
EMERGENCY OPERATIONS PLAN

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ACKNOWLEDGMENTS

The following vital documents were used as reference information in compiling this plan:

- FEMA CPG 101: “Developing and Maintaining State, Territorial, Tribal and Local Government Emergency Plans”, March 2009
- FEMA SLG 101: “Guide for All-Hazard Emergency Operations Planning”, September, 1996
- OES: “Local Government Emergency Planning Guidance”
- OES: “SEMS Guidelines”
- Los Angeles County Civil Defense Areas: “SEMS MHFP”
- City of Whittier General Plan, 1993
- City of Whittier Natural Hazards Mitigation Plan, January 2016
- OES, “California Implementation Guidelines for the National Incident Management System”, April 2006

The recommendations and suggestions included in this plan are intended to improve emergency preparedness, response and recovery and to satisfy the Standardized Emergency Management System requirements as presented in Title 19 of the California Code of Regulations and the National Incident Management System as presented in Homeland Security Presidential Directive – 5. This Emergency Operations Plan is a disaster preparedness tool and is intended to improve the safety of any individual, structure, or organization in a disaster.

EMERGENCY OPERATIONS PLAN

INTRODUCTION

FOREWORD

This Emergency Operations Plan is a flexible, multi-hazard document that addresses the City of Whittier's planned response and short-term recovery to extraordinary emergency/disaster situations associated with natural disasters, technological incidents, and national security emergencies. The plan does not address normal day-to-day emergencies or the well established and routine procedures used in coping with such emergencies. Instead, the operational concepts reflected in this plan focus on potential large-scale disasters that can generate unique situations requiring unusual responses.

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

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

ASSUMPTIONS:

- The City of Whittier is primarily responsible for emergency/disaster actions and will commit all available resources to save lives, minimize injury to persons, minimize damage to property, and protect the environment.
- The City of Whittier will utilize SEMS and NIMS in emergency/disaster response operations.
- The Director of Emergency Services, the City Manager, (will be referred to as EOC Director for the remainder of the EOP) will coordinate the City's disaster response in conformance with Chapter 2.44 of the Whittier Municipal Code.
- The City of Whittier will participate in the Los Angeles County Operational Area.
- The resources of the City of Whittier will be made available to local agencies and citizens to cope with disasters affecting this area.
- The City will commit its resources to a reasonable degree before requesting mutual aid assistance.
- Mutual aid assistance will be requested when disaster relief requirements exceed the City's ability to meet them.

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EMERGENCY/DISASTER MANAGEMENT GOALS:

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

ORGANIZATION OF THE EMERGENCY OPERATIONS PLAN (EOP):

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

ACTIVATION OF THE SEMS/NIMS EOP:

- On the order of the City Manager as empowered by the Whittier Municipal Code, provided that the existence or threatened existence of a Local Emergency has been proclaimed in accordance with the Code.
- When the Governor has proclaimed a State of Emergency in an area including this jurisdiction.
- Automatically on the proclamation of a State of War Emergency as defined in California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code).
- A Presidential declaration of a National Emergency.
- Automatically on receipt of an attack warning or the observation of a nuclear detonation.

EMERGENCY OPERATIONS PLAN

APPROVAL AND PROMULGATION:

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

TRAINING, EXERCISING, AND MAINTENANCE OF SEMS/NIMS EOP:

In compliance with NIMS, City personnel with roles in incident management either in the field or the EOC will receive the appropriate NIMS training as outlined by the U.S. Department of Homeland Security. The Emergency Services Coordinator (Emergency Operations Manager) is responsible for coordination and scheduling of training and exercising of this plan. The City of Whittier's Emergency/Disaster Management Organization will conduct regular exercises of this plan to train all necessary City staff in the proper response to disaster situations.

The EOP will be reviewed annually to ensure that plan elements are valid and current. Each responsible organization or agency will review and upgrade its portion of the EOP and/or modify its SOP/EOP as required based on identified deficiencies experienced in drills, exercises or actual occurrences. Changes in government structure and emergency response organizations will also be considered in the EOP revisions. The Emergency Services Coordinator (Emergency Operations Manager) is responsible for making revisions to the EOP that will enhance the conduct of response and recovery operations. The Emergency Services Coordinator (Emergency Operations Manager) will prepare, coordinate, publish and distribute any necessary changes to the plan to all City departments and other agencies as shown on the distribution list on page 8 of the Introduction Section of this EOP.

The Emergency Services Coordinator (Emergency Operations Manager) will also review documents that provide the legal basis for emergency planning to ensure conformance to SEMS/NIMS requirements and modify as necessary.

EMERGENCY OPERATIONS PLAN

Adoption Date: _____

LETTER OF PROMULGATION

TO: OFFICIALS, EMPLOYEES, AND CITIZENS OF THE CITY OF WHITTIER

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

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

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

This EOP is essentially an extension of the California Emergency Plan and the Los Angeles County EOP. It will be reviewed and exercised periodically and revised as necessary to meet changing conditions.

The City Council gives its full support to this plan and urges all officials, employees, and citizens, individually and collectively, to do their share in the emergency preparedness and response efforts of the City of Whittier.

Concurrence of this promulgation letter constitutes the adoption of the SEMS, the NIMS and the EOP by the City of Whittier. This EOP will become effective on approval by the City Council.

Joseph A. Vinatieri
Mayor
City of Whittier

EMERGENCY OPERATIONS PLAN

RECORD OF REVISIONS

Date	Section(s)	Page Numbers	Entered By	Reason
2011	All	All	Controller's Office	Updates to City telephone numbers and EOC location; update of EMIS to OARRS
Sept. 2011	Management	M – 41-43 and appropriate pages as needed to make title change	Controller's Office	Created Liaison-Legislative position
October 2011	Management	M – 65	Controller's Office	Make directions clearer using Whittier specific wording from SEMS Multi-hazard Functional Plan
November 2011	Part 1	Part One – 39	Controller's Office	Updates to department succession
December 2011	Part 1	Part One – 26	Controller's Office	Updates to reflect changes position titles and personnel assigned to positions
December 2011	Operations Support Docs. & table of contents	OS – 39-41	Controller's Office	Deleted per request of L.A. County Health Care Services Department (11/9/11)
January 2012	Part 1	Part One – 30	Controller's Office	Updated wording about EOC location because of move
February 2012	Operations Support Docs. & table of contents	OS – 55-57	Controller's Office	Added Post Earthquake Building Permit and Inspection Procedures
April 2012	Part 1	Part One – 8-9	Controller's Office	Updated distribution list and department concurrence
April 2012	Part 1	Part One – 53	Controller's Office	Updated Census data and Whittier facts
April 2012	Management	M – 15, 28	Controller's Office	Added second media information center
April 2012	Appendix	All	Controller's Office	Updated phone numbers
April 2012	Introduction	Introduction – 6	Controller's Office	Updated Letter of Promulgation to reflect new mayor
April 2012	Management	M – 30	Controller's Office	Added recommended contact list reference in Appendix (per Cal-EMA 2009 review)
April 2012	Logistics	L – 21-22	Controller's Office	Included reference to City's Emergency Volunteer Management Plan
May 2012	All	All	Controller's Office	Updated all table of contents
May 2012	Management Support Docs.	MS – 10, 12	Controller's Office	Clarified proclamation timeframe
June 2012	Management Support Docs.	MS – 53	Controller's Office	Updated Misc. Services for PIOs list
October 2016	All	All	Controller's Office	Various updates throughout document

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DEPARTMENT CONCURRENCE *

AGENCY/DEPARTMENT	REPRESENTATIVE	TITLE
Mayor/City Council	Joseph A. Vinatieri	Mayor
Administration	Jeffrey W. Collier	City Manager
City Clerk-Treasurer	Kathryn Marshall	City Clerk-Treasurer
Community Development	Conal McNamara	Director of Community Development
City Controller (Emergency Management)	Rod Hill	City Controller and Director of Human Resources
Library	Paymaneh Maghsoudi	Library Director
Parks, Recreation and Community Services	Greg Alaniz	Director of Parks, Recreation and Community
Police	Jeff Piper	Chief of Police
Public Works	David Schickling	Director of Public Works
Los Angeles County Fire Department		

*Signature pages are on file with the Emergency Services Coordinator.

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SECTION ONE BASIC PLAN

PURPOSE

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

SCOPE

This Emergency Operations Plan (EOP):

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

CONCEPT OF OPERATIONS

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

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

Preparedness Phase

The preparedness phase involves activities taken in advance of an emergency. These

activities develop operational capabilities and effective responses to a disaster. These actions might include mitigation activities, emergency/disaster planning, training and exercises and public education. Those identified in this plan as having either a primary or support mission relative to response and recovery should prepare Standard Operating Procedures (SOPs)/Emergency Operating Procedures (EOPs) and checklists detailing personnel assignments, policies, notification rosters, and resource lists. Personnel should be acquainted with these SOPs/EOPs and checklists through periodic training in the activation and execution procedures.

Increased Readiness

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

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

Response Phase

Pre-Emergency

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

- Evacuation of threatened populations to safe areas.
- Advising threatened populations of the emergency and apprising them of safety measures to be implemented.
- Advising the Los Angeles County Operational Area of the emergency.
- Identifying the need for mutual aid and requesting such through the appropriate channels.
- Proclamation of a Local Emergency by local authorities (see **Management Support Documentation**).

Emergency Response

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

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

- The City is either minimally impacted or not impacted at all, and is requested to provide mutual aid to other jurisdictions.

