquin Community Action Partnership
- Manteca Rotary Club
- SAFE
- SHARP

### 3.3.6 Public-Private Partnerships

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

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

## **SECTION 4.0 DIRECTION, CONTROL, AND COORDINATION**

### **4.1 Direction and Control**

The City of Manteca is responsible for coordinating the resources, strategies, and policy for any event in the City that exceeds the capacity of field responders. Tactical control remains the responsibility of field Incident Commanders at all time. The City Manager, working through the mechanisms of the EOC, provides direction and control over the coordination of multi-department and multi-jurisdictional resources to support the field responders. Policy decisions may be made by the EOC Director, who is staffed by the City Manager or designee.

### **4.2 Coordination**

The City of Manteca EOC will coordinate resource requests from the field and other jurisdictions within the City. If requests exceed the supply, the EOC will provide resources based on established priorities.

If resources are not available within the City of Manteca, requests will be made to the San Joaquin County OA EOC. The San Joaquin County OA EOC will coordinate resources obtained from within the OA. If resources are not available in the OA, they will request them from the Inland Region REOC located in Sacramento, CA. The REOC will coordinate resources obtained from the OA's throughout the region. If resources are not available in the region, they will make a request from the State Operations Center (SOC) located in Mather, CA. If the State cannot supply the resource, they will request from FEMA and other Federal agencies.

For additional information regarding the City of Manteca Direction and Control and EOC Functions, refer to ***Direction and Control Functional Annex***.

## SECTION 5.0 INFORMATION COLLECTION AND DISSEMINATION

### 5.1 Action Planning

The use of Action Plans (AP's) in the Manteca EOC provides a clear and measurable process for identifying objectives and priorities for a given event. Action planning is an important management tool that involves

- A process for identifying priorities and objectives for emergency response or recovery efforts
- Plans that document the priorities, objectives, tasks, and personnel assignments associated with meeting the objectives

The action-planning process should involve the EOC Director and Section Chiefs (one from each section), along with other EOC staff, as needed, such as agency representatives.

#### 5.1.1 Planning Requirements

The initial EOC AP may be a verbal plan that is developed during the first hour or two following EOC activation. A verbal plan may also be utilized for incidents involving a limited scope, short duration (less than 12 hours), and/or a limited number of response personnel. An EOC AP shall be developed whenever the EOC is activated, either partially or fully. A written EOC AP is required whenever

- Two or more agencies are involved in the response
- The incident overlaps more than one operational period
- All EOC functions are fully staffed

The EOC AP addresses a specific operational period, which may vary in length from a few hours to days, depending on the circumstances. The plan should be regularly reviewed and evaluated throughout the operational period, and revised or updated as warranted.

### 5.2 Emergency Operations Center Reporting

Information may be sent to City departments; EOC personnel; the San Joaquin County OA; and other key agencies using the City's EOC reporting system, radio, telephone, email, internet, or fax. Regardless of the method of communication, all data should be verified prior to transmission. If unverified data must be transmitted, it should be clearly designated as unconfirmed information. The City of Manteca's EOC should transmit the following reports to City departments, the San Joaquin County OA EOC, and DOC's, if activated.

### 5.3 Emergency Operations Center Reporting Systems

The State of California currently has an internet-based information reporting system (Cal EOC) for use during emergencies. The purpose of Cal EOC is to improve the State's ability to respond to major disasters. The system will increase the level of service and efficiency by improving the State's ability to

- Respond to, manage, and coordinate requests for resources
- Collect, process, and disseminate information during and after a disaster

***Please note: At this time, the City of Manteca will report to the County of San Joaquin via hard-copy forms that are based on the Cal EOC reporting system.***

#### **5.4 Emergency Public Information**

Emergency Public Information is a priority of utmost importance during emergencies and disasters. City government has a primary responsibility to provide accurate and timely information to the public regarding conditions, threats, and protective measures. To avoid conflicts and confusion, the Emergency Public Information function operates best when it is centralized and coordinated among all involved jurisdictions, agencies, and organizations.

For additional information regarding the City of Manteca Emergency Public Information, refer to ***Emergency Public Information Functional Annex***.

## **SECTION 6.0 COMMUNICATIONS**

In coordination with established public safety warning protocols, the activated EOC will manage the dissemination of timely and adequate warnings to threatened populations in the most effective manner possible. Warning information will be issued as quickly as a threat is detected, using the most direct and effective means possible.

### **6.1 Warning Responsibility**

When the EOC is not activated, the City Public Safety Departments will coordinate the dissemination of official alerts and warnings to the general public and allied agencies using available methods. This alert and warning activity will be coordinated through the City Public Information Officer (PIO), the dispatch center and other available alert and warning mechanisms available to the City.

### **6.2 Warning and Alert Mechanisms**

Depending upon the threat and time availability, the EOC will initiate alerts and warnings utilizing any of the following methods:

- Activation of the Emergency Alert System (EAS)
- Activation of the California Law Enforcement Mutual Aid Radio System (CLEMARS)
- Activation of the Telephonic Alert and Warning System
- Media broadcast alerts
- Social media
- Integrated Public Alert and Warning System (iPAWS)

As in any emergency, the effectiveness of any warning will be dependent upon many factors, including

- Time availability
- Initial notice of threat
- Time of day
- Language barriers
- Receiving challenges for the hearing- and sight-impaired

### **6.3 Warning Conditions**

Typically, warnings will be issued during periods of flash flooding, major hazardous material incidents, public health emergencies, fast-moving fires, severe weather conditions, and potential acts of violence. However, warnings may be issued wherever a threat is perceived and the potential for safeguarding public safety is possible through rapid alerting.

## **SECTION 7.0 DOCUMENTATION, FINANCE, AND LOGISTICS**

### **7.1 Documentation**

The EOC Finance/Administration Section will be responsible for maintaining records on damage assessment expenditure, recovery cost expenditures, insurance-related documents, personnel overtime, and other costs associated with the emergency. Guidance is provided in their position guides at the EOC.

The EOC Planning Section will maintain copies of documents that are integral to EOC functions, (such as EOC Action Plans, Situation Status logs, Position logs) that, together, make up the history and chronology of the emergency events. Guidance is provided in their Planning Section's position guides at the EOC.

### **7.2 Finance**

In the case of a major disaster, the EOC will support City, County, State, and Federal entities with cost recovery efforts, if requested and as able. City of Manteca citizens may benefit from the Small Business Administration (SBA), and the City may benefit from the State and/or the Federal Public Assistance Program. The City may assist the citizenry with public service announcements regarding support available, such as unemployment benefits, worker's compensation, and insurance benefits.

### **7.3 Expenditure Tracking**

The City may be reimbursed from insurance, State, and/or Federal sources for disaster-related expenses. The purpose of this section is to provide guidance on the record-keeping requirements for claiming such expenses.

#### **7.3.1 Eligible Expenses**

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

#### **7.3.2 Recordkeeping Requirements**

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

- Costs and revenues associated with emergency operations should be segregated from normal operating expenses
- Separate records should be maintained for each vehicle and piece of heavy equipment used for emergency operations
- Vehicle and equipment documentation should include the miles and/or hours operated by location and operator
- Vehicle-operating expenses should include fuel, tires, and maintenance
- Labor costs should be compiled separate from vehicle and/or equipment expenses
- Equipment documentation should include the exact location of where the equipment was used and for what purpose; hours and minutes used; and the name of the equipment operator, if applicable

- Revenues and subsidies for emergency operations must be subtracted from any costs claimed
- Requisitions, purchase orders, and invoices must be maintained for all supplies, materials, and equipment expenses claimed
- Costs for supplies and materials must include documentation of exactly where resources were used and for what purpose
- All non-competitive procurements must be justified

Expenditure tracking should commence upon notice or obvious occurrence of disasters that require expense of labor, equipment use, materials, and other expenses. The Incident Commander(s), EOC Director, and EOC staffs are responsible for maintaining written records of all disaster-related personnel overtime, requests for supplies, equipment and contract personnel, and receipts for emergency purchases of supplies, equipment, and other disaster-related expenses. The City may activate a special coding for emergency expenditure tracking that is used for both labor and equipment.

The Finance/Administration Section will compile reports, including total expenditures by category. The Finance/Administration Section Chief will submit a summary report on total costs to the EOC Director as requested. This information will be used for State and Federal disaster assistance applications. The expenditure data and documentation is vital to State and Federal agencies for requesting financial assistance during and after the disaster.

## **7.4 Resource Management**

### **7.4.1 Resource Priorities**

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

### **7.4.2 Resource Requests**

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

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

Resource requests from jurisdictions within the City will be coordinated with the San Joaquin County OA EOC to determine whether the resource is available internally or through other, more appropriate sources located within the OA. Emergency Management Mutual Aid Coordinators at each level will keep the Operations Chief informed of the status of resource requests and allocations. Coordinators at each level will communicate and coordinate with each other to maintain current status on resource requests and allocations within the disaster area.

Resource requests from the Manteca EOC to the County of San Joaquin EOC may be verbally requested and then documented. Available resources will be allocated to the requesting local government. If requests for a specific resource exceed the supply, the available resources will be allocated consistent with the priorities established through the action-planning process. The Section Chiefs in the EOC are responsible for ensuring that such priorities are followed.

Resource requests for equipment, personnel, or technical assistance not available to the City should be coordinated with the County of San Joaquin EOC to the Inland Region REOC. Once the request is coordinated and approved and resources are deployed, the Resource Status Unit, in coordination with various Operations Branches, is responsible for tracking the resources.

## **SECTION 8.0 PREPAREDNESS, TRAINING, EXERCISES, AND AFTER-ACTION REPORTING**

### **8.1 Preparedness Planning**

City government conducts a wide array of emergency-planning activities. Planning efforts include development of internal operational documents, as well as inter-agency response plans that have multi-jurisdictional participation.

In addition to conducting planning activities, City departments develop internal preparedness and contingency plans to ensure provision of government services and maintenance of departmental functions during disasters. The Department Operations Plan (DOP) is an integral supporting component of the master Emergency Operations Plan (EOP).

Emergency readiness cannot be conducted within a vacuum. The City is responsible for working with all City departments, special districts, and allied agencies that are considered components of the City of Manteca Emergency Management Organization. Such coordination extends to the following activities:

- Inter-agency plan development
- Inter-agency training coordination
- Inter-agency exercise development and presentation
- Inter-agency response management
- Inter-agency emergency public information activities

Additionally, the Manteca Fire Department acts as the City's key representative and lead agent for day-to-day emergency management activities, such as mitigation, preparedness, response, and recovery. Non-emergency functions include planning, training and exercise development, preparedness presentations, inter-agency coordination, hazard assessment, development of preparedness and mitigation strategies, grant administration, and support to response agencies.

#### **8.1.1 Community Preparedness and Awareness**

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

Public awareness and education prior to an emergency or disaster will directly affect the City of Manteca's emergency operations and recovery efforts. For this reason, the City of Manteca will make emergency preparedness information from City, County, State, and Federal sources available to the member jurisdictions and citizens upon request.

#### **8.1.2 Preparedness Actions**

In identifying general preparedness actions, City government works with community-based organizations, faith-based organizations, other local governments/special districts, private industry, preparedness groups, and other entities to provide information relating to individual and group preparedness.

Government is limited in its ability to provide services and support during times of disaster, so public preparedness is essential for ensuring individual and organizational safety and protection.

## **8.2 Readiness Training**

The Manteca Fire Department will notify holders of this plan about training opportunities associated with emergency management and operations. Individual departments and agencies within the City of Manteca are responsible for maintaining training records. Jurisdictions and agencies having assigned functions under this plan are encouraged to ensure that assigned personnel are properly trained to carry out these tasks.

The Manteca Fire Department will develop and execute a comprehensive training program for emergency management topics on a semi-annual basis. The established training schedule will include applicable courses of instruction and education that cover management subjects. Such instruction shall meet or exceed SEMS and NIMS training requirements.

## **8.3 Exercise and Evaluation**

Elements of this plan will be exercised regularly. The Manteca Fire Department will conduct emergency preparedness exercises, in accordance with its annual exercise schedule, following appropriate State and Federal guidance. Deficiencies identified during scheduled exercise activities will result in the development of corrective action plans to initiate appropriate amendments.

The planning development and execution of all emergency exercises will involve close coordination between all City departments, allied agencies, special districts, and supporting community and public service organizations.

The primary focus will be to establish a framework for inter-organizational exercise collaboration in coordination with all-hazard response and recovery planning and training activities, conducted within the City of Manteca.

Emergency exercise activity will be scheduled in accordance with State and Federal guidance and program requirements. Exercise activity will follow the Homeland Security Exercise and Evaluation Program (HSEEP) guidance and may be designed as one or more of the following exercise types:

- Drills
- Seminars (Workshops)
- Tabletop Exercises
- Functional Exercises
- Full-Scale Exercises

## **8.4 After-Action Reporting**

The SEMS and NIMS protocols require any City and/or County declaring a local emergency, for which the Governor proclaims a State of Emergency, to complete and transmit an After-Action Report (AAR) to County of San Joaquin and Cal OES within ninety (90) days of the close of the incident period. The AAR will provide, at a minimum, the following:

- Response actions taken
- Application of SEMS
- Suggested modifications to SEMS
- Necessary modifications to plans and procedures
- Training needs
- Recovery activities to date

The AAR will serve as a source for documenting the City of Manteca emergency response activities and identifying areas of concern and successes. It will also be utilized to develop a work plan for implementing improvements.

An AAR will be a composite document for all SEMS levels, providing a broad perspective of the incident, referencing more detailed documents, and addressing all areas specified in regulations. The AAR will include an overview of the incident, including attachments, and will also address specific areas of the response, if necessary. It will be coordinated with, but not encompass, hazard mitigation. Hazard mitigation efforts may be included in the “recovery activities to date” portion of the AAR.

The City of Manteca Fire Department is responsible for the completion and distribution of the AAR to the County’s leadership and department directors, as well as ensuring that it is sent to Cal OES through the County of San Joaquin within the required ninety (90)-day timeframe.

For the City of Manteca, the AAR’s primary audience will be the City’s member jurisdictions, County of San Joaquin, Cal OES, and the City’s employees, including management. As public documents, AAR’s are to be made available and accessible to anyone who requests a copy.

The AAR will be written in simple language, well-structured, brief and well-presented, and geared to the primary audience. Data for the AAR will be collected from debrief reports, other documents developed during the disaster response, and discussions with emergency responders. The most up-to-date form, with instructions, can be obtained from Cal OES or FEMA HSEEP.

## **SECTION 9.0 PLAN DEVELOPMENT AND MAINTENANCE**

### **9.1 Plan Development and Maintenance Responsibility**

This plan is developed under the authority conveyed to the City of Manteca Fire Department in accordance with the City's Emergency Organization, who has the primary responsibility for ensuring that necessary changes and revisions to this plan are prepared, coordinated, published, and distributed.

### **9.2 Review and Updating**

This plan and its supporting documents or annexes will be reviewed annually, with a full document update conducted minimally every two (2) years. Changes to the plan will be published and distributed to all involved departments and organizations. Recommended changes will be received, reviewed, and distributed for comment by the City of Manteca Fire Department on a regular basis.

Elements of this plan may also be modified by the City of Manteca Fire Department any time State or Federal mandates, operational requirements, or legal statute so require. Once distributed, new editions of this plan shall supplant older versions and render those previous versions inoperable.

## **SECTION 10.0 AUTHORITIES AND REFERENCES**

### **10.1 Authorities**

#### **Federal**

- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, 42 U.S.C. 5121, et seq., as amended
- Homeland Security Presidential Directive 5, *Management of Domestic Incidents*, February 28, 2003
- Homeland Security Presidential Directive 8, *National Preparedness*, December 17, 2003
- The Code of Federal Regulations, Title 44, Chapter 1, Federal Emergency Management Agency, October 1, 2007

#### **State**

- California Emergency Services Act (CA government Code Section 8550 et. seq.)
- California Disaster Assistance Act (CA government Code Section 8680 et. seq.)
- California Code of Regulations Title 19, (Standardized Emergency Management System and California Disaster Assistance Act)
- California Disaster and Civil Defense Master Mutual Aid Agreement

#### **County**

- San Joaquin County Administrative Code, Title 2, Division 3, Chapter 1

#### **City**

- City of Manteca Emergency Organization, Title 2, Chapter 2.44 Emergency Preparedness

### **10.2 References**

#### **Federal**

- National Response Framework (as revised)
- National Incident Management System
- Comprehensive Preparedness Guide 101 v.2

#### **State**

- California State Emergency Plan, July 2010 edition
- Standardized Emergency Management System
- California Disaster Assistance Act
- Continuity of Government in California (Article IV, Section 21 of the State Constitution)
- Preservation of Local Government

#### **County**

- County of San Joaquin Emergency Operations Plan, 2012
- County of San Joaquin Hazard Mitigation Plan, 2011

#### **City**

- City of Manteca Emergency Operations Plan, 2008

## SECTION 11.0 GLOSSARY AND ACRONYMS

### 11.1 Glossary of Terms

**Action Plan (AP):** 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.

**All Hazards:** Refers to a policy or program that is designed to deal with a variety of natural and technological hazards.

**Agency:** A division of government with a specific function offering a particular kind of assistance. In the Incident Command System (ICS), agencies are defined either as *jurisdictional* (having statutory responsibility for incident management) or as *assisting or cooperating* (providing resources or other assistance). Governmental organizations are most often in charge of an incident, though in certain circumstances private-sector organizations may be included. Additionally, Non-Governmental Organizations (NGO's) may be included to provide support.

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

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

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

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

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

**Common Terminology:** Normally used words and phrases. Avoids the use of varying words/phrases to provide consistency and allow diverse incident management and support organizations to work together across a wide variety of incident management functions and hazard scenarios.

**Continuity of Government (COG):** Includes measures to ensure continued leadership and preservation of vital records, thereby maintaining a viable system of government supported by law; establish emergency authorities legally vested in government leaders so that they have prescribed powers to act; ensure survivability of mechanisms and systems for direction and control so that actions directed by leaders can be communicated and coordinated; sustain essential emergency services and resources so that critical response and recovery actions can achieve widest possible implementation.

**Continuity of Operations Planning (COOP):** An internal effort within an organization to assure that the capability exists to continue essential business functions across a wide range of potential emergencies,

including localized acts of nature, accidents, and technological and/or attack/terrorist-related emergencies. Accordingly, an effective emergency management program not only addresses the four phases—mitigation, preparedness, response, and recovery—but also includes COOP planning activities to ensure that ancillary and support functions will continue with little or no interruption.

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

**Department Operations Center (DOC):** A centralized location where a single department's or agency's internal incident management and response takes place.

**Disaster:** A sudden and extraordinary misfortune; a calamity that threatens or effects extraordinary loss of life or property.

**Disaster Service Worker (DSW):** All public employees in California are subject to such emergency or disaster activities as may be assigned by their supervisors or by law.

**Emergency:** A condition 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, 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, not including conditions resulting from a labor controversy.

**Emergency Alert System (EAS):** An established system to enable the President, Federal, State, and local jurisdiction authorities to disseminate emergency information to the public via the Commercial Broadcast System (CBS); composed of amplitude modulation (AM), frequency modulation (FM), television broadcasters, and the cable industry. Formerly known as the Emergency Broadcast System (EBS).

**Emergency Management:** The discipline and the profession of applying science, technology, planning, and management to dealing with extreme events that can injure or kill large numbers of people, cause extensive damage to property, and disrupt community life. As a process it involves preparing, mitigating, responding to, and recovering from an emergency. Critical functional components include planning, training, simulating drills (exercises), and coordinating activities.

**Emergency Operations Center (EOC):** A centralized location where individuals responsible for responding to a large-scale emergency can have immediate communication with each other and with emergency management personnel to enhance coordination of emergency response and recovery efforts.

**Emergency Operations Plan (EOP):** The document that describes strategies for managing emergency situations.

**Emergency Response Agency:** Any organization that responds to an emergency—whether in the field, at the scene of an incident, or to an EOC—or provides mutual aid support to such an organization.

**Emergency Response Personnel:** The personnel involved with an agency's response to an emergency.

**Emergency Resource Directory (ERD):** A directory containing information on agency or organization personnel emergency certifications and qualifications; and vendor and support organization supplies,

equipment, etc., that may be needed during an emergency. Supplies and equipment can include such items as potable water tenders, portable toilets, heavy equipment, prepared meals, bulk foodstuffs, cots, and rental office trailers. To the extent possible and when appropriate, equipment should be typed by capability, according to a common and accepted typing schematic. Emergency resource directories should only include those items likely to be needed by the preparing agency or organization in the performance of their duties, and should not attempt to include everything that may be needed in any emergency.

**Evacuation:** The process of moving persons out of an area affected or potentially affected by a disaster situation.

**Federal Coordinating Officer (FCO):** The individual appointed by the Federal Emergency Management Agency (FEMA) Director (by delegation of authority from the President) to coordinate assistance in a Federally declared disaster.

**Federal Disaster Area:** An area of a State (often defined by counties) that is declared eligible for Federal disaster relief under the Stafford Act. These declarations are made by the President, usually as a result of a request made by the Governor of the affected State.

**Federal Emergency Management Agency (FEMA):** An agency created in 1979 to provide a single point of accountability for all Federal activities related to disaster mitigation, preparedness, response, and recovery. FEMA manages the President's Disaster Relief Fund, and coordinates the disaster assistance activities of all Federal agencies in the event of a presidential disaster declaration.

**Federal Emergency Response Team:** An inter-agency team, consisting of the lead representative from each Federal department or agency assigned primary responsibility for an Emergency Support Function (ESF) and key members of the Federal Coordinating Officer's staff; formed to assist the Federal Coordinating Officer (FCO) in carrying out his/her coordination responsibilities. The Emergency Response Team provides a forum for coordinating the overall Federal response, reporting on the conduct of specific operations, exchanging information, and resolving issues related to Emergency Support Functions (ESF's) and other response requirements. Emergency Response Team members respond to and meet as requested by the FCO. The Emergency Response Team may be expanded by the FCO to include designated representatives of other Federal departments and agencies as needed.

**Full-Scale Exercise:** An activity intended to evaluate the operational capability of emergency management systems in an interactive manner over a substantial period of time. It involves the testing of a major portion of the emergency plan and organizations in a highly stressful environment. It includes the mobilization of personnel and resources to demonstrate coordination and response capabilities. The EOC is activated and field command posts may be established. A full-scale exercise is always formally evaluated.

**Functional Annex:** A document that supplements the Emergency Operations Plan (EOP), which provides further planning information for a specific aspect of emergency management.

**Functional Exercise:** Activities designed to test or evaluate the capability of emergency management functions. Functional exercises usually take place in a coordination or operating center. The use of outside resources is often simulated. No field units are used.

**Governor's Authorized Representative (GAR):** An individual authorized by the Governor to sign amendments to the Federal-State Agreement and to verify the grant applications from the State and local jurisdictions.

**Hazardous Materials Team:** A term used to describe a team of highly skilled professionals who specialize in dealing with hazardous material incidents.

**Hazard Mitigation Grant Program (HMGP):** A program authorized under Section 404 of the Stafford Act. Provides 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 not funded through other programs.

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

**Incident Action Plan (IAP):** The plan developed at the Field Level that contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. May be oral or written.

**Incident Commander (IC):** The individual responsible for the command of all functions at the Field Level.

**Incident Command System (ICS):** A nationally used standardized on-scene emergency management concept specifically designed to allow its users 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 Field Level component of SEMS. It 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.

**Individual Assistance:** A supplementary Federal assistance available under the Stafford Act to individuals, families, and businesses that includes disaster housing assistance, unemployment assistance, grants, loans, legal services, crisis counseling, tax relief, and other services or relief programs.

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

**Joint Information System (JIS):** Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, accurate, accessible, timely, and complete information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated inter-agency 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.

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

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

**Major Disaster:** As defined in Federal law: “any hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, explosion, or other technological or human-caused 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 in alleviating the damage, loss, hardship, or suffering caused thereby.”

**Master Mutual Aid Agreement (MMAA):** The California Disaster and Civil Defense MMAA made and entered into by and among the State of California, its various departments and agencies, and the various political subdivisions of the State. The agreement provides for support of one jurisdiction by another.

**Mitigation:** Activities taken to eliminate or reduce the degree of risk to life and property from hazards, either prior to or following a disaster or emergency.

**Mobilization:** A process of activating resources including personnel, equipment, and supplies. The process includes notification, reporting, and setup to attain full or partial readiness to initiate response and recovery actions.

**Multi-agency or inter-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.

**Mutual Aid:** In the event that a disaster should occur, voluntary aid and assistance given by the interchange of services and facilities, including, but not limited to fire, police, medical and health, communication, and transportation services and facilities, to cope with the problems of rescue, relief, evacuation, rehabilitation, and reconstruction that would arise in the event of a disaster. 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.

**Mutual Aid Region:** A subdivision of the State’s emergency services organization, established to facilitate the coordination of mutual aid and other emergency operations within an area of the State, consisting of two or more county Operational Areas (OA’s).

**National Response Framework (NRF):** A national-level plan developed by FEMA in coordination with 26 Federal departments and agencies, and the American Red Cross.

**National Warning System (NAWAS):** The Federal portion of the Civil Defense Warning System, used for the dissemination of warnings and other emergency information from the FEMA National or Regional Warning Centers to Warning Points in each state. Also used by the State Warning Points to disseminate information to local Primary Warning Points; provides warning information to the State and local jurisdictions concerning severe weather, earthquake, flooding, and other activities that affect public safety.

**Operational Area (OA):** An intermediate level of the State’s emergency services organization, consisting of a county and all political subdivisions within the county area. The OA is a special-purpose organization created to prepare for and coordinate the response to emergencies within a county area. Each county is

designated as an OA. An OA may be used by the county and the political subdivisions for the coordination of emergency activities and to serve as a link in the system of communications and coordination between the State's emergency operating centers and the operating centers of the political subdivisions comprising the OA. The OA augments, but does not replace, any member jurisdiction.

**Preliminary Damage Assessment (PDA):** The joint local, State, and Federal analysis of damage that has occurred during a disaster and which may result in a Presidential Declaration of Disaster. The PDA is documented through surveys, photographs, and other written information.

**Preliminary Damage Assessment Team:** An *ad hoc* group that comes together after a disaster whose main purpose is to determine the level of disaster declaration that is warranted. The team usually consists of local, State, and Federal representatives who perform an initial damage evaluation to affected sites.

**Preparedness:** Actions taken in advance of an emergency to develop operational capabilities and facilitate an effective response in the event an emergency occurs. Preparedness measures include continuity of government, emergency communications, emergency operations centers, emergency operations plans, emergency public information materials, public education programs, exercise of plans, mutual aid agreements, stocking of disaster supplies, training of emergency response personnel, and warning systems.

**Presidential Declaration:** A formal declaration by the President that an Emergency or Major Disaster exists based upon the request for such a declaration by the Governor and with the verification of FEMA Preliminary Damage Assessments (PDA's).

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

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

**Political Subdivision:** Any City, City and County, County, District, or other local governmental agency or public agency authorized by law.

**Public Assistance (PA):** A supplementary Federal assistance provided under the Stafford Act to State and local jurisdictions, special-purpose districts, Native Americans, or eligible private, nonprofit organizations.

**Public Assistance Officer (PAO):** A member of the FEMA Regional Director's staff who is responsible for management of the Public Assistance Program.

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

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

**Recovery:** An activity to return vital life-support systems to minimum operating standards, and long-term activity designed to return life to normal or improved levels, including some form of economic viability. Recovery measures include, but are not limited to crisis counseling, damage assessment, debris clearance, disaster loans and grants, disaster unemployment assistance, public information, reassessment of emergency plans, reconstruction, temporary housing, and business resumption full-scale.

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

**Response:** Actions taken immediately before, during, or directly after an emergency occurs, to save lives, minimize damage to property and the environment, and enhance the effectiveness of recovery. Response measures include, but are not limited to, emergency plan activation, emergency-alert-system activation, emergency instructions to the public, emergency medical assistance, staffing the emergency operations center, public official alerting, reception and care, shelter and evacuation, search and rescue, resource mobilization, and warning systems activation.

**Robert T. Stafford Disaster Relief and Emergency Assistance Act** (Public Law 93-288, as amended by Public Law 100-707): Authorizes the greatest single source of Federal disaster assistance. Authorizes coordination of the activities of Federal, State, and volunteer agencies operating under their own jurisdictions in providing disaster assistance, provision of direct Federal assistance as necessary, and provision of financial grants to individuals and families. This Act is commonly referred to as the Stafford Act.

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

**Section:** The organizational level responsible for a major functional area of incident or EOC Management (e.g., Operations, Planning, Logistics, Finance/Administration).

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

**Span of Control:** The number of resources for which a supervisor is responsible, usually expressed as the ratio of supervisors to individuals. (Under NIMS, an appropriate span of control is between 1:3 and 1:7, with optimal being 1:5.)

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

**Standardized Emergency Management System (SEMS):** The consistent set of rules and procedures governing the overall operational control or coordination of emergency operations specified in CCR Title 19, Division 2, §2400 et sec. Identifies at each level of the statewide emergency organization the direction

of field forces and the coordination of joint efforts of government and private agencies. The Incident Command System (ICS) is the Field Level component of SEMS.

**State of Emergency:** A governmental declaration that may suspend some normal functions of government, alert citizens to change their normal behaviors, or order government agencies to implement emergency operations plans.

**Tabletop Exercise (TTX):** An activity in which officials and key staff or others with emergency responsibilities are gathered together informally to discuss simulated emergency situations. Designed to elicit constructive discussion by the participants without time constraints. Participants evaluate plans and procedures and resolve questions of coordination and assignment of responsibilities in a non-threatening format under minimum stress.

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

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

**Windshield Survey:** A quick, visual overview of the affected disaster area performed within the first 24 hours after the disaster.

**RESOLUTION PROCLAIMING EXISTENCE OF A LOCAL EMERGENCY  
(by City Council)**

WHEREAS, Municipal Code 2.44 of the City of Manteca empowers the City Council to proclaim the existence or threatened existence of a local emergency when said City is affected or likely to be affected by a public calamity; and

WHEREAS, said City Council has been requested by the City Manager of said City to proclaim the existence of a local emergency therein; and

WHEREAS, said City Council does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within said City, caused by \_\_\_\_\_;  
*(fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes)*  
commencing on or about \_\_\_\_\_.m. on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_); and

That 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 a local emergency now exists throughout said City; and

IT IS HEREBY FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the Director of Emergency Services\* and the emergency organization of this City shall be those prescribed by state law, by ordinances, and resolutions of this City and approved by the City Council on \_\_\_\_\_, 20\_\_.

IT IS FURTHER PROCLAIMED AND ORDERED that said local emergency shall be deemed to continue to exist until its termination is proclaimed by the City Council of the City of Manteca, State of California.\*\*

Dated: \_\_\_\_\_

CITY COUNCIL

ATTEST: \_\_\_\_\_

City of Manteca

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*\* Section 8630 of the Government Code provides: "...(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."

**RESOLUTION PROCLAIMING EXISTENCE OF A LOCAL EMERGENCY\***  
**(by City Manager)**

WHEREAS, Municipal Code 2.44 of the City of Manteca empowers the City Manager to proclaim the existence or threatened existence of a local emergency when said City is affected or likely to be affected by a public calamity and the City Council is not in session; and

WHEREAS, the City manager of the City of Manteca does hereby find;

that conditions of extreme peril to the safety of persons and property have arisen within said City, caused by \_\_\_\_\_; and \_\_\_\_\_;  
*(fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes)*

That the City Council of the City of Manteca is not in session (and cannot immediately be called into session);

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists throughout said City; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the emergency organization of this City shall be those prescribed by state law, by ordinances, and resolutions of this City, and by the City of Manteca Emergency Operations Plan, as approved by the City Council on \_\_\_\_\_, 20\_\_.

Dated: \_\_\_\_\_

By: \_\_\_\_\_  
City Manager  
City of Manteca

\* This form may be used when the director is authorized by ordinance to issue such a proclamation. Section 8630 of the Government Code provides: "...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 (7) days unless it has been ratified by the governing body"

**RESOLUTION CONFIRMING EXISTENCE OF A LOCAL EMERGENCY\***

WHEREAS, Municipal Code 2.44 of the City of Manteca empowers the City Manager to proclaim the existence or threatened existence of a local emergency when said City is affected or likely to be affected by a public calamity and the City Council is not in session, subject to ratification by the City Council within seven (7) days; and

WHEREAS, conditions of extreme peril to the safety of persons and property have arisen within this City, caused by \_\_\_\_\_  
*(fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes)*  
commencing on or about \_\_\_\_ .m. on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_, at which time the City Council of the City of Manteca was not in session; and

WHEREAS, said City Council does hereby find that the aforesaid conditions of extreme peril did warrant and necessitate the proclamation of the existence of a local emergency; and

WHEREAS, the City Manager of the City of Manteca did proclaim the existence of a local emergency within said City on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that said local emergency shall be deemed to continue to exist until its termination is proclaimed by the City Council of the City of Manteca, State of California.

Dated: \_\_\_\_\_

CITY COUNCIL  
City of Manteca

ATTEST: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\* This form may be used by a City Council to ratify the proclamation of existence of a local emergency, issued by the City Manager.

**RESOLUTION REQUESTING GOVERNOR TO  
PROCLAIM A STATE OF EMERGENCY**

WHEREAS, on \_\_\_\_\_, 20\_\_\_\_, the City Council of the City of Manteca found that due to \_\_\_\_\_;  
*(fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes)* a condition of extreme peril to life and property did exist within said City; and

WHEREAS, in accordance with state law the City Council proclaimed an emergency did exist throughout said City; and

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that a copy of this resolution be forwarded to the Governor of California with the request that he proclaim the City of Manteca to be in a state of emergency; and

IT IS FURTHER ORDERED that a copy of this resolution be forwarded to the Director of the California Office of Emergency Services; and

IT IS FURTHER RESOLVED that \_\_\_\_\_, (Title) \_\_\_\_\_,  
is thereby designated as the authorized representative for public assistance and \_\_\_\_\_, (Title) \_\_\_\_\_, is hereby designated as the authorized representative for individual assistance of the City of Manteca for the purpose of receipt, processing, and coordination of all inquiries and requirements necessary to obtain available State and Federal assistance.

Dated: \_\_\_\_\_

CITY COUNCIL

ATTEST: \_\_\_\_\_

City of Manteca

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**LOCAL RESOLUTION REQUESTING DIRECTOR, CALIFORNIA OFFICE OF EMERGENCY SERVICES' CONCURRENCE IN LOCAL EMERGENCIES\***

WHEREAS, on \_\_\_\_\_, 20\_\_\_\_, the City Council of the City of Manteca found that due to \_\_\_\_\_;  
*(fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes)*  
a condition of extreme peril to life and property did exist within said City; and

WHEREAS, in accordance with state law the City Council now proclaims an emergency does exist throughout said City;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that a copy of this resolution be forwarded to the Director of the California Office of Emergency Services with a request that he find it acceptable in accordance with provisions of the California Disaster Assistance Act; and

IT IS FURTHER RESOLVED that \_\_\_\_\_, (Title) \_\_\_\_\_, is hereby designated as the authorized representative of the City of Manteca for the purpose of receipt, processing, and coordination of all inquiries and requirements necessary to obtain available State assistance.

Dated: \_\_\_\_\_

CITY COUNCIL

ATTEST: \_\_\_\_\_

City of Manteca

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

\* Proclamation of local emergency must be made within 10 days of the disaster occurrence in order to qualify for assistance under the California Disaster Assistance Act.

**Note:** Attach list of damaged Public Facilities, showing location and estimated cost of repairs.

**RESOLUTION PROCLAIMING TERMINATION OF LOCAL EMERGENCY**

WHEREAS, a local emergency existed in the City of Manteca in accordance with the resolution thereof by the City Council on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_

or

The City manager on the \_\_\_\_ day of \_\_\_\_\_,  
20\_\_\_\_, and its ratification by the City Council on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,

As a result of conditions of extreme peril to the safety of persons and property caused by \_\_\_\_\_; *(fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes)*  
and

WHEREAS, the situation resulting from said conditions of extreme peril is now deemed to be within the control of the normal protective services, personnel, equipment, and facilities of and within said City of \_\_\_\_\_;

NOW, THEREFORE, the City Council of the City of Manteca, State of California, does hereby proclaim the termination of said local emergency.

Dated: \_\_\_\_\_

CITY COUNCIL  
City of Manteca

ATTEST: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**RESOLUTION PROCLAIMING EXISTENCE OF A OF LOCAL EMERGENCY  
AND REQUESTING GOVERNOR TO (1) PROCLAIM A STATE OF EMERGENCY; AND (2)  
REQUEST A PRESIDENTIAL DECLARATION**

WHEREAS, on \_\_\_\_\_, 20\_\_\_\_, the City Council of the City of Manteca found that due to \_\_\_\_\_;  
(fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes) a condition of extreme peril to life and property did exist within said City; and

WHEREAS, in accordance with state law the City Council proclaimed an emergency did exist throughout said City; and

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that a copy of this resolution be forwarded to the Governor of California with the request that he proclaim the City of Manteca to be in a state of emergency; and further that the Governor request a Presidential Declaration.

IT IS FURTHER ORDERED that a copy of this resolution be forwarded to the Director of the California Office of Emergency Services; and

IT IS FURTHER RESOLVED that \_\_\_\_\_, (Title) \_\_\_\_\_, is thereby designated as the authorized representative for public assistance and \_\_\_\_\_, (Title) \_\_\_\_\_, is hereby designated as the authorized representative for individual assistance of the City of Manteca for the purpose of receipt, processing, and coordination of all inquiries and requirements necessary to obtain available State and Federal assistance.

Dated: \_\_\_\_\_

CITY COUNCIL

ATTEST: \_\_\_\_\_

City of Manteca

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# City of Manteca

Emergency Operations Center  
(EOC) Annex

March 2016 Final



## Table of Contents

<b>INTRODUCTION.....</b>	<b>4</b>
<b>CITY OF MANTECA EMO.....</b>	<b>4</b>
CITY OF MANTECA STANDARDIZED EMERGENCY MANAGEMENT SYSTEM ORGANIZATION.....	4
<b>CONCEPT OF OPERATIONS.....</b>	<b>5</b>
EMO PURPOSE.....	5
PRIMARY AND ALTERNATE EOC LOCATIONS.....	6
EMO ACTIVATION POLICY.....	8
EOC COORDINATION WITH OTHER GOVERNMENT LEVELS AND THE PRIVATE SECTOR.....	9
<i>Coordination with Field Response Level.....</i>	<i>9</i>
<i>Coordination with San Joaquin County Operational Area and Member Jurisdictions.....</i>	<i>9</i>
<i>Coordination with the Inland Region Emergency Operations Center.....</i>	<i>10</i>
<i>Coordination with State and Federal Field Response.....</i>	<i>10</i>
<i>Coordination with Volunteers and the Private Sector.....</i>	<i>10</i>
EOC ACTIVATION RESPONSIBILITY.....	10
EOC ACTIVATION LEVELS.....	11
SECURITY AND ACCESS CONTROL.....	11
COMMUNICATIONS.....	11
<i>EOC Phone and Headset Directions.....</i>	<i>12</i>
EOC ACTIVATION CHECKLIST.....	12
EOC EQUIPMENT AND SUPPLIES CHECKLIST.....	12
EOC CLOSEOUT CHECKLIST.....	13
EOC REPORTING.....	13
<i>Preliminary Reports.....</i>	<i>13</i>
<i>Situation Reports.....</i>	<i>13</i>
<i>Flash Reports.....</i>	<i>13</i>
DOCUMENTATION.....	13
<i>Status Boards.....</i>	<i>14</i>
<i>EOC Reporting Systems.....</i>	<i>14</i>
GENERAL EOC BRIEFINGS.....	14
<i>Management and General Staff.....</i>	<i>14</i>
<i>Section Briefing.....</i>	<i>14</i>
<i>Incoming Briefing.....</i>	<i>15</i>
<i>Update Briefing.....</i>	<i>15</i>
<i>Shift-change Briefing.....</i>	<i>15</i>
<i>Deactivation Briefing.....</i>	<i>15</i>
EOC DEACTIVATION.....	16
<i>Deactivation Triggers.....</i>	<i>16</i>
<i>Procedure for Deactivation.....</i>	<i>16</i>
<i>Deactivation Notifications.....</i>	<i>16</i>
<b>CITY ROLES AND RESPONSIBILITIES.....</b>	<b>16</b>
POLICY GROUP.....	16
MANAGEMENT SECTION.....	16
<i>Management Staff.....</i>	<i>17</i>
<i>EOC Coordinator (Emergency Services Coordinator).....</i>	<i>17</i>
<i>Public Information Officer (PIO).....</i>	<i>17</i>
<i>Legal Affairs Officer.....</i>	<i>17</i>

<i>Liaison Officer</i> .....	17
<i>Safety and Security Officers</i> .....	17
OPERATIONS SECTION.....	17
PLANNING/INTELLIGENCE SECTION .....	18
LOGISTICS SECTION .....	18
FINANCE/ADMINISTRATION SECTION .....	19
CITY OF MANTECA RESPONSIBILITIES.....	19
<b>EOC ACTION PLANNING .....</b>	<b>20</b>
INTRODUCTION .....	20
PLANNING REQUIREMENTS.....	20
PLAN ELEMENTS .....	20
PLANNING RESPONSIBILITIES.....	21
<i>Management and General Staff</i> .....	21
<i>Operations Section Chief</i> .....	21
<i>Planning/Intelligence Section Chief</i> .....	21
<i>Logistics Section Chief</i> .....	21
<i>Finance/Administration Section Chief</i> .....	21
PLANNING PROCESS.....	22
PLANNING CONSIDERATIONS.....	23
PLANNING CYCLE .....	23
DOCUMENTATION AND DISTRIBUTION .....	23
<b>ANNEX MAINTENANCE.....</b>	<b>25</b>
<b>ATTACHMENT 1 – RECORD OF CHANGES.....</b>	<b>26</b>

## **INTRODUCTION**

City of Manteca Municipal Code, Title 2, Chapter 2.44 Emergency Services establishes an Emergency Management Organization (EMO) as well as a Disaster Council, whose principal tasks are to (1) develop an emergency plan, (2) establish responsibilities for emergency response and emergency management, and (3) authorize designated city officials, by job title, to proclaim a local emergency seeking resource and financial aid under terms of the California Disaster Assistance Act. In cases of an immediate pending threat to public safety or an actual emergency, the City of Manteca executes the responsibilities outlined in emergency plans to quickly and efficiently reduce or "mitigate" that threat. Actions almost always include the deployment of first responder agencies (fire, law, and emergency medical services), and activating the EMO for conduct of emergency management activities. The EMO assembles for work in the Emergency Operations Center (EOC) and coordinates city-resource support to those first responder agencies in the field, and support to the affected population. All available local, State, and Federal resources will be committed, as necessary, to protect lives, property, and the environment. This annex outlines the direction and control of an emergency or disaster response, as well as the scope of the City's support provided to that response.

## **CITY OF MANTECA EMO**

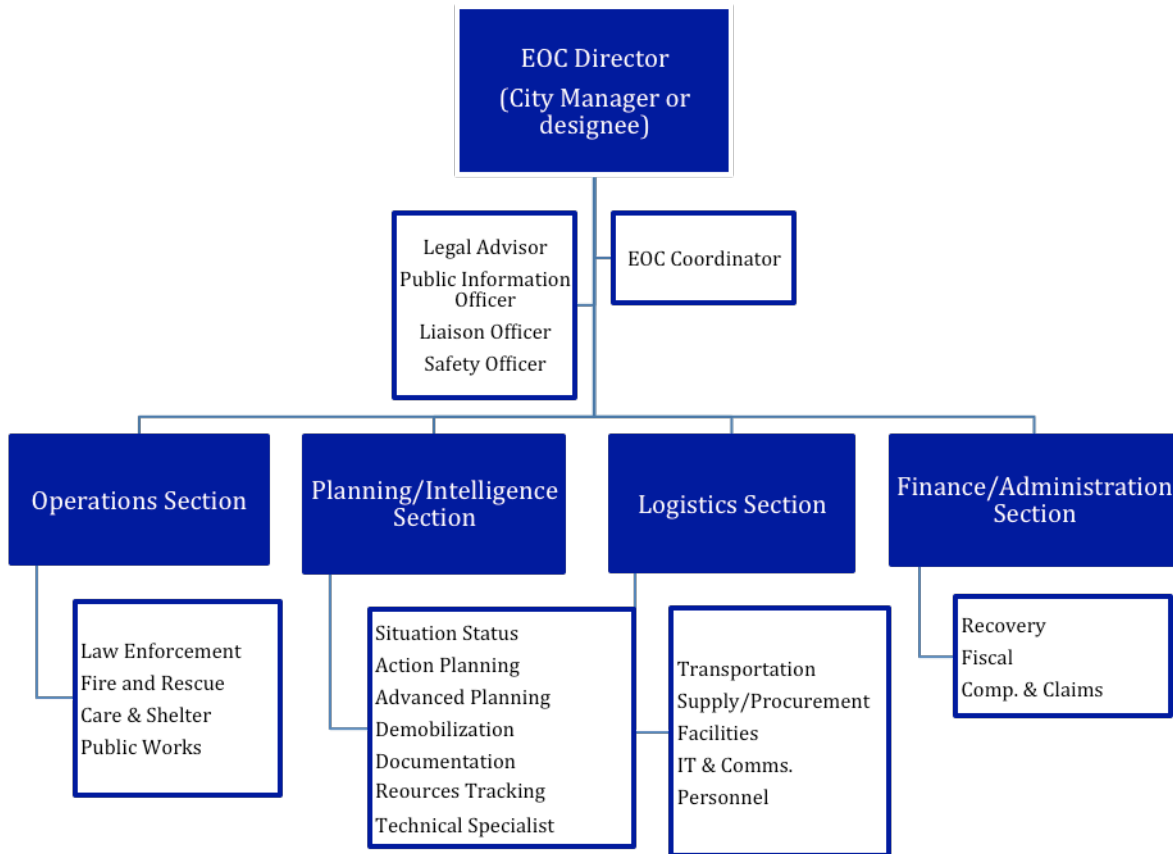
### **City of Manteca Standardized Emergency Management System Organization**

Incident Command in the field coordinates its own logistical support at the Incident Command Post, requesting support through discipline-specific mutual aid channels. Support is only requested through the EOC when the mutual aid channels do not have the type or numbers of resources needed to meet support needs themselves. The Manteca EMO supports its own city-level operations, such as setting up a staging area for city resources, and coordinating its own logistical support. Likewise, special district EOC's coordinate their own support operations.

Consistent with Standardized Emergency Management System (SEMS), the City's EMO develops in a modular fashion, based upon the type and size of the incident.

- The EMO builds from the top down
- As need arises, the five separate SEMS sections can be activated, each with several sub-units that may be established
- The specific organizational structure established for any given incident—i.e., which positions need to be filled in the EMO to "work the incident"—is based on the management and resource needs of the incident as determined by the EOC Director

The EMO is comprised of personnel from City departments and allied agencies. It is organized around the five functions (Management, Operations, Planning/Intelligence, Logistics, and Finance/Administration) of both the SEMS and the National Incident Management System (NIMS). City personnel staff the EMO as it is portrayed in **Figure 1 - City of Manteca EOC Organization**.



**Figure 1 – City of Manteca EOC Organization**

**CONCEPT OF OPERATIONS**

During a disaster or emergency, the Manteca EMO supports field response operations within the incorporated areas of the City. The EMO operates using the SEMS functions, principles, and components. It will implement the action planning process, identifying and implementing specific objectives for each operational period.

**EMO Purpose**

In normal times, City departments and agencies conduct routine, day-to-day operations. When a major emergency or disaster strikes, the EOC is the location from which centralized emergency management will be performed by the EMO. It facilitates a coordinated response by all the departments and agencies that are assigned emergency management responsibilities. The level of staffing within the EMO will vary according to the needs of the specific emergency. Departments with critical response functions may activate their own Department Operation Centers (DOC's), which act as conduits of information between department support operations and the department representative in the EOC. The DOC is the location from which individual departments coordinate and control their own resources and response actions specific to that department.

The EOC provides a central location for information collection and decision-making, and allows for face-to-face coordination among decision-makers. The following emergency management functions are performed in the City's EOC:

- Managing and coordinating field operations support

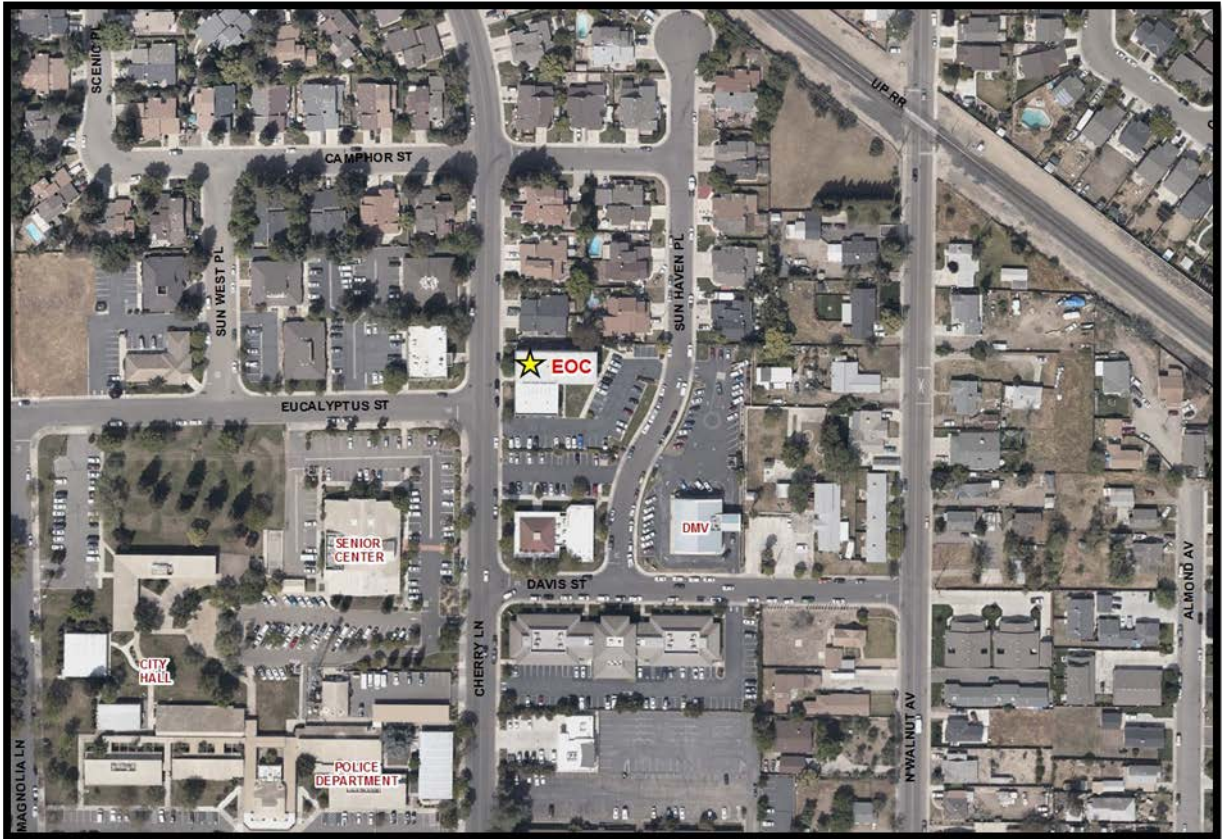
- Receiving and disseminating warning information
- Developing emergency policies and procedures
- Collecting intelligence from and disseminating information to representatives from the City, special districts, the County, and State and Federal agencies
- Preparing intelligence/information summaries, 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 the emergency situation
- Controlling and coordinating, within established policy, the operational and logistical support of departmental resources committed to the emergency, and requesting resources from outside of the City
- Maintaining contact and coordination with support DOC's, other Emergency Operations Centers, and the San Joaquin County Operational Area EOC
- Providing emergency information and instructions to the public, making official releases to the news media, and scheduling press conferences as necessary

### **Primary and Alternate EOC Locations**

The City's primary EOC is located at 302 Cherry Lane, Suite 201, in Manteca. A graphic of the facility is shown in *Figure 2 – City of Manteca EOC*.

The primary EOC offers the following facilities for use during major emergencies:

- Dedicated operating space
- Extensive telephone and information management capabilities
- Electronic display processing capabilities
- Radio communications capabilities
- Office support facilities
- Dedicated-task work areas
- Accommodations for auxiliary power generator capability
- Adequate parking for personnel
- Adequate restroom/kitchen facilities
- Joint Information Center (JIC)
- Media Briefing Room
- Geographic Information Systems (GIS) planning room



*Figure 2 – City of Manteca EOC*

The City's alternate EOC is as follows:

**Alternate:**

**City Hall  
Council Chambers  
1001 West Center Street  
Manteca, CA 95337**

**EMO Activation Policy**

The City of Manteca has adopted the Cal OES criteria as shown in **Figure 3 – SEMS Emergency Operations Center Activation Requirements**. These criteria identify the events/situations that may require the activation of the EMO in the EOC, as well as the SEMS level of activation.

Shaded areas = not applicable to SEMS levels  Situation identified in SEMS Regulations	SEMS LEVELS				
	Field Level	Local Government	Operational Area	Region	State
Emergency involving two or more emergency response agencies §2407(a)(1)	Use ICS				
Local Emergency Proclaimed* §2407(a)(2)	Use ICS	Use SEMS			
Local Government EOC Activated §2407(a)(1)	Use ICS	Use SEMS			
Local Government activates EOC and requests Operational Area EOC activation §2407(a)(1)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Two or more cities within an Operational Area proclaim a local emergency §2409 (f)(2)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
County and one or more cities proclaim a local emergency §2409 (f)(3)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
City, city and county, or county requests Governor’s State of Emergency proclamation §2409 (f)(4)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Governor proclaims a State of Emergency for county or two or more cities §2409 (f)(5)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Operational Area requests resources from outside its boundaries**§2409 (f)(6)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Operational Area receives resource requests from outside its boundaries**§2409 (f)(7)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
An Operational Area EOC is activated §2411 (a)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
A Regional EOC is activated §2413 (a)(1)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Governor proclaims a State of Emergency §2413 (a)(2)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Governor proclaims an earthquake or volcanic prediction §2413 (a)(3)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC

This matrix highlights the flow of SEMS activation requirements. Activation of an Operational Area EOC triggers activation of the Regional EOC, which, in turn, triggers activation of the State-level EOC.

\* The EOC is usually activated, but in some circumstances, such as agricultural emergencies or drought, a local emergency may be proclaimed without the need for EOC activation.

\*\* Does not apply to requests for resources used in normal, day-to-day operations that are obtained through existing mutual aid agreements providing for the exchange or furnishing of certain types of facilities and services, as provided for under the California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA).

§ Indicates sections in the California Code of Regulations (CCR), Title 19, Division 2, Chapter 1 (SEMS)

**Figure 3 – SEMS Emergency Operations Center Activation Requirements**

If EOC activation is warranted, the first EMO staff member to arrive in the EOC begins the setup procedures. The Director of Emergency Services or designee makes all decisions regarding the level and scope of operations. The scope and nature of the emergency, current conditions, and potential concerns dictate the level of EMO operations and staffing requirements.

### **EOC Coordination with Other Government Levels and the Private Sector**

Responsibility for emergency response is based on statutory authority. The emergency response is coordinated under SEMS, which provides a flexible, adaptable, and expandable response organization to address all-hazards of varying magnitude and complexity.

- **Command and Control:** During response to minor or moderate events, the City of Manteca may manage the emergency with existing resources. The EOC may not be activated under this scenario. Personnel that are part of a field-level emergency response will utilize the Incident Command System to manage and direct on-scene operations.
- **Field/EOC Communications and Coordination:** The City of Manteca's EOC is activated to support field operations when an emergency requires additional resources, or when requested resources exceed that which is available from within the jurisdiction. Field Incident Commanders and the City's EOC will establish communications when the center is activated. The City's EOC will communicate with the County's Operational Area EOC when necessary.
- **Multi-agency Coordination:** Larger-scale emergencies may involve more than one responsible jurisdiction and/or multiple agencies. Management personnel from the responsible jurisdictions form a Unified Command and/or a Multi-Agency Coordination Group. Provision is made for situation assessment, determining resource requirements, establishing a logistical system, and allocating resources. Various EOC's, dispatch centers, and other essential facilities located in or adjacent to the affected area are activated at this time.

### ***Coordination with Field Response Level***

Communications and coordination must be established between the EOC and field personnel who are responding within City boundaries. This is accomplished through coordination with the DOC's when activated, and, as necessary, through the City's EOC.

### ***Coordination with San Joaquin County Operational Area and Member Jurisdictions***

Direct communications and coordination will be established between San Joaquin County and any Operational Area (OA) member jurisdictions and their activated EOC's. Additionally, as time permits, communications will be established by the County with other member jurisdictions that have not activated their EOC's. Initially, communications will be established by any means available and with whoever is available, regardless of their functional EOC position. Ideally, communications and coordination amongst the cities and special district EOC's will occur along functional lines.

An agency representative from any OA jurisdiction that activated its EOC may request to have a liaison at the City's EOC. This will be coordinated through the San Joaquin County OA EOC, or the Alert Officer if the County's EOC is not activated. Due to space limitations, this scenario would only be recommended during complex or large operations between the City and other San Joaquin County OA members.

### ***Coordination with the Inland Region Emergency Operations Center***

Communications with the Inland Region Emergency Operations Center (REOC) are conducted through the San Joaquin County OA EOC. The REOC will work with the County's OA EOC directly on behalf of the City. The methods of communications are described as follows:

- Primary Method – The REOC sends a field representative to the OA EOC, or directly to the City (with the knowledge and coordination of the OA)
- Alternate Method – The OA and the REOC coordinate through various telecommunication systems

Coordination and communications between the San Joaquin County EOC and the Inland REOC will occur between the five SEMS functions. Direct coordination and communications will also be established between the OA Mutual Aid Coordinators who are located in the County's EOC, and the Region's Mutual Aid Coordinator, who may be located in the REOC.

### ***Coordination with State and Federal Field Response***

There are some instances where a State or Federal agency will have a field response. State agency field responses may result from a flood fight effort, oil spill, and/or hazardous materials accident on a highway, or some other hazard scenarios. Federal field response could result from the same scenarios, or from a military aircraft accident, and/or terrorism incidents. When a State agency or Federal agency is involved in field operations, coordination may be established with the City's EOC. State or Federal agencies operating in the field may be found in any Incident Command System section, branch, unit, or part of a Unified Command. The agency's type of response to the incident will determine their jurisdiction within the organization. Per the National Incident Management System (NIMS), any multi-agency response will require the formation of a Unified Command structure.

### ***Coordination with Volunteers and the Private Sector***

Within San Joaquin County, coordination of response activities with non-governmental organizations may occur. Utilities may send representatives to an activated EOC to facilitate coordination of critical facility restoration. The County's EOC will address volunteer requests from the general public by directing them to the Logistics Section or the Emergency Volunteer Center (EVC), if activated. Other private-sector corporate interests may contact the EOC through the appropriate liaisons if interested in assisting with response and recovery operations.

### ***EOC Activation Responsibility***

The Director of Local Disaster administers and directs the City EMO. During an emergency, when the EMO is activated or there is the potential for activation, the Director of Emergency Services manages and directs all aspects of the City's response and recovery operations. The Manteca Fire Department is responsible for the overall physical setup, functionality, and closeout of the EOC. City EOC Activation is ordered by the City Manager or from the City staff listed below:

- Assistant City Manager
- Chief of Police
- Police Captain
- Police Department Watch Commander
- Public Works Director
- Finance Director

- Fire Chief
- Fire Battalion Chief

### **EOC Activation Levels**

This annex provides guidance, direction, and specific tasks so that first responders and the EMO can respond efficiently and undertake mitigation operations when an emergency threatens or actually occurs. The size or scope of an emergency, rather than the type, will largely determine whether or not the EOC will be activated, and to what level.

The City of Manteca's EOC will be activated according to a three-level graduated system that designates specific staffing and tasks based on the approach or impact of an emergency or disaster.

**Level One Activation:** Level One is a minimum activation. This level may be used for situations that initially only require a few people—e.g., a short-duration earthquake warning; winter storm alerts; or public safety monitoring of a low-risk, planned event. At a minimum, Level One staffing consists of the EOC Director in an enhanced readiness/monitoring posture, and perhaps the activation of select members of the EOC, such as someone from the Planning and Intelligence Section. Based on the threat or incident, other coordinators, such as a Public Information Officer (PIO) or Public Works representative, may also be involved.

**Level Two Activation:** Level Two activation is normally achieved as an increase from Level One or a decrease from Level Three. This activation level is used for emergencies or planned events that would require more than a minimum staff, but would not call for either a full activation of all organization elements or less than full staffing. One person may fulfill more than one SEMS function. The EOC Director, in conjunction with the General Staff, will determine the required level of continued activation under Level Two, and demobilize functions or add additional staff to functions as necessary based upon event considerations. Under Level Two activation, it may be required that representatives staff the EOC from other agencies or jurisdictions.

**Level Three Activation:** Level Three activation involves a complete and full activation with all organizational elements at full staffing. Level Three would normally be the initial activation during any major emergency, such as a significant, damage-inducing earthquake or widespread flooding.

### **Security and Access Control**

Once the EMO has been activated and the EOC put into operation, only authorized personnel are permitted in the EOC. Access shall be granted to all personnel identified as EOC or EMO staff or City officials, as well as to other individuals with legitimate business in the EOC. EMO staff and visitors shall be issued identification for EOC access that distinguishes the bearer as either a member of the EMO or a visitor.

### **Communications**

Communications within the EOC are accomplished using the most expedient and appropriate means possible (usually in person). Each EOC workstation has a telephone with all normal connectivity associated with day-to-day work within the City. Radios may also be used for direct communications with field forces or outside agencies. Key decision-makers and specific EOC staff will be issued portable radios, as needed. Regardless of the medium used, pertinent

points of all significant communications shall be recorded on the EOC unit's activity/position log.

**EOC Phone and Headset Directions**

**To Make A Call:**

- Dial 9 and the number

**To Put A Caller On Hold:**

- Press the park button
- To take the caller off hold, press the hold button again

**To Transfer A Call:**

- Press the flash button
- Dial the 4-digit extension if the caller is in the Fire building. Otherwise, dial 9 and the number where you would like to transfer the call
- Hang up

**EOC Activation Checklist**

Upon activation, personnel assigned to positions on the EOC team report to the EOC location and check in with Section Chiefs.

- Enter the EOC after hours by calling dispatch at (209) 464-4650 and have the on-duty Fire Battalion Chief summoned
- Sign in with the Safety/Security person (or in the book in cabinet one if you are the first to arrive), and conduct EOC function and incident/situation briefing
- Issue seat and confirm shift assignments
- Obtain identification vest and credentials and set up the table configuration for each section. The EOC floor plan, along with an inventory of items in each cabinet, is on the inside of cabinet one
- Begin activity or duty logs. Additional EOC printed forms are located in cabinet two
- Determine staffing needs and acquire additional support as needed
- Check communications equipment (telephones, fax machines, radios). Assistance available from the Communications Unit
- Turn the television to the local news channel
- Locate and lay out necessary supplies and materials
- Set up laptops, printer, and projector as necessary
- Review and start working from your Position Checklist

**EOC Equipment and Supplies Checklist**

Equipment and supplies should be sufficient for prolonged operation of the fully staffed EOC. The following is a recommended supply list:

<input type="checkbox"/> Communications equipment	<input type="checkbox"/> Flashlights/emergency lighting
<input type="checkbox"/> Furniture — desks/tables and chairs for all positions; conference tables and chairs	<input type="checkbox"/> TV, VCR, AM/FM radio
<input type="checkbox"/> Computers and printers	<input type="checkbox"/> Displays, maps, charts, white boards
<input type="checkbox"/> EOC forms and logs	<input type="checkbox"/> Administrative
<input type="checkbox"/> Copier and copy paper	<input type="checkbox"/> First aid and sanitary supplies
<input type="checkbox"/> Supplies and office equipment (pens,	<input type="checkbox"/> Blankets and other items for a sleeping area
	<input type="checkbox"/> Janitorial supplies

pencils, staplers/staples, note paper)	<input type="checkbox"/> Food supply
--	--------------------------------------

### EOC Closeout Checklist

- Notify appropriate agencies and individual sites that EOC is being closed
- Collect data, logs, situation reports, message forms, and other significant documentation. Place in a secure file box. Mark the outside with the date and any State or Federal numbers associated with the response
- Deliver the information to the Administration and Finance Section Chief
- Fold and repack reusable maps, charts, materials
- Collect and box all office supplies and unused forms
- Make a list of all supplies that need replacement and forward to the Logistics Section Chief
- Return vest and identification credentials
- Log out
- Leave work area in good order

### EOC Reporting

Information may be transmitted to city staff, EMO personnel, and other key agencies using any one or more of the following means: radio, telephone, email, internet, or fax. Regardless of the communication method, all data should be verified for accuracy prior to transmission. If unverified data must be transmitted, it should be clearly designated as unconfirmed. The City of Manteca's EOC should transmit the following reports to the OA EOC:

#### ***Preliminary Reports***

Preliminary Reports are used during the first two (2) hours of an emergency to provide an initial picture of the scope and magnitude of the emergency.

#### ***Situation Reports***

A Situation Report is a brief narrative of the emergency situation covering a set period of time and is submitted on a scheduled basis after the submission of any preliminary reports.

- At the beginning of an emergency, the EOC Director and the Planning Section staff determine the duration of time to be covered by a Situation Report. They will also designate times for other EOC's to submit their Situation Reports for inclusion in the OA Situation Report to the REOC.

#### ***Flash Reports***

Flash Reports are used for transmitting critical, time-sensitive information outside regularly scheduled Preliminary Reports or Situation Reports. For example, a Flash Report would be used to report an impending dam failure or receipt of a Federal Declaration of a major disaster. Verbal Flash Reports often precede transmission of written reports.

### Documentation

Unit activity/position logs are used to record significant events, communications, and actions associated with an emergency for a given operational period (shift). Each EOC staff position is responsible for maintaining an activity/position log. Special emphasis must be made to document decision-support discussions or information.

All copies of reports, SEMS forms, and logs are submitted to the Planning Section at the close of each operational period (or prior to EOC deactivation if operations do not require multiple shifts).

### **Status Boards**

Status boards are erasable boards located around the EOC. Status boards provide decision-makers and EOC staff with at-a-glance essential information, such as road closures, shelter location information, river gauge levels, etc.

### **EOC Reporting Systems**

The City uses hard-copy EOC forms to transmit information about major disasters. San Joaquin County uses WebEOC and hard-copy forms. WebEOC is available through the internet with appropriate security passwords, and is used by the County EOC to communicate Situation Reports and resource requests with the Inland REOC.

### **General EOC Briefings**

The purpose of EOC briefings is to familiarize or update staff on the current emergency situation. Briefings provide an opportunity for the Section Chiefs, EOC Director, and all other staff to exchange information on the incident, create and evaluate an Action Plan, and make any revisions deemed necessary to the response strategy and/or priorities. Regular briefings provide a forum away from the high level of activity within the EOC to ensure that each of the five essential SEMS functions (Management, Operations, Planning, Logistics, and Finance/Administration) are coordinated, and that the EOC staff have the same information from which to base actions and decisions.

### **Management and General Staff**

Management and General Staff conduct regular briefings to receive updated information; evaluate the effectiveness of the response strategy; identify and solve problems; and revise objectives, response strategy, and priorities as necessary. These briefings do not replace the Action Planning Sessions, which are required for each operational period. As General Staff briefings are normally conducted outside the activity of the EOC, each Section Chief appoints someone in the section to assume his/her role in the EOC for the duration of the briefing.

During the briefing, the EOC Director asks each Section Chief for a thorough and concise status report. Only information relevant to the entire EOC should be discussed in the group briefing. Function-specific issues and questions should be discussed one-on-one between the EOC Director and the involved Section Chief(s).

At the conclusion of each briefing, the time for the next briefing is set. Section Chiefs leave each General Staff briefing with a clear understanding of the objectives to be accomplished and the specific information to be collected before the next briefing.

### **Section Briefing**

Following each General Staff briefing, Section Chiefs provide their respective staffs with a briefing. Overall situation status and response objectives, strategy, and priorities should be reviewed. All Section members must have a clear understanding of the activities they are expected to perform, and coordination they are expected to make.

### ***Incoming Briefing***

Upon arrival at the EOC, Section Chiefs are briefed by the EOC Director to obtain an overall perspective on the current situation. Section Chiefs provide a similar briefing to their respective sections. Incoming briefings include:

- Current situation assessment
- Summary of the significant actions taken or in process
- Initial incident objectives and priorities
- Any limitations on available communications or personnel/equipment resources
- Any directives on specific actions to be taken

In addition to the above information, Section Chiefs review the following items with assigned staff:

- Responsibilities
- Specific actions to be taken
- Appropriate flow/sharing of information within and between sections
- Work shifts
- Eating and sleeping arrangements, if necessary
- Time of next briefing

### ***Update Briefing***

Throughout the EOC activation, General Staff briefings and individual section briefings are conducted on a regular, predetermined basis, and whenever a major change in incident status has occurred. Update briefings should include a review of the following information:

- Current situation assessment
- Current and potential problems
- Actions being taken and staff assigned
- Weather forecast, if applicable
- Time for next scheduled briefing

### ***Shift-change Briefing***

Shift change briefings are a component of the EOC Action Planning Process. At these briefings the current Action Plan is “handed off,” and assignments for the operational period, which is about to begin, are presented. Facilitated by the Planning Section Chief, these briefings are approved by the EOC Director and attended by the General Staff as appropriate. Shift-change briefings should include the following:

- Current situation assessment
- Current and potential problems
- Review of the Action Plan
- Weather forecast, if applicable
- Time for next scheduled briefing

### ***Deactivation Briefing***

Immediately following deactivation of the EOC, the EOC Director—along with all EOC staff—conducts a deactivation briefing. The purpose of this briefing is to advise all EOC staff of the specific contacts and/or referrals to be made for any incident-related questions or concerns that may arise.

## **EOC Deactivation**

Once the critical aspects of an emergency or disaster have been secured, EOC operations may begin to scale down as conditions warrant. The purpose of this procedure is to outline the process to be followed whenever it is determined that the EOC can be deactivated. The EOC Director, with input from the Section Chiefs, decides when and how to deactivate the EOC.

### ***Deactivation Triggers***

Once the emergency response phase has been terminated and system operations are stabilized, the EOC Director may determine that the EOC can be deactivated. Triggers for determining deactivation may include the following situations:

- *Response* has been terminated and *recovery* operations are underway
- No further City, Operational Area, State, media, or public information dissemination is needed

### ***Procedure for Deactivation***

The EOC Director will

- Establish the time period for deactivation
- Advise EOC staff of the actions to be taken, including a timeline
- Identify EOC staff to be on-call if stand-down is implemented
- Direct the liaison or other EOC staff to make notifications

### ***Deactivation Notifications***

All internal and external individuals, groups, and agencies that were notified of activation will be notified of stand-down and/or deactivation. At a minimum, all department managers, elected officials, neighboring jurisdictions, and responding city agencies will be notified. The person making the notifications is to document the date, time, name, and contact method for all persons/organizations notified. Notifications will include

- Date and time of stand-down period or deactivation
- A 24-hour contact number for further information

## **CITY ROLES AND RESPONSIBILITIES**

### **Policy Group**

The Policy Group function is responsible for addressing the economic, social, and political impacts of an emergency. In the City of Manteca EOC, the Policy function is the responsibility of the City Manager and/or designee.

### **Management Section**

The Director of Emergency Services leads the Management Section. The Director is responsible for the overall management of EOC operations to address the direct impact of an emergency upon the City, and for assessing conditions outside the City that have the potential for affecting local resources. Additionally, the Director of Emergency Services is responsible for directing the creation of an EOC Action Plan and for the overall strategic direction of response, including appropriate mutual aid liaison activities.

### **Management Staff**

Assisting the Director of Emergency Services is the Management Staff. Management Staff is responsible for providing direct administrative and executive-level support to the Director, as well as providing additional emergency support functions within select areas of responsibility. When fully activated, the EOC Management Staff includes the following:

#### **EOC Coordinator (Emergency Services Coordinator)**

In the absence of the Director the Emergency Services, the EOC Coordinator shall manage and coordinate all activities and functions within the activated EOC.

#### **Public Information Officer (PIO)**

The PIO is directly responsible for managing public information activities within the EOC, and in support of all City Emergency Public Information operations. The PIO may be assisted by additional staff that will conduct various public information tasks and duties (e.g., Rumor Control) within the EOC or a Joint Information Center (JIC), if established, or at a field Incident Command Post.

#### **Legal Affairs Officer**

The Legal Affairs Officer is responsible for providing legal advice and guidance to the Director and the Council on all emergency management issues and concerns.

#### **Liaison Officer**

The Liaison Officer functions as the primary point of contact for all allied agencies and jurisdictional representatives not directly assigned to the City's EOC. All agency and jurisdictional representatives will coordinate with the Liaison Officer, as needed.

#### **Safety and Security Officers**

The Safety and Security Officers are responsible for ensuring that the EOC is secure when activated, that hazards are identified and mitigated, and that the EOC environment is suitable for conducting operations in a safe and healthful manner.

### **Operations Section**

The Operations Section is responsible for

- Supporting field incidents and activities
- Liaising with mutual aid resources
- Coordinating incident response assets (in accordance with the approved Action Plan), regardless of agency affiliation or type of asset (e.g., law enforcement, fire suppression, medical)
- Assessing the emergency within the City or in nearby jurisdictions that could impact the City's response organizations

This section is comprised of several functional groups, each with its own supervisor. Some or all of the functions may be involved in an incident response. An Operations Section Chief will be identified from among fire, police, or public works staff, depending on the emergency. The Operations Section Chief may activate other appropriate functions within the Operations Section as needed.

When fully activated, the Operations Section is comprised of the following branches (which may be staffed with either City or County personnel):

### **Operations Section Chief**

- Fire and Rescue Branch
- Law Enforcement Branch
- Public Works Branch
- Care and Shelter

If all functions are not activated, the tasks assigned to the non-activated functions are the responsibility of the person next highest in the organization.