- The situation can be controlled without mutual aid assistance from outside the City.
- Mutual aid from outside the City is required.
- Evacuations of portions of the City are required due to uncontrollable immediate and ensuing threats.

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

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

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

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

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

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

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

Sustained Emergency

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

Recovery Phase

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

The recovery period has major objectives which may overlap, including:

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

Mitigation Phase¹

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

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

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

² U.S. Department of Homeland Security, *National Incident Management System*, January 26, 2007, pg.159

PUBLIC AWARENESS AND EDUCATION

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

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

ADA CONSIDERATIONS FOR LOCAL GOVERNMENT

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

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

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

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

TRAINING AND EXERCISES

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

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

Training includes classroom instruction and drills. All staff who may participate in emergency response in the EOC must receive appropriate SEMS/NIMS/ICS training.

Refer to Cal OES' Training Matrix for specific SEMS/NIMS/ICS classes and target audiences.

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

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

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

ALERTING AND WARNING

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

Success in saving lives and property depends on the timely dissemination of warning and emergency information to persons in threatened areas. Local government is responsible for warning its citizens. The City will utilize various modes to alert and warn the community. The various systems are described and the "Emergency Conditions and Warning Actions" through which these systems may be accessed is in **Part Two, Operations Section Support Documentation.**

SECTION TWO STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)

GENERAL

In an emergency, governmental response is an extraordinary extension of responsibility and action, coupled with normal day-to-day activity. Normal governmental duties will be maintained, with emergency operations carried out by those agencies assigned specific emergency functions. The Standardized Emergency Management System (SEMS) was adopted by resolution number 6715, July 16, 1996 by the City of Whittier for managing response to multi-agency and multi-jurisdiction emergencies and to facilitate communications and coordination between all levels of the system and among all responding agencies. Chapter 1 of Division 2 of Title 19 of the California Code of Regulations establishes the standard response structure and basic protocols to be used in emergency response and recovery.

SEMS incorporates the use of the Incident Command System (ICS), the Master Mutual Aid Agreement and existing mutual aid systems, the Operational Area Concept, and multi-agency or inter-agency coordination. Local governments must use SEMS to be eligible for funding of their personnel-related costs under state disaster assistance programs.

The National Incident Management System (NIMS) was adopted by the State of California and is integrated into the existing SEMS. NIMS is further discussed in **Part One, Section Three**.

SEMS consists of five levels: field response, local government, operational areas (countywide), CAL OES Mutual Aid Regions, and state government.

SEMS LEVELS

Field Response Level

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

Local Government Level

Local governments include cities, counties, and special districts. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. Local governments are required to use SEMS when their emergency operations center is activated or a local emergency is proclaimed in order to be eligible for state funding of response-related personnel costs. Local governmental levels shall provide the following functions: management, operations, planning/intelligence, logistics, and finance/administration. Local jurisdictions are responsible for overall

direction of personnel and equipment provided for emergency operations through mutual aid (Government Code Section 8618). Additional details relative to the organization and responsibilities of the SEMS elements at each of the levels are provided in **Part Two, Management Section**.

Cities are responsible for disaster/emergency response within their boundaries, although some cities contract for some municipal services from other agencies.

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

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

Operational Area

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

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

SEMS regulations specify that all local governments within a county geographic area be organized into a single operational area and that the county board of supervisors is responsible for its establishment. On July 5, 1995, the Los Angeles County Board of Supervisors adopted a formal resolution establishing the Los Angeles County Operational Area, which includes the City of Whittier. An Operational Area Advisory Board was formed which meets quarterly. The cities within Los Angeles County are represented on this Board by the Disaster Management Area Coordinators (DMACs). Whittier is within Area E within the Los Angeles County Operational Area. Los Angeles County Office of Emergency Management (OEM) is the coordinating agency for the Los Angeles County Operational Area.

When the Los Angeles County Operational Area EOC is activated, the Sheriff of Los Angeles County, designated by County Ordinance, is the Operational Area Coordinator and has the overall responsibility for coordinating and supporting emergency/disaster operations within the County. The Operational Area is the focal point for information sharing and support requests by cities within the County. The Operational Area

EMERGENCY OPERATIONS PLAN

Coordinator and supporting staff constitutes the Operational Area Emergency Management Staff. The Operational Area Staff submits all requests for support that cannot be obtained within the County, and other relevant information, to CAL OES Southern Region, Mutual Aid Region I.

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

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

Regional

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

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

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

The City of Whittier is within Cal OES' Southern Administrative Region and Region 1 mutual aid region (Region 1A for law enforcement mutual aid).

State

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

coordination and communication link between the state and the federal disaster response system.

Federal

Department of Homeland Security

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

Federal Emergency Management Agency

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

SEMS REQUIREMENTS FOR LOCAL GOVERNMENTS

The City of Whittier will comply with SEMS regulations in order to be eligible for state funding of response-related personnel costs and will:

- 1) Use SEMS when
 - A local emergency is declared or proclaimed, or
 - The local government EOC is activated.
 - Establish coordination and communications with Incident Commanders directly to the EOC, when activated.
- 2) Use existing mutual aid systems for coordinating fire and law enforcement resources.
- 3) Establish coordination and communications between the City of Whittier's EOC when activated, and any state or local emergency response agency having jurisdiction at an incident within the city's boundaries.
- 4) Use multi-agency or inter-agency coordination to facilitate decisions for overall local government level disaster/emergency response activities.

The requirement to use SEMS includes:

- Fulfilling Management and coordination role of local government, and
- Providing for the five essential SEMS functions of management, operations, planning/intelligence, logistics and finance/administration.

CITY OF WHITTIER'S RESPONSIBILITIES UNDER SEMS

The development of SEMS will be a cooperative effort of all departments and agencies within the City of Whittier with a disaster/emergency response role. The Emergency Services Coordinator (Emergency Operations Manager) has the lead staff responsibility for SEMS development, compliance and planning with responsibilities for:

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

The City of Whittier will participate in the Los Angeles County Operational Area organization and system for coordination and communication within the operational area.

All city staff who may participate in emergencies in the EOC must receive appropriate SEMS training as required by SEMS regulations. New personnel should be trained as they are hired.

In addition to the training, the City of Whittier ensures that EOC staff participates regularly in emergency management exercises to improve preparedness, response and recovery activities.

SEMS EOC ORGANIZATION

SEMS regulations require local governments to provide for five functions: management, operations, planning/intelligence, logistics and finance/administration. These functions are the basis for structuring the EOC organization.

- **Management** Responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.
- **Operations** Responsible for coordinating all jurisdictional operations in support of the disaster/emergency response through implementation of the local government's EOC Action Plan.

EMERGENCY OPERATIONS PLAN

- **Planning/Intelligence** Responsible for collecting, evaluating and disseminating information; developing the City of Whittier's EOC Action Plan and After-Action/Corrective Action Report in coordination with other functions; and maintaining documentation.
- **Logistics** Responsible for providing facilities, services, personnel, equipment and materials.
- **Finance/ Administration** Responsible for financial activities and other administrative aspects.

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

MAJOR SEMS COMPONENTS

Organization Flexibility - Modular Organization

The five essential SEMS functions will be established as "sections" within the EOC and all other functions will be organized as branches, groups or units within sections. The types of activated functions and their relationship to one another will depend upon the size and nature of the incident. Only those functional elements that are required to meet current objectives will be activated. Those functions which are needed but not staffed will be the responsibility of the next higher element in the organization.

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

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

To assist with maintaining proper span-of-control, the EOC Director, and General Staff positions may assign Deputies. Deputies have the same authorities as the position that assigns them.

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

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

EOC Action Plans

At local, operational area, regional and state levels, the use of EOC action plans provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement. Action plans not only provide direction, but they also serve to

provide a basis for measuring achievement of objectives and overall system performance. Action planning is an important management tool that involves:

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

The action planning process should involve Management and General Staff along with other EOC elements, special district representatives and other agency representatives, as needed. The Planning/Intelligence Section is responsible for coordinating the development of the action plan and for facilitation of action planning meetings.

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

SEMS Coordination

Multi-Agency or Inter-Agency Coordination at the Local Government Level

Emergency response is coordinated at the EOC through representatives from City departments and agencies, outside agencies, volunteer agencies and private organizations.

Multi-agency or inter-agency coordination is important for:

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

Coordination with the Field Response Level

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

Another scenario for the EOC-Area Command interaction would be the occurrence of several similar type incidents located in close proximity but in different jurisdictions. A Unified Area Command may be established to oversee Incident Commands operating in general proximity to each other. The Unified Area Command would coordinate with activated local government EOCs.

Coordination with Los Angeles County Operational Area Level

Coordination and communications should be established between activated local government EOC's and the operational area. The communications links are telephone, satellite phone, radio, video conferencing, data and amateur radio, the Los Angeles County Disaster Communications Services (DCS) radio system, runner, etc.

Los Angeles County uses an Operational Area Multi Agency Coordinating System (MACS) concept when developing response and recovery operations. When and where possible, the County will include jurisdictional representatives in planning for jurisdictional support.

Coordination with Special Districts

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

Coordination and communications should be established among special districts who are involved in disaster/emergency response, other local governments and the operational area. This may be accomplished in various ways depending on the local situation. Emergency contacts have been identified with the school districts. Depending on the circumstances of the disaster, communications and coordination may be established by telephone or radio, by having a representative assigned to the City's EOC.