### **Planning/Intelligence Section**

The Planning/Intelligence Section collects and analyzes incident data relating to hazards, damage, operations, and other problems/issues. This section becomes the organizational focus for all information or intelligence relative to the incident or emergency. This section is responsible for

- Maintaining current situation status, as well as attempting to predict future developments in the incident or emergency
- Developing recommendations for appropriate responses or actions and long-term Action Plans, in coordination with the other organizational elements
- Working closely with the Operations and Management sections to address intelligence requirements

The following functions are the responsibility of the Planning/Intelligence Section:

#### **Planning/Intelligence Section Chief**

- Situation Status
- Action Planning
- Advanced Planning
- Demobilization
- Documentation
- Resources Tracking
- Technical Specialists

If all functions are not activated, the tasks assigned to the non-activated functions are the responsibility of the person next highest in the organization.

### **Logistics Section**

The Logistics Section is responsible for procuring equipment and supplies in support of incident operations. This would include specialized equipment, food and shelter, additional personnel, and utilities.

The following functions are the responsibility of the Logistics Section:

#### **Logistics Section Chief**

- Transportation
- Supply/Procurement
  - Food
  - Donations Management
- Facilities

- IT and Communications
- Personnel
  - Volunteers

If all functions are not activated, the tasks assigned to the non-activated functions are the responsibility of the person next highest in the organization.

**Finance/Administration Section**

This section is responsible for the financial management of an operation, including payment for equipment, supplies, and services. It is also responsible for the maintenance of all financial and personnel time-keeping records, and for providing administrative support to the EOC.

The following functions are the responsibility of the Finance/Administration Section:

**Finance/Administration Section Chief**

- Recovery
- Fiscal
  - Timekeeping/Cost Accounting
- Claims and Compensation

If all functions are not activated, the tasks assigned to the non-activated functions are the responsibility of the person next highest in the organization.

**City of Manteca Responsibilities**

The responsibilities outlined in *Figure 4 – Functions/Responsibilities Table* are specific actions carried out by City departments or individuals during routine business that carry over to emergency response.

EMERGENCY OPERATIONS CENTER FUNCTION	PRIMARY CITY DEPARTMENT RESPONSIBLE
<b>Operations Section Chief</b>	<b>Dependent on the Situation</b>
Law Enforcement Branch	Police Captain
Fire and Rescue Branch	Fire Battalion Chief
Public Works Branch	Public Works Engineer/Director
Care and Shelter Branch	Community Services Manager
<b>Planning/Intelligence Section Chief</b>	<b>Fire Battalion Chief</b>
Situation Status	Public Works Engineer
Action Planning	Fire Battalion Chief or Police Captain
Demobilization	Public Works
Documentation	City Clerk
Resources Tracking	Community Development
Technical Specialists	As Determined by P/I Section Chief
<b>Logistics Section Chief</b>	<b>Deputy Director of Public Works</b>
Transportation	Vehicle Maintenance
Supply/Procurement	Public Works
Facilities	Building Maintenance
IT and Communications	Information and Technology
Personnel	City Manager

EMERGENCY OPERATIONS CENTER FUNCTION	PRIMARY CITY DEPARTMENT RESPONSIBLE
<b>Finance/Administration Section Chief</b>	<b>Finance Director</b>
Recovery Unit	Accounting Supervisor
Fiscal	Accountant
Compensation and Claims	Finance and Human Resources

**Figure 4 – Functions/Responsibilities Table**

## EOC ACTION PLANNING

### Introduction

The use of Action Plans in the City of Manteca’s EOC provides a clear and measurable process for identifying objectives and priorities for a given event. Action planning is an important management tool that involves

- Identifying priorities and objectives for *response* or *recovery* efforts
- Documenting incident support priorities and objectives, and the tasks and personnel assignments associated with meeting those objectives

The Action Plan process involves the EOC Director and Section Chiefs, along with other EOC staff, as needed, in addition to representatives from Cities, special districts, and other supporting agencies.

### Planning Requirements

The initial Action Plan is normally verbal and is developed during the first hour or two following EOC activation. A verbal plan may also be utilized for incidents involving a limited scope, short duration (less than 12 hours), and/or a limited number of response personnel. An Emergency Operations Center Action Plan shall be developed whenever the EOC is activated at Level II or III. A written EOC Action Plan is required whenever

- Two or more jurisdictions are involved in the response
- The incident extends beyond one operational period
- All EOC functions are fully staffed

Unlike Incident Action Plans, which are produced in the field by Incident Command, an Action Plan can cover an extended period of time and often covers several days. The plan should be regularly reviewed and evaluated throughout its operational period and revised or updated as warranted.

### Plan Elements

The elements to be incorporated in the EOC Action Plan are also indicated on the Action Plan form located in the EOC and include

- Period of time covered by the plan
- Parts of the EOC organization that have been activated on an organization chart
- Assignment of primary and support personnel and material resources to specific tasks and locations
- Logistical or technical support to be provided and by whom

- Objectives (attainable, measurable, and flexible) to be accomplished
- Priorities for meeting objectives
- Strategy to be utilized to achieve objectives

In addition to the required elements listed above, the Action Plan may also include

- Specific departmental mission assignments
- Policy and/or cost constraints
- Any inter-agency considerations

### **Planning Responsibilities**

Primary responsibility for developing the Action Plan rests with the Planning/Intelligence Section. However, development of the plan requires the active participation of the EOC Director and the General Staff. The Operations Section, in particular, works closely with the Planning/Intelligence Section during plan development. When indicated, the Planning/Intelligence Section Chief requests specific technical experts to provide input to the plan. The EOC Director approves the Action Plan.

For incidents requiring close coordination with external agencies (e.g., State field response agencies, special districts, and Federal responders), information/input from the involved agencies should also be included in the Action Plan.

Specific EOC staff responsibilities associated with the Action Plan include the following:

#### ***Management and General Staff***

- Provide general incident objectives and strategy
- Provide direction and overall management
- Ensure incident safety
- Approve the completed Action Plan

#### ***Operations Section Chief***

- Determines the tactics necessary to achieve objectives
- Determines associated resource requirements
- Communicates Action Plan to EOC staff and Incident Commanders, as appropriate
- Conducts Operations Shift Briefing

#### ***Planning/Intelligence Section Chief***

- Conducts the action-planning meeting
- Establishes planning timelines
- Coordinates the Action Plan preparation
- Manages planning process

#### ***Logistics Section Chief***

- Establishes/confirms procedure for off-incident resource ordering
- Ensures that resource-ordering process is in place
- Ensures that Logistics Section is configured to support the Action Plan

#### ***Finance/Administration Section Chief***

- Provides cost assessment of incident objectives

- Ensures that adequate finance approvals are in place for implementation of the Action Plan

**Planning Process**

The Planning/Intelligence Section staff will maintain the EOC’s Major Incident Status Board, and will develop short- and long-term planning scenarios based upon the situation and the impacts on facilities and operations. Utilizing these planning scenarios, the Planning Section Chief will conduct an Action Plan meeting with the EOC Director, General Staff, and appropriate technical experts. The Operations Section Chief reports significant changes to the Planning Section Chief. For an example of a Planning Section Process Schedule, refer to **Figure 5 – Planning Section Process Schedule**.

<b>PLANNING/INTELLIGENCE SECTION PROCESS SCHEDULE</b>	
<b>Time</b>	<b>Event</b>
0700 – 0800	Shift Change.
0800 – 0900	Prepare for Planning Meeting. Purpose: To review accomplishments, identify new issues, identify resource needs, and determine assignments for next operational period.
0900 – 1000	Planning Meetings (with Management and General Staff, Resources Status Unit Leader, Supply Unit Leader, Situation Analysis Unit, and Technical Specialists).
1000 – 1400	Prepare Emergency Operations Center Action Plan.
1400 – 1600	Finalize Emergency Operations Center Action Plan.
1600	Complete Emergency Operations Center Action Plan.
1600 – 1700	Prepare for Operations Briefing. Purpose: To review Emergency Operations Center Action Plan for next operational period.
1700 – 1800	Operations Briefing (Management, General Staff, and identified Operations staff and Technical Specialists).
1800 – 1900	Finalize Reports (including Situation Status Report for the Operational Area Emergency Operations Center).
1900 – 2000	Shift Change.
2000 – 2100	Prepare for Planning Meeting. Purpose: To review accomplishments, identify new issues, identify resource needs, and determine assignments for next operational period.
2100 – 2200	Planning Meetings (with Management and General Staff, Resources Status Unit Leader, Supply Unit Leader, Situation Analysis Unit Leader, and Technical Specialists).
2200 – 0200	Prepare Emergency Operations Center Action Plan.
0200 – 0400	Finalize Emergency Operations Center Action Plan.
0400	Complete Emergency Operations Center Action Plan.
0400 – 0500	Prepare for Operations Briefing. Purpose: To review Emergency Operations Center Action Plan for next operational period.
0500 – 0600	Operations Briefing (Management, General Staff, and identified Operations staff and Technical Specialists).
0600 – 0700	Finalize Reports (including Situation Status Report for the Operational Area Emergency Operations Center).

**Figure 5 – Planning/Intelligence Section Process Schedule**

### Planning Considerations

In developing the Action Plan, a number of issues should be considered, as outlined in **Figure 6 – Planning Considerations**. Applicable issues should be addressed for each iteration of the Action Plan.

ISSUE	CONSIDERATIONS	RESPONSIBILITY
Inter-Agency Coordination	<ul style="list-style-type: none"> <li>• Use of resources</li> <li>• Contact information and frequency</li> <li>• Communications methods</li> </ul>	Liaison
Public Information	<ul style="list-style-type: none"> <li>• Constraints on information to be disseminated</li> <li>• Special instructions</li> <li>• Target areas/audiences</li> </ul>	Public Information Officer Emergency Operations Center Director
Safety	<ul style="list-style-type: none"> <li>• Special precautions to be taken</li> <li>• Personal protective gear required</li> </ul>	Safety Officer
Technical Resources	<ul style="list-style-type: none"> <li>• System maps and schematics</li> <li>• Technical expert input</li> </ul>	Planning/Intelligence Section Chief
Operations	<ul style="list-style-type: none"> <li>• Special skills required</li> <li>• Mutual aid needs</li> <li>• Staging area needs</li> <li>• Progress in resolving major incident objectives</li> </ul>	Operations Section Chief
Policy	<ul style="list-style-type: none"> <li>• Legal/political issues</li> <li>• Fiscal constraints</li> </ul>	Emergency Operations Center Director
Special Needs Issues	<ul style="list-style-type: none"> <li>• Contingency Plans</li> </ul>	Planning/Intelligence Section Chief
Special Resources	<ul style="list-style-type: none"> <li>• Availability of special supplies and equipment</li> <li>• Transportation support</li> </ul>	Logistics Section Chief

**Figure 6 – Planning Considerations**

### Planning Cycle

The Planning/Intelligence Section Chief establishes, with input from the EOC Director and the Operations Section Chief, the schedule and cycle for Action Planning. Initially, meetings may be conducted every few hours or several times each day. Over time, meetings may be held twice each day, and then daily. Refer to **Figure 7 – EOC Planning “P”** for a visual representation of the planning cycle in the EOC.

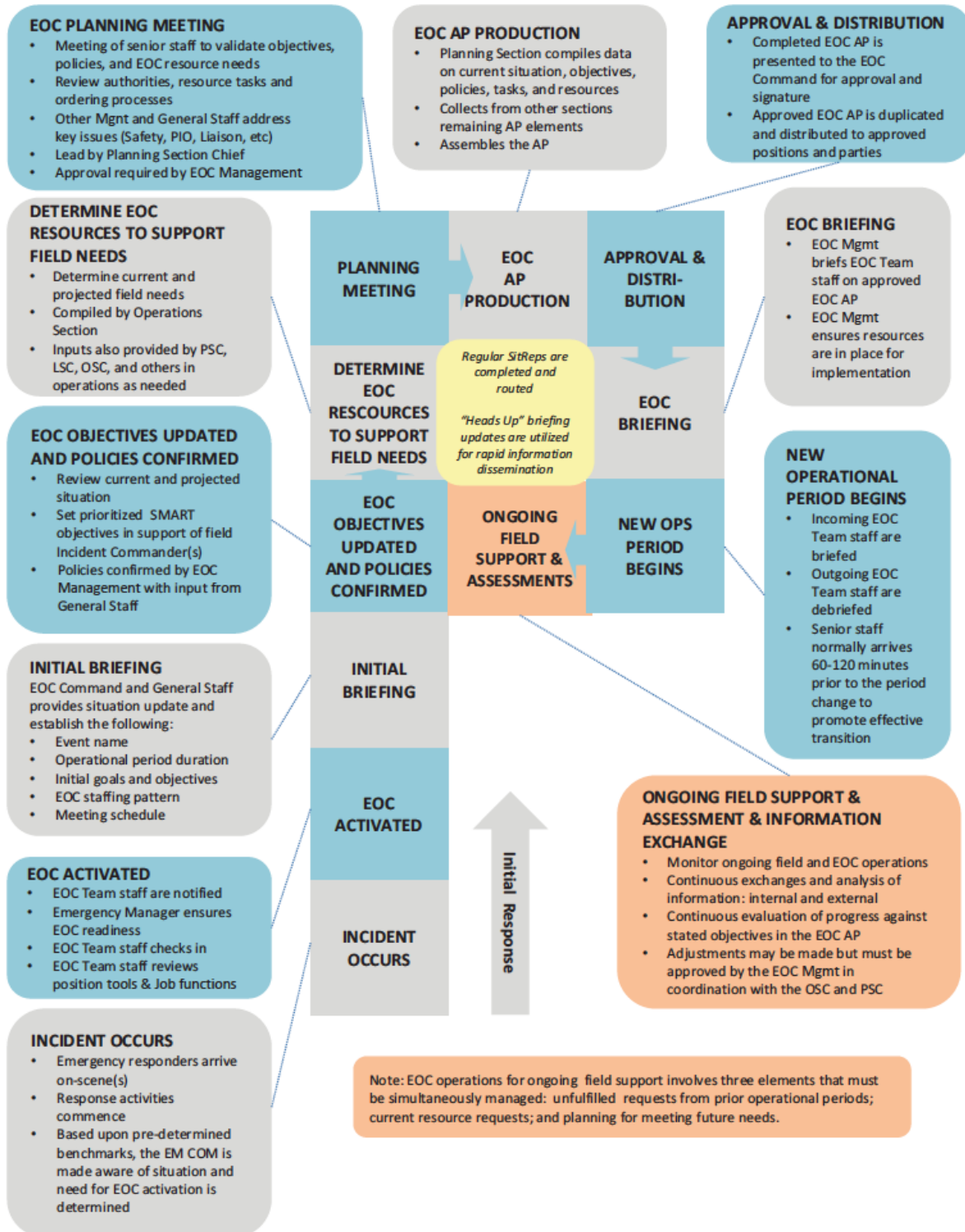
### Documentation and Distribution

Written EOC Action Plans will be documented on the Action Planning form. The Planning Section Situation Analysis/Status Unit is responsible for

- Posting a copy of the current Action Plan in the EOC, if operational
- Maintaining a copy of each Action Plan as part of the permanent incident record
- Distributing copies of the current Action Plan to all involved agencies and other personnel, as directed by the Planning/Intelligence Section Chief

The Operations Section Chief will ensure that the current EOC Action Plan is distributed to all Operations Section personnel.

**EOC PLANNING CYCLE**



**Figure 7 – EOC Planning “P”**

**ANNEX MAINTENANCE**

The Fire Department will coordinate with the various City departments on any updates and revisions of this Direction and Control (EOC) Annex.

Those agencies and organizations listed as having anticipated roles and responsibilities under this annex shall inform the Director of Local Disaster when they are aware that changes to this annex need to be made.

**ATTACHMENT 1 - RECORD OF CHANGES**

(Note: File each revision transmittal letter behind this record page.)

<b>REVISION NUMBER</b>	<b>ENTERED BY</b>	<b>DATE</b>	<b>REVISION NUMBER</b>	<b>ENTERED BY</b>	<b>DATE</b>
1			21		
2			22		
3			23		
4			24		
5			25		
6			26		
7			27		
8			28		
9			29		
10			30		
11			31		
12			32		
13			33		
14			34		
15			35		
16			36		
17			37		
18			38		
19			39		
20			40		

# City of Manteca

Communications and Warning  
Annex

March 2016 Final



## Table of Contents

<b>INTRODUCTION .....</b>	<b>2</b>
<b>PURPOSE .....</b>	<b>2</b>
<b>COMMUNICATION SYSTEMS .....</b>	<b>2</b>
<b>COMMUNICATION SYSTEMS VULNERABILITIES .....</b>	<b>2</b>
WARNING .....	3
<b>FEDERAL ALERT AND WARNING SYSTEMS.....</b>	<b>3</b>
INTEGRATED PUBLIC ALERT AND WARNING SYSTEM .....	3
EMERGENCY ALERT SYSTEM (EAS) .....	3
NATIONAL WARNING SYSTEM .....	3
<b>STATE ALERT AND WARNING SYSTEMS.....</b>	<b>3</b>
CALIFORNIA WARNING SYSTEM .....	3
CALIFORNIA EMERGENCY SERVICES RADIO SYSTEM .....	4
CALIFORNIA LAW ENFORCEMENT RADIO SYSTEM (INTER-AGENCY RADIO).....	4
CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM .....	4
OPERATIONAL AREA SATELLITE INFORMATION SYSTEM .....	4
<b>LOCAL/OPERATIONAL AREA ALERT AND WARNING SYSTEMS.....</b>	<b>5</b>
CITY OF MANTECA EMERGENCY NOTIFICATION SYSTEM .....	5
EMERGENCY ALERT LIST.....	5
<b>OTHER WARNING DEVICES AND SYSTEMS .....</b>	<b>6</b>
LOCAL RADIO AND TELEVISION STATIONS .....	6
COMMUNICATIONS MANAGEMENT .....	6
<b>ANNEX MAINTENANCE.....</b>	<b>6</b>

## **INTRODUCTION**

An effective communications capability is essential to all emergency organizations to support emergency operations. The magnitude of a particular emergency situation will determine the degree to which communication systems are used. Communication systems are relied upon and used to direct and/or coordinate emergency operations, alert and warn government and the public, and provide advice and instructions to the public.

## **PURPOSE**

This annex describes the processes for providing reliable and effective communications among organizations participating in an emergency operation, and outlines the types of communication systems and facilities by which the operations plan's emergency missions and functions will be carried out in an emergency.

## **COMMUNICATION SYSTEMS**

Communications used on a daily basis by most agencies, particularly public safety agencies, are the same as will be used in widespread disasters within the areas of the City, as well for intra-jurisdictional communications. These agencies will also be expected, at least initially, to operate from their day-to-day offices and headquarters. Departments requiring communications personnel augmentation should request assistance through their Logistics Section at the City's Emergency Operations Center (EOC). Emergency procurement of communications-related equipment and/or supplies is also handled through the Logistics Section.

The radio system in the EOC is primarily used for monitoring public safety activity in the field; however, typical communications for the EOC is either through the use of the normal phone system or via cell phone.

## **COMMUNICATION SYSTEMS VULNERABILITIES**

Telecommunication systems are composed of many subsystems, each of which may be interdependent or interconnected. A radio network, for example, may use a combination of telephone lines, microwave circuits, satellite interfaces, underground and overhead cables, and secondary radio paths. The failure of any one link in this chain can effectively disable or severely limit a large portion of the system.

Communication systems may be overloaded or even rendered inoperable in an emergency. Telephone communications may be overloaded by calls within or into affected areas. The situation may be further complicated by physical damage to equipment, loss of electrical power, and subsequent failure of some auxiliary sources. Loss of emergency power has been the primary cause of communication failures in past disasters. Poor installation practices and inadequate preventive maintenance of backup power sources can also contribute to the high failure rate. Finally, scarcity of primary fuels during an emergency or disaster situation for backup systems (gasoline, natural gas, and diesel) may limit viability of surviving communication sites as well.

In situations arising from a radiological incident or detonation, high-intensity, short-duration electromagnetic pulse may cause damage to unprotected electrical and electronic systems. Electromagnetic pulse damage can occur instantaneously over very large areas. All communications equipment is susceptible to damage or destruction by electromagnetic pulse, including broadcast stations, radios, televisions, car radios, and battery-operated portable radios.

## **Warning**

Warning is the process of alerting governmental forces and the general public to the threat of imminent extraordinary danger. Dependent upon the nature of the threat and the population group at risk, warning can originate at any level of government.

Success in saving lives and property is dependent upon timely dissemination of warning and emergency information to persons in threatened areas. Local government is responsible for warning the populace of the jurisdiction, and government officials accomplish this using warning devices located within the community or mounted on official vehicles. The warning devices are normally activated from a point staffed 24 hours a day.

There are various mechanical systems in place, described below, whereby an alert or warning may originate or be disseminated. Following the description of the systems is an explanation of the local/operational area alert and warning processes through which these systems may be accessed.

## **FEDERAL ALERT AND WARNING SYSTEMS**

### **Integrated Public Alert and Warning System**

The Integrated Public Alert and Warning System is a modernization and integration of the nation's alert and warning infrastructure, and will save time when time matters most, thereby protecting life and property.

Federal, State, territorial, tribal, and local alerting authorities can use the Integrated Public Alert and Warning System to integrate local systems that use Common Alerting Protocol standards with the Integrated Public Alert and Warning System infrastructure. The Integrated Public Alert and Warning System provides public safety officials with an effective way to alert and warn the public about serious emergencies using the Emergency Alert System (EAS), Wireless Emergency Alerts, the National Oceanic and Atmospheric Administration (NOAA) Weather Radio, and other public alerting systems, from a single interface.

### **Emergency Alert System (EAS)**

The EAS is a network of public broadcast stations and interconnecting facilities that have been authorized by the Federal Communications Commission (FCC) to operate in a controlled manner during a state of public peril or disaster, or other large-scale emergency. The system's main purpose is to provide the President and Federal government officials the means by which to transmit emergency communications to the public. It may also be used for local, State, and other national programming for public information about situations posing a threat to life and/or property.

### **National Warning System**

This system is a nationwide, two-way, voice wire-line communication system connecting subscribing emergency management organizations, and is designed primarily to warn of a nationwide attack. It may also be used for coordination and communication for major peacetime emergencies.

## **STATE ALERT AND WARNING SYSTEMS**

### **California Warning System**

The California Alert and Warning System is the State's portion of the National Alert and Warning System that extends to communication and dispatch centers throughout the State. Cal OES headquarters ties into the Federal system through the Warning Center in Sacramento. Circuits then

extend to county warning points. The California Highway Patrol (CHP) headquarters in Sacramento is the State's alternate warning point. Both State and Federal circuits are monitored 24 hours a day at the Warning Center, the alternate point at CHP headquarters, and each of the local warning points throughout the counties. Counties not connected to this system will receive warning through other means (normally over the California Law Enforcement Telecommunications System).

### **California Emergency Services Radio System**

The California Emergency Services Radio System serves as an emergency communications system for Cal OES and county emergency services organizations. The system assists in the dissemination of warning information and is used to support disaster and emergency operations. The system may be used on a day-to-day basis for administrative emergency services business. Statewide communications are provided through a number of interconnected microwave mountaintop relays. The system operates under appropriate FCC rules and regulations and is administered by Cal OES.

### **California Law Enforcement Radio System (Inter-agency Radio)**

California Law Enforcement Radio System is an interconnected microwave radio repeater system with statewide coverage. It may also be referred to locally as Inter-agency Radio. This system was designed for use by law enforcement agencies for point-to-point communications and to provide a backup warning system to all counties in the State. Cal OES provides and maintains the statewide repeater system and microwave network for use by law enforcement agencies. System users are responsible for providing their own base station equipment and obtaining proper licensing from the FCC. Participation in the California Law Enforcement Radio System is voluntary.

### **California Law Enforcement Telecommunications System**

The California Law Enforcement Telecommunications System is a high-speed message switching system that became operational in 1970. The California Law Enforcement Telecommunications System provides law enforcement and criminal justice agencies access to various databases, and provides the ability to transmit and receive point-to-point administrative messages with other agencies within California, as well as via the National Law Enforcement Telecommunications System to other states and Canada. Broadcast messages can be transmitted intrastate to participating agencies in the Group Bulletin Network, and to regions nationwide via the National Law Enforcement Telecommunications System. The State provides the computer hardware, switching center personnel, administrative personnel, and circuitry to one point in each county. Local agencies provide the circuitry and equipment to link to the County termination point. A number of agencies have message-switching computer systems and computer-aided dispatch systems that directly connect to the California Law Enforcement Telecommunications System.

### **Operational Area Satellite Information System**

The Operational Area Satellite Information System (OASIS) project, funded under the Earthquake Hazards Reduction Act of 1986, was established to create the most robust communications system possible, using leased transponder space from commercial satellite operators. The result was the creation of a system that allows virtually un-interruptible communication between State, regional, and Operational-Area-level EOC's.

OASIS is a system that consists of a communications satellite, multiple remote sites, and two hubs. The satellite is in a stationary or geo-synchronous orbit above Earth's equator. A high-frequency radio system and satellite communications network were constructed to link all 58 counties with Cal OES and other State agencies, for the purpose of communicating during a disaster, as well as for day-to-day communications. The system, which uses technology similar to cellular telephones, has more than 800 phone lines statewide.

The equipment necessary for the remote sites includes a six-foot-diameter dish antenna that uses Very Small Aperture Terminal (VSAT) technology. These sites were originally set up by Cal OES and are capable of conducting eight simultaneous voice conversations and one data channel at DSL speed.

The final components of the remote sites are the hubs (large, external dish antennas) and a network control station that is managed by Cal OES personnel. The hubs provide access control for the system and can control all 58 Operational Areas (OA's) and 12 transportable stations. Cal OES personnel use the hubs to define the network, detect trouble, and to serve as an emergency alert network for other Cal OES personnel.

## **LOCAL/OPERATIONAL AREA ALERT AND WARNING SYSTEMS**

### **City of Manteca Emergency Notification System**

The City Police have the primary responsibility for alerting and warning the public, with assistance from the Public Information Officer (PIO) and Emergency Operation Center Team, as deemed necessary. The public may be alerted through the City of Manteca Information Line (209-456-8080), Nixle, Rapid Notify, EAS, special broadcasts, or through use of mounted or stationary public address systems.

Emergencies that may warrant either immediate or delayed response by broadcast media sources under EAS include heavy rains and flooding, widespread power failures, severe industrial accidents, hazardous material accidents, agricultural and transportation incidents, serious fires, and earthquakes. The context of any emergency broadcast transmitted on EAS should be of concern to a significant segment of the population.

Local broadcast stations have the right to edit or use any or all of an EAS broadcast. Any jurisdiction within the County may make separate programming arrangements with any broadcast station independent of the EAS.

### **Emergency Alert List**

The Emergency Alert List is a phone list that is to be activated and implemented when an emergency or disaster affects the City and poses a major threat to life, property, and/or the environment. The list will only be activated when directed by the City of Manteca's Director of Emergency Services, when a disaster occurs or threatens to occur within City limits.

Once activation is requested and properly authorized, the City's EOC personnel will implement the Emergency Alert List. Notifications and alerts begin with the Director of Emergency Services. If the Director cannot be reached, his/her successor(s) will be contacted until someone is reached to assume the Director of Emergency Services' role.

The City of Manteca Dispatch Center's dispatcher will contact the Director and provide a complete status of the incident or disaster; identifying damage sustained, current response actions, resource status, and more. Based on the information provided by the dispatcher, the Director of Emergency Services will determine what parts of the Emergency Alert List will be implemented, including what sections of the City's EOC will be alerted and requested to respond. The dispatcher will confirm whether or not the Director of Emergency Services will personally contact and inform the City Council Members of the situation impacting the City.

### **The City of Manteca Dispatch Center**

The dispatch center provides a centralized program that directly supports the City. Operational responsibilities incorporate a wide variety of public safety activities and direct interaction with many government agencies. Event coordination involves the use of complex phone-, radio-, and computer-aided dispatch systems.

### **OTHER WARNING DEVICES AND SYSTEMS**

#### **Local Radio and Television Stations**

City of Manteca utilizes and coordinates with the following radio and television station channels to inform the citizenry of potential incidents. Those channels are as follows:

#### **Television**

KCRA Channel 3

#### **Radio**

KFBK AM

KSTN AM

Other warning systems utilized by the City of Manteca include mobile emergency vehicle sirens and loudspeakers; and door-to-door notification by neighborhood groups and associations, law enforcement volunteers, explorers, and reserve deputies/officers.

#### **Communications Management**

In the event of a breakdown or shortfall in communication channels, the City of Manteca Police and Fire departments have access to portable radios that are programmed with Federal interoperability frequencies.

### **ANNEX MAINTENANCE**

The City of Manteca Fire Department will coordinate with the PIO on any updates and revisions of this Communications and Warning Annex.

Those agencies and organizations listed as having anticipated roles and responsibilities under this annex shall inform the Director of Emergency Services when they are aware that changes need to be made.

# City of Manteca

Emergency Public Information  
Annex

March 2016 Final



## Table of Contents

<b>INTRODUCTION.....</b>	<b>3</b>
SCOPE.....	3
POLICY .....	3
<b>ASSUMPTIONS AND CONSIDERATIONS.....</b>	<b>4</b>
PLANNING ASSUMPTIONS.....	4
PUBLIC INFORMATION CONSIDERATIONS FOR PEOPLE WITH DISABILITIES AND THOSE WITH ACCESS AND FUNCTIONAL NEEDS.....	5
<b>ROLES AND RESPONSIBILITIES.....</b>	<b>5</b>
OVERVIEW.....	5
<i>City of Manteca.....</i>	<i>5</i>
<i>Public Information Officer.....</i>	<i>5</i>
<i>City Administrative Department – PIO.....</i>	<i>6</i>
<i>PIO Team.....</i>	<i>6</i>
<i>Joint Information Center.....</i>	<i>6</i>
COUNTY PUBLIC INFORMATION .....	7
<i>2-1-1 San Joaquin.....</i>	<i>7</i>
<i>Nongovernment/Nonprofit/Voluntary Organizations.....</i>	<i>7</i>
<i>Local Radio and Television Stations.....</i>	<i>7</i>
CAL OES PUBLIC INFORMATION.....	7
<b>CONCEPT OF OPERATIONS .....</b>	<b>8</b>
ORGANIZATION.....	8
PRE-RESPONSE PHASE.....	9
RESPONSE PHASE/PUBLIC INFORMATION COORDINATION .....	9
<i>Alert and Warning Systems.....</i>	<i>9</i>
<i>Emergency Alert System.....</i>	<i>10</i>
<i>Social Media.....</i>	<i>10</i>
RECOVERY .....	10
<b>ANNEX MAINTENANCE.....</b>	<b>10</b>
<b>ATTACHMENT 1: INITIAL RESPONSE/EOC ACTIVATION.....</b>	<b>11</b>
PUBLIC INFORMATION OFFICER CHECKLIST.....	11
<b>ATTACHMENT 2: PRE-SCRIPTED MESSAGES .....</b>	<b>12</b>
WARNING – GENERAL INCIDENT .....	12
WARNING – ROAD/FACILITY CLOSURE.....	13
WARNING – SHELTER-IN-PLACE .....	14
SPECIAL NEWS ADVISORY – PRE-EVACUATION .....	15
WARNING MESSAGE – URGENT EVACUATION .....	16
WARNING MESSAGE – MANDATORY EVACUATION .....	17
SPECIAL NEWS ADVISORY – SUPPLEMENTAL EVACUATION INFORMATION.....	18
<b>ATTACHMENT 3: MEDIA CONTACT INFORMATION.....</b>	<b>19</b>

## **INTRODUCTION**

The purpose of this annex is to establish uniform policies for the effective development, coordination, and dissemination of emergency information to the public in case of natural or technological emergency or disaster. This annex has been prepared to be consistent with the California Emergency Plan and the Federal Response Framework format for emergencies and disasters.

The City of Manteca public information requirements will be determined by the severity of the disaster or emergency as determined by the City of Manteca Emergency Operations Center (EOC). A significant public information response will involve City departments, cities within the Operational Area, the County, State of California, nonprofit and non-government organizations, and Federal agencies. This annex describes these agencies and their roles and responsibilities.

During any activation of the EOC, the City of Manteca Public Information Officer (PIO) must be available to staff the EOC, field locations, or a Joint Information Center (JIC). The disaster procedures for each department should anticipate this fact and build in appropriate staffing. In order to staff the PIO function on a 24-hour basis for a sustained period of time, trained PIO's from the City of Manteca, augmented by other personnel, need to work in a consolidated JIC in coordination with other local, County, State, and Federal public information personnel.

During disasters, it is imperative that in order to save lives and protect human health, property, and the environment, the flow of public information and facts concerning the event, as well as the government's response to it, are consolidated. The descriptions provided to the public must reflect the best information available. The best information source for the City of Manteca government is the City's EOC.

### **Scope**

This annex has been developed to address the needs of the City of Manteca regarding issues of public information during an emergency or disaster event. It addresses the notification of emergency information to the general public, including access- and functional-needs populations. Providing accurate emergency information will increase the response and safety of the public.

This annex provides the following information:

- Guidelines to follow when responding to immediate public information needs during a disaster
- Authorities and references that relate to public information
- Concept of operations for public information
- Agencies and organizations involved in public information
- Roles and responsibilities of jurisdictions and agencies regarding public information
- Guidance to provide coordinated public information

### **Policy**

It is the policy of the City of Manteca to develop plans and procedures to address public information needs during an emergency or disaster response within the City. The City of Manteca is responsible for the dissemination of accurate and timely information to the affected populations, and will use all local resources before requesting mutual aid from the other cities, the County, or the State or Federal government. Information released to the media and/or public will be verified through the EOC Director and public information staff. In addition, the City will ensure that considerations will

be taken to include all persons with disabilities and people with access and functional needs, including those who speak and/or read languages other than English. It is further the policy of the City of Manteca to use the concept of a JIC to ensure the coordinated release of emergency information.

## **ASSUMPTIONS AND CONSIDERATIONS**

### **Planning Assumptions**

Different levels of public information may be required, depending on the nature and magnitude of the emergency. Public information may, in fact, be the primary function during an emergency. This may happen when:

- Due to media coverage, the public perceives there to be a bigger event than what is actually occurring
- Rumors or misinformation cause unnecessary distress among citizens, provoke counterproductive public actions, and impede response and recovery efforts

The City's alert and notification system is currently in place to contact most residents within a specified area using a brief notification message, and has the ability to report back which residents received the call.

Once the initial warning is accomplished, the PIO's have the task of keeping the public informed of what to do to prevent injury or property damage, and what actions the government is taking. Normal means of communications may not be available. In those situations, nontraditional means of communicating with the public must be established and utilized.

- PIO's focus on stopping rumors and providing accurate and timely information using all dissemination methods
- The general public and media will demand information about the emergency situation and request instructions for proper survival/response actions
- Residents will remain calm and make wise decisions if they have up-to-date information about the emergency situation

The local media, particularly radio, can perform an essential role in providing emergency instructions and status information to the public. Depending on the severity of the emergency, or the media's perception of the severity of the emergency, regional and national media will also demand information, and may play a role in reassuring (or alarming) non-local acquaintances or relatives of disaster victims.

A variety of communication options exist. Not all may be available and are dependent on circumstances. Telephone communication may be sporadic. Local and regional radio/television stations without emergency power may also be off the air.

Demand for information will be overwhelming if sufficient staff is not provided and is not trained. Likewise, having little information or inaccurate information will increase anxiety, and may cause the public to make poor decisions.

If the scale of the disaster requires it, a JIC will be established to coordinate and disseminate accurate and timely emergency public information.

## **Public Information Considerations for People with Disabilities and those with Access and Functional Needs**

Persons with disabilities and those with access and functional needs (PAFN), will need to be considered. The PIO or JIC, if activated, will work with the EOC to determine the disability-needs and PAFN demographics of the affected area(s) and implement specialized communication dissemination methods as needed.

## **ROLES AND RESPONSIBILITIES**

### **Overview**

Providing emergency public information to both the general public and the media will only be done through the PIO in the JIC of the City EOC—unless the EOC is not yet activated, in which case the Incident Commander (IC) may release information based on the facts of the incident.

All individuals working at either the field response level or the EOC will refer inquiries from the media or general public to the PIO or the IC (under the appropriate, limited circumstances where the event does not require a PIO). In emergencies or disasters involving multiple jurisdictions and Federal responders, a JIC may be established in close proximity to the incident to coordinate information releases from a central point.

### ***City of Manteca***

In the City of Manteca, the lead PIO is the official spokesperson for all alerts and warning messaging released from the City. The responsibility is typically assigned to the Director of Emergency Services who, in turn, assigns public information operations and management to the PIO or the JIC. In all cases, the EOC Director is responsible for the final approval of message content.

### ***Public Information Officer***

The PIO is the primary point of contact among the EOC, the media, and the public. The PIO prepares information releases, briefs media representatives, provides for press conferences, and oversees rumor-control activities. The PIO serves as a member of the management staff and reports directly to the EOC Director. Assistant Information Officers may be assigned as needed. The assistants may represent other City departments, agencies, and/or other jurisdictions; they may also be assigned to handle specific public information functions.

A primary source of information for the Public Information function will be from the Situation Analysis Unit in the Planning Section. While not all information in the Situation Analysis Unit may be appropriate for the public, the unit's information should be the best available and will have been verified for accuracy. The PIO will provide guidance, as appropriate, to other departments/agencies on the release of emergency-related information to the public. The PIO's responsibilities include:

- Serving as the central coordination point for the City of Manteca for all media releases
- Coordinating with 2-1-1 and providing them with up-to-date messages
- Ensuring that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs, and other vital information
- Ensuring that all rumors are responded to in a timely manner and with factual information
- Coordinating media releases with PIO's at incidents, or representing other affected emergency response agencies, as required
- Developing the format for press conferences, in conjunction with the EOC Director

- Maintaining a positive relationship with media representatives and responding to all media requests
- Supervising the Public Information function and the JIC, if activated

The information function within an EOC may have special organizational needs, depending on the size of the organization required to meet agency or jurisdictional information needs. Development and management of additional public information staff will follow the Standardized Emergency Management System (SEMS), and will fit within the current EOC management structure. In emergencies or disasters involving multiple jurisdictions and Federal responders, a JIC may be established to coordinate information releases from a central point in close proximity to the incident.

### ***City Administrative Department – PIO***

The PIO is the primary spokesperson for communicating emergency information to the public for the City. The PIO shall:

- Organize and coordinate the emergency public information program for the City, to include the preparation and maintenance of a JIC procedures manual
- Conduct training for City department personnel whose normal duties do not include PIO functions
- Establish and coordinate procedures and the use of designated facilities by the PIO Team during emergencies and disasters
- Provide trained PIO staff that can independently set up and operate the JIC when it is activated

### ***PIO Team***

The PIO Team is comprised of the lead City PIO and Assistant PIO's, as assigned. Assistant PIO's will report to the Lead PIO, who will, in turn, report to the Director of Emergency Services. The PIO Team will provide public information news to the media via news releases, news conferences, and media telephone inquiries. If a JIC is established, the PIO Team will work from the JIC and report information to the media and public in coordination with the EOC's approval. Information will also be provided directly to the public via the Internet using the City of Manteca website (<http://www.ci.manteca.ca.us/>) and 2-1-1 San Joaquin (<http://www.211sj.org/>).

### ***Joint Information Center***

When necessary, a JIC will be established to coordinate the handling of emergency public information operations for the City of Manteca.

The JIC is a central location that facilitates the coordination of information across all involved agencies and jurisdictions. A JIC may be established at various levels of government, at incident sites, or can be made up of components of Federal, State, tribal, territorial, or regional operations. A JIC may be established at a suitable location removed from the EOC, but in close proximity to it to provide for effective management of emergency public information functions.

When activated, the JIC will be staffed by personnel trained to conduct emergency public information activities, including coordinating inter-jurisdictional media releases and the management of rumor-control functions. Informational releases are cleared through the EOC (or through the Area Commander or IC if the EOC is not activated). Regardless of where the JIC is established, emergency public information functions will continue to be managed from the EOC.

### **County Public Information**

In the event the emergency or disaster situation is beyond the capabilities of the City of Manteca, assistance may be requested from the County. In this case, a JIC will have been activated and the County liaison will work with the City PIO for the communication of the appropriate public information.

#### ***2-1-1 San Joaquin***

The 2-1-1 San Joaquin agency brings together organizations in the community to better serve the residents of the County. Key organizations representing different professionals, demographics, and causes are able to provide information to the 2-1-1 database to better serve their clients. Using 2-1-1 is a helpful starting point for a county with small, fragmented, rural communities that may not be as connected as bigger cities. The information available through 2-1-1 is kept under national standards. Under an easy-to-remember three-digit phone number, the community has a tool that is free, available 24/7, and provides information needed for dealing with disasters in the area.

As a public information service, 2-1-1 San Joaquin allows residents to call in for general community information, as well as emergency public information. The PIO (or JIC, when activated) is responsible for providing information to 2-1-1. This is especially important when 9-1-1 is overloaded, or when the affected population does not feel comfortable calling 9-1-1 for assistance.

#### ***Nongovernment/Nonprofit/Voluntary Organizations***

Nongovernment, nonprofit, and voluntary organizations have a significant role in public information within the City. In the event of an emergency, citizens will be turning to their familiar community organizations as a source of information, and organizations will be looking for up-to-date information to provide to those citizens. Accurate and timely information that is developed by the PIO's and approved by the EOC will need to be disseminated to local organizations, as well as residents. PIO's will work with all information personnel, including organization liaisons, to ensure the communication contains the most accurate and up-to-date information.

#### ***Local Radio and Television Stations***

Local radio and television stations will be utilized to disseminate emergency information, alerts, and warnings to the public, including various methods to reach people with disabilities and people with access and functional needs. The City PIO will work directly with the media to coordinate the dissemination of messages, using only messages that have been developed within the EOC or JIC, and approved by the EOC Director.

### **Cal OES Public Information**

In the event that an emergency or disaster situation is beyond the capabilities of the County, assistance may be requested from the California Office of Emergency Services (Cal OES) at the State level. In this case, a JIC will have been activated and the State liaison will work with the County PIO for the communication of the appropriate public information. State assistance may be needed when:

- The means of dispersing public information at the local government level is damaged or overwhelmed
- Critical information needs to be disseminated to victims, responders, recovery personnel, and members of the media
- Multiple response agencies and levels of government need to work cooperatively to provide consistent emergency information

## **CONCEPT OF OPERATIONS**

The City of Manteca PIO prepares and distributes disaster information to the public before, during, and after disaster and emergency events, using all available media and communication methods. Public information will be phased in accordance with the size and scope of the emergency or disaster.

The initial response will normally be covered by operating the public information function from the City EOC, wherein the EOC Director will assemble a team of one or more departmental PIO's. Based on the nature of the incident(s), a PIO Team may be dispatched to deal with the media at the scene of an incident in support of an IC.

In a large-scale disaster, the PIO function will be conducted from a JIC that includes other non-City jurisdictions/agencies. These may include, but are not limited to, other cities, special-purpose districts, other counties, State and Federal representatives, as well as business and industry representatives. The purpose of the JIC is not to control the activities of other jurisdictions, but to provide a forum for the sharing of information between jurisdictions and to serve as a central point for the media to get information.

Concurrent with the establishment of the PIO function at the EOC, the City PIO will, when required, establish a "Disaster Hotline." This hotline will be used to provide timely and accurate information on what the City, County, State, and Federal governments are doing to respond to citizens' needs. This hotline will be supervised by the Public Information EOC staff and may operate from the EOC, be co-located with the JIC, or located in another facility. An active liaison position or function will be required between the EOC and the Public Information function to ensure that the information being disseminated is consistent among the three entities.

### **Organization**

Emergency public information functions include, but are not limited to:

- Facilitating the issuance of effective warning information using available communications networks and methods
- The timely and accurate dissemination of official information to the public during periods of emergency
- Coordinating the release of official news and information through recognized broadcast and print media services and organizations
- Responding to specific media inquiries and calls from the public requesting information assistance
- The establishment and operation of a 24-hour emergency public information point of contact
- The establishment and operation of a JIC, as necessary, to support City government emergency public information activities
- Providing emergency public information support to field Incident Command as requested
- Controlling rumors and misinformation
- Disseminating information about assisting persons who are disabled or have access and functional needs; the availability of medications and essential life support items; and the care for service and companion animals

The EOC Director is the lead PIO in the event of the activation of the EOC. Control of the Public

Information function will be directed by the EOC Director or designee. The EOC will coordinate all PIO actions via the EOC Director or designee.

During the activation of the EOC, City PIO's may no longer be available to serve the needs of their individual departments, depending on the nature and severity of the event. Instead, they must be available to staff the EOC, field locations, or a JIC. If individual departments need specific public information support, it will be provided on a prioritized basis by the PIO team at the EOC.

### **Pre-Response Phase**

PIO personnel are identified in various City departments. These trained staff will be called upon during emergencies and disasters to staff the PIO position at the EOC, or may be needed to support an Incident Command post or work in a multi-agency JIC. PIO staff will participate in training and EOC exercises to improve and maintain their skills. To ensure effective information dissemination during emergencies, the City is committed to having solid working relationships with the local media before disaster strikes.

### **Response Phase/Public Information Coordination**

#### ***Alert and Warning Systems***

Depending upon the threat and time availability, the EOC will initiate alerts and warnings utilizing a variety of communication methods. As with any emergency, the effectiveness of any warning will be dependent upon many factors, including:

- Time availability
- Initial notice of threat
- Time of day
- Language barriers
- Communication systems viability

The City will use the following systems for providing alert and notification:

- Activation of the Emergency Alert System
- Activation of existing automatic telephone notification systems available within the City EOC and within other local jurisdictions
- Rapid field warnings using response personnel
- Media broadcast alerts

To ensure that people with disabilities and others with access and functional needs have been notified, the PIO will coordinate with the appropriate County representative to use appropriate messaging and notification methods in the impacted area. Systems, methods, and considerations include, but are not limited to

- TDD/TDY telecommunications devices for blind/deaf
- Outreach to mental health client list
- Outreach to In-Home Support Services (IHSS) client list
- Outreach to foster children in the County's care
- Notification of the superintendent of schools, and activation of call-down systems for schools in impacted area
- 2-1-1 San Joaquin alert, and its provision of accurate, timely information to the citizenry

- Outreach to nongovernment organizations, faith-based organizations, and community-based organizations

### ***Emergency Alert System***

The Emergency Alert System (EAS) is a national public warning system that requires TV and radio broadcasters, cable television systems, wireless cable systems, satellite digital audio radio service providers, direct-broadcast satellite service providers, and wireline video service providers to offer to the President the communications capability to address the American public during a national emergency. The system may also be used by State and local authorities to deliver important emergency information, such as AMBER Alerts (for missing children) and emergency weather information targeted to a specific area.

The EAS is a network of public broadcast stations and interconnecting facilities authorized by the Federal Communications Commission (FCC) to operate in a controlled manner during wartime, or during a state of disaster or national emergency. The system is designed to provide a communications link between government authorities and the public. Priority for use is as follows:

- Presidential messages
- Local programming
- State programming
- National programming and news

### ***Social Media***

Social media becomes more predominant in the world every day and is now being used by organizations as a significant tool for the release of public information. Both Facebook and Twitter are used by the City and partnering jurisdictions to provide real-time, up-to-date information to a large number of people. In addition, social media allows for the public to post and respond with their messages and concerns regarding the emergency event. In recent disasters, social media—not public media—has been the first source of information.

Information posted to social media by the public at large must be vetted before being accepted as factual. The EOC can monitor social media releases to support rumor control.

### **Recovery**

The public information program will continue through the recovery period, providing information and instructions about City, County, State and Federal government emergency operations; future plans for restoration of disaster-affected areas; and instructions for applying for Federal disaster-assistance programs administered by the State. More information regarding the recovery process and procedures for the City is included in the City of Manteca Emergency Operations Plan: Recovery Annex.

### **ANNEX MAINTENANCE**

The City of Manteca Fire Department will maintain any updates and revisions of this Emergency Public Information Annex with the coordination of the PIO within the City Manager's Office.

Those agencies and organizations listed as having anticipated roles and responsibilities under this annex shall inform the City of Manteca Fire Department and the PIO when they are aware that changes need to be made.

## Attachment 1: Initial Response/EOC Activation

### Public Information Officer Checklist

When emergency information must be disseminated to the public:

- Obtain a briefing from the EOC Director or Planning Section Chief for the most up-to-date information.
- Initiate and maintain an activity/position log for recording information and requests.
- Determine the need for additional public information staff and resources.
- Assign Assistant PIO's, as needed.
- Contact local media personnel for the need to disseminate information to the public.
- Update the Emergency Services Chief/Coordinator on the current status of the public information function and available staff.
- Determine the need to establish the disaster or citizen information hotline.
- Determine messaging considerations for persons with disabilities and others with access and functional needs, including the dissemination of information in different languages.

### Response Operations

When there is a need to coordinate and communicate information regarding an emergency or disaster event:

- Determine the need for information coordination between all involved agencies and jurisdictions.
- Activate the JIC as needed.
- Coordinate messaging between multiple impacted municipalities and districts.
- Manage messaging to and brief the media on the status of the event.
- Record and respond to all media requests.
- Manage rumor-control activities.
- Participate in Situation Status briefings.
- Coordinate the collection of accurate and up-to-date information with the Situation Status Unit in the Planning Section of the EOC and participate in Situation Status briefings.
- Manage the disaster and/or citizen information hotline.  
Ensure that persons with disabilities and others with access and functional needs are continually considered, and that focused messaging is provided as needed.

### Demobilization

- Participate in After-Action meetings and discussions.
- Collect, finalize, and submit all activity/position log and other emergency-related documentation to the Planning Section.
- Coordinate with all involved jurisdictions and agencies regarding the demobilization of the JIC, if applicable.

## **Attachment 2: Pre-Scripted Messages**

### **Warning – General Incident**

The City of Manteca has issued the following warning for those who live, work, or are visiting in [county/city/jurisdiction]:

An emergency situation involving [county/city/jurisdiction] is currently in progress at: [Describe location by reference to facility name (if known), street and cross street, other geographic features (rivers, rail lines, etc.), and neighborhood name where appropriate].

Emergency personnel are currently responding to [incident name] and local officials are monitoring the situation. To keep yourself safe and avoid impeding the emergency response, please avoid this area until further notice.

To repeat, an emergency situation involving [county/city/jurisdiction] is currently in progress at: (Repeat location from paragraph 2 above). Please avoid this area.

Do not call [9-1-1] for information about the emergency situation. Instead, stay tuned to [radio/TV station] for additional official information.

## Warning – Road/Facility Closure

The City of Manteca has issued the following warning for those who live, work, or are visiting in [county/city/jurisdiction]:

It has been necessary to close certain local streets and highways due to:

- Flooding
- Fire/explosion
- Incident involving hazardous materials
- Other:

As of [time of day] today, the following roads have been closed by law enforcement officials:

Street or Route Name  
At or Between

Please avoid these routes:

If you must travel, use alternate routes, such as:

We recommend that you refrain from driving and remain at home due to the extreme adverse travel conditions.

In addition, the following facilities have been closed due to the [incident name].

Again, the roads and streets that have been closed are: Repeat as listed].

Please stay tuned to [radio/TV station] for additional information on the current emergency situation.

## Warning – Shelter-in-Place

The City of Manteca has issued the following warning for those who live, work, or are visiting in [county/city/jurisdiction].

There has been an accidental release of hazardous material that is affecting a portion of the local area. People in the following area must take protective measures: [Describe area boundaries].

If you are located in this area, do the following immediately to protect yourself:

- Go inside your home, workplace, or the nearest building that appears to be reasonably airtight and stay there. Take your pets with you.
- Close all doors, windows, and any fireplace dampers.
- Turn off any heating or cooling system that draws in air from the outside.
- Keep your radio on and tuned to [radio station] to receive emergency announcements and instructions.
- Gather items that you may need to take with you if you are advised to evacuate.

People traveling in vehicles should seek shelter in the nearest airtight structure. If a suitable structure is not immediately available, travelers should roll up car windows, close air vents, and turn off the heater or air conditioner until they reach a suitable building.

If shelter is not immediately available, keep a handkerchief, towel, or damp cloth snugly over your nose and mouth until you get indoors.

If you know of any neighbors, family members, or coworkers with hearing or language issues or who are having additional needs, please advise them of this message.

Please do not call [9-1-1] or local emergency officials for information. Stay tuned to [radio/TV station] for additional information.

If school is in session, choose one of the following:

- Students at the following school(s) are taking shelter at their schools: \_\_\_\_\_  
Parents should not attempt to pick up students at school until the hazardous situation is resolved and they are advised it is safe to do so.
- Students at the following school(s) [have been/are being] evacuated to other facilities:  
\_\_\_\_\_

Parents should not attempt to pick up students from schools that have been evacuated.

Local officials will provide information on where to pick up school children as soon as it is available.

## Special News Advisory – Pre-Evacuation

The City of Manteca EOC has issued the following advisory for those who live, work, or who are visiting in [county/city/jurisdiction].

Due to the threat of [insert threat], it may be necessary for people who live, work, or are visiting in the specific local areas to evacuate in the near future. The area(s) that may be at risk include: [Describe area boundaries].

Potential evacuation routes from the area(s) at risk include: \_\_\_\_\_.

Evacuation is NOT being recommended at this time. Local officials will advise the public if evacuation is necessary. However, those in the area at risk should be prepared to evacuate if needed.

To prepare, you should assemble the following supplies:

- Clothing for your family for several days.
- Bedding, pillows, and towels.
- Prescription medicines and spare eyeglasses.
- Soap and toiletries.
- Baby food and diapers.
- Your address book or list of important telephone numbers.
- Your checkbook, credit cards, and cash.
- Your driver's license and identification cards.
- A portable radio and flashlight.

You should also:

- Plan ahead of time and coordinate with your friends or family where you will go/meet if you have to evacuate.
- Gather suitcases, boxes, or bags to hold your emergency supplies.
- Be prepared to secure your home or office and your property before you depart.
- Ensure your car is in good shape and you have adequate fuel.
- Make arrangements to stay with relatives or friends, or consider making hotel/motel reservations.

If you know of any neighbors, family members, or coworkers with hearing or language issues or who have additional needs, please advise them of this message. If you have neighbors, family members, or coworkers who do not have transportation, offer to assist them if you can.

We want to emphasize that this is a PRECAUTIONARY message about possible evacuation. Evacuation is NOT being recommended at this time.

Keep your radio or TV on and listen for further information about this situation. Please do not call [9-1-1] or local emergency officials for information, as this impacts telephone lines needed for emergency operations.

## Warning Message – Urgent Evacuation

The City of Manteca has issued the following warning for those who live, work, or are visiting in [county/city/jurisdiction]:

Due to [insert emergency] that threatens/is affecting a portion of the local area, the [County Executive/City Mayor] recommends that people in the following area evacuate immediately to protect their health and safety:

Recommended evacuation routes from the area(s) at risk include: \_\_\_\_\_.

Be sure to take essential items such as:

- prescription medicines
- eyeglasses
- identification cards
- checkbook
- credit cards
- valuable papers
- assistive devices (such as walkers, canes, hearing aids, etc.)

Do not delay your departure to collect other belongings.

Things To Remember:

1. Take your pets with you, but make sure you bring a leash, crate, or cage, as well as food and supplies for them. Some shelters will not accept pets.
2. If you have no means of transportation, or if you are physically unable to evacuate on your own, ask a neighbor, friend, or relative to assist you.
3. If you know of any neighbors, family members, or coworkers with hearing or language issues or who have additional needs, please advise them of this message. If you have neighbors, relatives, or coworkers who need help or do not have transportation, offer to assist them if you can.

Repeating, local officials recommend the people in the following area(s) evacuate now: [Repeat the area above].

Please do not use your telephone except to report a true emergency. Stay tuned to this station for more information and instructions from local officials.

## Warning Message – Mandatory Evacuation

The City of Manteca has issued the following warning for those who live, work, or are visiting in [county/city/jurisdiction]:

Due to [insert emergency], the [County Executive/City Mayor], under California law, has ordered that people evacuate immediately the following area to protect their health and safety and the health and safety of possible rescuers: [insert county/city/jurisdiction.]

Recommended evacuation routes from the area(s) at risk include: \_\_\_\_\_.

Be sure to take essential items such as:

- prescription medicines
- eyeglasses
- baby supplies
- personal care items
- identification cards
- checkbook and credit cards
- valuable papers
- assistive devices (such as walkers, canes, hearing aids, etc.)

Listen to this station for more information about what you need to take with you. Secure your home before you depart.

Things To Remember:

1. Take your pets with you. Make sure you bring a leash, crate or cage, and food/supplies for them. Some shelters will not accept pets.
2. Decide where you will stay until the emergency situation is resolved. Staying with relatives or friends, or in a hotel/motel is a good choice.
3. If you can't stay with friends or relatives or find a motel room, listen to this station for more information on the locations of public shelters.
4. If you have no means of transportation or if you are physically unable to evacuate on your own, ask a neighbor, friend, or family member to assist you.
5. If you know of any neighbors, family members, or coworkers with hearing or language issues or who have additional needs, please advise them of this message. If you have neighbors, family members, or coworkers who need help or do not have transportation, offer assistance if you can.

Repeating, local officials, under California law, are ordering the people in the following area(s) to evacuate immediately: [Repeat the area description above].

Please do not use your telephone except to report a true emergency. Stay tuned to this station for more information and instructions from local officials.

## Special News Advisory – Supplemental Evacuation Information

The City of Manteca has issued the following advisory for those who live, work, or are visiting in [county/city/jurisdiction]:

Due to the threat of [insert emergency], local officials have recommended that people evacuate the following areas to protect their health and safety: [Describe area boundaries.]

Use the following evacuation routes: \_\_\_\_\_.

You should take the following emergency supplies with you:

- clothing for your family for several days
- bedding, pillows, and towels for each family member
- prescription medicines and spare eyeglasses
- soap and toiletries
- baby food and diapers
- address book or list of important telephone numbers
- checkbook, credit cards, and cash
- driver's license and identification cards
- portable radio and flashlight, with extra batteries
- assistive devices (such as walkers, canes, hearing aids, etc.)

Things To Remember:

1. Plan where you will stay until the emergency situation is resolved. Staying with relatives or friends or in a hotel/motel is a good choice.
2. If you cannot find another place to stay, temporary public shelters will be/have been opened at: \_\_\_\_\_.
3. Take your pets with you, but make sure you bring a leash, crate, or cage, as well as pet food and supplies for them.
4. Secure your property before you depart. Shut off all appliances, except refrigerators and freezers. Lock all doors and windows.
5. Expect travel delays on evacuation routes. If you have a substantial distance to drive, you may want to take drinks and ready-to-eat food in your car in case you are delayed.
6. If you have no means of transportation or if you are physically unable to evacuate on your own, ask a neighbor, friend, or relative to help you.
7. If you have neighbors, family members, or coworkers who need help or do not have transportation, offer to assist them if you can.
8. If you know of any neighbors, family members, or coworkers with hearing or language problems or who have special needs, please advise them of this message.

Please do not use your telephone except to report a true emergency. Stay tuned to this station for more information and instructions from local officials. If you missed some of the information in this advisory, it will be broadcast again soon.

**Attachment 3: Media Contact Information**

The City of Manteca maintains a list with updated, person-specific contact information for the following media. The information below provides general contact information only.

1. News Media
2. Print Media
3. Radio Stations
4. Online-Only Contacts
5. Government Access Channels and Locations

# City of Manteca

Recovery Annex

March 2016 Final



## Table of Contents

<b>TRANSITION TO RECOVERY .....</b>	<b>3</b>
SHORT TERM RECOVERY .....	3
LONG TERM RECOVERY .....	4
<b>RECOVERY PLANNING CONSIDERATIONS .....</b>	<b>5</b>
PHYSICAL RECOVERY ACTIVITIES .....	5
GOVERNMENTAL RECOVERY ACTIVITIES.....	5
SOCIAL RECOVERY ACTIVITIES.....	5
ECONOMIC RECOVERY ACTIVITIES.....	6
DOCUMENTATION .....	6
<b>RECOVERY OPERATIONS RESPONSIBILITIES .....</b>	<b>6</b>
<b>STATE AND FEDERAL POST-DISASTER ASSISTANCE PROGRAMS .....</b>	<b>9</b>
INTRODUCTION.....	9
EMERGENCY PROCLAMATIONS/DECLARATIONS.....	9
DAMAGE ASSESSMENT .....	10
CITY RESPONSIBILITIES TO ACCESS ASSISTANCE.....	11
APPLICANT BRIEFINGS.....	12
PUBLIC ASSISTANCE PROJECT APPROVAL PROCESS .....	12
INDIVIDUALS AND HOUSEHOLDS PROGRAM (IHP).....	12
SMALL BUSINESS ADMINISTRATION (SBA) AND U.S. DEPARTMENT OF AGRICULTURE (USDA).....	13
<b>HAZARD MITIGATION - IMPROVING CONDITIONS TO PREVENT LOSS.....</b>	<b>13</b>
INTRODUCTION.....	13
HAZARD MITIGATION PLANNING.....	13
FUNDING FOR PRE-DISASTER MITIGATION .....	13
FUNDING FOR POST-DISASTER MITIGATION .....	14
<b>DISASTER ASSISTANCE PROGRAMS AND THEIR REQUIREMENTS.....</b>	<b>14</b>
PUBLIC ASSISTANCE THROUGH CAL OES .....	15
PUBLIC ASSISTANCE THROUGH OTHER AGENCIES .....	17
INDIVIDUAL AND FAMILY ASSISTANCE.....	19
BUSINESSES, RANCHERS AND PNP ASSISTANCE.....	21
<b>ANNEX MAINTENANCE.....</b>	<b>23</b>
<b>ATTACHMENT ONE - DAMAGE ASSESSMENT GUIDANCE.....</b>	<b>24</b>
INITIAL DAMAGE ASSESSMENT .....	24
PRELIMINARY DAMAGE ASSESSMENT (PDA) .....	24
WINDSHIELD SURVEYS .....	24
SAFETY ASSESSMENT .....	24
DETAILED INSPECTION .....	24
ENGINEERING ASSESSMENT.....	24
DAMAGE ASSESSMENT CHRONOLOGY SUMMARY.....	25
<b>ATTACHMENT TWO - DOCUMENTING AND REPORTING DAMAGE ASSESSMENTS.....</b>	<b>26</b>
REPORTING .....	26
<i>Windshield Survey</i> .....	26
<i>Safety Assessment</i> .....	26
<i>Detailed Damage Assessment</i> .....	26
<i>Engineering Evaluation</i> .....	26

*Documentation.....26*

## Transition to Recovery

While the immediate lifesaving activities are occurring, the City is simultaneously assessing how soon the response phase can transition to recovery. Critical response phase operations will gradually shift to assisting individuals, households, businesses and governments in meeting basic needs and returning to self-sufficiency.

The recovery phase of an emergency or disaster is often defined as restoring a community to its pre-disaster condition. More realistically, recovery is the process of re-establishing a state of normalcy in the affected communities. The specific approach to recovery operations following a disaster will be determined by the location, type, magnitude and effects of the incident.

The City of Manteca will be involved in recovery operations. In the aftermath of a disaster, many residents, businesses, and even government itself will have specific needs that must be met before they can return to their pre-disaster state. There will be a need for services such as:

- Assessment of the extent and severity of damages to homes, businesses, and infrastructure
- Restoration of services generally available in communities – water, power, transportation, food, and medical assistance
- Repair of damaged homes, businesses, and infrastructure
- Professional counseling for those suffering from mental anguish and the inability to cope as a result of the impacts from the emergency

The City can help individuals, families, businesses, and community organizations recover by ensuring that these services are available and by seeking additional resources if the community needs them. If the City of Manteca requires county, state or federal assistance, a local Emergency Proclamation may be required as a prerequisite to obtaining certain types of the assistance. This Annex provides an overview of state and federal assistance programs, including proclamation/declaration requirements. **Please Note: If a local Emergency Proclamation is required, it must be issued within 10 days of the event.**

The recovery process occurs in two phases: short-term and long-term. These processes are discussed in more detail in the following sections.

### Short Term Recovery

The goal of short-term recovery is to restore the City of Manteca at least a minimal operating capacity. Short-term recovery includes:

- Utility restoration
- Delivery of social, medical, and mental health services
- Provision of interim housing
- Re-establishment of government operations
- Establishment of transportation routes
- Debris removal
- Cleanup operations
- Abatement and demolition of hazardous structures

The City will coordinate its efforts to restore utility systems and services during recovery operations between city departments, special districts, and the various utility companies serving the City. Medical and other essential services may need to operate from temporary facilities, as

necessary. If there is serious damage to city housing inventories, the County may be asked to identify and assist in the support of interim housing solutions, such as motels or temporary trailer sites. The City may request support to conduct Critical Incident Stress Debriefings (CISD) for emergency response personnel and victims of the disaster.

The City will ensure that debris removal and cleanup operations are expedited. The City will need to inspect damaged buildings and facilities. Assistance in conducting post-disaster inspections of public and private facilities may be requested through California's Safety Assessment Program (CSAP), which is accessed through the California Office of Emergency Services (Cal OES). The Safety Assessment Program provides professional evaluators (volunteers) and mutual aid resources to local governments to determine use and occupancy of homes, buildings (commercial and non-commercial), and infrastructure. Based on assessments, structures that pose a public safety concern may be demolished or cordoned off.

### **Long Term Recovery**

The goal of long-term recovery is to restore facilities and the community to pre-disaster condition. Long-term recovery includes hazard mitigation activities, restoration or reconstruction of public facilities, facilitating restoration and reconstruction of damaged homes and businesses, and disaster response cost recovery. The City will be responsible for its own approach to mitigation, which could include zoning variances, building code changes, plan reviews, seismic safety elements, and other land use planning techniques. Long-term recovery will likely necessitate the need for significant coordination within county, state, and federal entities, the private sector, and with community-based organizations.

With public safety a primary concern, rapid recovery may require adjustments to various city policies, procedures, codes, and ordinances to streamline the recovery process. Identification of specific statutes and policies to be adjusted will be disaster-specific and should be identified during the damage assessment process. The City will determine if temporary modification of statutes will be needed to facilitate recovery; if so, those modifications should be requested through the Standardized Emergency Management System (SEMS) process.

Depending on the extent of the damage, the City may consider activating a Local Assistance Center (LAC) to provide a centralized location or "one stop shop" for services and resource referrals for the unmet needs of disaster victims. State funding may be available for eligible LAC operations. Historically, LACs have proven to be a key factor for a successful recovery. LAC characteristics generally include:

- Managed by the City
- Resource facility for recovery information services and programs
- Community-based service facilities
- Staffed by Red Cross, other NGO's and various City of Manteca departments, private non-profits (PNPs), local, state and federal governments, as appropriate
- Local utilities, insurance adjusters, and others may be asked to collocate with the LAC to facilitate access to services

Depending on the extent of damage, state and federal recovery assistance will also be sought for residents, businesses, and community organizations. If federal assistance for households and businesses is granted, the City may be asked to assist in implementing a Disaster Recovery Center (DRC). A DRC may be activated by key federal agencies to provide a location for victims and private

non-profit organizations to obtain information about federal recovery programs. The DRC may be collocated with a LAC if one has been established.

## **RECOVERY PLANNING CONSIDERATIONS**

Rebuilding and restoration efforts require decisions on a number of critical activities that have long-term social, economic and physical recovery implications. Specific recovery considerations will be disaster specific and will be identified through the post-disaster damage assessment process. Recovery considerations begin to be identified through the advance planning process undertaken during the response phase. During development of advance plans that address the transition to recovery, the Planning Section staff in the Emergency Operations Center (EOC) should consider the applicability of the activities and issues listed below to the specific disaster scenario.

### **Physical Recovery Activities**

- Conducting a comprehensive damage assessment and compiling the data into an Initial Damage Estimate (IDE) to support a local Emergency Proclamation
- Identifying and preserving damaged historical or cultural sites
- Identifying environmental concerns (e.g., damage adjacent to riparian habitat)
- Removing debris from public and private property and managing disposal sites
- Identifying redevelopment opportunities, if appropriate
- Deferring permits, fees, etc. for rebuilding of damaged structures
- Pursuing hazard mitigation projects and advancing mitigation efforts, including upgrading infrastructure and utilities
- Modifying land use and zoning requirements and incorporating changes in construction standards and other codes, both for repair or rebuilding of disaster-damaged structures and for promoting disaster resistant future development
- Evaluating repair and rebuilding options

### **Governmental Recovery Activities**

- Continuing the performance of governmental functions (“Continuity of Government”)
- Protecting, restoring, or replacing essential city facilities, equipment, records, processes, etc. (“Continuity of Operations”)
- Managing donation of goods, services, and funds to assist with recovery
- Coordinating voluntary agencies and requests for volunteer assistance to assist with recovery
- Establishing a “long term recovery committee” to aid in building community consensus by engaging stakeholders, special interests groups, and the public in decision-making processes
- Updating community plans, including the Emergency Operations Plan (EOP) and Redevelopment Plan, based on lessons learned from the disaster.
- Upgrading communication systems
- Communicating recovery activities to the public
- Addressing community questions about health consequences of the event

### **Social Recovery Activities**

- Promoting community participation in recovery efforts through the “Long Term Recovery Committee”, volunteer opportunities, and plan revisions
- Supporting distribution of essential commodities and other daily living needs
- Evaluating community stress and providing services for the mental health of individuals

- Supporting restoration of critical community support structure, such as schools, medical services, and financial institutions
- Restoring community values
- Promoting family and individual preparedness
- Establishing Local Assistance Centers (LAC) for 'one-stop' disaster recovery services and assisting in establishing a Disaster Recovery Center (DRC) in the City if requested to do so to support delivery of state and federal recovery programs

### **Economic Recovery Activities**

- Establishing a documentation system to collect and store disaster-related cost information to ensure maximum state and federal reimbursement
- Filing insurance claims, as appropriate
- Identifying economic impact the disaster had on the community, such as impact on the tax base and employment/unemployment
- Reviewing the city budget to identify potential sources of available working capital
- Facilitating business recovery by reestablishing commercial services and promoting businesses in damaged areas
- Securing disaster business loans, disaster recovery assistance grants and hazard mitigation project funding

### **Documentation**

Documentation is essential to recovering expenditures related to emergency response and recovery operations. For the City, documentation must begin at the field response level and continue throughout the operation of the Emergency Operations Center (EOC) as the disaster unfolds.

The City of Manteca should incorporate disaster documentation into their current accounting system. To obtain maximum reimbursement for disaster-related expenditures, it is critical that the City:

- Implement the disaster accounting system during a disaster
- Ensure disaster-related expenditures are easily distinguished from on-going activities
- Maintain accurate accounting records for disaster-related expenditures including
  - Force account labor (timesheets) and equipment
  - Invoices for rented equipment, materials and purchases
  - Photographs of damage and repair
  - Insurance information
  - Environmental and historical preservation issues
  - Records of donated goods and services
- Keep records for a minimum of three (3) years after the last action on a state or federally funded disaster project. The County will notify the City when the three year-time frame begins

### **RECOVERY OPERATIONS RESPONSIBILITIES**

The City has specific responsibilities in recovering from a disaster. The list below summarizes some of the key functional responsibilities and an organizational chart is on the following page:

- Political process management

- Interdepartmental coordination
- Policy development and decision making
- Coordination with community and non-profit organizations
- Establish a long term recovery committee (if needed)
- Dissemination of public information
- Initial Damage Estimate
  - Conduct, compile and update damage information
  - Assist state and federal agencies in conducting formal Preliminary Damage Assessment (PDA)
- Safety Assessment Program (if needed)
  - Land use and zoning variance
  - Permits and controls for new development
  - Revision of building regulations and codes
  - Code enforcement and plan review
- Clean up and debris removal
  - Demolition and construction
  - Management of and liaison with construction contractors
  - Restoration of utility services
- Assistance programs
  - Housing assistance for people with disabilities and others with access and functional needs, low income and special housing needs
  - Applications for disaster financial assistance
  - Liaison with assistance providers
  - Onsite recovery support
  - Disaster financial assistance project management
- Public finance
  - Budgeting and contracting
  - Accounting and claims processing
  - Taxation
  - Insurance settlements
- Redevelopment of existing areas
  - Planning of new redevelopment projects
  - Financing new projects
- Advise on emergency authorities, actions and associated liabilities
  - Preparation of legal opinions
  - Identification of statutes in need of temporary modification
  - Review and assist in preparation of new ordinances and resolutions
- Implementation of the Continuity of Operations Plan (COOP), if needed – government operations and communications, including: space acquisition, supplies, equipment, vehicles, personnel, and related support

The Chart below shows the Recovery functions and briefly highlights some of the duties associated with each function, as well as assigns departments and agencies to those functions that are typical within the operating departments of the County and City governments.

FUNCTION	DEPARTMENTS/AGENCIES
Political process management; interdepartmental coordination; policy development; decision making; and public information.	City Manager's Office
Land use and zoning variance; permits and controls for new development; revision of building regulations and codes; code enforcement; and plan review.	Community Development Department
Restoration of medical facilities and associated services; oversight of care facility property management; continue to provide mental health services; and perform environmental reviews.	San Joaquin County
Debris removal; demolition; construction; management of and liaison with construction contractors; and restoration of utility services.	Public Works Department
Housing programs; assistance programs for the needy; and low income and special housing needs.	Economic Development Department
Public finance; budgeting; contracting; accounting and claims processing; taxation; and insurance settlements.	Finance Department
Redevelopment of existing areas; planning of new redevelopment projects; and financing new projects.	Economic Development Department; Community Development Department
Applications for disaster financial assistance; liaison with assistance providers; onsite recovery support; and disaster financial assistance project management.	Finance Department; City Manager's Office
Advise on emergency authorities, actions and associated liabilities; preparation of legal opinions; and review and assist in preparation of new ordinances and resolutions.	Fire Department; City Manager's Office
Government operations and communications; space acquisition; supplies and equipment; vehicles; personnel; and related support;	Public Works Department; Fire Department; City Manager's Office

## STATE AND FEDERAL POST-DISASTER ASSISTANCE PROGRAMS

### Introduction

Depending on the nature and extent of the disaster, state and federal assistance programs may be available to assist the City, special districts, eligible households, businesses and non-profit organizations that have experienced disaster-related expenses not covered by insurance. For public agencies, assistance may be available on a cost-share basis for emergency response costs, costs for debris removal, emergency protective measures, and repair or rebuilding of damaged facilities and infrastructure. For households and businesses, assistance may include loans to repair damaged buildings. Households may also be eligible for assistance with other unmet needs and businesses may be eligible for loans for disaster-related loss of revenue. Disaster unemployment assistance and assistance for disaster-related mental health needs may also be available. The following pages describe the assistance programs that may be available under certain criteria, following a disaster.