Coordination with Volunteer and Private Agencies

Depending upon the circumstances of the incident, either the City EOC or the Los Angeles County Operational Area EOC will be the focal point for coordination of response activities with many non-governmental agencies. The City of Whittier's EOC should establish communications with private and volunteer agencies providing services to the City (American Red Cross, the Gas Company, Southern California Edison, Disaster Communications Services, Community Emergency Response Teams, etc.). Depending on the circumstances of the disaster, communication and coordination may be established by telephone or radio, by having a representative assigned to the City's EOC, or by having a representative assigned to the Los Angeles County Operational Area EOC.

SECTION THREE NATIONAL INCIDENT MANAGEMENT SYSTEM

GENERAL

In addition to SEMS, the City of Whittier adopted the NIMS (Resolution 7875, March 10, 2006) and has incorporated the NIMS concepts into the City's EOP, training and exercises.

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

NIMS COMPONENTS

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

Command and Management

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

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

Preparedness

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

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

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

Resource Management

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

Communications and Information Management

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

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

Supporting Technologies

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

Ongoing Management and Maintenance

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

NIMS COMPLIANCE

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

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**SECTION FOUR
CITY OF WHITTIER
EMERGENCY MANAGEMENT ORGANIZATION**

GENERAL

This section establishes policies and procedures and assigns responsibilities to ensure the effective management of emergency operations under the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). It provides information on the City of Whittier's emergency management structure and how the emergency management team is activated.

CONCEPT OF OPERATIONS

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

Level One - Decentralized Coordination and Direction

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

Level Two - Centralized Coordination and Decentralized Direction

Level Two activation may be a moderate to severe emergency/disaster wherein local resources are not adequate and mutual aid may be required on a regional or even statewide basis. Key management level personnel from the principal involved agencies will co-locate in a central location to provide jurisdictional or multi-jurisdictional coordination. The EOC should be activated. Off-duty personnel may be recalled. A Local Emergency may be proclaimed and the Operational Area will be notified through the Pico Rivera Sheriff's Station to request that the Operational Area activate OARRS (Internet) so that the system can be used for reporting. If OARRS is not available, then all requests and reports are to be sent to the Pico Rivera Sheriff's Station by means coordinated with and agreed to by the Watch Commander and City staff. The Pico Rivera Sheriff's Station will then be responsible for entering the data into OARRS (see **Planning/Intelligence Support Documentation – Los Angeles County Operational Area Disaster Information Reporting Procedures**). A State Declaration of emergency will be requested through the Operational Area and a Presidential Declaration of an Emergency or Major Disaster may also be requested through the Operational Area. A State declaration of emergency may be requested through the Operational Area contact Sheriff's Station.

Level Three - Centralized Coordination and Direction

Level Three activation may be a major local or regional disaster wherein resources in or near the impacted area are overwhelmed and extensive state and/or federal resources are required. A Local Emergency will be proclaimed and the Operational Area will be notified through the Pico Rivera Sheriff's Station. The City will coordinate with the Watch Commander of the Pico Rivera Sheriff's Station to request that the Operational Area activate OARRS (Internet) so that the system can be used for reporting. (see **Planning/Intelligence Support Documentation – Los Angeles County Operational Area Disaster Information Reporting Procedures**). A State

Declaration of emergency will be requested through the Operational Area and a Presidential Declaration of an Emergency or Major Disaster may also be requested through the Operational Area. All response and early recovery activities will be conducted from the EOC. All off-duty personnel will be recalled.

EMERGENCY MANAGEMENT ORGANIZATION AND RESPONSIBILITIES

The City of Whittier operates under the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) which are discussed in detail under **SEMS** and **NIMS** in Sections Two and Three of this Plan. The City of Whittier's Emergency Management Division is directed by the City Controller & Director of Human Resources (Deputy EOC Director), functioning as the Director of Emergency Management. The City of Whittier's emergency/disaster response and recovery operations will be directed by the City Manager who serves as both the EOC Director and Director of Emergency Services. The EOC Director is responsible to the City Council and Disaster Council per Chapter 2.44 of Whittier's Municipal Code. The EOC Director is responsible for implementing the Emergency Operations Plan (EOP).

The EOC Director is supported by the Emergency Management division and has overall responsibility for:

- Organizing, staffing and operating the Emergency Operations Center (EOC).
- Operating communications and warning systems.
- Providing information and guidance to the public.
- Maintaining information on the status of resources, services, and operations.
- Directing overall operations.
- Obtaining support for the City of Whittier and providing support to other jurisdictions as required.
- Identifying and analyzing potential hazards and recommending appropriate countermeasures.
- Collecting, evaluating and disseminating damage assessment and other essential information.
- Providing status and other reports to the Los Angeles County Operational Area via OARRS. (see **Planning/Intelligence Support Documentation – Los Angeles County Operational Area Disaster Information Reporting Procedures**).

The City of Whittier's EOC Organization Matrix is contained in **Chart 1**.

Los Angeles County Operational Area Emergency Management (see Chart 2)

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

The City of Whittier requests all mutual aid (except fire and law) through the Los Angeles County Operational Area E via OARRS (internet); or if OARRS is not available, then all requests and reports are to be sent to the Pico Rivera Sheriff's Station by means coordinated with and agreed to by the Watch Commander and City staff. The Pico Rivera Sheriff's Station will then be responsible for entering the data into OARRS. **(See Planning/Intelligence Support Documentation – Los Angeles County Operational Area Disaster Information Reporting Procedures)**. The Los Angeles County Operational Area then requests law, public works, emergency managers or other mutual aid through its regular channels. Fire mutual aid is coordinated through the designated Regional Fire Coordinator. Fire mutual aid is coordinated through the Battalion Chief at Station 28 during a wide-scale incident. Mutual aid during local emergencies will be requested by the Fire Department Incident Commander or their liaison.

Reporting to the Los Angeles County Operational Area³

City reports and notifications are to be made to the Los Angeles County Operational Area. (see **Charts 3 and 4**). These reports and notifications include:

- Activation of the City EOC
- Proclamation of a Local Emergency
- Reconnaissance Reports
- City Status Reports
- Initial Damage Estimates
- Incident Reports

Established reporting procedures to be followed:

1. Operational Area Response and Recovery System (OARRS – internet).
2. Phone or fax information (hard copy of reports) to Office of Emergency Management (OEM).
3. Make contact with Pico Rivera Sheriff's Station by means coordinated with and agreed to by the Watch Commander and city staff. The Pico Rivera Sheriff's Station will then be responsible for entering OARRS data and transmitting the information to OEM.
4. Amateur radio contact via amateur radio to the contact radio station.

Mutual Aid Region Emergency Management

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

State Emergency Management

The Governor, through Cal OES and its Mutual Aid Regions, will coordinate statewide operations to include the provision of mutual aid and other support to local jurisdictions and the redirection of essential supplies and other resources as required. The Cal OES

³ Los Angeles County Operational Area Disaster Information Reporting Procedures

EMERGENCY OPERATIONS PLAN

Secretary, assisted by State agency directors and their staffs and identified volunteer agency staff, will constitute the State emergency management staff.

CHART 1, WHITTIER EOC ORGANIZATION MATRIX

P=Primary

S=Support

City of Whittier EOC Organization Matrix		City Council	City Manager/Admin	City Attorney	Building and Safety	City Clerk- Treasurer	Community Development	Community Services	Emergency Management	City Controller	Facilities	Information Technology	Library	Police	Parks	Planning	Public Works	L.A. Co. (Contract)	Utilities	Special Districts	Volunteer Agencies	Hospitals/Clinics
MANAGEMENT	Policy Group	S	P																			
	EOC Director		P						S					S			S					
	Deputy EOC Director									P				S								
	Liaison-Legislative Officer		S			P			S													
	P.I.O.		P				S	S														
	EOC Coordinator/EOC Safety Officer								P	S												
	Deputy EOC Coordinator								P													
	Legal Officer			P																		
OPERATIONS	Ops. Coordinator												P									
	Fire/Haz Mat/Medical/Health																	P		S	S	S
	Law Enforcement Branch													P				S				
	Coroner Unit													P				S				
	Public Works Branch																P					
	Water Branch																P					
	Care and Shelter Branch							P												S	S	
Building and Safety Branch				P													S					
PLANNING	Planning/Intell. Coordinator						S					P										
	Situation Status Unit						S					P										
	Damage Assessment Unit						P															
	Documentation Unit				S	P																
	Advance Planning Unit					S										P						
	Recovery Unit					S										P						
	Demobilization Unit												S		P							
LOGISTICS	Logistics Coordinator						S							S		P						
	Supply-Procurement Unit							P														
	Resources Unit				S								P									
	Personnel Unit							P														
	Facilities Unit								P								S					
	Transportation Unit						P															
	Info. Systems Branch										P											
FINANCE	Finance Coordinator								P													
	Cost Recovery Unit				P				S													
	Time Unit								P													
	Cost Analysis Unit								P													
	Compensation/Claims								P													

EMERGENCY OPERATIONS PLAN

**CHART 2
LOS ANGELES COUNTY OPERATIONAL AREA
ORGANIZATION MATRIX⁴**

C= Coordination

P= Principal Agency S=Support Agency

R=Potential Resource C=Coordination

L= Liaison

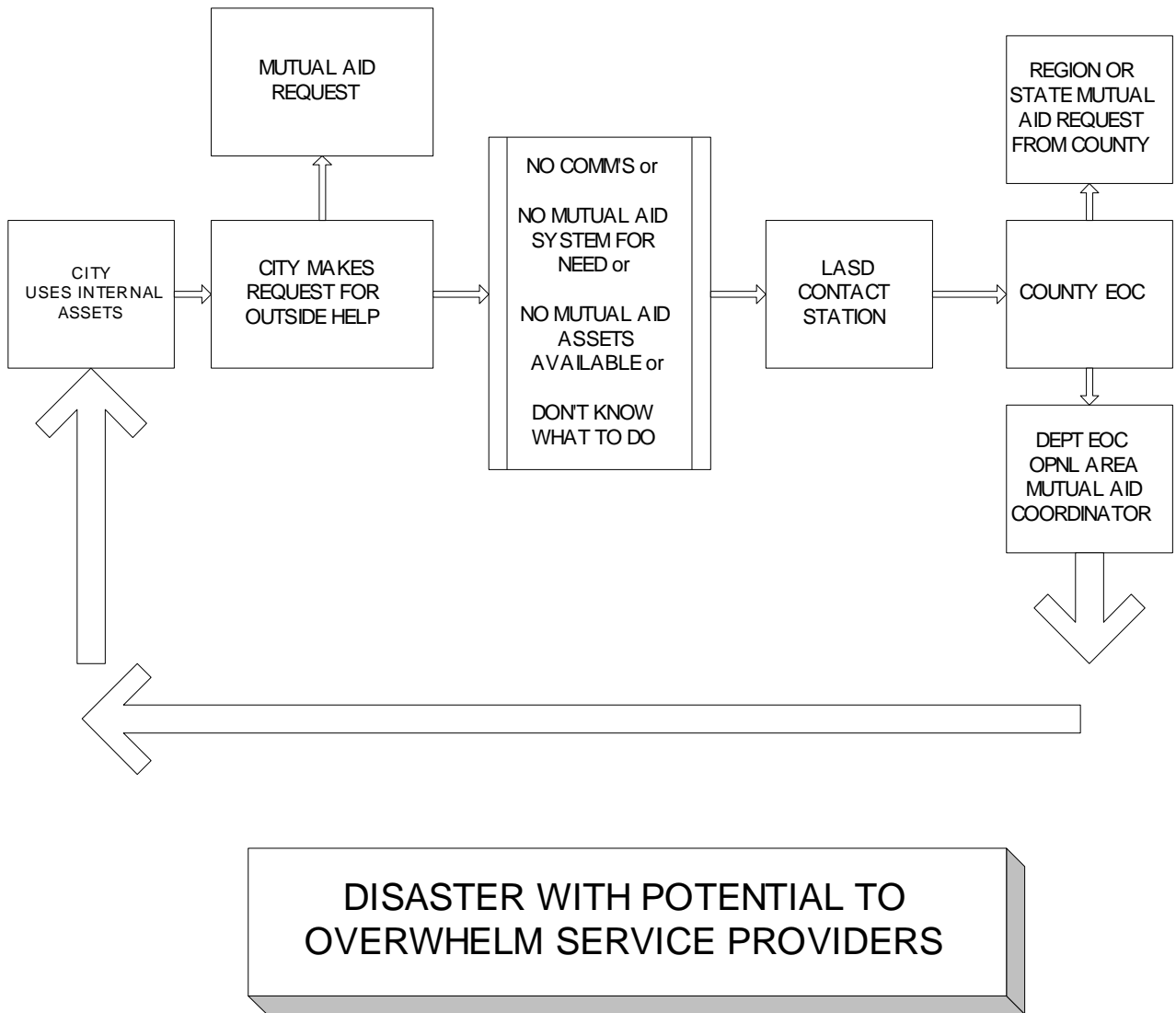
P=Principal

County Departments/ Special Districts/ Local Agencies	Alerting & Warning	Information Technology	Damage Assessment	Management/Situation Analysis	Emergency Public Information	Radiological Protection	Fire and Rescue	Law Enforcement	Medical	Public Health	Coroner	Care & Shelter/Human Services	Evacuation (Movement)	Urban Search & Rescue	Const. Eng. & Recovery	Supply Procurement	Personnel	Transportation Resources	Utilities	Finance/Admin.	Haz. Mat.	Status of County Govt.	Initial Recovery
Administrative Officer, Chief			R	S	S										S	S	P						P
Agriculture/Weights & Measures										S													
Alternate Public Defender								S															
Animal Care & Control							R		R		R												
Assessor			R												R								
Auditor																	R						
Beaches and Harbors								S					R	S				R					
Children & Family Services												S											
Community Development Comm.																	R						R
Community/Senior Services					R							S											
Coroner				R					R	R	P												
County Counsel															S								
District Attorney								S															
Fire		R	R	R	R	P	P		R	R	R			P		R					P		
Health Services	R	R							P	P	R	R									R		
Human Resources																		S					
Internal Services		R	R	R			R	R				R	R	R	R	P		C	L				S
Mental Health					R		R	R	R	R	R	R											R
Military & Veterans											R												
Municipal Courts								S															
Parks & Recreation							R				R	S		R	R								
Probation								S						R					R				
Public Defender								S															
Public Library					R							S											
Public Social Services												P	S										S
Public Works		R	P	R			R				R	R	R	R	P			R	R				S
Rapid Transit (MTA)													R						S				
Regional Planning															S								
Registrar- Recorder/ CO Clerk																	R						
Schools/Office of Education		R			R							S						R					
Sheriff	P	P	R	P	P	R	R	P			R	R	P	R				R					
Superior Courts								S															
Treasurer/Tax Collector											R						R						
All Departments																R				R		R	

⁴Los Angeles County Office of Emergency Management, *Los Angeles County Operational Area Emergency Response Plan*, 2008-Draft.

CHART 4

**LOS ANGELES COUNTY OPERATIONAL AREA
CITY ASSISTANCE REQUESTS DIAGRAM**



CITY OF WHITTIER'S EMERGENCY OPERATIONS CENTER (EOC)

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

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

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

EOC LOCATION AND DESCRIPTION

The City's primary EOC is located in the City's Police building, Community Room/EOC. The alternate EOC is located at Parnell Park.

Primary EOC

The EOC is comprised of an operations area, radio room, briefing room, and two conference rooms. Adjacent areas include a breakroom and bathrooms. Emergency power to the EOC is provided by a diesel generator. The emergency fuel reserve is a minimum 72 hours. Resupply of emergency fuel will be obtained through Public Works department. Power will provide for operating the entire police facility. The EOC has the capability to house and feed staff, on-site services includes showers and sleeping facilities.

Alternate EOC – Parnell Park

The alternate EOC will be activated only when the primary EOC is damaged, inaccessible, and/or evacuation of EOC staff members becomes necessary. When the use of an alternate EOC becomes necessary, those occupying the primary EOC will be asked to relocate to the alternate EOC site. If the primary EOC is unusable before its activation, staff members will be asked to report to the alternate EOC site. The Logistics Section will arrange for relocation of EOC staff members to the alternate EOC. Direction and control authority will be transferred from the primary EOC to an alternate EOC when necessary by the EOC Director. All Section Chiefs will advise their emergency response field forces of the transition to the alternate EOC. The operational capabilities of the alternate EOC will be similar to those of the primary EOC.

DISPLAYS

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

At the onset of any disaster, a significant events log should be compiled for the duration of the emergency situation. Key disaster related information will be recorded in the log completed via the City's Emergency Management incident command software; i.e., casualty information, health concerns, property damage, fire status, size of risk area, scope of the hazard to the public, number of evacuees, etc. The posting of the significant events log is the responsibility of the Planning/Intelligence Section.

COMMUNICATIONS

Communications are provided in the EOC and include telephones, cell phones, fax, internet access, Public Works radio system, Police Department radio system, Santa Fe Springs radio system, LA County Fire Department radio, and amateur radio emergency services. Communication facilities will be continuously staffed during emergencies. The Logistics Section, in coordination with Emergency Management, is responsible for communications.

EOC MANAGEMENT

The primary and alternate EOC facility management is the responsibility of the Emergency Services Coordinator and includes maintaining the operational readiness of the primary and alternate EOCs.

Positions assigned to the EOC will advise/brief City decision makers of the emergency situation and recommend actions to protect the public, i.e., alerting and warning the public, evacuation of risk area, activation of shelters, request for State/Federal assistance, etc.

CITY OF WHITTIER EOC ACTIVATION POLICY

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

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

When the City of Whittier's EOC is activated, the City will transmit a Jurisdictional Situations (City status) Report indicating that the EOC is activated to the Los Angeles County Operational Area via Operational Area Response and Recovery System (OARRS). The Pico Rivera Sheriff's Station Watch Commander will be contacted to confirm the OARRS report. If OARRS is not available, then the Jurisdictional Situations (City status) Report is to be sent to the Pico Rivera Sheriff's Station by means coordinated with and agreed to by the Watch Commander and City staff. The Pico Rivera Sheriff's Station will then be responsible for entering the data into OARRS.

The Los Angeles County Operational Area should be notified when the City of Whittier's EOC is activated via the Pico Rivera Sheriff's Station EOC (Station EOC activated) or the Watch Commander and/or OARRS.