### Emergency Proclamations/Declarations

It is important to know if a local Emergency Proclamation is a prerequisite to obtaining assistance. The chart below provides an overview of the programs discussed in this section and indicates proclamation/declaration requirements. **Please Note: If a local Emergency Proclamation is required, it must be issued within 10 days of the event.** More information on these assistance programs is provided following this section of the Annex.

PROGRAM NAME	TYPE OF ASSISTANCE	LOCAL PROCLAMATION REQUIRED?	STATE OF EMERGENCY REQUIRED?	FEDERAL DECLARATION OR DESIGNATION REQUIRED?
Safety Assessment Program (SAP)	Provides professional evaluators to determine safety, use and occupancy of homes and buildings	No	No	No
Fire Management Assistance Grant (FMAG)	Reimbursement of emergency response costs for fire suppression	No	No	Yes
State Public Assistance (PA) under an CAL OES Director's Concurrence	Funding to restore eligible public infrastructure	Yes	No	No
State PA under a Governor's Proclamation of State of Emergency	Reimbursement of eligible local emergency response costs, debris removal and funding to restore eligible public infrastructure	Yes	Yes	No
Federal PA (Major Disaster Declaration)	Reimbursement of eligible local emergency response costs, debris removal and funding to restore eligible public and allowable private non-profit infrastructure	Yes	Yes	Yes
Federal PA (Emergency Declaration)	Reimbursement of eligible local emergency response costs	Yes	Yes	Yes
Individuals and Household Program (IHP)	Grants for unmet recovery needs to individuals and families	Yes	Yes	Yes

PROGRAM NAME	TYPE OF ASSISTANCE	LOCAL PROCLAMATION REQUIRED?	STATE OF EMERGENCY REQUIRED?	FEDERAL DECLARATION OR DESIGNATION REQUIRED?
State Supplemental Grant Program (SSGP)	Supplemental grants for individuals for recovery may be available only when maximum IHP has been reached	Yes	Yes	Yes
Small Business Administration (SBA) Economic Injury Disaster Loan Program	Working capital loans for small businesses that have suffered an economic loss due to a disaster	No	No	Yes
SBA Physical Disaster Loan Program	Loans for individuals, families and businesses that have lost real and personal property due to a disaster	No	No	Yes
U.S. Department of Agriculture (USDA) Disaster Designation	Loans for farmers and ranchers for physical and crop production losses due to a disaster	No	No	Yes
Crisis Counseling Programs	Referral/resource services and short-term counseling for emotional and mental health problems caused by the disaster	Yes	Yes	Yes
Disaster Unemployment Assistance	Weekly unemployment benefits and job finding services due to a disaster	Yes	Yes	Yes

### Damage Assessment

When requesting state or federal disaster assistance, the City of Manteca **must** provide information to support the request. The chart below describes the mechanisms required to document damages and determine needed assistance in the impacted area.

REPORT TITLE	RESPONSIBLE PARTY	DESCRIPTION NEEDED	PURPOSE OF REPORT
Initial Damage Estimate (IDE)	Local jurisdiction	Initial description of damage including: <ul style="list-style-type: none"> <li>type and extent of public and private sector damage</li> <li>basic repair and emergency response costs</li> <li>any acute public health issues</li> <li>number of homes and businesses not insured or underinsured</li> </ul>	Provides information for Cal OES to determine if state and/or federal disaster assistance is warranted and to what external resources are needed. An IDE should be provided concurrently with request for assistance. Not providing this information promptly can delay recovery assistance.
Preliminary Damage Assessment (PDA)	Cal OES Recovery Branch staff assisted by Cal OES Regional staff, local, state and/or federal government staff	Preliminary detailed damage report including: <ul style="list-style-type: none"> <li>facility types (e.g., school, road, private residences) and location</li> <li>facility insurance and/or maintenance records</li> <li>damage description and repair estimates</li> </ul>	Provides information for Cal OES to determine extent and type of state and/or federal disaster assistance. This information is also used by FEMA to prepare a regional analysis of the request for consideration by FEMA headquarters.

REPORT TITLE	RESPONSIBLE PARTY	DESCRIPTION NEEDED	PURPOSE OF REPORT
		<ul style="list-style-type: none"> <li>local government budget reports</li> <li>destroyed/damaged residences, personal property, businesses</li> <li>any identified environmental or historical issues</li> </ul>	
Damage Assessment by other Federal Agencies	Small Business Administration (SBA)	Includes the number of private homes and businesses damaged or destroyed and estimate uninsured losses. It also may include documentation showing economic injury to businesses.	Ensures minimum damage criteria have been satisfied to implement the Physical or Economic Injury Disaster Loan Program.
	U. S. Dept. of Agriculture (USDA) and/or local Agricultural Commissioner (this is usually done by the Ag commissioner)	Includes cause, type and value of crop/livestock losses.	Provides USDA with justification to implement emergency loan program.

### City Responsibilities to Access Assistance

If a request for assistance is necessary, the City should include the following information in the request:

- A copy of the local Emergency Proclamation (if required)
- Initial Damage Estimate (IDE)
- Written request/resolution by the City Council (or the City Manager if the Council cannot be convened)
- Type of disaster and areas of the City affected
- Date of occurrence and whether situation is continuing
- Type of assistance needed

Submit the request to:

- San Joaquin County Office of Emergency Services
- Cal OES Inland Region

The City will forward the request to the County and/or Cal OES. Assistance programs have deadlines for application, which must be strictly adhered to; technical assistance is available from Cal OES in identifying those deadlines.

When a request for assistance is submitted, Cal OES will:

- Review the request for completeness
- Request additional information if necessary
- Determine the need to conduct damage assessments

- Make a determination regarding the level of appropriate disaster assistance for the request

### **Applicant Briefings**

If there is a state or federal declaration including the provision of public or individual assistance, the Cal OES Recovery Branch will schedule and hold Public Agency Applicant Briefings. Affected public agencies will be notified by letter, e-mail, Cal OES website, Cal OES regional offices, and/or by telephone of the date, location, and time of the briefing. The City, County and any local special districts that have experienced damages, or have eligible response costs, should participate in the Applicant Briefing.

At the Applicant Briefing available Public Assistance (assistance to public agencies) and Individual Assistance (assistance for households and businesses) will be described. Applications for federal and state Public Assistance will be available and accepted during these briefings. Detailed instructions on Public Assistance applicant eligibility, project eligibility, eligible costs, program criteria, documentation requirements and important deadlines for work completion will also be explained. Public Assistance applicants are assigned a primary point of contact that will process the application, monitor work progress, and provide technical assistance for the duration of the application.

### **Public Assistance Project Approval Process**

The Cal OES Recovery Branch encourages applicant agencies to participate fully in the decision-making process of the approved scope of work and cost estimation for each project. The City and other eligible applicants are notified by mail when FEMA or the State has approved the project for funding. This notification includes instructions to request payment of the funds. Additional information regarding both federal and state public assistance programs on the Recovery section of the Cal OES website and technical assistance is available through the Cal OES Recovery Branch or the Regional Office.

Upon a Presidential Declaration, local governments that have incurred significant emergency response costs may request the expedited processing of state and federal funding. Qualifying costs may include:

- Emergency costs (e.g., police and fire overtime salaries)
- Debris removal necessary to protect life and property
- Temporary shelter operating costs

### **Individuals and Households Program (IHP)**

Upon the implementation of the Individuals and Households Program (IHP), individuals are required to first 'tele-register' with FEMA. Widespread notification through the local media and posting on the City's website will inform the public of the toll-free tele-registration number. Upon tele-registration, FEMA will assign a representative to evaluate the claim and will refer the individual to the appropriate program for loan and/or grant assistance. Individuals will then be provided loan and/or grant application information, instructions, terms and conditions directly from the agency providing assistance (FEMA, SBA, and USDA). The City may be asked for assistance in identifying appropriate locations for Disaster Recovery Centers (DRC), as well as be asked to participate in the DRC when activated.

### **Small Business Administration (SBA) and U.S. Department of Agriculture (USDA)**

When the Small Business Administration (SBA) and/or U. S. Department of Agriculture (USDA) has implemented its disaster program(s) independent of a Presidential Declaration, individuals, businesses, private non-profit agencies, and/or the agricultural community, will be instructed to file an application directly with their local SBA and/or USDA office. If a DRC is not activated, the SBA or USDA will normally administer their programs through an existing local office or, particularly for SBA, in locally leased space.

## **HAZARD MITIGATION - IMPROVING CONDITIONS TO PREVENT LOSS**

### **Introduction**

Hazard Mitigation (HM) is any cost-effective activity that seeks to eliminate or reduce human suffering and property damage from natural and manmade hazards. Hazard Mitigation includes both pre-disaster and post-disaster activities.

### **Hazard Mitigation Planning**

Hazard Mitigation Planning includes analyses of ways to eliminate or reduce the impact of future disasters. The federal Disaster Mitigation Act of 2000 required the State to develop and maintain a State Hazard Mitigation Plan. California's hazard mitigation planning process is continuous and involves a multitude of federal, state, and local agencies, academia, private non-profit organizations, and community-based organizations.

The Hazard Mitigation Plan is approved by FEMA and is required to receive grant funds for mitigation projects from the federal Hazard Mitigation Grant Program (HMGP) and/or the federal Pre-Disaster Mitigation Grant Program.

### **Funding for Pre-Disaster Mitigation**

The federal Pre-Disaster Mitigation Grant Program provides funds for hazard identification, mitigation strategies, and public partnerships. More specifically:

- Supports development of the hazard mitigation planning process at the state and local levels and funds high priority projects from these plans
- Provides a continuous flow of funding to states for hazard mitigation, whether the state has experienced a recent disaster or not
- Supports local communities in becoming disaster resistant by providing technical and financial assistance to state and local governments in implementing cost effective pre-disaster hazard mitigation measures
- Helps to reduce injuries, loss of life, damage and destruction of property, including damage to critical services and facilities under the jurisdiction of state or local governments

Communities that wish to participate in the Pre-Disaster Mitigation Grant Program must demonstrate commitment to the implementation of hazard mitigation activities within their jurisdiction. Assistance includes both planning grants and project grants. Planning grants assist the State and its communities in developing a multi-hazard mitigation plan. Planning grants may also be used for technical assistance including risk assessments, project development, community outreach and education. (Funds applied to planning grants cannot exceed 10 percent of the State's allocation). Project grants are awarded in accordance with the priorities cited in the State Hazard Mitigation Plan. Project grants may be used to reimburse costs for acquisitions or relocations of

vulnerable properties, structural retrofits, vegetation management (e.g., shaded fuel breaks, defensible space), public information and educational programs.

Flood Mitigation Assistance (FMA) provides funding for measures to reduce or eliminate the long-term risk of flood damage to repetitive loss of buildings, manufactured homes, and other structures insurable under the FEMA National Flood Insurance Program (NFIP). Communities requesting FMA planning and project grants must be participating in the NFIP. FMA planning grants are available for the flood portion of any mitigation plan. FMA project grants are available to NFIP-participating communities to implement measures to reduce flood losses. Example FMA projects are elevating structures, acquisitions, watershed management (e.g., detention basins, increased culvert size.) FEMA contributes up to 75 percent of total eligible costs for each grant. At least 25 percent of the total eligible cost must be provided from a non-Federal source. The State will evaluate and approve applications for FMA planning grants.

### **Funding for Post-Disaster Mitigation**

The Hazard Mitigation Grants Program (HMGP) provides grants following a disaster to state and local governments, Indian tribes, and certain non-profit organizations to develop plans and implement long term hazard mitigation measures.

Federal funding for the HMGP becomes available only after the President signs a Major Disaster Declaration. The amount of funding available is based on a percentage of the federal share of the aggregate disaster costs for public and individual assistance. As manager of the HMGP, Cal OES is responsible for soliciting program interest, helping potential applicants develop applications, establishing deadlines for applications, providing technical assistance, establishing funding priorities and forwarding selected projects to FEMA for approval based on those priorities. Cal OES posts grant applications instructions and deadlines on the website for a limited time following a federal declaration of a disaster. Successful applicants are notified by mail when FEMA has approved the grant for funding. This notification includes instructions to request payment of the funds.

Planning and project grants can be funded under HMGP. By regulation, HMGP projects must meet the minimum eligibility criteria, be consistent with state and local hazard mitigation plans, and meet the guidelines and priorities established for a particular disaster. Projects must also demonstrate cost-effectiveness.

### **DISASTER ASSISTANCE PROGRAMS AND THEIR REQUIREMENTS**

The following tables are designed to provide a quick reference to disaster assistance programs administered or coordinated by Cal OES. The tables are grouped by potential recipients and indicate general program implementation criteria, including key deadlines.

**Public Assistance through Cal OES**

Public agencies include state agencies and departments, cities, counties, city and county, school districts, community college districts, special districts and certain private non-profit agencies. The following table describes implementation criteria for the five main public assistance disaster programs administered by Cal OES: Director’s Concurrence, Governor’s Proclamation of a State of Emergency, Fire Management Assistance Grant (FMAG), Presidential Declaration of an Emergency, and Presidential Declaration of a Major Disaster.

TYPE OF ASSISTANCE	PROGRAM NAME AND AUTHORITY	COST SHARE REQUIREMENTS	IMPLEMENTAL CRITERIA
Funding to restore damaged public infrastructure (e.g. roads, buildings, utilities)	State Public Assistance  CDAA – Director’s Concurrent with local emergency	75% State 25% Local	Local agency must proclaim an emergency and request a “Director’s Concurrent” within 10 days of an event. A Governor’s Proclamation of a State of Emergency is not required for the Cal OES Director to provide CDAA funding to repair damaged public facilities.
Reimbursement of local emergency response costs, debris removal, <u>and</u> funding to restore damaged public infrastructure.	State Public Assistance California Disaster Assistance Act (CDAA) – Governor’s Proclamation of a State of Emergency	75% State 25% Local	Local agency must proclaim an emergency and request the Governor to proclaim a State of Emergency within 10 days of an event. The request should include dates of the event, an IDE, areas affected and appropriate type of assistance needed.
Reimbursement for fire suppression costs	FMAG  Stafford Act	75% Federal 25% Local	Responsible fire agency must request FMAG assistance while the fire is still burning out of control. Neither local nor state emergency proclamations are necessary for the implementation of this program.
Reimbursement of local emergency response and debris removal costs	Federal and State Public Assistance  Stafford Act and CDAA – Presidential Declaration of an Emergency	75% Federal 18.75% State 6.25% Local	Local agency must proclaim an emergency and request the Governor to proclaim a State of Emergency within 10 days of an event. The Governor has 5 days to request federal assistance. Local government should provide detailed information including date of the event, an IDE, areas affected, appropriate type of assistance needed.

TYPE OF ASSISTANCE	PROGRAM NAME AND AUTHORITY	COST SHARE REQUIREMENTS	IMPLEMENTAL CRITERIA
Funding to restore public infrastructure* <u>and</u> reimbursement of emergency response and debris removal costs	Federal and State Public Assistance  Stafford Act and CDAA – Presidential Declaration of a Major Disaster	75% Federal 18.75% State 6.25% Local	Local agency must proclaim an emergency and request the Governor to proclaim a State of Emergency within 10 days of an event. The Governor has 30 days to request federal assistance. Local government should provide detailed information including dates of the event, an IDE, areas affected and appropriate type of assistance needed.  *Funding beyond what is necessary to restore a facility may also be approved for hazard mitigation measure to ensure that future similar damage will not occur. These mitigation projects include cost-effective improvements to the current design and capacity of the existing facility.
Funding to provide crisis counseling services	FEMA Crisis Counseling Program Stafford Act	75% Federal 25% State	This program is funded by FEMA and administered through the California Department of Mental Health. Benefits may be short term or long term (up to 9 months).

**Public Assistance through other Agencies**

The following table describes the implementation criteria for disaster assistance programs available to public entities through federal agencies other than the Federal Emergency Management Agency (FEMA). Through CDAA, the State may also cost share with these federal programs.

TYPE OF ASSISTANCE	PROGRAM NAME/LEAD FEDERAL AGENCY AND AUTHORITY	COST SHARE REQUIREMENTS	IMPLEMENTAL CRITERIA
Watershed restoration	Emergency Watershed Program /Natural Resources Conservation Service ( NRCS) Division of the U.S. Department of Agriculture  Section 216, P.L. 81-516 and Section 403-405, P.L. 95-334	75% NRCS 18.75% State 6.25% Local	Eligible activities include providing financial and technical assistance to remove debris from streams, protect destabilized stream banks, establish cover on critically eroding lands, repair conservation practices, and the purchase of flood plain easements. This program does not require a Presidential Declaration before it is implemented. However, in order for the sponsoring agency to be eligible for state cost share, the Governor must have proclaimed a State of Emergency for the event.
Emergency flood and post-flood activities	U.S. Army Corps of Engineers (USACE) Emergency Operations / USACE  Flood Control and Coastal Emergencies Act (P.L. 84-99)	100% USACE	The USACE may provide manpower, supplies, and equipment for flood-fighting, debris clearance and temporary levee repairs during the emergency period and up to a maximum of 10 days thereafter. This program does not require a Presidential Disaster Declaration before it is implemented.
Restoration of publicly sponsored flood control structures	USACE Rehabilitation Program/ USACE  Flood Control and Coastal Emergencies Act (P.L. 84-99)	100% USACE	The USACE Rehabilitation program provides assistance for permanent repairs to federal system levees. Although USACE covers the repair costs, the local sponsoring agency may be required to purchase additional soil and must sign “Hold Harmless” agreements and other applicable assurance before work can begin. This program does not require a Presidential Disaster Declaration before it is implemented.
Emergency repairs to federal roads and highways	Federal Highway Administration (FHWA) Emergency Relief (ER) Program/FHWA  Title 23, U.S.C., Section 125	100% FHWA if performed within 180 days of an event	This program may be implemented upon a Presidential Declaration or by special request from the Governor when a State of Emergency has been proclaimed. The FHWA ER program is administered through Caltrans.

TYPE OF ASSISTANCE	PROGRAM NAME/LEAD FEDERAL AGENCY AND AUTHORITY	COST SHARE REQUIREMENTS	IMPLEMENTAL CRITERIA
Permanent restoration of damaged federal aid highways	FHWA ER Program/FHWA  Title 23, U.S.C., Section 125	88.53% FHWA 8.6% State 2.87% Local	FHWA funds 88.53% of repairs upon a Presidential Declaration or by special request from the Governor when a State of Emergency has been proclaimed. The FHWA program is administered through Caltrans in close coordination with Cal OES
Long-term economic-redevelopment	Housing and Urban Development (HUD) Disaster Recovery Initiative/HUD  Section 122 of the Housing and Community Act of 1974, as amended	75% Federal 18.75% State 6.25% Local	Funds earmarked for certain HUD projects may be transferred to emergency projects if not covered by FEMA and are in the best interest of post-disaster stricken community. California Department of Housing and Community Development administer this program.

**Individual and Family Assistance**

The following table describes the implementation criteria for programs that are available to assist businesses, families and individuals, and Private Non-profit (PNP) agencies in recovering from a disaster.

TYPE OF ASSISTANCE	PROGRAM NAME AND AUTHORITY	LOAN/GRANT MAXIMUM*	GENERAL IMPLEMENTAL CRITERIA
Low interest loans for losses to real property (primary residences) which may include mitigation measures	SBA Physical Disaster Loan Program  13 CFR Ch.1 Part 123	\$200,000	The SBA Physical Loan Program may be implemented upon a Presidential Declaration of an Emergency or Major Disaster. Victims are required to first seek loan assistance through SBA before they can be considered for a federal grant through FEMA. SBA also has the authority to independently (without a Presidential Declaration) implement the program when at least 25 homes and/or businesses suffer 40% uninsured losses of their estimated fair market or pre-disaster fair market value, whichever is lower. In this case, a request for SBA declaration must be requested through Cal OES within 60 days of the occurrence.
Low interest loans for losses to personal property	SBA Physical Disaster Loan Program  13 CFR Ch.1 Part 123	\$40,000	Same as above.
Grants to cover temporary housing needs, home repairs, losses to personal property, transportation expenses, funeral and medical expenses, etc.	Individual and Households Program (IHP)  Robert T. Stafford Act Disaster Relief and Assistance Act, 44 CFR Ch. 1, Part 206, Subpart D, Sect. 206.110	\$25,600	This is a federal grant program managed and administered by FEMA upon a Presidential Declaration of an Emergency or Major Disaster. Victims who are found to be ineligible for an SBA loan are referred to FEMA's IHP program.
Grants to individuals and families that have received the maximum IHP grant but still have unmet needs	State Supplemental Grant Program (SSGP)  California Department of Social Services W/I 13600-13601	\$10,000	This program is administered through the State Department of Social Services. It is only implemented when FEMA has activated the IHP. The State has no authority to activate the SSGP independent of a Federal Declaration.

TYPE OF ASSISTANCE	PROGRAM NAME AND AUTHORITY	LOAN/GRANT MAXIMUM*	GENERAL IMPLEMENTAL CRITERIA
Disaster Unemployment Assistance (DUA)	DUA  U.S. Department of Labor, 20 CFR, Part 625 44 CFR, Part 206.141	N/A	This program may be implemented by the Department of Labor upon a Presidential Declaration. It allows those unemployed due to a disaster up to 26 weeks of unemployment benefits.

**Businesses, Ranchers and PNP Assistance**

The following table describes the implementation criteria of programs that are available to assist businesses, ranchers, and Private Non-profit (PNP) agencies in recovering from a disaster.

TYPE OF ASSISTANCE	PROGRAM NAME AND AUTHORITY	LOAN MAXIMUM*	IMPLEMENTAL CRITERIA
<p>Low interest loans to businesses and PNPs, for losses to real property</p>	<p>SBA Physical Disaster Loan Program  13 CFR Ch.1 Part 123</p>	<p>\$2 Million</p>	<p>The SBA Physical Loan Program may be implemented upon a Presidential Declaration of an Emergency or Major Disaster.</p> <p>SBA also has the authority to independently implement the program when at least 25 homes and/or 3 businesses have suffered 40% uninsured losses due to a disaster. Typically, when SBA declares a disaster for a county, contiguous counties are also eligible.</p>
<p>Low interest loans to businesses and to help cover working capital</p>	<p>SBA's Economic Injury Disaster Loan (EIDL)  13 CFR Ch.1 Part 123</p>	<p>\$2 Million</p>	<p>SBA also has the authority to independently implement the program with certification by the Cal OES Director that at least five small business concerns in a disaster area have suffered economic injury and are in need of financial assistance not otherwise reasonably available.</p> <p>The SBA may provide economic injury assistance for a disaster determined by the Secretary of Agriculture. Under these designations, SBA makes economic injury assistance available to eligible small businesses.</p> <p>EIDL loans become available under all SBA physical declarations. The maximum SBA loan assistance is \$1.5 million, whether it is a Physical Disaster Loan, an EIDL loan, or a combination of both programs.</p>

TYPE OF ASSISTANCE	PROGRAM NAME AND AUTHORITY	LOAN MAXIMUM*	IMPLEMENTAL CRITERIA
<p>Low interest loans to farmers, ranchers and aquaculturists for physical and/or crop production losses resulting from an unusual natural occurrence (weather pattern, pest, etc.)</p>	<p>Secretarial Designation – Agricultural disaster</p> <p>U.S. Department of Agriculture, Farm Services Agency 7 CFR, Ch. 18, Part 1945, Subpart A</p>	<p>\$500,000</p>	<p>Emergency loans are made to farmers and ranchers who have suffered at least a 30-percent loss in crop production or a physical loss to livestock products, real estate or chattel property.</p> <p>The Secretary of Agriculture can implement this program when requested by Cal OES on behalf of a local agriculture commissioner or local government authority, or implemented automatically when the President declares a Major Disaster or State of Emergency. When requested on its own authority, supporting documentation to the types of crops and level of damage must be submitted. A Proclamation of local or state emergency is not required for this program.</p>

**Annex Maintenance**

The City of Manteca Fire Department in collaboration with city departments will update, revise and record any revisions of this Recovery Annex.

## **ATTACHMENT ONE - DAMAGE ASSESSMENT GUIDANCE**

Damage Assessment is the process of identifying and quantifying damages that occur as a result of a disaster. The objective of the damage assessment is to provide situational awareness to the EOC about the state of critical and essential functions to help facilitate the move from response into recovery. It also facilitates the decisions to appropriately direct resources and teams. Additionally, the damage assessment results are used as the initial basis to justify or determine state or federal assistance. Damage assessment is conducted in two phases as outlined below.

### **Initial Damage Assessment**

This assessment begins immediately after the incident occurs and helps to determine life safety issues, identify the hardest hit areas and to estimate the damaged infrastructure. The initial damage assessment determines whether more detailed damage assessments are necessary and identifies those areas where further efforts should be concentrated.

### **Preliminary Damage Assessment (PDA)**

This assessment is done to verify the initial damage assessment (especially for state/federal assistance) and gather additional information on areas or functions that are going to require additional resources so recovery can be prioritized.

### **Windshield Surveys**

Following a disaster, on-duty fire, Law Enforcement, Building Safety, and public works field units perform windshield surveys. The survey is done quickly, without exiting the vehicle and includes a brief observation of the structure or area for obvious damages. The Red Cross also may conduct windshield surveys, if requested. Windshield surveys may also be used to develop the Initial Damage Estimate (IDE) discussed in the previous section.

### **Safety Assessment**

As soon as possible following the emergency event, a Rapid Safety Assessment is conducted on occupied buildings and pre-designated essential facilities (e.g., occupied structures, access roads, bridges, utilities etc.) The assessment involves an immediate visual inspection by Safety Assessment Teams (SATs) assigned by the EOC Safety Assessment staff to identify unsafe structures/area and obvious hazards. Unsafe structures are evacuated immediately, hazardous conditions are secured and occupied buildings are posted as Unsafe, Restricted Use or Inspected, as indicated. The inspection and assessment process will be performed in accordance with the Applied Technology Council (ATC-20-2) *Procedures for Post Earthquake Safety Evacuation of Buildings*. Mutual aid for the conduct of these assessments can be obtained through the Safety Assessment Program, overseen by Cal OES.

### **Detailed Inspection**

Based on findings from the SATs, detailed inspections are performed on damaged facilities by personnel assigned by the EOC Safety Assessment staff. This inspection includes a more thorough examination to document damages, identify repairs, bracing and shoring requirements, evaluate the initial posting of occupied structures and identify facilities that require an engineering assessment. The condition of occupied structures may be upgraded or downgraded based on the results of the inspection.

### **Engineering Assessment**

Licensed engineers conduct detailed assessments on damaged structures and facilities to prepare plans for repairs, reconstruction and engineering cost estimates. Depending on the type of facility and the nature of the damage, civil, structural, mechanical, and other specialty engineering services may be contracted, or requested through the County's OA EOC.

### Damage Assessment Chronology Summary

Damage Assessment Chronology		
Time Frame	Purpose	Method/Teams
<b>Windshield Survey</b>		
0-12 hours post-event	Locate and identify casualties and hazards to aid the direction of response efforts.	<ol style="list-style-type: none"> <li>1. Windshield Survey Form</li> <li>2. Law Enforcement, Fire and Public Works field units, and ARC</li> </ol>
<b>Safety Assessment</b>		
0-24 hours post-event	Identify life safety problems, obvious structural or utility damage. Includes assessment of roads, bridges, tunnels, and access areas. Buildings are posted "Unsafe" (Red), "Restricted Use" (Yellow), or "Inspected" (Green). The assessment is also used to identify requirements for barricades.	<ol style="list-style-type: none"> <li>1. ATC-20-2 Rapid Evaluation Safety Assessment Form</li> <li>2. Safety Assessment Teams assigned by the EOC Safety Assessment staff</li> </ol>
<b>Detailed Damage Assessment</b>		
24 hours to 1 week post-event	Identify and document damage and initial cost estimates. Inspect structures, bridges, tunnels, water lines, fire alarm systems, sewer lines, streetlights, and roadways. The assessment is also used to prepare for emergency repairs, bracing and shoring.	<ol style="list-style-type: none"> <li>1. ATC-20-2 Detailed Evaluation Safety Assessment Form</li> <li>2. ATC-20-2 Fixed Equipment Checklist</li> <li>3. Safety Assessment Teams assigned by the EOC Safety Assessment staff</li> </ol>
<b>Engineering Assessment</b>		
1 week to 2 months post-event	A quantitative engineering evaluation of damage. This assessment is used to prepare plans for permanent repairs and to prepare engineering cost estimates.	<ol style="list-style-type: none"> <li>1. Engineers and architects</li> <li>2. Consulting structural, mechanical and geotechnical engineers</li> </ol>

Figure 1 - Damage Assessment Chronology Summary Chart

## **ATTACHMENT TWO - DOCUMENTING AND REPORTING DAMAGE ASSESSMENTS**

### **Reporting**

Any damage that endangers life safety, the operation of a facility or damage that could result in additional damage will be reported immediately to the EOC Operations Section via phone or radio. Copies of all damage reports are forwarded to the EOC Planning Section for review, analysis and posting on status boards, as indicated.

### **Windshield Survey**

Field units report hazards or major damage to the assigned EOC Operations Section Chief or designee via phone or radio.

### **Safety Assessment**

The results of safety assessments are reported by SATs to the assigned Operations Section Safety Assessment staff via phone or radio. Based on the results of these assessments, initial response strategies and priorities may be received by the Operations Section Chief.

### **Detailed Damage Assessment**

Each SAT submits its findings in writing on the appropriate form to the EOC Safety Assessment staff. The Safety Assessment staff arranges for further engineering assessments based on the findings from this assessment. Copies of all forms are forwarded to the Planning Section for the Situation/Status Report.

### **Engineering Evaluation**

Each SAT submits its findings in writing to the EOC Safety Assessment staff. The engineering reports will include all supporting materials, such as drawings, calculations, cost estimates, etc., and will be used to develop, repair and reconstruct plans.

### **Documentation**

Law Enforcement, Fire, Building Safety, and Public Works field units conduct the Windshield Surveys and document their findings. The information may be reported verbally to the EOC, or to the appropriate Law, Fire, Building Safety, or Public Works representative who in turn records the information.

Inspections and assessments are recorded by assigned SATs on the appropriate ATC-20-2 forms and photographs are taken of all damages observed. Where indicated, appropriate maps and schematics are attached to the ATC-20-2 forms. Completed forms, photographs and schematics are forwarded to the EOC Planning Section as soon as practical.

# City of Manteca

Emergency Operations Center

Position Checklists

September 2015



## INTRODUCTION

The following position checklists are intended to provide guidance for the application of the Standardized Emergency Management System (SEMS) for an Emergency Operations Center (EOC)/field response to a disaster. Specific position checklists begin on the following pages.

**JOB ASSIGNMENT** Receive assignment from your department, including:

1. Job assignment
2. Reporting location
3. Reporting time
4. Travel instructions
5. Any special communications instructions, e.g., phone numbers, travel frequency
6. Order and request numbers

**CHECK-IN** Upon arrival at the EOC or incident; check in at designated Check-in location. Check-in may be found at:

1. EOC (EOC)
2. Incident Command Post (ICP)
3. Base or Camps
4. Staging Areas

**INITIAL BRIEFING:** Receive briefing from immediate supervisor.

**WORK MATERIALS:** Acquire work materials.

**HEALTH & SAFETY:** Conduct all tasks in a manner that ensures safety and welfare of you and your co-workers.

**SUPERVISION:** Organize and brief subordinates, if in supervisory role.

**COMMUNICATION:** Know the assigned telephone or cellular numbers and radio frequency (ies) (if necessary) for your area of responsibility and ensure that communication equipment is operating properly.

Use clear text and ICS terminology (no codes) in all radio communications.

**DOCUMENTATION:** Complete forms and reports required of the assigned position and send through chain of command to Documentation Unit.

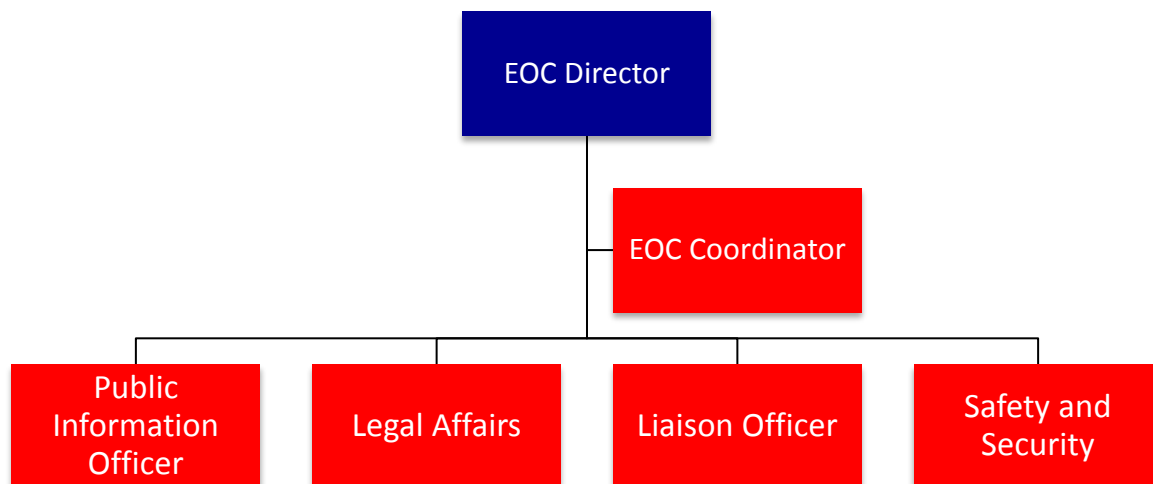
**DEMOBILIZATION:** Respond to demobilization orders and brief subordinates regarding demobilization.

## MANAGEMENT SECTION

### Purpose

The Management Section directs the City of Manteca Emergency Management Organization (EMO), coordinates the actions of the Emergency Operations Center (EOC) staff, establishes operational priorities, ensures development and implementation of strategies to meet the needs of the emergency, works with Elected Officials on issues related to emergency response and recovery, communicates with the media, coordinates response with outside agencies including federal and state resources, and ensures the safety of the responders. The Management Section staff must evaluate the potential economic, social and environmental impacts of the disaster on its citizens, while managing the response to the conditions within the City. Additionally, the Management Section must consider whether an emergency in a neighboring city could impact the City of Manteca or draw upon resources normally available to the City.

### EOC Management Section Organization



When fully staffed, the Management Section may include the positions shown in the organizational chart above. If staffing is not available for each position, the duties assigned to the unfilled position are the responsibility of the Director of Emergency Services.

### Objectives

The overall objective of emergency management is to ensure the effective management of response forces and resources in preparing for and responding to situations associated with disasters. To carry out its responsibilities, the Management Section will accomplish the following objectives during a disaster/emergency:

- Overall management and coordination of emergency response and recovery operations.

- Coordinate and liaise with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities 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.

## ***EOC Director Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All personnel.
- Ensure that the EOC is properly set up and ready for operations.
- Determine appropriate level of activation based on situation as known.
- Mobilize appropriate personnel for the initial activation of the EOC.
- Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness, ensuring that appropriate modifications occur as required.
- Exercise overall management responsibility for the coordination between emergency response agencies.
- Obtain briefing from whatever sources are available.
- Ensure that an EOC check-in procedure is established immediately.
- Ensure that an EOC organization and staffing chart is posted and completed.
- Determine which sections are needed, assign Section Chiefs as appropriate and ensure they are staffing their sections as required.
- Determine which Management Section positions are required and ensure they are filled as soon as possible.
- In coordination with General Staff, set priorities for response efforts.
- Ensure that all actions are accomplished within the priorities established.
- Ensure that coordination is accomplished effectively within the EOC.
- Ensure that communications with emergency response agencies are established and functioning.
- Confer with the General Staff to determine what representation is needed at the EOC from member jurisdictions, special districts, and other emergency response agencies, if necessary.
- Assign a Liaison Officer to coordinate outside agency response to the EOC and to assist as necessary in establishing an Interagency Coordination Group.
- Monitor General Staff activities to ensure that all appropriate actions are being taken.
- In coordination with the Public Information Officer, conduct news conferences and review media releases for final approval.
- Based on current status reports, establish initial strategic objectives for the EOC.
- In coordination with Management Staff, prepare management function objectives for the initial Action Planning Meeting.
- Convene the initial Action Planning meeting. Ensure that all Section Chiefs, Management Staff, and other key agency representatives are in attendance. Ensure that appropriate Action Planning procedures are followed (**refer to Planning**

**Section, “Action Planning”)** and the meeting is facilitated appropriately by the Planning/Intelligence Section.

- Once the Action Plan is completed by the Planning Section, review, approve and authorize its implementation.
- Conduct periodic briefings with the General Staff to ensure strategic objectives are current and appropriate.
- Conduct regular briefings for the Elected and Executive representatives and/or their designee.
- Formally issue Local Emergency Proclamation and coordinate with other agencies as appropriate.
- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.
- Authorize deactivation of sections, branches, and units when they are no longer required.
- Notify the other activated EOCs, emergency response agencies, and other appropriate organizations of the planned deactivation time.
- Ensure that any open actions not yet completed will be handled after deactivation.
- Ensure that all required forms or reports are completed prior to deactivation.
- Be prepared to provide input to the After Action Report.
- Deactivate the EOC at the designated time, as appropriate.
- Maintain unit/activity log.