When to Activate:

- An emergency situation that has occurred or might occur of such a magnitude that it will require a large commitment of resources from two or more City Departments over an extended period of time. Examples include: an earthquake, brush fire, bombing, flooding, major hazardous material incident, civil disturbance, aircraft disaster, large complex structure fire, severe weather conditions, act of terrorism, large-scale school incident and special events.
- On the order of the City Manager or designee, provided that the existence or threatened existence of a Local Emergency has been proclaimed;
- When the Governor has proclaimed a State of Emergency in an area which includes the City of Whittier;
- Automatically upon the proclamation of a "State of War Emergency" as defined by the California Emergency Services Act (see **Local and State Proclamations in the Management Support Documentation**);
- By a Presidential Declaration of a National Emergency;
- Automatically upon receipt of an attack warning or the observation of a nuclear detonation;

Who Can Activate:

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

- City Manager (EOC Director)
- City Controller/Director of Human Resources and Emergency Management (Deputy EOC Director)
- Chief of Police (EOC Operations Section Chief)
- Police Department Watch Commander

How to Activate:

- Determine level of EOC activation from the City Manager or City Controller/Director of Human Resources and Emergency Management.
- Obtain keys to the EOC and locked cabinets from the Police Department, Watch Commander or the Controller's Office.
- Respond to the EOC in the Police Department.
- Verify that key EOC personnel have been notified to report to the EOC.
- Arrange for a helper from Police personnel to assist in set-up, as necessary.
- Briefly describe the emergency/disaster situation causing this request.
- Establish 24-hour staffing for continuous operation, if necessary.

Deactivation

The EOC Director and Section Chiefs will authorize EOC deactivation by position and function (see **Part Three—Management/EOC for EOC Set-Up Procedures**).

LOCAL GOVERNMENT EOC STAFFING GUIDE

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

SECTION FIVE CONTINUITY OF GOVERNMENT

PURPOSE

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

RESPONSIBILITIES

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

PRESERVATION OF LOCAL GOVERNMENT

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

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

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

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

LINES OF SUCCESSION FOR OFFICIALS CHARGED WITH DISCHARGING EMERGENCY RESPONSIBILITIES

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

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

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

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

First Alternate: City Controller/Director Human Resources and Emergency Management (Deputy EOC Director)

Second Alternate: Police Chief (EOC Operations Section Coordinator)

Third Alternate: Assistant City Manager (Public Information Officer)

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

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

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

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

EMERGENCY OPERATIONS PLAN

- By the mayor of any city within 150 miles (nearest and most populated down to farthest and least populated).

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

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

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

TEMPORARY COUNCIL MEETING LOCATION AND ALTERNATE CITY GOVERNMENT LOCATION

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

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

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

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

1st Alternate:	Parnell Park Community/Senior Center
2nd Alternate:	Palm Park
3rd Alternate:	Whittier High School District at the Sierra Education Center

PRESERVATION OF VITAL RECORDS

In the City of Whittier, the City Clerk is responsible for the preservation of vital records. If the City Clerk is unavailable, the Assistant City Clerk-Treasurer will be responsible for the preservation of vital records.

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

EMERGENCY OPERATIONS PLAN

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

Vital records of the City of Whittier are routinely stored in the Records Center on the basement of Whittier City Hall. Microfilmed master copies of records are stored outside of the City in Hutchinson, Kansas in underground vaults.

Each department within the City identifies, maintains and protects its own essential records.

LINES OF SUCCESSION FOR DEPARTMENT HEADS

SERVICE/DEPARTMENT	TITLE/POSITION
City Manager (EOC Director)	<ol style="list-style-type: none">1. City Manager2. City Controller/Director of HR and Emergency Management3. Police Chief
City Clerk-Treasurer's Office	<ol style="list-style-type: none">1. City Clerk - Treasurer2. Assistant City Clerk - Treasurer3. Records/IT Manager
City Controller's Office	<ol style="list-style-type: none">1. Assistant City Controller2. Human Resources Manager - Risk & Emergency Mgmt3. Human Resources Manager - Personnel
Community Development	<ol style="list-style-type: none">1. Community Development Director2. Development Project Manager
Planning	3A. Planning Services Manager
Building & Safety	3B. Building Services Manager/Building Official
Parks, Recreation and Community Services	<ol style="list-style-type: none">1. Director of Parks, Recreation and Community Services2. Community Services Manager - Recreation3. Community Services Manager - Transit
Library	<ol style="list-style-type: none">1. Library Director2. Assistant Library Director3. Library Services Manager
Police	<ol style="list-style-type: none">1. Chief of Police2. Captain - Patrol3. Captain - Investigation
Public Works	<ol style="list-style-type: none">1. Director of Public Works2. Assistant Director of Public Works3. Senior Civil Engineer
Fire (Los Angeles County)	<ol style="list-style-type: none">1. Assistant Fire Chief2. Battalion Chief3. Station Captain
Public Information	<ol style="list-style-type: none">1. Assistant City Manager2. Business Development Manager

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SECTION SIX MUTUAL AID

INTRODUCTION

Mutual aid is designed to ensure that adequate resources, facilities and other support are provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation(s). The basis for the system is the California Disaster and Civil Defense Master Mutual Aid Agreement, as provided for in the California Emergency Services Act (see **Part Two Management Support Documentation-Legal Documents**). This Agreement was developed in 1950 and has been adopted by the state, all 58 counties and most incorporated cities in the State of California. The Master Mutual Aid Agreement creates a formal structure wherein each jurisdiction retains control of its own facilities, personnel and resources, but may also receive or render assistance to other jurisdictions within the state. State government is obligated to provide available resources to assist local jurisdictions in emergencies. It is the responsibility of the local jurisdiction to negotiate, coordinate and prepare mutual aid agreements. Mutual aid agreements exist in law enforcement, fire services, building and safety, medical and public works and emergency managers (EMMA). In addition to the Mutual Aid agreements that are in place within the state of California, more recently, the Governor signed (September 2005) the Emergency Management Assistance Compact (EMAC) which allows the state of California to participate with 50 other states in a nationwide mutual aid system.

MUTUAL AID SYSTEM

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

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

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

MUTUAL AID REGIONS

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

MUTUAL AID COORDINATORS

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

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

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

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

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

PARTICIPATION OF VOLUNTEER AND PRIVATE AGENCIES

Volunteer agencies and private agencies may participate in the mutual aid system along with governmental agencies. For example, the disaster medical mutual aid system relies heavily on private sector involvement for medical/health resources. Some volunteer agencies such as the American Red Cross, Salvation Army, Disaster Communication Services, Community Emergency Response Teams, faith-based

organizations and others are an essential element of the statewide emergency response to meet the needs of disaster victims. Volunteer agencies mobilize volunteers and other resources through their own systems. They also may identify resource needs that are not met within their own systems that would be requested through the mutual aid system. Volunteer agencies with extensive involvement in the emergency response should be represented in EOCs.

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

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

POLICIES AND PROCEDURES

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

All mutual aid requests will be made on the OARRS Request Form. This form is found in **Part Two, Logistics Support Documentation**.

AUTHORITIES AND REFERENCES

Mutual aid assistance may be provided under one or more of the following authorities:

- California Master Mutual Aid Agreement, March 23, 1965
- California Fire and Rescue Emergency Plan
- California Fire Assistance Agreement
- California Law Enforcement Mutual Aid Plan
- Emergency Management Assistance Compact
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288, as amended)-provides federal support to state and local disaster activities.
- California Emergency Managers Mutual Aid Agreement, November 1997
- Area E- Inter-Agency Cooperation in Major National and Man-Made Disasters
- Multi-County Public Works Mutual Aid Agreement, May 8, 1990
- Emergency Management Assistance Compact, September 2005

All other mutual aid agreements are handled through the County of Los Angeles through the City's contractual service agreements.