## ***EOC Coordinator Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Assist the EOC Director with the overall facilitation and functioning of the EOC by:
  - Mobilize appropriate personnel for the initial activation of the EOC.
  - Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness, ensuring that appropriate modifications occur as required.
  - Respond immediately to EOC site and determine operational status
  - Obtain briefing from whatever sources are available.
  - Ensure that the EOC is properly set up and ready for operations.
  - Ensure that an EOC check-in procedure is established immediately.
  - Ensure that an EOC organization and staffing chart is posted and completed.
  - Ensure that Inter-Agency coordination is accomplished effectively within the EOC.
  - Ensure that communications with emergency response agencies are established and functioning.
- Serve as an advisor to the EOC Director and General Staff as needed, providing information and guidance related to the internal functions of the EOC and ensure compliance with existing emergency plans and procedures.
- Provide assistance and information regarding section staffing to all General Staff.
- Assist the EOC Director and the General Staff in developing overall strategic objectives as well as section objectives for the Action Plan.
- Confer with the General Staff to determine what representation is needed at the EOC from member jurisdictions, special districts, and other emergency response agencies.
- Monitor General Staff activities to ensure that all appropriate actions are being taken and provide procedural guidance as required.
- Ensure that the Liaison Officer is providing for and maintaining effective interagency coordination.
- Convene the Initial Action Planning meeting. Ensure that all Section Chiefs, Management Staff, and other key agency representatives are in attendance. Ensure that appropriate Action Planning procedures are followed and the meeting is facilitated appropriately by the Planning/Intelligence Section.
- Once the Action Plan is completed by the Planning/Intelligence Section, review, approve and authorize its implementation.
- Ensure that the Planning/Intelligence Section is continuously updating and executing the EOC Action Plan.

- Advise the EOC Director on procedures for enacting emergency proclamations, emergency ordinances and resolutions, and other legal requirements.
- Assist the Planning/Intelligence Section in the development, continuous updating and execution of the EOC Action Plan.
- Provide overall procedural guidance to General Staff as required.
- Ensure that all notifications are made to the County and represent the City on any and all city, county and Cal OES Inland Region (if applicable) conference calls or briefings, as necessary.
- Ensure that all communications with jurisdictional emergency response agencies have been established and are maintained.
- Assist the EOC Director, Public Information Officer and Liaison Officer in preparing for and conducting briefings with Management Staff, the Elected/Executives members, the media, and general public.
- Assist the EOC Director and Liaison Officer in establishing and maintaining an Inter-agency Policy Group comprised of outside agency representatives and executives not assigned to specific sections within the EOC.
- Assist the Liaison Officer in ensuring proper procedures are in place for directing agency representatives and conducting VIP/visitor tours of the EOC.
- Authorize deactivation of sections, branches, and units when they are no longer required.
- Notify the other activated EOCs, emergency response agencies, and other appropriate organizations of the planned deactivation time.
- Ensure that any open actions not yet completed will be handled after deactivation.
- Ensure that all required forms or reports are completed prior to deactivation.
- Deactivate the EOC at the designated time, as appropriate.
- Other duties as assigned.
- Provide assistance with shift change activity, as required.
- Maintain unit/activity log.

## ***Public Information Officer (PIO) Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Serve as the coordination point for all media releases for the City's EOC.
- Represent the EOC as the lead Public Information Officer.
- Ensure the public, within the affected area, receives complete, accurate and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
- Coordinate media releases with PIOs representing other affected emergency response agencies within the jurisdiction, as well as the County's PIO.
- Coordinate the provision of situation information on the website and ensure that rumor control is provided with the same information throughout the event.
- Organize the format for press conferences in coordination with the EOC Director.
- Maintain a positive relationship with the media representatives.
- Supervise the Rumor Control function (IF ACTIVATED).
- Establish and manage the Joint Information Center (JIC), as necessary.
- Determine staffing requirements and make required personnel assignments for the JIC function as necessary.
- Obtain policy guidance from the EOC Director on media releases.
- Keep the EOC Director advised of all unusual requests for information and all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.
- Coordinate with the Situation Status Unit and identify method for obtaining and verifying significant information as it develops.
- Develop and publish a media briefing schedule, to include location, format, preparation, and distribution of handout materials.
- Implement and maintain an overall information release program.
- Establish a Media Information Center, as necessary, providing necessary space, materials, telephones, computers and electrical power.
- Maintain up-to-date status boards and other references at the media information center. Provide adequate staff to answer questions from members of the media.
- Interact with other EOC sections, branches, and units to provide and obtain information relative to public information operations.
- Develop and coordinate content for Emergency Alert System (EAS) releases with the County PIO. Monitor Emergency Alert System releases, as necessary.

- In coordination with other EOC sections, as approved by the EOC Director, issue timely and consistent advisories and instructions for life safety, health, and assistance to the public.
- At the request of the EOC Director, prepare media briefings for Elected/Executive representatives and/or their designees, other government officials, and provide assistance as necessary to facilitate their participation in media briefings and press conferences.
- Ensure that adequate staff is available at incident sites to coordinate and conduct tours of the disaster areas.
- Provide sufficient staffing and telephones for call center operations to efficiently handle incoming media and public calls.
- Prepare, update, and distribute to the public a Disaster Assistance Information on locations to obtain food, shelter, supplies, health services, and other important disaster related information.
- Ensure that announcements, emergency information, and materials are translated and prepared for people with disabilities and others with access and functional needs.
- Monitor broadcast media, using information to develop follow-up news releases and rumor control.
- Ensure file copies are maintained of all information releases (for submission to Planning/Intelligence Section).
- Provide copies of all releases to the EOC Director.
- Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.
- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.
- Maintain unit/activity log.

***Rumor Control Unit Position Checklist***  
***(Usually in large disasters, otherwise PIO performs this function)***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Provide staffing for rumor control telephone bank or coordinate with 2-1-1 if applicable.
- Establish a "Disaster Hotline" with an up-to-date recorded message, if necessary.
- Supervise the Rumor Control Unit.
- Obtain "confirmed" disaster information.
- Operate a telephone bank or coordinate the information with 2-1-1 if applicable for receiving inquiries from the general public.
- Correct rumors by providing factual information based on confirmed data.
- Refer inquiries from member of the media to the lead PIO or designated staff.
- Maintain unit/activity log.

## ***Liaison Officer Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Oversee all liaison activities, including coordinating outside agency representatives assigned to the EOC or County EOC (if activated) and handling of requests from other EOCs for the EOC agency representatives.
- Establish and maintain a central location for incoming agency representatives, providing workspace and support as needed.
- Ensure that position specific guidelines, policy directives, situation reports, and a copy of the EOC Action Plan are provided to Agency Representatives upon check-in.
- In coordination with the Management Section, provide orientations for VIPs and other visitors to the EOC.
- Contact Agency Representatives already on-site, ensuring they:
  - Sign into the EOC organization
  - Understand assigned functions
  - Know work locations
  - Review and understand the EOC organization and floor plan
- Determine if additional agency representation is required from:
  - Other agencies
  - Schools
  - Volunteer organizations
  - Private organizations
  - Utilities not already represented
- Arrange and coordinate VIP tours with the PIO and the Elected/Executive members or their designees.
- Determine the status and resource needs and availability of other agencies.
- Notify and coordinate with adjacent jurisdictions on facilities and/or dangerous releases which may impose risk across boundaries.
- Request agency representatives maintain communications with their agencies and obtain Situation Status Reports regularly.
- Act as liaison with county, state or federal emergency response officials and appropriate city personnel.
- Maintain a roster of agency representatives located at the EOC. Roster should include the assignment within the EOC. Roster should be distributed internally on a regular basis.

- Release agency representatives that are no longer required in the EOC when authorized by the EOC Director (be sure to get contact information from representative before demobilization.)
- Maintain unit/activity log

## ***Legal Officer Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Facilitate requests for Local Emergency proclamations.
- Provide legal opinion on requests from management on actions which may have impacts on jurisdictional policy and authority by ordinances, statutes and under state and federal laws (e.g., evacuations, quarantines, etc.)
- Check-in with the EOC Director and clarify any issues regarding authority and assignment, including the functions of others in the EOC organization.
- Review rules, regulations and laws required for acquisition and/or control of critical resources.
- Develop necessary ordinances and emergency orders to provide legal basis for enforce emergency actions or protective measures.
- Establish communications with other jurisdictional legal offices for support.
- Facilitate requests for support or information as requested.
- Review and/or prepare the templates for proclamations and other actions.
- Provide appropriate proclamation status to the Planning/Intelligence Section.
- Keep the jurisdictional Executives and/or their designees informed and provide policy guidance and clarification for the EOC Management staff, as required.
- Maintain unit/activity log.

## ***Safety Officer Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Ensure that all buildings and other facilities used in support of the EOC are in safe operating condition.
- Monitor operational procedures and activities in the EOC to ensure they are being conducted in a safe manner, considering the existing situation and conditions.
- Stop or modify all unsafe operations outside the scope of the EOC Action Plan (AP), notify the EOC Director of actions taken.
- Tour the entire EOC facility and evaluate conditions. Advise the EOC Director of any conditions and actions that might result in liability - e.g., oversights, improper response actions, etc. Include these when writing the EOC Safety Plan.
- Study the EOC facility and document the locations of all fire extinguishers, emergency pull stations, and evacuation routes and exits.
- Be familiar with particularly hazardous conditions in the facility and reduce their threats.
- Prepare and present safety briefings for the EOC Director and General Staff.
- Ensure that the EOC facility is free from any environmental threats - e.g., air purity, water potability, etc.
- Keep the EOC Director advised of unsafe conditions; take action when necessary.
- Coordinate with the Finance/Administration Section in preparing any personnel injury claims or records necessary for proper case evaluation and closure.
- Maintain unit/activity log.

## ***Security Officer Position Checklist***

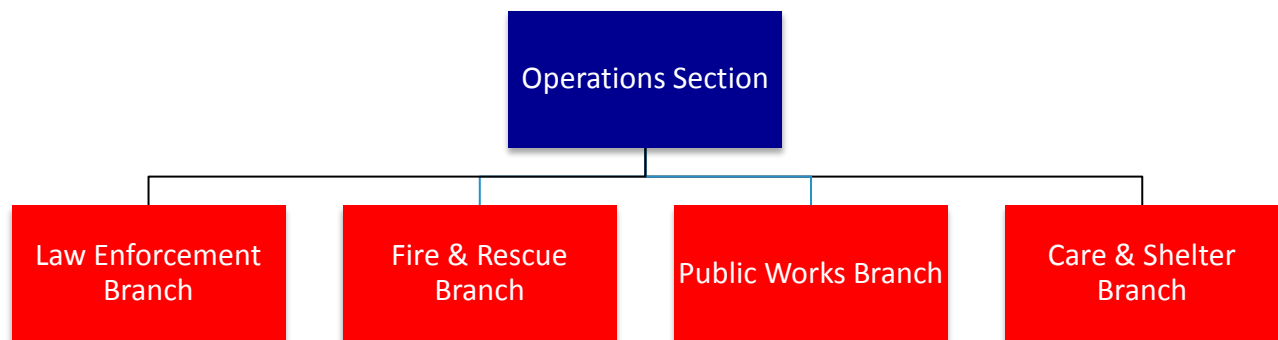
***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Provide or coordinate/monitor 24-hour security for the EOC, as necessary.
- Control personnel access to the EOC in accordance with policies established by the EOC Director.
- Determine the current EOC security requirements and arrange for staffing as needed.
- Determine needs for special access to EOC facilities.
- Provide Elected/Executive and VIP security as appropriate and required.
- Provide recommendations as appropriate to EOC Director.
- Prepare and present security briefings for the EOC Director and General Staff at appropriate meetings.
- Maintain unit/activity log.

## OPERATIONS SECTION

### Purpose

The Operations Section supports all tactical emergency response assets, regardless of agency affiliation or type. The Operations Section orchestrates strategic support to all emergency response operations. The Operations Section implements the EOC Action Plan (AP) and facilitates the direction of and makes changes based on the needs of the emergency. The Operations Section staff must evaluate the potential economic, social and environmental impacts of the disaster on its citizens, while managing response to the conditions within the City. Additionally, the Operations Section staff must consider whether an emergency in a neighboring jurisdiction could impact the City or draw upon resources normally available to the City.



### EOC Operations Section Organization

When fully staffed, the Operations Section may include the positions shown in the organizational chart above. The duties assigned to the unfilled position are the responsibility of the Operations Section Chief.

### Objectives

The Operations Section carries out the objectives of the EOC Action Plan and requests additional resources as needed. The Operations Section's primary responsibilities in a disaster/emergency are to:

- Provide coordination and support to field operations.
- Assist in the development of the Operations Section portion of the EOC Action Plan.
- Request, coordinate and manage resources needed to implement the Operations Section tactics as a part of the EOC Action Plan development.
- Report situation status information through Department Operations Centers (DOCs), or if no DOC is activated, to the field directly.

## ***Operations Section Chief Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Ensure the Operations function is carried out including coordination of response for all operational functions assigned to the EOC.
- Ensure operational objectives and assignments identified in the EOC Action Plan are carried out effectively.
- Establish the appropriate level of branch and unit organizations within the Operations Section, continuously monitoring its effectiveness and modifying accordingly.
- Exercise overall responsibility for the coordination of Branch and Unit activities within the Operations Section.
- Ensure the Planning/Intelligence Section is provided with Branch Status Reports on a regular schedule.
- Conduct periodic Operations briefings for the EOC Director, as required or requested.
- Provide overall supervision of the Operations Section.
- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Meet with Planning/Intelligence Section Chief to obtain a preliminary situation briefing.
- Determine the need for Mutual Aid.
- If Mutual Aid systems are activated, ensure that the appropriate Mutual Aid Coordinator or representative is located in the corresponding branch in operations.
- Obtain a current communications status briefing from Telecommunications in Logistics and ensure there is adequate equipment and frequencies available for the section.
- Determine estimated times of arrival of section staff from the Personnel Branch in Logistics.
- Confer with the EOC Director to ensure that the Planning/Intelligence and Logistics Sections are staffed at levels necessary to provide adequate information and support for response operations.
- Coordinate with the Liaison Officer regarding the need for agency representatives in the Operations Section.

- Establish radio or cell phone communications with Incident Commander(s) operating in the field, if no DOC is activated.
- Determine activation status of other EOCs around the jurisdiction and establish communication links with their Operations Sections.
- Based on the situation known or forecasted, determine likely future needs of the Operations Section.
- Identify key issues currently affecting the Operations Section, meet with Section personnel to determine appropriate section objectives for the first operational period.
- Review responsibilities of branches in section to develop an Operations Plan detailing strategies for carrying out Operations objectives.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure that all media contacts are referred to the PIO.
- Conduct periodic briefings and work to reach consensus among staff on objectives for forth-coming operational periods.
- Attend and participate in EOC Action Planning meetings.
- Provide the Planning/Intelligence Section Chief with the Operations Section's objectives prior to each Action Planning meeting.
- Work closely with each Branch Coordinator to ensure that the Operations Section objectives, as defined in the current AP, are being addressed.
- Ensure that the branches coordinate all resource needs through the appropriate Mutual Aid Coordinators or the Logistics Section.
- Maintain unit/activity log.

## ***Law Enforcement Branch Coordinator Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Coordinate law enforcement, traffic, evacuation movement and security/access control operations.
- Supervise the Law Enforcement Branch.
- Coordinate all law enforcement activities with the other units of the Operations Section and with the Operations Section Chief on a regular basis.
- Assist with notification, alert and warning of the public as necessary.
- Track law enforcement resources committed and resources that are still available for deployment and keep the Resources Tracking Unit apprised of status.
- Assist with coordination of deceased with the Coroner.
- Based on the situation, activate the necessary units within the Law Enforcement Branch. If units are not activated those duties are the responsibility of the Branch Coordinator.
- Provide an initial ESF 13 Status report to the Operations Section Chief.
- Based on the initial EOC strategic objectives prepare objectives for the Law Enforcement Branch and provide them to the Operations Section Chief.
- Maintain current status on Law Enforcement missions being conducted.
- Coordinate the need for evacuations with the Operation Section Chief.
- Initiate/assist with animal control measures as necessary and coordinate with the Care and Shelter Branch.
- Refer all contacts with the media to the PIO.
- Assist Planning/Intelligence section with damage assessment in disaster area.
- Maintain unit/activity log.

## ***Law Enforcement Operations Unit Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Evaluate and process requests for Law Enforcement Mutual Aid Resources through the Operational Area Law Enforcement Mutual Aid Coordinator.
- Establish and maintain communication with the Law Enforcement Branch Directors in the field.
- Respond to requests for Law Enforcement resources from the field in a timely manner, following established priorities (life safety, protection of property, and then the environment).
- Monitor and track law enforcement resources utilized during the event.
- Provide general support to field personnel as required.
- Supervise the Law Enforcement Operations Unit.
- Establish and maintain radio or cell-phone communication with the Law Enforcement Branch Directors at the field level.
- Obtain regular status reports on the law enforcement situation from the DOC or Law Enforcement branch at the field level.
- Assess the impact of the disaster/event on Law Enforcement operational capability.
- Establish the objectives of the Law Enforcement Operations Unit based on the nature and severity of the disaster, and provide them to the Law Enforcement Branch Coordinator prior to the first Action Planning meeting.
- Ensure that the assignment of the law enforcement resources are closely monitored and coordinated, and that on-scene time is logged at the field level.
- If not addressed at the ICP, ensure that incident facilities are established (staging areas, etc.) to coordinate incoming law enforcement mutual aid and resources, as requested.
- In coordination with Situation Status Unit, determine if current and forecasted weather conditions will affect law enforcement operations.
- Coordinate with the Fire Operations Branch to determine geographical boundaries of evacuations.
- Coordinate with the Care and Shelter Branch to establish suitable shelter locations and appropriate shelter facilities for evacuated population and/or animals.
- Assist in establishing camp facilities for law enforcement personnel, through the Logistics Section, if not addressed at the ICP.
- Reinforce the use of proper procedures for media contacts.

- Provide law enforcement status updates to the Law Enforcement Branch Coordinator on a regular basis.
- Maintain unit/activity log.

## ***Fire and Rescue Branch Coordinator Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Coordinate fire, hazardous materials, and search and rescue operations.
- Assist the Fire & Rescue Mutual Aid Coordinator in acquiring mutual aid resources, as necessary.
- Complete and maintain branch status reports for major incidents requiring or potentially requiring operational area, state, and federal response, and maintain status of unassigned fire & rescue resources.
- Implement the objectives of the EOC Action Plan assigned to the Fire & Rescue Branch.
- Provide overall supervision of the Fire & Rescue Branch.
- Prepare and submit a ESF 4 Status report as appropriate to the Operations Section Chief.
- Prepare objectives for the Fire & Rescue Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.
- Ensure that Branch and Unit position logs and other files are maintained.
- Maintain current status of Fire & Rescue missions being conducted in your area of responsibility.
- Provide the Operations Section Chief and the Planning/Intelligence Section Chief with an overall summary of Fire & Rescue Branch operations periodically or as requested during the operational period.
- On a regular basis, complete and maintain the ESF 4 Status Report.
- Refer all contacts with the media to the Public Information Officer (PIO).
- Ensure that fire, hazardous material, and search and rescue resources are channeled through the mutual aid coordinators.
- Prepare objectives for the Fire & Rescue Branch for the subsequent operations period provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.
- Maintain unit/activity log.

## ***Fire Operations Unit Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Establish and maintain communication with Fire Branch Directors in the field.
- Respond to requests for fire resources from the field in a timely manner, following established priorities (life safety, property, and then the environment).
- Monitor and track fire resources utilized during the event.
- Provide general support to field personnel, as required.
- Supervise the Fire Operations Unit.
- Establish and maintain radio or cell-phone communication with the DOC or Fire Branch Director at the field level.
- Obtain regular status reports on the fire situation from the Fire & Rescue Branch at the field level.
- Assess the impact of the disaster/event and the Fire Department operational capabilities.
- Establish the objectives of the Fire Operations Unit based on the nature and severity of the disaster, and provide them to the Fire & Rescue Branch Coordinator prior to the first Action Planning Meeting.
- If the DOC is not activated, ensure that the assignment of fire resources are closely monitored and coordinated, and that on-scene time is logged at the field level.
- Provide fire status updates to the Fire & Rescue Branch Coordinator on a regular basis.
- Evaluate and process all requests for fire mutual aid resources through the OA Fire & Rescue Mutual Aid Coordinator.
- If not addressed at the Incident Command Post (ICP), ensure that incident facilities are established (marshaling areas, staging areas, etc.) to coordinate incoming fire mutual aid resources, as required.
- In coordination with Situation Status, determine if current and forecasted weather conditions will affect fire and rescue operations.
- Inform the Fire & Rescue Branch Coordinator of all significant events that occur.
- Coordinate with the Law Enforcement Branch to determine status of evacuations and the Care and Shelter Branch for shelter locations.
- Reinforce the use of proper procedures for media contacts.
- Maintain unit/activity log.

## ***EMS Unit Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Coordinate personnel, equipment and resources to provide emergency medical care and transportation during a disaster.
- Monitor and coordinate all tactical operations of out-of-hospital triage.
- Assess number of medical casualties and needs.
- Coordinate resources and communication with health care facilities and transportation agencies for patient evacuation and care.
- Maintain contact with medical field operations and ensure coordination and information exchange between field responders and the EOC.
- Initiate and maintain contact with the Operational Area Medical/Health Coordinator.
- Prepare objectives for the EMS Unit and provide them to the Fire & Rescue Branch Coordinator prior to the first Action Planning Meeting.
- Refer all contacts with the media to the Public Information Officer.
- Brief the OA Medical/Health Coordinator about the:
  - Scope of medical involvement
  - Resources committed, need for mutual aid
  - Approximate number/location of casualties that require hospitalization
- Advise the Control Facility to assess/report back on local hospital capabilities and impact on operations.
- Coordinate with the Control Facility and the Fire & Rescue Branch Coordinator for transportation and care of injured persons, including transportation to appropriate care facilities/areas.
- Provide information on established disaster routes to hospitals, healthcare facilities, and to other transport agencies.
- Coordinate with Law Enforcement Branch Coordinator during evacuations to relocate and reduce the patient population in affected hospitals, nursing homes and other care facilities.
- Coordinate continued medical care for patients who cannot be moved when hospitals/nursing homes/healthcare facilities are evacuated.
- Identify facilities that could be expanded or utilized for emergency treatment and extended care centers.
- Establish and coordinate the staffing of casualty collection points, as needed.
- Coordinate/provide for appropriate medications to be distributed to hospitals, shelters, casualty collection points and/or treatment areas.
- Establish a patient tracking system in coordination with Fire and Law Enforcement.
- Identify issues, resources needs, and shortfalls for the next operational period.

- Maintain unit/activity log.

## ***Hazardous Materials Unit Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Determine the scope of hazardous materials incidents throughout the jurisdiction.
- Assist in mobilizing hazardous materials teams at the request of the Incident Commanders (IC) in the field.
- Provide hazardous materials support, as required to emergency response agencies consistent with established priorities and objectives.
- Ensure that deployed teams are provided with adequate support.
- Supervise the Hazardous Materials Unit.
- Work closely with all Operations Section Branch Coordinators to determine the scope of hazardous materials incident response required.
- Coordinate with the Fire & Rescue Branch Coordinator to determine missions for hazmat teams based on established priorities.
- Mobilize and deploy available hazardous materials teams in a manner consistent with the Hazardous Materials Unit established priorities.
- Establish radio or cell-phone communication with all deployed Hazardous Materials teams to determine the scope of support required.
- Work closely with the Resources Tracking Unit to determine the status and availability of Hazardous Materials Response Teams in the jurisdiction.
- Coordinate with the Public Works Branch to provide on-site assistance with hazmat operations at the request of IC.
- Coordinate with the EMS Unit to determine medical facilities where victims of hazmat incidents can be transported following decontamination.
- Coordinate with the Coroner to provide on-site assistance for fatalities at hazardous materials scenes.
- Monitor and track the progress and status of each hazardous materials team.
- Ensure that Hazardous Materials Team Leaders report all significant events.
- Assist in establishing camp facilities for hazmat teams through the Logistics Section, if not addressed at the Incident Command Post (ICP).
- Inform the Fire & Rescue Branch Coordinator of all significant events.
- Reinforce the use of proper procedures for media contacts. This is particularly critical in instances where the media is seeking technical information on the hazardous material, statistical information, or personal identities of injured victims or fatalities.
- Maintain unit/activity log.

## ***Public Works Branch Coordinator Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Survey all utility systems and restore systems that have been disrupted, including coordinating with utility service providers.
- Survey all public and private facilities, assessing the damage to such facilities and coordinating the repairs of damage to public facilities.
- Supervise the Public Works Branch.
- Based on the situation, activate the necessary units within the Public Works Branch per the EOC Organization Chart.
- Contact and assist the Operational Area Public Works Branch with the coordination of mutual aid resources as necessary. If there is none, work through the OA Coordinator in the County's EOC.
- Provide an initial situation report to the Operations Section Chief.
- Based on the initial EOC strategic objectives prepare objectives for the Public Works Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.
- Maintain current status on all public works activities being conducted in your area of responsibility.
- Ensure that damage and safety assessments are being carried out for both public and private facilities request mutual aid as required.
- Determine and document the status of transportation routes into and within the affected areas.
- Coordinate debris removal services as required.
- Provide the Operations Section Chief and the Planning/Intelligence Section Chief with an overall summary of the Public Works Branch operations periodically during the operational period or as requested.
- Ensure that all ESF 3 Status Reports, as well as the Initial Damage Estimates are completed and maintained, via the Windshield Survey Forms.
- Refer all contacts with the media to the Public Information Officer (PIO).
- Prepare objectives for the Public Works Branch for the subsequent operations period, and provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.
- Provide your relief with a briefing at shift change, informing them of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

- Maintain unit/activity log.

## ***Transportation Unit Position Checklist*** ***(Roads, Bridges, Infrastructure)***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Provide road closure and traffic light outage information to the EOC.
- Coordinate with Law Enforcement on road closures and openings.
- Ensure that current road closures and traffic signal outage information is displayed in the EOC.
- Participate in evacuation route planning.
- Coordinate transportation related activities with other operations units.
- Coordinate with the Transportation Unit in the OA EOC on status of highways.
- Coordinate and track mutual aid resources with the Resources Tracking Unit.
- Maintain contact with DOCs and ensure coordination and information exchange between field responders and the EOC, if DOC is activated.
- Collect preliminary situation information on division activities, the emergency situation, and the status of resources.

Based on the situation, staff the unit to perform the following functions:

- Road closure coordination
- DOC/field coordination
- Evacuation support coordination
- Brief the Branch Coordinator on the emergency situation:
  - Scope of the division's involvement in the incident
  - Personnel and resources committed, need for mutual aid
  - Current and potential threats to life and property
  - Recommend course of action to mitigate immediate threats
  - Share current situation status and division activities that may impact another department's operations to ensure field activities are coordinated
  - Discuss strategies for dealing with potential problems
  - Identify critical issues, needs, and resources
  - Update the Action Plan and report back on previously assigned tasks
- Warn the Branch Coordinator immediately when the emergency situation escalates or there is a critical situation occurring.
- Assist with Action Planning:

- Prepare objectives for the Branch Coordinator prior to the briefing/planning meetings
- Brief unit on the EOC AP objectives and assign specific responsibilities
- Provide unit tactical plan to the Branch Coordinator
  
- Coordinate critical emergency information within the unit and with other units in the branch.
- Assist with resource management by tracking resources used in the response, or sent/received as mutual aid and coordinate with the Resources Tracking Unit.
- Provide periodic situation or status reports to the Branch Coordinator for update of the overall situation.
- Identify issues, resources needs, and shortfalls for the next operational period.
- Brief your replacement at shift change. Ensure that in-progress activities are identified and follow-up requirements are conveyed.
- Maintain unit/activity log.

## ***Flood Unit Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Positions.
- Gather information about the status of rivers, levees and dams and provide information about flooding and levee status in the affected areas to the Operations Section Chief.
- Provide affected agencies with information and coordinate mutual aid requests for assistance/resources from agencies within the jurisdiction, including but not limited to, specialized personnel, equipment and transportation.
- Manage the process of tracking, requesting, and deploying flood control mutual aid resources.
- Provide status information and reports to the Planning/Intelligence Section for inclusion into the situation report.
- Maintain activity log for the flood control function. At a minimum, the log should record the following:
  - Conversations in which decisions were reached, instructions given or received, vital information exchanged
  - Requests filled, mission assignments from the OA EOC
  - Major events/activities
- Establish contact with the following agencies/jurisdictions:
  - Flood Unit in the County EOC and/or DWR Flood Operations Center
- Request and obtain reports from flood control agencies within the affected area. This information should include:
  - Status of rain/stream gages ALERT
  - Status of levee patrols
  - Damage to levees/flood fight locations status and risk
  - Flooding occurring or imminent, areas of impact, estimated damages
  - Sump pump outages and causes of outage and when repairs will be complete and street flooding and risk of structure flooding
  - Status of storm drain systems

- Status of all dams which could affect the area including: inflow, outflow and volume
  - Special resources required to accomplish flood fight and major problem identification
  - Projection of impending areas of concern
  - Established locations for staging and processing incoming support resources
- 
- Consolidate all information on the ESF 3 Status Report form. Provide information to the Planning/Intelligence Section.
  - Determine the various flood control agencies capabilities to staff flood fight, and level of additional support needed.
  - Assess resource capabilities within the jurisdiction and be prepared to respond to mutual aid resources requests.
  - Coordinate requests for additional personnel or other support with other agencies and jurisdictions.
  - Process requests for mutual aid to the County's EOC, if resources within the jurisdiction are inadequate.
  - Participate in Action sessions.
  - Disseminate established flood control priorities to the County EOC and other jurisdictions, if applicable.
  - Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.
  - Maintain unit/activity log

## ***Debris Management Unit Position Checklist (Debris, Waste & Recycling)***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Assess and project debris types and quantities generated by the event.
- Identify preferred debris collection, storage, diversion, and disposal alternatives.
- Coordinate intra-departmental and intra-jurisdictional debris management efforts.
- Supervise the Debris Management Unit.
- Determine regulatory compliance needs.
- Provide an initial situation report to the Operations Section Chief.
- Based on the initial EOC strategic objectives prepare objectives for the Debris Management Unit and provide them to the Public Works Branch prior to the first Action Planning meeting.
- Ensure that Debris Management Unit position logs and other necessary files are maintained.
- Maintain current status on all debris management activities being conducted in your area of responsibility.
- Ensure that debris assessments are being carried out for both public and private facilities; request mutual aid as required.
- Ensure that regular residential refuse and recycling collection services are maintained to the extent possible. Identify areas where service is not possible and communicate to the EOC.
- Verify with County EOC that their waste disposal and transfer facilities remain operational.
- Ensure that adequate public education efforts aimed at keeping Household Hazardous Waste (HHW) and source materials separated and segregated are executed.
- Secure debris removal services from franchised haulers and other services providers as required.
- Provide the Public Works Branch an overall summary of the Debris Management Unit operations periodically during the operational period or as requested.
- Coordinate all contacts with the media with the Public Information Officer (PIO).
- Ensure that the temporary Debris Storage facilities are returned to their pre-event condition prior to the site closure
- Ensure that debris tonnage jurisdictional allocations are distributed accurately.

- Maintain unit/activity log.

## ***Building Inspection Unit Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Collect initial damage/safety assessment information from other branches/units within the Operations Section.
- Provide detailed damage/safety assessment information to the Planning/Intelligence Section, with associated loss damage estimates.
- Maintain detailed records on damaged areas and structures.
- Coordinate mutual aid requests for engineers to inspect structures and/or facilities, to include organizing the inspectors into inspection teams upon their arrival.
- Supervise the Building Inspection Unit.
- Obtain initial damage/safety assessment information from the Fire & Rescue Branch, Law Enforcement Branch, Utilities Unit, and other branches/units as necessary.
- Coordinate with other sources for additional damage/safety assessment information.
- Prepare detailed damage/safety assessment information, including estimate of value of the losses, and provide to the Planning/Intelligence Section.
- Clearly label each structure and/or facility inspected in accordance with ATC-20 standards and guidelines.
- Maintain a list of structures and facilities requiring immediate inspection or engineering assessment.
- Coordinate all requests for engineers and building inspectors from emergency response agencies. Communicate mutual aid resource needs with the County's EOC (OES if the EOC is not activated).
- Keep the Public Works Branch Coordinator informed of the inspection and engineering assessment status.
- Refer all contacts with the media to the Public Information Officer (PIO).
- Maintain unit/activity log.

## ***Utilities Unit Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Assess the status of utilities, and provide status as required.
- Coordinate restoration of damaged utilities with utility representatives.
- Supervise the Utilities Unit.
- Establish and maintain a position log and other necessary files.
- Establish and maintain communications utility service providers.
- Assess the extent of damage to utility systems in the area.
- Coordinate with the Liaison Officer to ensure that agency representatives from utility service providers are available to respond to the City's EOC, if applicable.
- Ensure that all information on system outages are consolidated and provided to the Situation Status Unit in the Planning/Intelligence Section.
- Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems.
- Keep the Public Works Branch Coordinator informed of the restoration status.
- Refer all contacts with the media to the Public Information Officer (PIO).
- Maintain unit/activity log.

## ***Care & Shelter Branch Coordinator Position Checklists***

***Read entire position checklist before taking any action!***

- Manage and assumes responsibilities of those functions assigned to the Care and Shelter Branch.
- Coordinates with the American Red Cross (ARC) on the overall management of mass care shelters, including the preparation of action plans, listing objectives to be accomplished, and formation of strategies to achieve those objectives as well as advanced planning considerations.
- Coordinates with other Operations Section counterparts to ensure support services are provided to shelters, including medical, public and behavioral health, security, fire/safety, and building inspection.
- Communicates care and shelter activities to the Operations Section Chief.
- Ensures coordination with the ARC to provide temporary shelter, food, clothing, medical care, and other essential life support needs for persons impacted by the disaster.
- Coordinate with the Liaison Officer to request an Agency Representative from the ARC. Work with the Agency Representative to coordinate all shelter and congregate care activity.
- Provide the Operations Chief and Planning/Intelligence Chief with updates and/or reports as requested or appropriate.
- Prepare objectives for the Care and Shelter Branch for the subsequent operational period and provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.
- Refer all contacts with the media to the Public Information Officer (PIO).
- Maintain unit/activity log.

## ***Animal Care Unit Position Checklist***

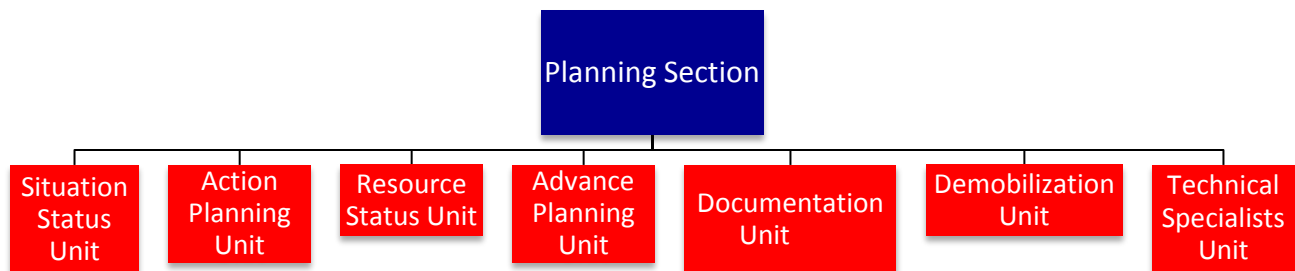
***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Coordinate the provision of animal shelter with the Section Chief.
- Coordinate with the Care and Shelter Branch Coordinator on animal shelter locations adjacent to human shelters.
- Coordinate with veterinarians to prevent the spread of animal diseases during disasters.
- Coordinate and track mutual aid resources.
- Maintain contact with County Animal Control and ensure coordination and information exchange between agencies.
- Work with the County EOC and/or Agricultural Commissioner on issues associated with livestock.
- Request support from neighboring animal control agencies, the County's EOC, non-governmental organization animal welfare groups and large animal haulers for assistance in animal evacuation and shelter.
- Refer all contacts with the media to the Public Information Officer (PIO).
- Collect preliminary situation information and the status of resources.
- Warn Branch Coordinator immediately when the emergency situation escalates or there is a critical situation occurring.
- After the disaster, coordinate the process of displaced animal reunification and or placement.
- Disassemble the temporary animal shelter, disinfect and store the equipment or return to original owners.
- Maintain unit/activity log.

## PLANNING SECTION

### Purpose

The Planning Section is responsible for directing and managing the creation of a comprehensive situation status report, development of EOC Action Plans (APs) for each operational period, and maintenance of all documentation related to the emergency. The Planning Section staff must evaluate the potential economic, social and environmental impacts of the disaster, while managing response to the conditions within the City. Additionally, the Planning Section staff must consider whether an emergency in a neighboring jurisdiction could impact the City, San Joaquin County or draw upon resources normally available to the City and/or County.



### EOC Planning Section Organization

The Planning Section Chief identifies whether full or partial staff is required to respond. When fully activated the section may include the positions shown in the organizational chart above. The duties assigned to the unfilled position are the responsibility of the Planning Section Chief.

### Objectives

The Planning Section will accomplish the following specific objectives during a disaster/emergency:

- Collect initial situation and damage assessment information.
- Display situation status information in the EOC using maps and visual aids.
- Conduct mapping and documentation operations.
- Disseminate summary situation status and damage assessment reports to other EOC sections, City DOCs, and the County's EOC.
- Determine the City's post-event condition and prepare a post-disaster recovery plan.
- Provide planning support to other sections.
- Ensure accurate recording and documentation of the incident.
- Prepare the City's EOC AP.
- Maintain proper and accurate documentation of all actions taken to ensure that all required records are preserved for future use and County OES, State and FEMA filing requirements.

- Acquire technical experts for special interest topics or special technical knowledge subjects.

## ***Planning/Intelligence Section Chief Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Ensure that the responsibilities of the Planning / Intelligence Section are carried out, to include:
  - ✓ Ensure collecting, analyzing, and displaying of situation information
  - ✓ Preparing periodic Situation Reports
  - ✓ Preparing and distributing the EOC Action Plan (AP) and facilitating the Action Planning meeting
  - ✓ Conducting Advance Planning activities and reports
  - ✓ Providing technical support services to the various EOC sections and branches
  - ✓ Documenting and maintaining files on all EOC activities
- Establish the appropriate level of organization for the Planning Section.
- Ensure the early and continued coordination with the Planning Sections of other activated EOC/DOCs within the jurisdiction (i.e. special districts, City DOCs or County EOC).
- Exercise overall responsibility for the coordination of unit activities within the section.
- Keep the EOC Director informed of significant issues affecting the Planning Section.
- In coordination with the other Section Chiefs, ensure that Branch Status Reports and situation Status Reports are used to develop the EOC AP.
- Supervise the Planning Section.
- Ensure that the Planning Section is set up properly and appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Based on the situation, activate within the section as needed and designate Unit Leaders for each element per the EOC Organization Chart.
- Request additional personnel for the section as necessary to maintain a 24-hour operation.
- Establish contact with all activated DOCs within the jurisdiction and coordinate Situation Status Reports with their Planning Sections.
- Meet with Operations Section Chief and obtain and review any major incident reports.
- Review responsibilities of branches in section and develop plan for carrying out all responsibilities.
- Make a list of key issues to be addressed in the EOC AP process by consulting with Section Chiefs, including specific objectives to be accomplished during the initial Operational Period.
- Keep the EOC Director informed of significant events.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

- Ensure that the Situation Analysis Unit is maintaining current information for the Situation Status Report.
- Ensure major incidents reports and branch status reports are completed by the Operations Section and are accessible by Planning Section.
- Ensure a Situation Status Report is produced and distributed to all EOC Sections and the Inland REOC at least once, prior to the end of the operational period.
- Ensure all status boards and other displays are kept current and that posted information is neat and legible.
- Ensure the Public Information Officer (PIO) has immediate and unlimited access to all status reports and displays.
- Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.
- Facilitate the EOC Director's Action Planning meetings approximately two hours before the end of each operational period.
- Ensure objectives for each section are completed, collected, and posted in preparation for the next Action Planning meeting.
- Ensure the EOC AP is completed and distributed at the start of the next operational period.
- Work closely with each unit within the Planning Section to ensure the section objectives as defined in the current EOC AP are being addressed.
- Ensure the Advance Planning Unit develops and distributes a report that highlights forecasted events or conditions likely to occur beyond the forthcoming operational period (***usually within the next 36-72 hours***) particularly those situations which may influence the overall strategic objectives of the EOC.
- Ensure the Documentation Unit maintains files on all activities related to the event, and provides reproduction services for the EOC, as required.
- Provide technical services, such as energy advisors and other technical specialists to all EOC sections as required.
- Maintain unit/activity log.

## ***Situation/Status Unit Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Oversee the collection, organization, and analysis of disaster situation information. This includes gathering data by contacting all activated EOC/DOCs in the jurisdiction.
- Ensure that information collected from all sources is validated prior to posting on status boards.
- Ensure that Situation Status Reports are developed for dissemination to EOC staff and the County's EOC.
- Ensure that an EOC Action Plan (AP) is developed for each operational period, based on objectives developed by each EOC Section.
- Ensure that all maps, status boards, and other displays contain current and accurate information.
- Supervise Situation Analysis Unit.
- Ensure there is adequate staff available to collect and analyze incoming information, maintain the Situation Status Report and facilitate the Action Planning process.
- Prepare Situation Analysis Unit objectives for the initial Action Planning meeting.
- Oversee the collection and analysis of all event or disaster related information.
- Oversee the preparation and electronic distribution of the Situation Status Report. Coordinate with the Documentation Unit for manual distribution and reproduction as required.
- Ensure that each EOC Section provides the Situation Analysis Unit with Branch Status Reports on a regular basis.
- Meet with the PIO to determine the best method for providing them with up-to-date information.
- Prepare a situation summary for the EOC Action Planning meeting.
- Ensure each section provides an update on their objectives at least 30 minutes prior to each Action Planning meeting. This includes those completed, and the status of those not completed, as well as new objectives to be added to the AP.
- Convene and facilitate the Action Planning meeting following the meeting process guidelines.
- In preparation for the Action Planning meeting, ensure that all EOC objectives are posted on chart paper and the meeting room is set up with appropriate equipment and materials (easels, markers, Situation Status Reports, etc.).
- Following the meeting, ensure that the Documentation Unit publishes and distributes the AP at the beginning of the next operational period.
- Ensure that adequate staff is assigned to maintain all maps, status boards, and other displays.
- Maintain unit/activity log.

## ***Action Planning Unit Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Establish an EOC Action Planning meeting schedule for the operational period with the EOC Director and Planning Section Chief.
- Coordinate the calling of EOC Action Planning meetings and reminding Section Chiefs to bring summaries of their issues and needs, along with updates on the existing Action Plan (AP).
- Facilitate the EOC Action Planning Meeting.
- Complete and distribute the initial/updated EOC AP.
- Monitor the current Situation Report.
- Coordinate the EOC AP meeting with the EOC Director and Planning Section Chief.
- Remind all of the Section Chiefs and the EOC Director about ten minutes before the EOC AP meeting so they can prepare their concerns, needs, and updates to any action items on the existing EOC AP.
- Facilitate the EOC AP meeting by ensuring the following actions occur in the meeting:
  - Provide a short briefing on situation and resource status.
  - Set control objectives for the event---desired management outcomes.
  - Plot control lines and division boundaries for the event.
  - Specify tactics for each Section.
  - Specify resources needed by each Section.
  - Specify Operations facilities and reporting locations--Plot on map.
  - Place resource and personnel orders.
  - Consider Communications, Medical and Traffic Plan requirements.
  - Finalize, approve and implement EOC AP.
- Prepare a draft EAP and submit it to the EOC Director/Planning Section Chief for approval.
- Print and distribute the approved EOC AP as directed by the Planning Section Chief. (Ensure that a copy is provided to all EOC positions).
- Maintain unit/activity log.

## ***Documentation Unit Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Collect, organize and file all completed event or disaster related forms, to include: all EOC Position Logs, Situation Status Reports, EOC Action Plans (APs), and any other related information, just prior to the end of each operational period.
- Provide documentation reproduction services to EOC staff.
- Distribute the EOC Situation Status Reports, EOC AP, and other documents, as required.
- Maintain a permanent electronic archive of all Situation Reports and Action Plans associated with the event or disaster.
- Assist the EOC Coordinator in the preparation and distribution of the After Action Report (AAR).
- Supervise the Documentation Unit.
- Meet with the Planning Section Chief to determine what EOC materials should be maintained as official records.
- Meet with the Planning Section Chief to determine what EOC materials and documents are necessary to provide accurate records and documentation for recovery purposes.
- Initiate and maintain a roster of the City EOC staffing to ensure that position logs are accounted for and submitted to the Documentation Unit at the end of each shift.
- Reproduce and distribute the Situation Status Reports and APs either manually or electronically. Ensure distribution is made to the County's EOC.
- Keep extra copies of reports and plans available for special distribution, as required.
- Set up and maintain document reproduction services for the EOC.
- Maintain unit/activity log.

## ***Resources Tracking Unit Position Checklist***

***Please read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Prepare and maintain displays, charts and lists which reflect the current status and location of controlled resources, transportation and support vehicles.
- Establish a resources reporting system for field and EOC units.
- Prepare and process resource status change information.
- Coordinate with city/county/state counterparts.
- Prepare Resources Tracking Unit objectives for the initial Action Planning meeting.
- Develop a system to track resources deployed for disaster response.
- Establish a reporting procedure for resources at specified locations.
- Direct the collection, organization and display status of incident resources to include allocation, deployment and staging areas.
- Maintain a master list of all resources reported.
- Provide for an authentication system in case of conflicting resources status reports.
- Provide a resources overview and summary information to the Situation Status Unit as requested and written status reports on resources allocations as requested by the Section Chiefs.
- Assist in strategy planning based on the evaluation of the resources allocation, resources in route and projected resources shortfalls.
- Ensure available resources are not overlooked by the Operations Section staff.
- Make recommendations to the Planning Section Chief of resources that are not deployed or should be deactivated.
- Prepare a situation summary for the EOC Action Planning meeting.
- Ensure that adequate staff is assigned to maintain all maps, status boards, and other displays.
- Maintain unit/activity log.

## ***Advance Planning Unit Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Development of an Advance Plan consisting of potential response and recovery related issues likely to occur beyond the next operational period, generally within 36 to 72 hours.
- Review all available Status Reports, Action Plans, and other significant documents.
- Determine potential future impacts of the event or disaster particularly issues which might modify the overall strategic EOC objectives. This includes coordination of information with all activated jurisdictional EOCs.
- Provide periodic briefings for the EOC Director and General Staff addressing Advance Planning issues.
- Supervise the Advance Planning Unit.
- Monitor the current Situation Report to include recent updates.
- Meet individually with the General Staff and determine best estimates of the future direction of the event or disaster.
- Develop an Advance Plan identifying future policy related issues, social and economic impacts, significant response or recovery resource needs, and any other key issues likely to affect EOC operations within a 36 to 72 hour time frame.
- Submit the Advance Plan to the Planning Section Chief for review and approval prior to conducting briefings for the General Staff and EOC Director.
- Review Action Planning objectives submitted by each section for the forthcoming operational period. In coordination with the General Staff, recommend a transition strategy to the EOC Director when EOC activity shifts predominantly to Recovery Operations.
- Maintain unit/activity log

## ***Demobilization Unit Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Develop a Demobilization Plan for the EOC based on a review of the pertinent planning documents and status reports. Ensure demobilization is coordinated in the activated jurisdictional DOCs as well as the Logistics Section as they will carry out the Demobilization Plan.
- Supervise personnel assigned to the Demobilization Unit.
- Monitor the current situation report to include recent updates.
- Meet individually with the EOC Director and General Staff to administer the section worksheets for the demobilization plan.
- Utilizing the worksheets, develop the Demobilization Plan and circulate to the EOC Director and General Staff for review.
- Formalize the Demobilization Plan for the EOC Director.
- Demobilization planning must occur at least once during the operational period for as long as EOC Sections are formally staffed.
- Advise all Section Chiefs to ensure that demobilized staff complete all reports, timesheets, and exit surveys in coordination with the Personnel Unit prior to leaving the EOC.
- Maintain unit/activity log.

## ***Technical Specialist Unit Position Checklist***

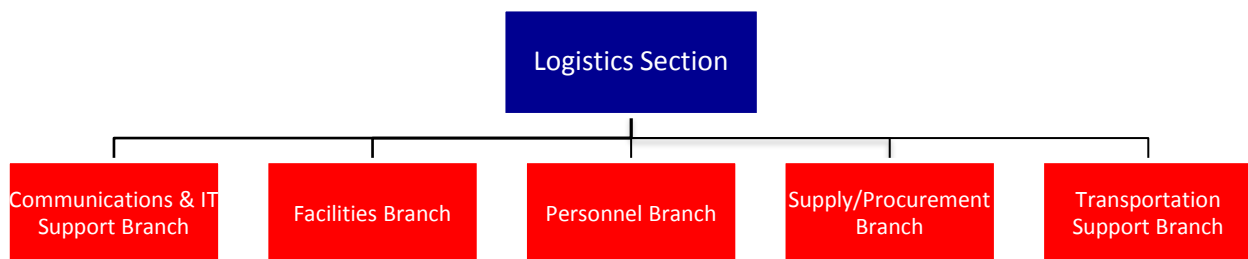
***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Provide technical observations and recommendations to the EOC in specialized areas, as required.
- Ensure that qualified specialists are available in the areas required by the particular event or disaster.
- Supervise the Technical Specialist Unit.
- Coordinate with the Logistics Section to ensure that technical staff are located and mobilized.
- Assign technical staff to assist other EOC Sections in coordinating specialized areas of response or recovery.
- Assign technical staff to assist the Logistics Section in interpreting specialized resources.
- Maintain unit/activity log.

## LOGISTICS SECTION

### Purpose

The Logistics Section's primary responsibility is to ensure the acquisition, transportation, and mobilizations of resources are available to support the response effort at the disaster sites, public shelters, EOCs, etc. This Section provides all necessary personnel, supplies and equipment procurement support. Methods for obtaining and using facilities, equipment, supplies, services and other resources to support emergency response at all operational sites during emergency conditions, will be the same as those used during normal operations unless authorized by the Director of Emergency Services. The difference is the coordination will be from the EOC.



### EOC Logistics Section Organization

When fully activated the section may include the positions shown in the organizational chart above. If staffing is not available for each position, the duties assigned to the unfilled position are the responsibility of the Logistics Section Chief.

### 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, except mutual aid resources requested through law enforcement and fire mutual aid channels, will be ordered through the Logistics Section.

The Logistics Section will accomplish the following specific objectives during a disaster:

- Collect information from other sections to determine needs and prepare for expected operations.
- Coordinate provision of logistical support with the EOC Director.
- Prepare required reports identifying the activities performed by the Logistics Section.
- Determine the City's logistical support needs and plan for both immediate and long-term requirements.
- Maintain proper and accurate documentation of all actions taken and all items procured to ensure that all required records are preserved for future use for the City, County, Cal OES and/or FEMA filing requirements.

## ***Logistics Section Chief Position Checklist***

***Please read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Ensure the logistics function is carried out in support of the EOC. This function includes providing communication services, resource tracking, acquiring equipment, supplies, personnel, facilities, and transportation services as well as arranging for food, lodging, and other support services to the EOC and its supporting facilities.
- Establish the appropriate level of branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
- Ensure section objectives, as stated in the EOC Action Plan (AP) are accomplished within the operational period or within the estimated time frame.
- Coordinate closely with the Operations Section Chief to establish priorities for resource allocation to activated EOCs within the jurisdiction.
- Keep the EOC Director informed of all significant issues relating to the Logistics Section.
- Supervise the Logistics Section.
- Ensure the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.
- Based on the situation, activate Branches/Units within the Section as needed and designate Branch and Unit Leaders for each element per the EOC Organization Chart.
- Mobilize sufficient Section staffing for 24-hour operations.
- Establish communications with Logistics Sections in activated DOCs within the jurisdiction.
- Advise Logistics Section Branches and Units to coordinate with appropriate branches in the Operations Section to prioritize and validate resource requests from activated DOCs within the jurisdiction. This should be done prior to acting on the request.
- Meet with the EOC Director and General Staff and identify immediate resource needs.
- Meet with the Finance Section Chief and determine level of purchasing authority for the Logistics Section.
- Assist Branch and Unit Leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the AP.
- Provide periodic Section Status Reports to the EOC Director.

- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur, especially regarding the acquisition, movement, and deployment of resources.
- Meet regularly with Section staff and work to reach consensus on section objectives for forthcoming operational periods.
- Provide the Planning Section Chief with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.
- Attend and participate in EOC Action Planning meetings.
- Ensure that transportation requirements, in support of response operations, are met.
- Ensure that all requests for facilities and facility support are addressed.
- Maintain unit/activity log.

## ***IT Branch Position Checklist***

***Read entire position checklist before taking any action!***

- Provide desktop support services to EOC.
- Ensure all desktop and printer hardware is fully functional, coordinating with hardware vendors where necessary to obtain in-warranty support.
- Install desktop hardware.
- Ensure latest desktop images are ready, available and installed on all supported desktops.
- Ensure available images have the latest security updates and software versions installed.
- Provide desktop support and troubleshooting activities as necessary in EOC.
- Keep team members informed of developments, bringing up to speed at shift changes.
- Perform post-mortem from incident management reports and submit reports to designated EOC contact.
- Monitor and maintain Anti-Virus service to assure client servers and desktops are protected from virus, spyware/grayware.
- Monitor and maintain shared file and print servers to assure file and print services are available.
- Monitor and maintain backup service to assure servers and files are being backed up and recoverable.
- Maintain adequate documentation of systems and services supporting EOC activations.

## ***Telecommunications Branch Position Checklist***

***Read entire position checklist before taking any action!***

- Ensure that all necessary voice and data communications lines remain operational.
- Monitor and maintain network devices to assure local area network connectivity and Internet access
- Monitor and maintain servers to assure network authentication services are available.
- Monitor and maintain Email servers to assure email service is available.
- Monitor and maintain telephone service support for end-users.
- Maintain adequate documentation of systems and services supporting EOC activations.
- Attend any necessary EOC Operations training as recommended from EOC staff.
- Ensure that all user requests and/or service incidents are maintained
- Keep EOC personnel informed of the status of communications systems.
- Review and update procedures for supported systems as needed or as requested by EOC staff.
- Perform post-mortem from incident management reports and submit reports to designated EOC contact.

## ***Facilities Branch Position Checklist***

***Please read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Ensure that adequate essential facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.
- Ensure acquired buildings, building floors, and/or workspaces are returned to their original state when no longer needed.
- Supervise the Facilities Branch.
- Work closely with the EOC Coordinator and other sections in determining facilities and furnishings required for effective operation of the EOC.
- Coordinate with branches and units in the Operations Section to determine if assistance with facility acquisition and support is needed at the field level.
- Arrange for continuous maintenance of acquired facilities, to include ensuring that utilities and restrooms are operating properly.
- If facilities are acquired away from the EOC, coordinate with assigned personnel and designate a Facility Manager.
- Develop and maintain a status board or other reference which depicts the location of each facility a general description of furnishings, supplies, and equipment at the site, hours of operation, and the name and phone number of the Facility Manager.
- As facilities are vacated, coordinate with the Facility Manager to return the location to its original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.
- Keep the Logistics Section Chief informed of significant issues affecting the Facilities Branch.
- Maintain unit/activity log.

## ***Supply/Procurement Position Checklist***

***Please read entire position checklist before taking any action!***

- Review Common responsibilities – All Personnel.
- Oversee the procurement and allocation of supplies and material not normally provided through mutual aid channels.
- Coordinate delivery of supplies and material as required through the Logistics Section.
- Supervise the Supply/Procurement Branch.
- Determine procurement spending limits. Obtain a list of pre-designated emergency purchase orders as required in coordination with the Finance Section, Fiscal Unit.
- In conjunction with the Resource Tracking Unit, maintain a status board or other reference depicting procurement actions in progress and their current status. For Example:
  - resources readily available
  - resource requests
  - status of shipments
  - priority resource requirements
  - shortfalls
- Determine if the procurement item can be provided without cost from another jurisdiction or organization within the jurisdiction.
- Determine unit costs of supplies and material, from suppliers and vendors, and if they will accept purchase orders as payment prior to completing the order.
- Orders exceeding the purchase order limit must be approved by the Finance Section before the order can be completed.
- Keep the Finance Section Chief informed of significant issues affecting the Supply/Procurement Branch.
- Maintain unit/activity log.

## ***Personnel Branch Position Checklist***

***Please read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Provide personnel resources as requested in support of the EOC, DOC and Field Operations.
- Identify, recruit, track and register volunteers as required.
- Develop an EOC organization chart.
- Supervise the Personnel Branch.
- In coordination with the Documentation Unit, develop a large poster size EOC organization chart depicting each activated position. Upon check in, indicate the name of the person occupying each position on the chart. The chart should be posted in a conspicuous place, accessible to all EOC personnel.
- Coordinate with the Liaison Officer and Safety Officer to ensure that all EOC staff, including volunteers, receives a current situation and safety briefing upon check in.
- Establish communications with volunteer agencies and other organizations that can provide personnel resources.
- Coordinate with the County's EOC to activate the Emergency Management Mutual Aid (EMMA) System if approved by the Logistics Section Chief and County EOC, and **ONLY AFTER REQUESTED BY THE EOC DIRECTOR.**
- Process all incoming requests for personnel support. Identify the number of personnel, special qualifications or training, reporting location, and the person or unit they should report to upon arrival. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly.
- Maintain a status board or other reference to keep track of incoming personnel resources.
- Coordinate with the Liaison Officer and Security Officer to ensure access and proper direction for responding personnel upon arrival at the EOC.
- To minimize redundancy, coordinate all requests for personnel resources from the field level, or from activated DOCs within the jurisdiction, through the EOC Operations Section prior to acting on the request.
- In coordination with the Safety Officer, determine the need for crisis counseling for emergency workers; acquire a mental health specialist as needed.
- Arrange for childcare, eldercare, and pet care services for EOC personnel as required.
- Keep the Logistics Section Chief informed of significant issues affecting the Personnel Branch.
- Maintain unit/activity log.

## ***Transportation Support Branch Position Checklist***

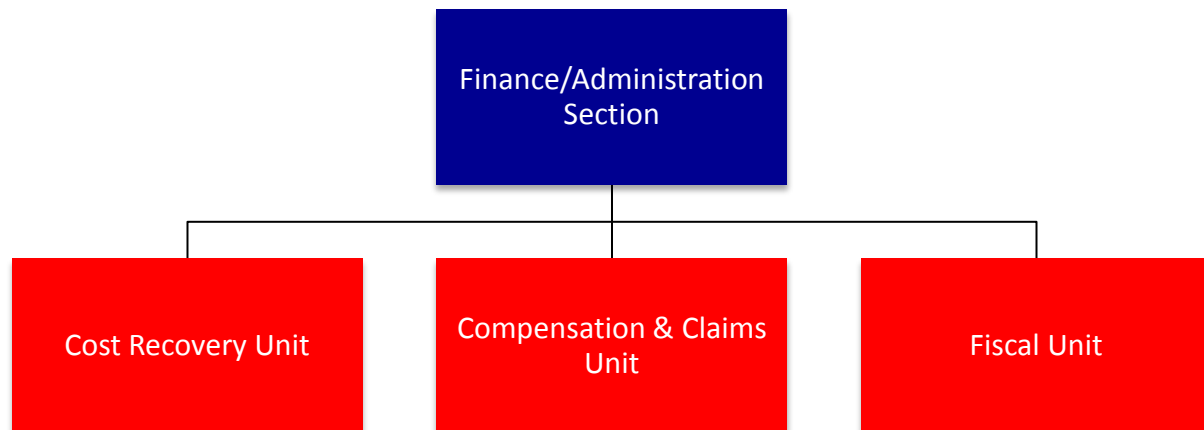
***Please read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Coordinate with Fire and Law on road closures and traffic light outage information to the EOC.
- Ensure that current road closures and traffic signal outage information is displayed in the EOC.
- Participate in evacuation route planning, transportation routes and resources to support operations.
- Coordinate transportation related resource needs with other operations units to include heavy equipment resources.
- Coordinate with the County EOC for highway information/status with Cal Trans and CHP.
- Based on the situation, staff the branch to perform the following functions:
  - Road closure and traffic light outage coordination
  - DOC/field coordination
  - Light and heavy equipment transportation resources
- Warn the Branch Chief immediately when the emergency situation escalates or there is a critical situation occurring.
- Coordinate transportation resources to support evacuation.
- Assist with resource management by tracking transportation resources used in the response, or sent/received as mutual aid.
- Maintain unit/activity log.

## FINANCE/ADMINISTRATION SECTION

### Purpose

The Finance Section is responsible to organize and operate the finance and administration actions for the EOC; arrange for emergency purchasing and financing of resources and services; participate in development and implementation of the EOC Action Plan; and activate and supervise the Finance Section staff.



### EOC Finance/Administration Organization

When fully activated the section may include the positions shown in the organizational chart above. If staffing is not available for each position, the duties assigned to the unfilled position are the responsibility of the Finance Section Chief.

### Objectives

To carry out its responsibilities, the Finance Section will accomplish the following objectives during a disaster:

- Determine the extent to which the City's computer systems are accessible and/or usable.
- Determine if the City's bank can continue handling financial transactions.
- Maintain to the extent possible the financial continuity of the City (payroll, payments and revenue collection).
- Disseminate information about the disaster accounting process to other sections and departments as necessary.
- Upon declaration of a disaster by the State and/or federal governments, coordinate with disaster agencies to initiate the recovery of city costs.
- Coordinate with the other sections and departments the collection and documentation of costs pertaining to the disaster/emergency both for cost recovery purposes and to insure prompt vendor payments.
- Coordinate with disaster assistance agencies and the impacted city departments for the required inspections, documentation, audits and other necessary work in order to recover costs.

## ***Finance/Administration Chief Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Ensure that all financial records are maintained throughout the event or disaster.
- Ensure that all on-duty time is recorded for each person staffing the EOC.
- Ensure that all on-duty time sheets are collected from Field Level Supervisors or ICs and their staff, who are assigned within the jurisdiction.
- Ensure that there is a continuum of the payroll process for all City employees responding to the event or disaster.
- Determine purchase order limits for the procurement function.
- Ensure that workers' compensation claims, resulting from the response to the event or disaster by employees, are processed within a reasonable time, given the nature of the situation.
- Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
- Provide administrative support to the EOC Sections as required, in coordination with the Personnel Unit.
- Activate units within the Finance Section as required and monitor section activities continuously and modify the organization as needed.
- Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to the County for submitting to Cal OES/FEMA.
- Supervise the Finance Section.
- Ensure that the Finance Section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- Based on the situation, activate units within the Section as needed and designate unit leaders for each element per the EOC Organization Chart.
- Ensure that sufficient staff is available for a 24-hour schedule, or as required.
- Ensure there is coordination with all activated DOCs for the purpose of gathering and consolidating response cost estimates and other related information.
- Meet with the Logistics Section Chief and review financial and administrative support requirements and procedures. Determine the level of purchasing authority.
- In coordination with Unit Leaders, determine the initial Action Planning objectives operational periods.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur. If there is any indication that the jurisdiction can no longer support the costs of the response and/or recovery, the EOC Director needs to be informed immediately.
- Ensure that Finance position logs and other necessary files are maintained.
- Ensure that displays associated with the Finance Section are current and that information is posted in a legible and concise manner.

- Participate in all Action Planning meetings.
- Keep the EOC Director, General Staff, and individual City departments aware of the current fiscal situation and other related matters, on an on-going basis.
- Ensure the Cost Recovery Unit maintains all financial records throughout the event or disaster.
- Ensure the Time Keeping Unit tracks and records all agency staff time.
- Ensure departments are coding their time correctly in accordance with the specific SOPs for disaster cost tracking.
- Ensure that the Procurement Unit processes purchase orders and develops contracts in a timely manner.
- Ensure that the Compensation and Claims Unit processes all workers' compensation claims resulting from the disaster, in a reasonable time frame, given the nature of the situation.
- Ensure that the Time Keeping Unit processes all time sheets and travel/expense claims promptly through City budget and payroll office.
- Ensure that the Finance Section provides administrative support to other EOC Sections as required.
- Maintain unit/activity logs.

## ***Recovery Unit Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Collect and maintain documentation of all disaster information for reimbursement from the County, Cal OES and/or FEMA.
- Coordinate all fiscal recovery with responding disaster assistance agencies.
- Prepare and maintain a cumulative cost report for the event or disaster. Be sure to provide this at least once a shift to the Situation Status Unit.
- Supervise the Cost Recovery Unit and ALL recovery operations.
- In coordination with the finance office, compute costs for use of equipment and facilities owned, rented, donated, or obtained through mutual aid.
- Obtain information from the Resources Unit regarding equipment use times.
- Ensure that each section is documenting cost recovery information from the onset of the event or disaster or collect required cost recovery documentation daily, at the end of each shift.
- Meet with the Documentation Unit in Planning and review EOC position logs, journals, all Status Reports, and Action Plans to determine additional cost recovery items that may have been overlooked.
- Act as the liaison for the jurisdiction with the disaster assistance agencies, to coordinate the cost recovery process.
- Prepare all required county, state and federal documentation as necessary to recover all allowable disaster response and recovery costs.
- Prepare and maintain a cost report for the Finance Chief, EOC Director, and Elected/Executive representatives. The report should provide cumulative analyses, summaries, and total expenditures for the jurisdiction (for information purposes).
- Organize and prepare records for final audit.
- Maintain unit/activity log.

## ***Fiscal Unit Position Checklist***

***Please read entire position checklist before taking any action!***

- Coordinate vendor contracts, not previously addressed by existing approved vendor lists.
- With the Procurement Unit in Logistics on all matters involving the need to exceed established purchase order limits.
- Supervise the Fiscal Unit.
- Establish and maintain position logs and other necessary files.
- Review and be familiar with the emergency purchasing procedures.
- Prepare and sign contracts as needed and obtain concurrence from the Finance/Administration Section Chief, per existing policy and procedures.
- Ensure that all contracts identify the scope of work and specific site locations.
- Negotiate rental rates not already established, or purchase price with vendors as required.
- Warn vendors as necessary, regarding unethical business practices, such as inflating prices or rental rates for their merchandise or equipment during disasters. There are both State and Federal penalties for price gouging during disasters.
- Finalize all agreements and contracts, as required.
- Complete final processing and send documents to Finance Department for payment.
- Verify costs data in the pre-established vendor contracts and/or agreements.
- In coordination with the Logistics Section, ensure the purchase orders are completed in a timely manner.
- Keep the Finance/Administration Section Chief informed of all significant issues involving the Fiscal Unit.
- Maintain unit/activity logs.

## ***Compensations & Claims Unit Position Checklist***

***Read entire position checklist before taking any action!***

- Review Common Responsibilities – All Personnel.
- Oversee the investigation of injuries and property/equipment damage claims involving the jurisdiction and arising out of the event or disaster.
- Complete all forms required by Workers' Compensation program and the jurisdiction.
- Maintain a file of injuries and illnesses associated with the event or disaster, which includes results of investigations.
- Supervise the Compensation and Claims Unit.
- Maintain a chronological log of injuries and illnesses, and property damage reported during the event or disaster.
- Investigate all injury and damage claims as soon as possible.
- Prepare appropriate forms for all verifiable injury claims and forward them to Workers' Compensation within the required time frame, consistent with existing Policy and Procedures.
- Coordinate with the Safety Officer regarding the mitigation of hazards.
- Keep the Finance Chief informed of significant issues affecting the Compensation and Claims Unit.
- Forward all equipment or property damage claims to the Cost Recovery Unit.
- Maintain unit/activity logs.



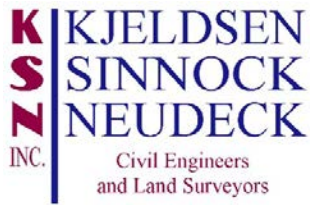
**CITY OF MANTECA**  
HAZARD-SPECIFIC FLOOD RESPONSE  
ANNEX TO THE  
City Emergency Operations Plan



California Water Code Section 9650 Safety Plan

MARCH 2016

Prepared by KJELDEN SINNOCK & NEUDECK, INC. for the City of Manteca, with funds awarded under the California Department of Water Resources Flood Emergency Response Grant Program— Delta, Contract No. 4600010754.



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## Table of Contents

<b>1.0 INTRODUCTION.....</b>	<b>5</b>
PURPOSE.....	5
SCOPE.....	5
<i>Relationship to Other Local/County Emergency Operations Plans.....</i>	<i>6</i>
SITUATION OVERVIEW FOR FLOOD EVENTS.....	6
PLANNING ASSUMPTIONS FOR FLOOD RESPONSE.....	7
<b>2.0 CONCEPT OF OPERATIONS.....</b>	<b>8</b>
REGIONAL RESPONSE.....	8
RESPONSE CONSIDERATIONS.....	8
<i>Concept of Operations – Jurisdictional Plans and Display Format.....</i>	<i>9</i>
<i>Concept of Operations – Maintenance of the Operational Picture.....</i>	<i>9</i>
<i>Concept of Operations – Command and Control.....</i>	<i>10</i>
<i>Concept of Operations – Inter-agency and Inter-jurisdictional Communications.....</i>	<i>11</i>
<i>Concept of Operations – Activation of Flood Response Command and Control Systems.....</i>	<i>11</i>
<i>Concept of Operations – Recovery.....</i>	<i>11</i>
PHASES OF OPERATIONS.....	11
<i>Flood Normal Preparedness.....</i>	<i>11</i>
<i>Flood Increased Readiness.....</i>	<i>12</i>
<i>Flood Emergency Preparedness.....</i>	<i>12</i>
<i>Flood Emergency Phase.....</i>	<i>12</i>
<i>Flood Recovery Phase.....</i>	<i>13</i>
<b>3.0 ROLES AND RESPONSIBILITIES.....</b>	<b>13</b>
OVERVIEW.....	13
CITY OF MANTECA.....	13
SAN JOAQUIN OPERATIONAL AREA.....	14
RECLAMATION DISTRICT 17.....	14
CALIFORNIA OFFICE OF EMERGENCY SERVICES.....	15
CALIFORNIA DEPARTMENT OF WATER RESOURCES – FLOOD MANAGEMENT.....	15
FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA).....	15
U.S. ARMY CORPS OF ENGINEERS.....	15
U.S. COAST GUARD.....	16
PRIVATE SECTOR CONSTRUCTION/EQUIPMENT COMPANIES.....	16
<b>4.0 MANAGEMENT AND COORDINATION.....</b>	<b>16</b>
CITY OF MANTECA EMERGENCY OPERATIONS CENTER.....	16
METROPOLITAN UNIFIED FLOOD FIGHT COMMAND.....	17
STATE-FEDERAL FLOOD OPERATIONS CENTER.....	17
PUBLIC ALERT AND WARNING.....	17
SAFETY AND SECURITY.....	18
<b>5.0 COMMUNICATIONS.....</b>	<b>18</b>
COMMUNICATIONS ORGANIZATION.....	18
SAN JOAQUIN COUNTY OPERATIONAL AREA EOC.....	18
NATIONAL WEATHER SERVICE (NWS).....	18
<b>6.0 ADMINISTRATION.....</b>	<b>19</b>
STATE AND FEDERAL DISASTER ASSISTANCE.....	19

FLOOD DAMAGE ESTIMATE/INSPECTION..... 19  
DOCUMENTATION ..... 19

**7.0 ANNEX MAINTENANCE AND ADMINISTRATION ..... 20**  
    FLOOD-RELATED TRAINING AND EXERCISES..... 20

**8.0 AUTHORITIES AND REFERENCES..... 21**

**ATTACHMENT 1 – SAN JOAQUIN COUNTY UNIFIED FLOOD FIGHT COMMAND MAP ..... 22**

**ATTACHMENT 2 – FLOOD DAMAGE COLLECTION AND DOCUMENTATION PROTOCOLS AND  
FORMS..... 24**

**ATTACHMENT 3 – FLOOD IMMEDIATE ACTIONS CHECKLIST..... 25**

**ATTACHMENT 4 – RECLAMATION DISTRICT 17, 2094 & 2096 EMERGENCY OPERATIONS  
PLANS..... 26**

## **1.0 INTRODUCTION**

### **Purpose**

The purpose of this Hazard-specific Flood Response Annex is to provide a general description and overall concept of operations for the City of Manteca's response to flood emergencies. This annex describes specific procedures in place that will guide the City of Manteca's public safety response to areas affected by a flood emergency and how the City of Manteca will coordinate operations with other jurisdictions.

This annex also accomplishes the following:

- Identifies the emergency management organization required to mitigate any significant flood emergency or disaster affecting the City of Manteca.
- Identifies specific public responsibilities to protect the health and safety of City of Manteca communities and its citizenry.
- Establishes the operational concepts associated with the organization of the field response, the City's activities, and the recovery process in general.