Chart 1
MUTUAL AID SYSTEM FLOW CHART

MUTUAL AID CONCEPT:
Flow of Resource Requests

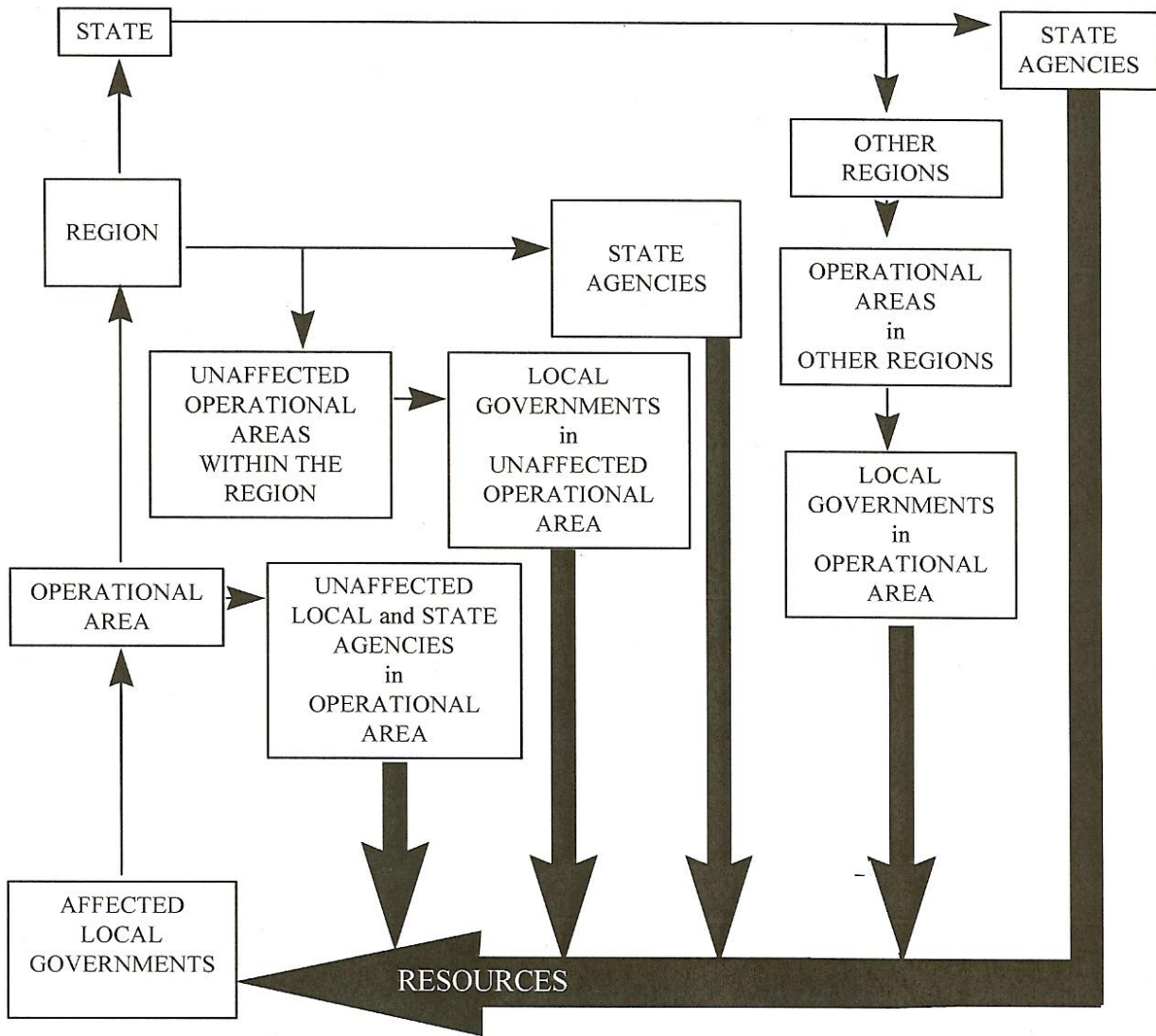
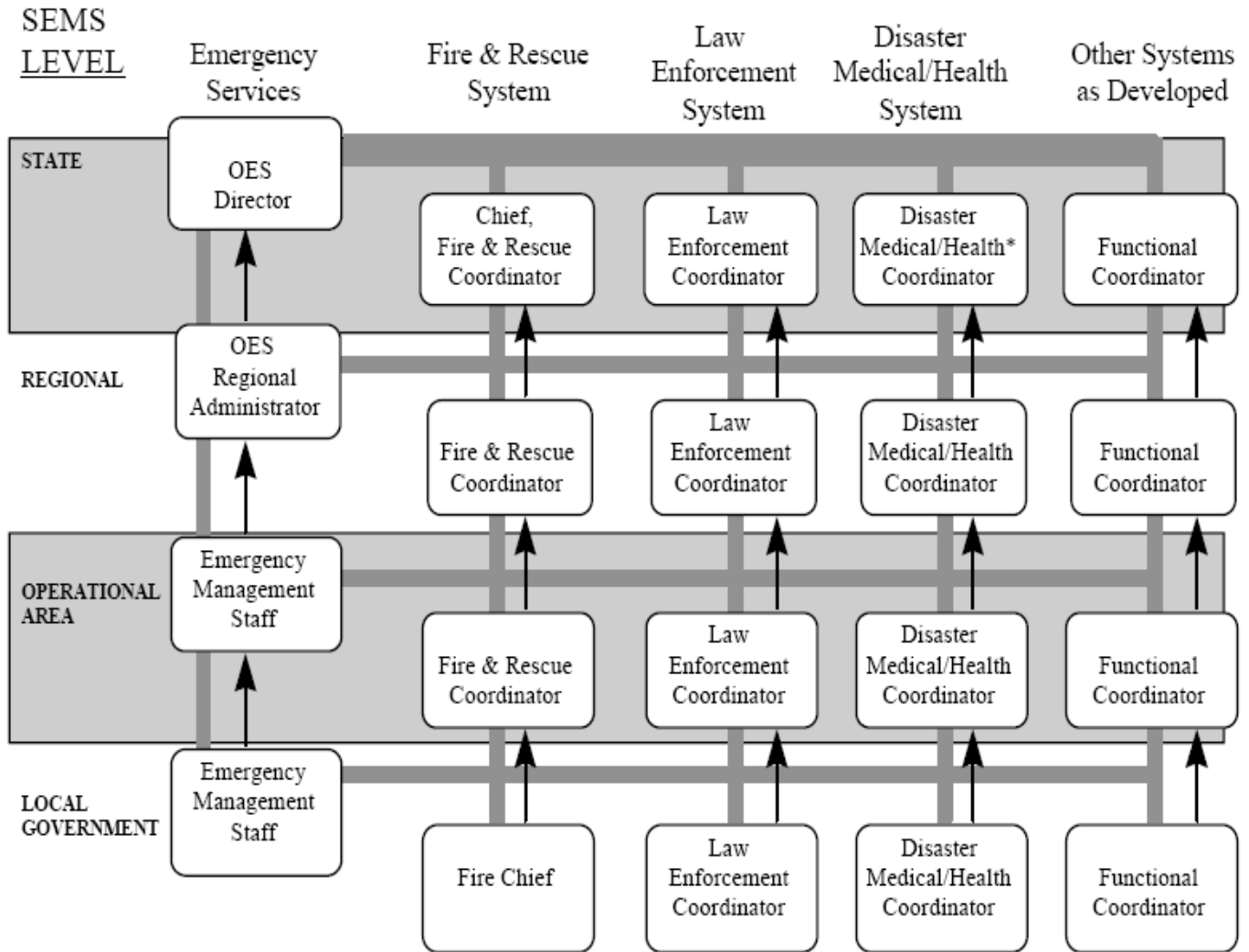


Chart 2

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



* Includes Mental Health Mutual Aid System



Resource Requests

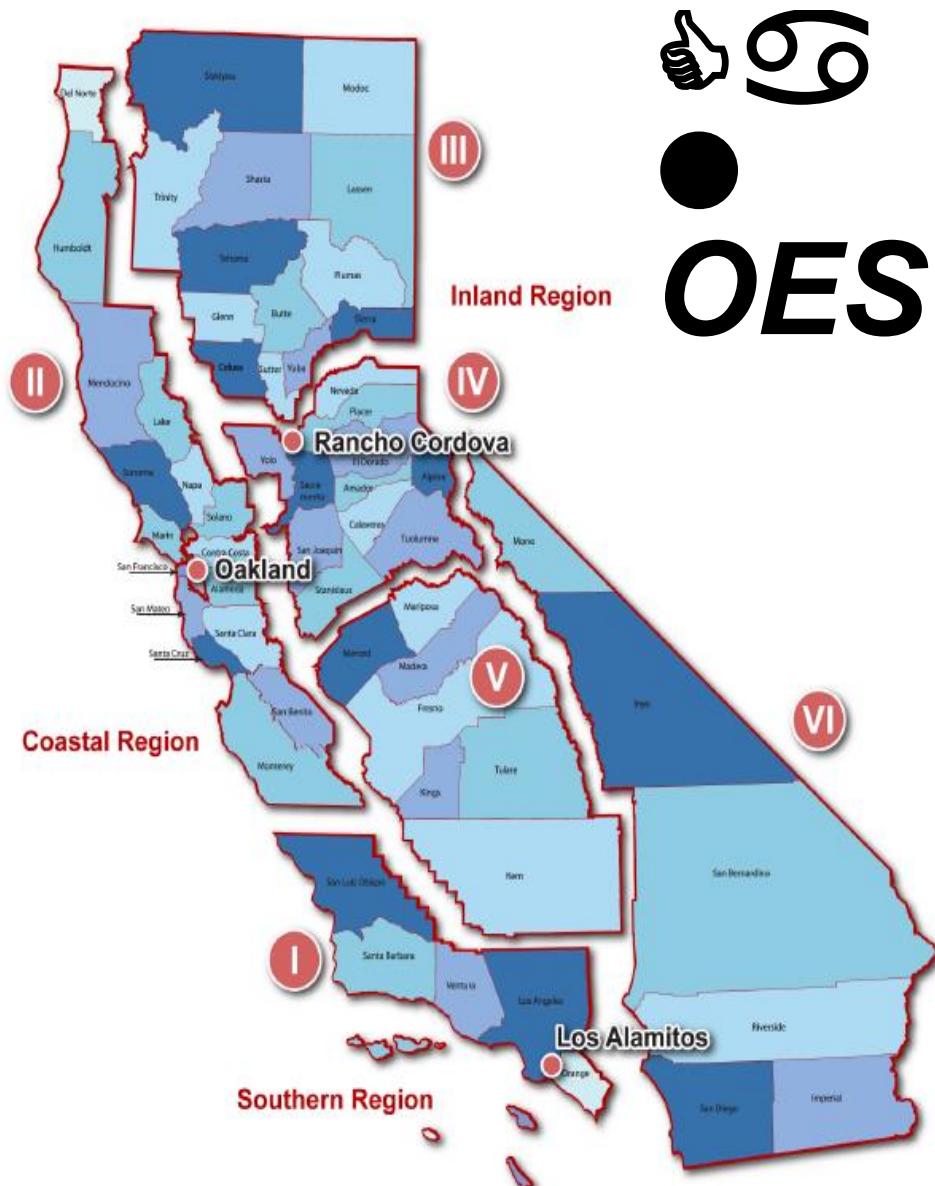


Information Flow and Coordination

CHART 3

STATE MUTUAL AID REGION MAP

The six mutual aid regions are denoted by Roman numerals. For Law Enforcement mutual aid, Region I is subdivided into two subgroups.