For flooding due to a dam failure, see the following link below to the San Joaquin County Dam Failure Plan for specific information on the City of Manteca. The following dams that affect the City of Manteca are discussed in the San Joaquin County plan:

- Don Pedro Dam
- New Melones Dam
- Pine Flat Dam
- San Luis Dam
- Tullock Dam

([http://www.sjgov.org/OES/getplan/Dam\\_Emergency\\_PLAN.pdf](http://www.sjgov.org/OES/getplan/Dam_Emergency_PLAN.pdf)).

### **Scope**

Flood-hazard emergency planning involves preparing for realistic flood hazards and response requirements based upon a close analysis of historic information, hydrologic considerations, planned engineering activities, and resource availability.

This annex provides information on the City of Manteca Emergency Management organization, including operational components such as command-and-control and inter-agency communications systems to be implemented in large-scale flooding disasters.

This annex does not describe specific response procedures for flood fight local flood-control levees and structures, or procedures for physically containing floodwaters in the event of a breach of those levees. Those operations are described in the emergency operations plan of Reclamation District 17, 2094, 2096, which is responsible for flood-

control infrastructure that borders the City of Manteca.

For information on levee flood fight operations, refer to the following Levee Maintaining Agency Emergency Operations Plan, which is on file in the City of Manteca GIS/Fire Departments:

- **Reclamation District 17**
- **Reclamation District 2094**
- **Reclamation District 2096**

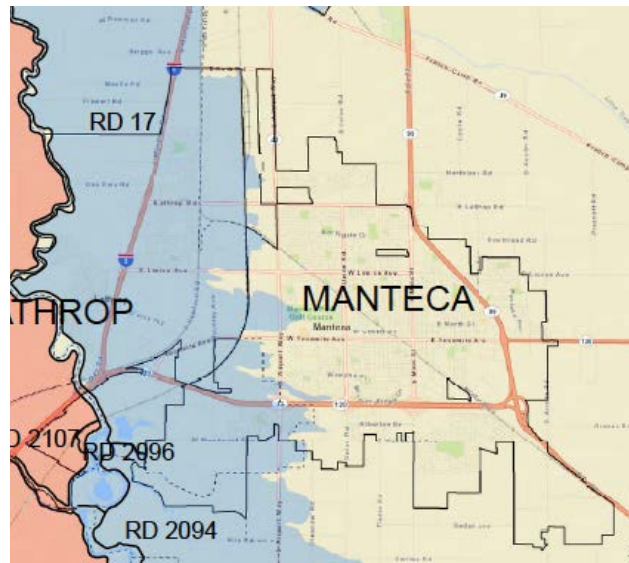
### ***Relationship to Other Local/County Emergency Operations Plans***

This Hazard-specific Flood Annex is a part of the City of Manteca Emergency Operations Plan and is coordinated with the County of San Joaquin Emergency Operations Plan, and the Levee Maintaining Agency Emergency Operations Plan (such as Reclamation District 17, 2094, 2096), including their respective attachments.

### **Situation Overview for Flood Events**

The City of Manteca is located just east of the City of Lathrop and is the second largest metropolitan area within the Lower San Joaquin River Region with a population of approximately 70,000. Manteca is not directly bordered by levees, although the levees on the west side of Reclamation District 17 along the San Joaquin River, and the dryland levee on the south end of Reclamation District 17, provide flood protection for the City. The dryland levee along the south boundary of Reclamation District 2094 is not intended to hold floodwaters from the south (upstream); instead, it is intended to contain flows on Reclamation District 2094 and Reclamation District 2096 in the event of a levee breach along Reclamation Districts 2094, 2096, or 17. (Source: <http://www.sjafca.com/ljrdsrmp.php>).

In order to promptly identify heightened threats to the integrity of Reclamation District levee systems, throughout flood season the City of Manteca will coordinate with Reclamation District 17, 2094 and 2096 to analyze water conditions, elevations, and forecasts. The objective of this monitoring effort is to identify conditions that warrant additional actions beyond routine flood season preparedness activities.



The City of Manteca will monitor the following gages and information sources:

**Key Monitoring Stations**

<b>Key Monitoring Stations</b>	<b>Gage Station ID</b>	<b>Monitoring Trigger</b>
San Joaquin River at Mossdale	CDEC - MSD	19.5' Monitor Stage
San Joaquin River near Vernalis	CDEC - VNS	24.5' Monitor Stage

**Planning Assumptions for Flood Response**

The following assumptions lay the foundation for the preparation of this annex and the emergency operations plans and protocols that it references:

- Flood emergencies or disasters are most likely to occur in the fall, winter, and spring due to extended or extreme precipitation events. Melting snow and spring run-off are secondary and less likely events to initiate a flood event.
- Potential major flood emergencies or disasters in the City of Manteca pose serious threats to public health, property, the environment, and the local economy. Except in the immediate vicinity of a levee breach or in close proximity to water channels, relatively shallow flood depths pose a lesser threat of death or serious injury.
- Flood warning will be received by the City of Manteca public agencies through a variety of means: the County of San Joaquin, National Weather Service (NWS) announcements, State warning systems, California Data Exchange Center (CDEC), and National Oceanic and Atmospheric Administration (NOAA) radiobroadcasts. Citizens will receive warning through multiple systems: standard radio, television, Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), and the County's Emergency Mass Notification System.
- San Joaquin County Operational Area coordinates flood warning.
- A major flood emergency in the City of Manteca will require a multi-jurisdictional response highlighting the need for effective field coordination and policy coordination at the City Emergency Operations Center, and between neighboring jurisdictions/cities and the County of San Joaquin.
- In flood emergencies or disasters, the Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) will be implemented by responding agencies, and expanded as necessary.
- The City of Manteca will, through the San Joaquin Operational Area and the Metropolitan Unified Command organizations, ensure efficient coordination of its response functions with the functions of the cities; the LMA's; and the County, State, and Federal agencies operating in the area.
- Major flood emergencies or disasters may overburden local resources, necessitating the establishment of effective mutual-aid processes between neighboring jurisdictions and counties within pre-planned unified commands and operational areas.
- Major flood emergencies or disasters will generate widespread public and media

interest. Effective working relations with the media must be maintained to facilitate emergency public information and warning.

- A major flood emergency or disaster may require extended commitments of the City of Manteca personnel and resources; subsequently, the Continuity of Operations of the City of Manteca services should be maintained.
- Local agencies will need to conform to the National Flood Insurance Program (NFIP) as directed by FEMA and other Federal assistance programs and criteria.

## **2.0 CONCEPT OF OPERATIONS**

### **Regional Response**

The following are key prerequisites of flood planning and response operations that will be maintained by the City of Manteca: 1) ongoing consistency within San Joaquin County in regard to the structure and content of local flood safety plans, 2) the structure and operation of pre-planned unified commands, 3) flood-response training requirements and formats, and 4) the structure and operation of mutual aid systems. This consistency enhances regional cooperation and the sharing of information and resources in an essential rural area with less-than-optimal response resources in place. The City of Manteca will participate in and help maintain regional coordination agreements and processes to ensure this consistency.

### **Response Considerations**

The City of Manteca is responsible for the public safety functions of warning, evacuation, rescue, shelter, and medical. Levee-maintaining agencies (LMA's) are responsible for the public safety function of maintaining flood control infrastructure and containing flood flows. Sound organization and conduct of these operations will depend on 1) efficient, integrated organization of field operations to address the limited resources available to local agencies, 2) thorough knowledge of local conditions affecting the conduct of such operations, and 3) close coordination with the LMA's responsible for levee maintenance. Efficient operations also require knowledge of details of the following:

- Local road and highway conditions and the ability of public works agencies to maintain the traffic of such arteries.
- Unified command organization and assignments to achieve the most efficient response.
- Population locations and characteristics that would affect warning and evacuation operations.
- Conditions in surrounding jurisdictions that would affect the ability to evacuate and shelter populations.

In order to make sound public safety decisions and ensure effective response within the above responsibilities during a flood event, decision-makers must ensure that the following measures are in place:

- Effective and complete jurisdictional response plans with key protocols and information displayed in the more user-friendly and easily shared map format.
- A clear and ongoing operational picture of the current and projected characteristics of flood flows within waterways, the status of local flood control infrastructure, and the status of response operations initiated by all jurisdictions, either individually or jointly.
- A clear and unambiguous inter-agency and inter-jurisdictional command-and-control system that addresses the demands for joint decision-making and policy-making typically created by a flood event.
- A technical, material, and procedural system that ensures ongoing communications between all involved public agencies and community-based organizations.
- An effective activation protocol to ensure that the command-and-control system is put in place in a timely manner and that responders are prepared to perform their duties prior to the arrival of flood flows capable of causing flood damage or threats to public health.
- A protocol for ensuring a timely and effective transition to recovery operations.

#### ***Concept of Operations – Jurisdictional Plans and Display Format***

Key jurisdictions (County, City, and LMA's) will maintain emergency operations plans in accordance with FEMA CPG 101 v. 2.0. and the County's AB156 Compliance package. Key response procedures and information will be maintained in a common GIS system for display in a map format.

This GIS system will comply with the San Joaquin County GIS Technical Manual.

#### ***Concept of Operations – Maintenance of the Operational Picture***

The City of Manteca will ensure that the following information is collected and maintained prior to flood events:

- Nature and location of hydraulic features—such as lakes, rivers, streams, creeks, and sloughs—that either are intended to carry flood flows or could carry flood flows in the case of failure of flood-control infrastructure.
- Nature, location, and condition of flood-control infrastructure, such as levees, pump stations, dams, diversion points, culverts, and drains.
- Flood history, historic flood elevations, and historic levee breaches.
- Points of past or potential vulnerability in flood-control infrastructure due to seepage, erosion, excessively high water elevations, or other conditions exceeding flood-control structure specifications.
- Topography and nature of flood flows from foreseeable failure of the flood-control infrastructure.
- Elevation, location, and vulnerability of critical infrastructure to flood flows.

This information will be collected by LMA's and public agencies and displayed on the GIS-based flood contingency maps that constitute the hazard-specific flood annex of their jurisdictional emergency operations plan (flood safety plan). The City of Manteca is

responsible for ensuring that LMA's collect and maintain this information in accordance with their plan update schedule. The City of Manteca is also responsible for ensuring that it maintains map GIS files, so that this information can be promptly retrieved.

Map GIS files and systems will be structured so that real-time information can be collected and displayed on maps and GIS displays as needed upon initiation of flood response. A regional GIS technical manual will be maintained to ensure that these information objectives are reached and that consistency in GIS file structure is maintained.

### ***Concept of Operations – Command and Control***

The City of Manteca will organize its flood response command-and-control system based on the following key assumptions:

- Jurisdictions will perform their functions in accordance with established plans.
- The multi-jurisdictional nature of flood response requires a unified command field organization to complement the higher-level multi-jurisdictional operational area system.
- Key tactical decisions (whether to evacuate, how to address a flood-control structure problem, how to contain flood waters, etc.) will be made in a field environment due to the need for rapid decision-making and the fact that the information or expertise needed to make those decisions is found in the field in proximity to the flood control infrastructure.
- Policy decisions, overall tracking of the operational picture, and recovery operations and decision-making will occur at the operational area level in the City EOC.

Based on those assumptions, the City of Manteca will maintain the below key components to its overall command and control system:

- All jurisdictions will have and implement a protocol for explicitly assigning a single incident commander to supervise their jurisdictional operations. The City of Manteca will ensure that all jurisdictions implement this protocol at the time of flood warning through the formal issuance of a Letter of Delegation in accordance with NIMS protocols.
- The City of Manteca will maintain a single unified command organization (Metropolitan Unified Command) to direct and control both flood fight (failure, prevention, or containment of flood flows) and public safety tactical operations (physical warning, evacuation, rescue, etc.) in the field. All jurisdictions with field response functions will participate in this unified command to ensure coordination of all activities taking place in the field.
- The City of Manteca will maintain an emergency operations center (EOC) capable of 1) maintaining an overall operational picture, 2) ensuring prompt, joint policy decision-making, and 3) providing planning/intelligence, logistics, and administrative support to the unified command operating in the field.
- The City of Manteca will maintain a recovery plan for the City's recovery operations.

### ***Concept of Operations – Inter-agency and Inter-jurisdictional Communications***

Jurisdictions will be individually responsible for maintaining a plan and necessary equipment for effective internal communications between their administrative components and staff.

A multi-jurisdictional communications plan will be developed and maintained through the Metropolitan Unified Command. This plan will be recorded on the ICS 205 form and shared as part of Metropolitan Unified Command operations. Preparation of this plan will include the collection of current telephone numbers, identification and assignment of available communications systems to inter-agency coordination needs, and the assignment of responsibility for maintaining communications systems. The City of Manteca will be responsible for ensuring these items are completed as part of unified command activation.

### ***Concept of Operations – Activation of Flood Response Command and Control Systems***

The City of Manteca will maintain a protocol to ensure the timely and effective activation of the above command-and-control systems. This protocol will include triggers for initiating discussions on activation of unified commands and mutual aid systems. Triggers will also be in place for activation of the operational area facilities and processes. The protocol will include key steps to be taken to activate these systems. This activation protocol will be maintained on the Metropolitan Unified Command GIS map (activation of unified command) and in the City of Manteca Emergency Operations Plan.

### ***Concept of Operations – Recovery***

The City of Manteca will maintain a protocol for transitioning to recovery operations. This protocol will include oversight of the transition of jurisdiction incident commanders to staff more appropriate for supervising recovery operations (if appropriate), transition of unified command structure and processes to the needs of recovery operations (e.g., inspection of damaged buildings), and debris removal and damage collection and documentation plan.

For more information, refer to the emergency operations plans (flood safety plans) of Reclamation District 17, 2094 and 2096.

### **Phases of Operations**

This annex will be implemented in phases as outlined in the following:

#### ***Flood Normal Preparedness***

The City of Manteca departments with emergency responsibilities assigned in this annex prepare their own operating procedures and checklists for a flood emergency that include coordination strategies with other departments and jurisdictions. The City of Manteca will maintain the procedures, and LMA's will maintain their jurisdictional emergency operations plans. These activities will be performed in accordance with written criteria for periodic review and updates.

The City of Manteca will participate in ongoing regional coordination activities with the County of San Joaquin to ensure consistency of the flood safety plan, unified command, and

mutual aid structure and content within the region. These coordination activities will be conducted through a regional response system maintenance agreement.

Normal preparedness activities will also include a periodic audit to ensure that jurisdictions are updating their plans in accordance with their plan criteria, and a periodic review of this annex and the Metropolitan Unified Command protocols.

### ***Flood Increased Readiness***

At the beginning of flood season, City departments will work in conjunction with other City departments and local jurisdictions, including San Joaquin County and Reclamation Districts 17, 2094, 2096, to implement flood preparedness activities reflected in their respective department and jurisdictional emergency operations plans, and begin pre-planned monitoring to evaluate information and initiate appropriate response. For the City of Manteca, this would also include review of unified command protocols and systems and preparations to ensure that just-in-time flood-response training can be expeditiously provided to local responders.

### ***Flood Emergency Preparedness***

When it is determined, through monitoring of pre-established trigger conditions, that a potential flood situation is a matter of "when" rather than "if," the City of Manteca will implement the following actions:

- Confirm and monitor formal designation of jurisdictional incident commanders as jurisdictions reach pre-planned trigger conditions for this action.
- Ensure that the EOC can be opened in a timely manner and that jurisdictional plans can be expeditiously implemented.
- Confer with Reclamation Districts 17, 2094, 2096 and San Joaquin County to identify and activate appropriate unified commands to coordinate field response.
- Initiate just-in-time flood response training for local responders that have not had minimum required training prior to the event.
- Work with jurisdictions and LMA's that rely on volunteers and emergency hires to register such personnel in the Disaster Service Worker Program as appropriate.
- Provide information to San Joaquin County, City departments, and other local jurisdictions as to the threat, potential flood severity, and areas affected.
- Advise departments to report action being planned or taken, and anticipated deficiencies in critical emergency resources.
- Prepare to receive or render mutual aid.
- Keep departments and jurisdictions promptly notified of any changes in the operational picture.

### ***Flood Emergency Phase***

When water elevations or conditions arrive that could cause flooding, the City of Manteca emergency organization will perform the following broad functions, as required, to cope with the specific operational situation:

- Develop and maintain an overall operational picture
- Activate EOC and response plans
- Mobilize, allocate, position, and assign personnel and materials in accordance with jurisdiction plans and unified command decisions and objectives
- Protect, control, and allocate vital response and community public safety resources
- Restore or activate essential facilities and systems
- Participate in unified command organizations established to coordinate field response among involved public jurisdictions

Implementation of the key jurisdictional flood response plans, such as Reclamation Districts 17, 2094, 2096 and the San Joaquin County Emergency Operations Plan, will be coordinated through joint protocols of the Metropolitan Unified Command and the San Joaquin Operational Area. When local resources of these key jurisdictions and other public safety agencies are committed to the maximum, and additional materials and/or personnel are required to control or alleviate the emergency, requests for mutual aid will be initiated through the Metropolitan Unified Command to the San Joaquin Operational Area EOC.

### ***Flood Recovery Phase***

The recovery phase of an emergency or disaster is often defined as restoring a community to its pre-disaster condition. More realistically, recovery is the process of re-establishing a state of normalcy in the affected areas. The location, magnitude, and effects of the incident will determine the specific approach to recovery operations following a flood disaster.

Assistance could be required and may be needed for an extended period. Flood recovery activities would include

- Removal of debris to include clearance of roadways
- Demolition of unsafe structures
- Re-establishment of public services and utilities
- Provision of care and welfare for the affected population, including, as required, temporary housing for displaced persons
- Care of animals and disposal of carcasses

## **3.0 ROLES AND RESPONSIBILITIES**

### **Overview**

This discussion of agency and jurisdictional responsibilities only addresses those responsibilities most relevant to the City of Manteca flood response plans. Discussion of general agency responsibilities can be found in the City of Manteca Emergency Operations Plan, Basic Plan.

### **City of Manteca**

The City is responsible for managing the public safety response in the incorporated area, and the City of Manteca has the lead role in flood operations to support the City Field

Incident Commander by managing the EOC support functions and to coordinate and integrate all response operations together with the San Joaquin Operational Area, Reclamation Districts 17, 2094, 2096 and any additional significant jurisdictions, as necessary.

Listed below are City of Manteca departments that have a role during a flood response.

<b>City of Manteca Organization and Assignments (Flood)</b>	
<b>City Department</b>	<b>Primary Roles</b>
Police Department	Safety and security; Evacuation; Warning of the public
Fire Department	Swift water rescue, flood fight support, EOC Coordination
Public Works	Flood fight support, protection of City infrastructure, operations,
City Manager's Office	EOC Management

**San Joaquin Operational Area**

The San Joaquin County Office of Emergency Services, acting as the lead agency for the San Joaquin Operational Area, coordinates resource management and information flow among all local public jurisdictions in San Joaquin County that have a role in flood response. The operational area is the contact point for State of California response agencies.

Importantly, the San Joaquin Operational Area will also establish and support, in conjunction with surrounding counties, a unified flood fight command among established local jurisdictions to integrate and coordinate field response operations of all public jurisdictions, in order to more efficiently accomplish field response objectives.

The San Joaquin OES, acting as the San Joaquin Operational Area lead, will support the operations of the Metropolitan Unified Command. San Joaquin OES will also maintain the Disaster Service Worker Program and work with jurisdictions to ensure that volunteers and other appropriate emergency staff are appropriately registered in the program upon activation or recruitment.

**Reclamation District 17**

The LMA that borders the City of Manteca boundary is Reclamation District (RD) 17. This LMA has responsibility for the integrity, improvement, operations, and maintenance of their flood control infrastructure, such as levees and drainage systems, in a flood. Besides maintaining and implementing appropriate flood safety plans to meet those responsibilities, RD 17 is responsible for participating in the Metropolitan Unified Command and San Joaquin Operational Area.

During flood emergencies, an LMA is the organizer of levee patrols and levee flood fight activities in high-hazard situations, and is responsible for organizing material and equipment for conducting flood fights. The LMA is also responsible for following established communications protocols for informing the City of Manteca and the Metropolitan Unified Command of the situation on their levees.

### **California Office of Emergency Services**

The mission of California Office of Emergency Services (Cal OES) is to oversee the State's ability to respond to emergencies that threaten lives, property, and the environment. Government Code § 8587 gives Cal OES the authority to coordinate the emergency activities of State agencies and to delegate power for response once local resources are exhausted. Cal OES supports local emergency operations through its respective regions. San Joaquin County reports information and resource needs to the Inland Region.

### **California Department of Water Resources – Flood Management**

The mission of California Department of Water Resources (DWR) Division of Flood Management is to prevent the loss of life and reduce property damage caused by floods. The Department's Flood Operations Center in Sacramento will provide technical expertise and flood fight resources to local agencies through Cal OES mission-tasking protocols in response to requests from local operational areas.

DWR staff dispatched to the field from any DWR unit will work through the Metropolitan Unified Command to ensure coordination of DWR activities with other response functions occurring in the City.

### **Federal Emergency Management Agency (FEMA)**

The primary purpose of the Federal Emergency Management Agency (FEMA) is to coordinate the response to a disaster that has overwhelmed the resources of local and State authorities. The Governor of California must proclaim a state of emergency and formally request FEMA and Federal assistance from the President to respond to disaster. FEMA's Region IX, Operations Section in Oakland, California, works closely with Cal OES to deliver Federal assistance in support of local and State response efforts. Region IX has a Regional Response Coordination Center (RRCC) that serves as the Federal government's emergency coordination center. Within the RRCC, the watch center provides situational awareness for the entire Region IX area of responsibility. The watch center is a 24/7 function that maintains situational awareness of incidents and provides FEMA headquarters and Region IX with information on resource coordination to local, State, and Federal agencies.

### **U.S. Army Corps of Engineers**

The U.S. Army Corps of Engineers (USACE) flood disaster assistance program supplements and supports State and local interests upon their request for assistance to the Federal government. USACE is authorized to provide flood emergency response assistance relative to

- Emergency operations, flood fight assistance (technical and direct assistance)
- Rehabilitation of damaged flood control projects

- Advance measures (technical and direct assistance)

When flood conditions exceed, or are predicted to exceed, the response capability of levee-maintaining agencies, and/or reclamation districts and local and State governments, USACE has the authority under Public Law 84-99 to provide emergency flood response assistance without further specific authorization of Congress. USACE can furnish assistance for flood emergency preparation, flood fighting, and the repair or rehabilitation of flood-control works threatened or destroyed by flood. USACE assistance may also include the provision of flood fight personnel for technical advice and equipment (such as sandbags, plastic sheeting, pumps, or other materials). In the event of imminent threat of catastrophic flooding, USACE may provide equipment to protect against substantial loss of life and property.

USACE staff dispatched to the field will work through the Unified Command to ensure coordination of USACE activities with other response functions occurring in the City.

### **U.S. Coast Guard**

The Captain of the Port (COTP) for U.S. Coast Guard's (USCG's) Sector San Francisco oversees marine activities in an Area of Responsibility (AOR) that covers most of Northern California. Within this AOR, the COTP is responsible for the maritime safety of its navigable waters, the maintenance of the aids to navigation within them, and the prevention of marine pollution. The latter is part of the USCG's marine environmental protection mission. During incidents that impact these waters, including the entire San Francisco Bay and the Delta region, (including San Joaquin County and its major navigable tributaries), the COTP serves as the Federal On-Scene Coordinator. USCG can provide search-and-rescue capabilities and spill response for oil and hazardous material throughout the Delta region as part of its response efforts.

### **Private Sector Construction/Equipment Companies**

Construction and/or large-equipment companies needed during flood response and recovery efforts will be obtained by the public agency with responsibility for the problem that these private vendors are assisting. Procurement procedures, standard contracting forms, and documentation protocols are contained in the emergency operations plans of all public jurisdictions, and include LMA's in their emergency operations plan to ensure that such contracting can be done expeditiously by the appropriate jurisdiction. Any existing Memorandum of Understanding (MOU) with private vendors to provide resources during a disaster response are on file with the City of Manteca. Such existing MOU's will be maintained at the offices of the jurisdiction that established them.

## **4.0 MANAGEMENT AND COORDINATION**

### **City of Manteca Emergency Operations Center**

The City of Manteca maintains and hosts the EOC at the following location:

- **302 Cherry Lane, Suite 201**

## **Manteca, CA 95337**

This EOC supports City operations at the time of a flood emergency. EOC functions include the following: prioritization and allocation of resources, including mutual aid; information sharing; and conducting coordination processes in accordance with the San Joaquin Operational Area Multi-agency Coordination System (MACS) and the emergency operations plans of local jurisdictions. The City organization in the EOC will also provide management and general staff support to the established unified flood fight command directing field operations.

The City Planning/Intelligence Section will provide disaster intelligence and situational status upon activation in an emergency. San Joaquin County will participate as needed in this disaster intelligence and information-sharing process.

### **Metropolitan Unified Flood Fight Command**

The City of Manteca and other public jurisdictions involved in flood response will establish a unified flood fight command to direct and coordinate field response activities. This unified command will be established and operated according to the Unified Command Map *(See attachment 1)*.

### **State-Federal Flood Operations Center**

The Department of Water Resources (DWR) has special authority under Water Code Section 128 to assist Reclamation Districts, LMA's with flood fight operations. The DWR maintains the State-Federal Flood Operations Center (FOC) to perform these functions and support the operations of other State and Federal agencies. The district will maintain communications with the FOC in order to receive and provide information with that facility and to request technical assistance. The district will communicate with the FOC through telephone systems or at multi-agency coordination activities within the unified flood fight commands where FOC representatives are present.

### **Public Alert and Warning**

The City of Manteca will promptly notify jurisdictions responsible for alerting and warning the general public upon identification of a threat to the City. The City will provide detailed information on the characteristics of the threat and, if requested, will assist to the extent possible, in notifying the public through the City Emergency Alert System (Rapid Notify), and media outlets. All field alerts and warnings to the general public will be carried out by the Metropolitan Unified Flood Fight Command as established under the coordination of the San Joaquin Operational Area.

The City Public Information Officer (PIO) will be activated as soon as practical during an emergency. The PIO may want to establish a joint information center (JIC) with all participating jurisdictions to coordinate with media for news releases. News release procedures will be agreed upon, and established for the City and with the Metropolitan Unified Flood Fight Command.

## **Safety and Security**

During a potential threat or actual event, employee safety and operational security will be key concerns for the City. The EOC will establish appropriate safety procedures to be followed by all responders, and such procedures and directions will be documented on the EOC Action Plan. Security and safety procedures will also be implemented at all command posts and other tactical facilities and operational work sites.

Incident commanders will implement safety briefings for all operational work activities.

## **5.0 COMMUNICATIONS**

### **Communications Organization**

The City of Manteca will maintain adequate communications equipment to implement this emergency plan. This section identifies equipment and/or systems available for communications

- Between City staff, contractors, and other staff working under City supervision
- With public agencies operating within the San Joaquin OA
- With neighboring Reclamation Districts 17, 2094, 2096

The City of Manteca will maintain communications with other jurisdictions by cellular telephone, radio, satellite phone, HAM radio, and by participation in meetings of the Metropolitan Unified Flood Fight Command.

### **San Joaquin County Operational Area EOC**

San Joaquin County will maintain communications systems within its EOC to ensure proper communications with other jurisdictions and agencies. These systems include cellular telephones, public safety radio systems, the internet, and scheduled meetings of the San Joaquin County Operational Area management group.

A multi-jurisdictional communications plan will be developed and documented on the ICS 205 form to ensure effective communication between jurisdictions. The San Joaquin OES will ensure that this plan is developed upon activation of the Unified Command.

### **National Weather Service (NWS)**

The NWS provides notification releases to media outlets and public agencies. They use standard terminology for watches and warnings:

- Flash Flood Watch means it is possible that rain will cause flash flooding in specified areas.
- Flash Flood Warning means flash flooding is either imminent or is occurring.
- Flood Watch means long-term flooding is possible in specified areas.
- Flood Warning means long-term flooding is either imminent or is occurring.

## 6.0 ADMINISTRATION

### State and Federal Disaster Assistance

The City of Manteca policy is to maintain mitigation and emergency plans and procedures, at the level required to be eligible for disaster assistance under the Federal Stafford Act, PL84-99 program and the California Disaster Assistance Act. Emergency operations will be conducted and documented in compliance with conditions of those programs for reimbursement of disaster expenses.

### Flood Damage Estimate/Inspection

Flood Damage Estimate/Inspection is the basis for determining the need to request State and/or Federal operational and financial assistance. The Initial Damage Estimate is developed during the emergency response phase to support a request for a Governor's proclamation, and for the State to request a presidential declaration.

For the City, the detailed damage estimate/inspection will be coordinated by the City EOC. The EOC will coordinate their own. The administrative and operational divisions of special districts, LMA's, and others will, in most cases, complete the damage assessment for their respective areas of responsibility.

### Documentation

Documentation is the key to recouping eligible emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs. Under the California Disaster Assistance Act (CDAA), documentation is required for any flood damage sustained to the following:

- Public buildings
- Levees
- Flood-control works
- Irrigation works
- City streets
- Bridges
- Other public-owned facilities

Under Federal disaster assistance programs, documentation must be obtained regarding flood damages sustained to

- Roads
- Water-control facilities
- Public buildings and related equipment
- Public utilities
- Facilities under construction
- Recreational and park facilities
- Educational institutions
- Certain private nonprofit facilities

Flood debris removal and flood emergency response costs incurred by the affected entities should also be documented for cost recovery purposes under the Federal programs. Flood debris removal will be conducted in accordance with the San Joaquin Operational Area Debris Removal Plan to ensure that all applicable Federal and State eligibility requirements are met. It is the responsibility of the City of Manteca to collect documentation of these damages and submit them to the City's Recovery Manager.

Damage documentation should include the location and extent of damage, as well as cost estimates for debris removal, emergency work, and repairing or replacing damaged facilities to a non-vulnerable and mitigated condition. The cost of compliance with building codes for new construction, repair, and restoration will also be documented. The cost of improving facilities may be provided under Federal mitigation programs.

Documentation is the key to recouping expenditures related to emergency response and recovery operations. For each jurisdiction and special district, documentation must begin at the field response level and continue throughout the operation of their EOC as the disaster unfolds.

## **7.0 ANNEX MAINTENANCE AND ADMINISTRATION**

The City of Manteca is responsible for overseeing the development and maintenance of the City of Manteca Hazard-specific Flood Response Annex. The City Fire Department is responsible for periodic review of this annex to determine the need for revisions or updates.

The City of Manteca will approve this annex when initially completed. The City of Manteca OEM is authorized to approve routine updates and revisions.

### **Flood-Related Training and Exercises**

The City of Manteca coordinates with the other public agencies, San Joaquin County, and other neighboring jurisdictions; the LMA's; and the State and Federal governments for all hazards training, and for ongoing exercises to test and validate emergency policy plans and procedures. At least once a year, such training and exercises shall focus on flood hazards and flooding.

The City of Manteca is a participant in the San Joaquin County Training Program, and will support this region-wide protocol for ensuring effective flood response through common training standards and the provision of multiple training sources, including just-in-time online training applications. This program carefully analyzes probable incident complexity that local agencies would be required to manage to identify needed training standards. This program also uses the unique warning aspects of flood events to provide a number of formats and approaches, giving responders the flood-specific training necessary for effective response, including just-in-time training resources. All jurisdictions formally adopt SEMS, NIMS, and these training standards through the adoption of their jurisdictional emergency operations plan.

## **8.0 AUTHORITIES AND REFERENCES**

### **Federal**

Federal Civil Defense Act of 1950 (Public Law 920, as amended)

Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288, as amended)

### **State**

California Emergency Services Act (Chapter 7, Division 1 of Title 2 of the Government Code)

Standardized Emergency Management System Regulations (Chapter 1, Division 2 of Title 19 of the California Code of Regulations)

### **Local**

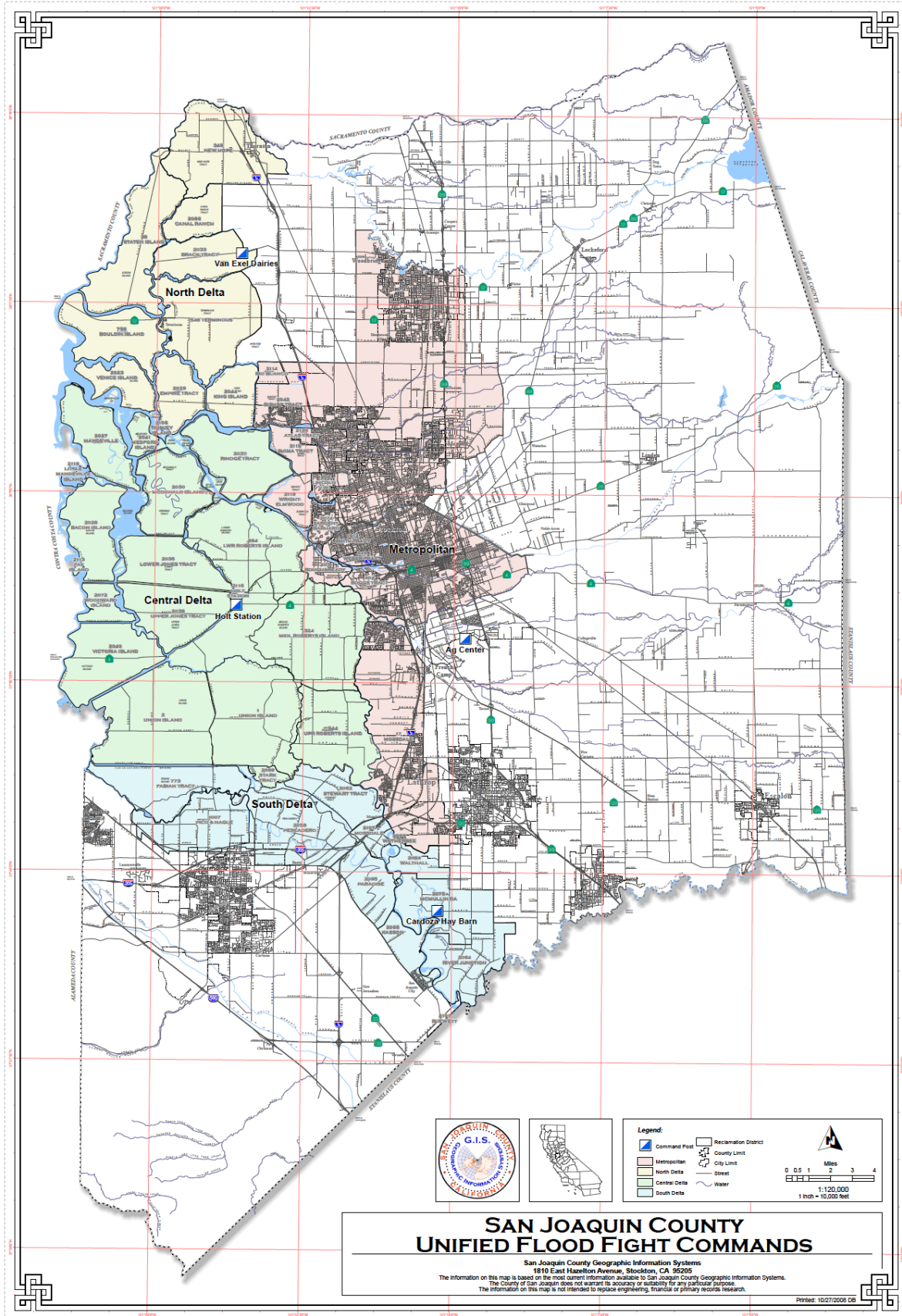
San Joaquin County Emergency Operations Plan

San Joaquin County Hazard Mitigation Plan

RD 17 District Emergency Operations Basic Plan

Lower San Joaquin River and Delta South Regional Flood Management Plan

**Attachment 1 – San Joaquin County Unified Flood Fight Command Map**



**Attachment 2 – Flood Damage Collection and Documentation Protocols and Forms**

### Attachment 3 – Flood Immediate Actions Checklist

- Activate the Emergency Operations Center (EOC) and determine level of activation; notify the San Joaquin County EOC.
- Establish situational awareness, and ensure that field units and/or the Metropolitan Unified Flood Fight Command (if activated) communicate frequent updates to the EOC.
- Provide public warning or notification, including the appropriate protective actions. Manage media and crisis communications in coordination with RD 17, San Joaquin County, and State and Federal governments.
- Provide required information to City departments as to the threat, potential severity, and areas affected.
- Prepare to receive or render mutual aid and utilize all established Memorandums of Understanding (MOU's)/Mutual Aid Agreements (MAA's).
- Advise departments to report action being planned or taken, and anticipated deficiencies in critical emergency resources.
- Mobilize, allocate, and position personnel and materials.
- Restore or activate essential facilities and systems.
- Document flood damage to the following as required by the California Disaster Assistance Act (CDAA):
  - Public buildings
  - Levees
  - Flood-control works
  - Irrigation works
  - City streets
  - Bridges
  - Other public facilities
- For Federal Emergency Management Agency (FEMA) programs, document damages sustained to the following:
  - Roads
  - Water-control facilities
  - Public buildings and equipment
  - Certain private nonprofit facilities
  - Public utilities
  - Facilities under construction
  - Recreational and park facilities
  - Educational institutions

**Attachment 4 – Reclamation District 17, 2094 & 2096 Emergency Operations Plans**