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SECTION SEVEN AUTHORITIES AND REFERENCES

GENERAL

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

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

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

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

The National Response Framework (NRF) establishes a comprehensive all-hazards approach to enhance the ability of the United States to manage domestic incidents and specifies how the federal government coordinates with state, local and tribal governments and the private sector to respond more effectively to any type of incident. The NRF is based on the premise that incidents are typically managed at the lowest possible geographic, organizational and jurisdictional level.

AUTHORITIES

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

Federal

- Americans with Disabilities Act of 1990 (ADA)
- Emergency Planning and Community Right-To-Know Act of 1986, also known as the Superfund Amendments and Reauthorization Act of 1986, Title III (42 U.S.C. §§ 11001-11050)
- Federal Civil Defense Act of 1950, Public Law 920, as amended
- Homeland Security Act, Public Law 107-296, as amended (6 U.S.C. §101-557)
- Homeland Security Presidential Directive #5, February 28, 2003
- Homeland Security Presidential Directive #8, March 30, 2011
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, Public Law 93-288, as amended
- Volunteer Protection Act of 1997, Public Law 105-19 (42 U.S.C. §§ 14501-14505)
- Pets Evacuation and Transportation Standards Act of 2006

State

- California Constitution
- California Emergency Services Act, Chapter 7 of Division 1 of Title 2 of the Government Code
- California Government Code, Title 19, Public Safety, Div. 1, OES, Chapter 2, Emergency and Major Disasters, Subchapter 3, Disaster Services Worker Volunteer Program
- California Health and Safety Code, Division 20, Chapter 6.5, Sections 25115 and 25117, Chapter 6.95, Sections 2550 et seq., Chapter 7, Sections 25600 through 25610, dealing with hazardous materials
- California Disaster Assistance Act, Chapter 7.5 of Division 1 of Title 2 of the Government Code
- Executive Order S-2-05, National Incident Management System Integration into the State of California
- “Good Samaritan” Liability
- California Penal Code §409, §409.5, §409.6
- Orders and Regulations Promulgated by the Governor to Take Effect upon the Existence of a State of War Emergency
- Orders and Regulations which may be Selectively Promulgated by the Governor during a State of Emergency
- Standardized Emergency Management System (SEMS) Guidelines
- Standardized Emergency Management System (SEMS) Regulations, Chapter 1 of Division 2 of Title 19 of the California Code of Regulations and Government Code Section 8607(a)

Local

- Joint Powers Agreement to Provide for Inter-Agency Cooperation in Major Natural or Man-Made Disaster between Disaster Management Area E Cities and the County of Los Angeles, adopted September 28, 1982
- City of Whittier Resolution No. 6715, Adoption of SEMS, July 16, 1996
- City of Whittier Resolution No. 7875, Adoption of the NIMS, March 10, 2006

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- City of Whittier Emergency Services Ordinance No. 2309, adopted September 20, 1983 by the City Council
- City of Whittier Resolution No. 3769 adopting the Master Mutual Aid Agreement, adopted March 23, 1965
- City of Whittier Resolution No. 2184 adopting Worker's Compensation Benefits for Disaster Service Workers, dated November 8, 1946

Other

- Act 58-4-1905 American National Red Cross Statement of Understanding, December 30, 1985
- Mennonite Disaster Services – Agreement with FDAA 194
- Salvation Army Charter-May 12, 1974

REFERENCES

Federal

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

State

- California (OES) Disaster Assistance Procedure Manual
- California Emergency Plan, 2008 Draft
- California (OES) Emergency Planning Guidance for Local Government and Crosswalk (Checklist for Reviewing Emergency Plans)
- California Emergency Resources Management Plan
- California Fire and Rescue Operations Plan
- California Hazardous Materials Incident Contingency Plan
- California (OES) Implementation Guidelines for the National Incident Management System (NIMS)
- California Law Enforcement Mutual Aid Plan
- California Master Mutual Aid Agreement

Local

- City of Whittier Multi Hazard Functional Plan, 1997
- City of Whittier, General Plan, 1993
- City of Whittier, Natural Hazards Mitigation Plan, January 2010
- Los Angeles County Hazardous Materials Release Response Plan
- Los Angeles County Multi-hazard Functional Plan adopted February 17, 1998, 2008 Draft

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SECTION EIGHT THREAT SUMMARY FOR CITY OF WHITTIER

This section of the Basic Plan (Part One) consists of a series of threat summaries based on the City of Whittier's hazard analysis completed in 1996, the Safety Element of the City's General Plan and the City's Natural Hazards Mitigation Plan completed in 2016. Whittier is vulnerable to a wide range of threats. There are three broad categories of hazards: natural, technological or man-made and national security.

Incorporated in 1898, the City of Whittier is located in Area E, Los Angeles County (southeast section), Region I, Southern Administrative Region of California Office of Emergency Services. It is located approximately 12 miles southeast of Los Angeles, at the eastern edge of the County. It is bordered on the west by the Interstate 605 Freeway; on the north, by the Puente Hills; the east, by the cities of La Habra (Orange County) and La Habra Heights (Los Angeles County); south by the City of La Mirada and Unincorporated Los Angeles County; the southwest, by the City of Santa Fe Springs and unincorporated Los Angeles County. The City has a resident population of 85,331⁵ and incorporates 15.2 square miles. Existing land use in the City is 49% residential, 13.5% retail, 15.4% commercial and 22.1% civic.⁶

The City has two full service hospitals, one college, three high schools and two middle and 26 elementary schools. The City is also home to one 7-story, 200 room hotel.

The City operates its own Class 3 Landfill and a municipal water system which includes reservoirs within the City. Some reservoirs may have a flood potential in the case of failure. Additional reservoirs owned by water districts serve the City.

Hazardous materials concerns are low, but there are several potential problem areas. The City is on the edge of a once large oil production field and there are a number of capped wells in the hills above the City and three producing well sites in the City. There are also many "Hazardous Materials Handlers and Waste Sites" identified in the General Plan. These include gasoline and oil transmission lines within the streets and along railroad rights-of-way.

The Whittier fault traverses the foot of the Puente Hills in a northwesterly to southeasterly direction.

- An earthquake could impact segments of or the total population.
- The City has some major industry and faces the potential for hazardous materials incidents from the stationary hazardous materials users as well as transportation accidents, pipeline ruptures and illegal dumping.
- A small portion of the City is subject to dam inundation.

⁵ United States Census Bureau. <http://quickfacts.census.gov/qfd/states/06/0685292.html>. Retrieved on 04/06/12.

⁶ Whittier, *Uptown Whittier Specific Plan, Draft Environmental Impact Report*, October 8, 2007.

EMERGENCY OPERATIONS PLAN

- The sections of the City may be subject to flooding, due to flash flooding, urban flooding (storm drain failure/infrastructure breakdown), river channel overflow, downstream flooding, etc.)
- Portions of the City near wildland areas are subject to wildland fires.
- A transportation incident such as a major air crash, train derailment or trucking incident could impact areas within the City.
- A civil unrest incident could impact areas within the City or the entire City.
- The entire Los Angeles County basin is considered as a risk area for an act of terrorism; therefore both sheltering and evacuation should be considered.

Any single incident or a combination of events could require evacuation and/or sheltering of the population. Depending on the event, there may be a requirement for sheltering in place or evacuating to a designated reception center or shelter within the City or outside the City's boundaries.

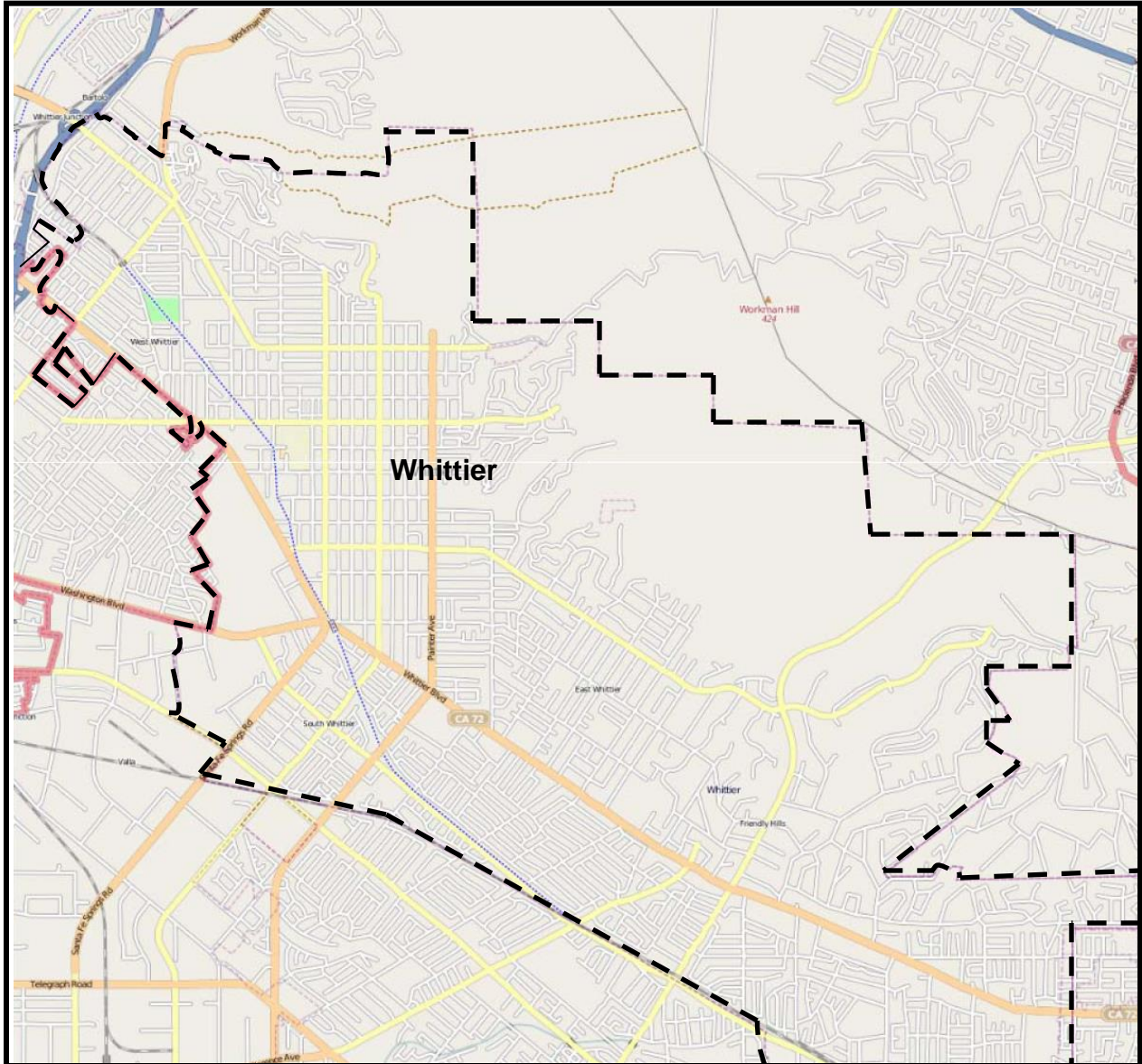
City EMS and fire services are provided by Los Angeles County Fire Department. In addition, the City contracts for its city attorney, some water and refuse collection services. The City also relies on a local volunteer organization of amateur radio operators (ARES) for assistance in emergency communications and other necessary emergency services.

During the response phase, the Pico Rivera Sheriff's Station EOC or Watch Commander is the coordination and communication point and the access to the Los Angeles County Operational Area.

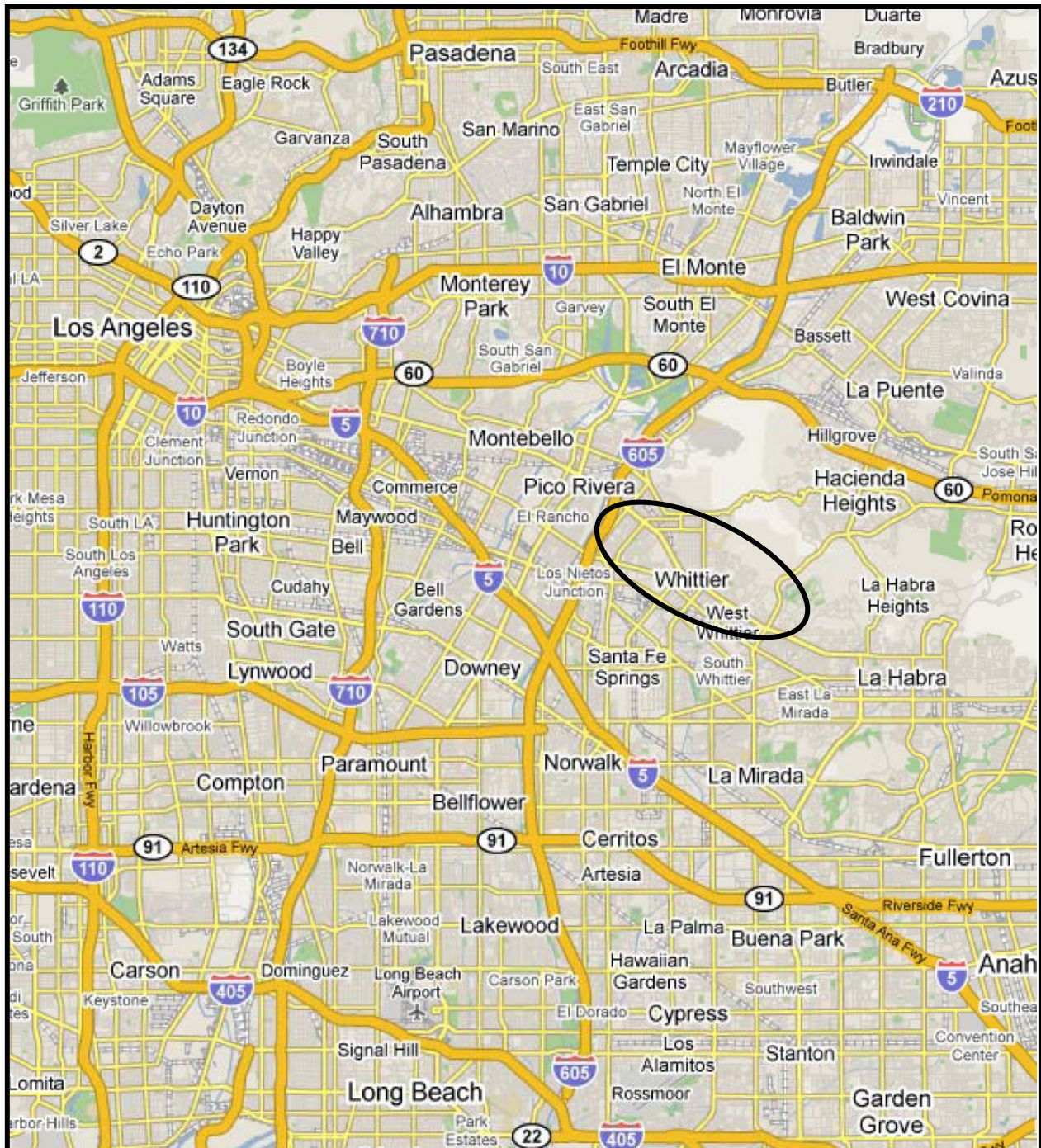
The following threat assessments identify and summarize the hazards which could impact the City of Whittier.

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

CITY MAP



ADJACENT JURISDICTIONS



THREAT ASSESSMENT 1 MAJOR EARTHQUAKE

GENERAL SITUATION

The City of Whittier, like most of the Los Angeles Basin, lies over the area of one or more known earthquake faults, and potentially many more unknown faults, particularly so-called lateral or blind thrust faults.

According to the City of Whittier General Plan, the City is in the vicinity of several known active and potentially active earthquake faults including the San Andreas, the San Jacinto, Whittier-Elsinore, and the Newport-Inglewood. New faults within the region are continuously being discovered. Scientists have identified almost 100 faults in the Los Angeles area known to be capable of a magnitude 6.0 or greater earthquake. The January 17, 1994 magnitude 6.7 1994 Northridge Earthquake (thrust fault) which produced severe ground motions, caused 57 deaths, 9,253 injuries and left over 20,000 displaced. Scientists have stated that such devastating shaking should be considered the norm near any large thrust earthquake.

Recent reports from scientists of the U.S. Geological Survey and the Southern California Earthquake Center say that the Los Angeles Area could expect one earthquake every year of magnitude 5.0 or more for the foreseeable future. The Southern California Earthquake Data Center's Earthquake Probable Events states that the interval between ruptures for the Whittier Fault is unknown; for the Elsinore Fault Zone, is roughly 250 years; for the San Andreas Fault Zone, varies from 140 to over 300 years; and for the San Jacinto Fault Zone, is between 100 to 300 years per segment.

The most significant earthquake event affecting Whittier was the October 1, 1987 Whittier Narrows Earthquake (Magnitude 6.1, which was later downgraded to 5.9), and the October 4, 1987 aftershock (Magnitude 5.5). The earthquake caused 8 deaths (not in Whittier) and extensive property damage, especially to older residential and commercial buildings. The damaged Uptown section of Whittier, with many unreinforced masonry buildings, was by far the area hardest hit. However, the earthquakes both occurred either early in the morning or on a Sunday. This considerably reduced the potential effects. Many damaged buildings and streets were unoccupied, and most businesses were not yet open.⁷

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

⁷ City of Whittier, *Natural Hazards Mitigation Plan*, September 14, 2004.

SPECIFIC SITUATION (See Attachment 1, Earthquake Fault Map)

Major active faults in the region that could affect the City of Whittier include the following⁸:

- **Whittier Fault.** The Whittier Fault (active) runs northwest to southeast and is located approximately 3 miles from the City. The proximity of the Whittier Fault makes it the most likely fault to have a direct impact on the City. It is classified as having probable magnitudes of 6.0-7.2 M⁹, and a slip rate of 2.5-3.0 mm per year. The interval between ruptures on this fault is unknown. The Whittier Fault is a part of the Elsinore Fault zone.
- **Chino Fault.** The Chino Fault (active) is also part of the Elsinore Fault zone, and runs northeast to southwest. The fault is located approximately 15 miles from the City. The Chino fault has probable magnitude range of 6.0-7.0 M and is characterized as a right reverse fault.
- **Sierra Madre Fault Zone:** The Sierra Madre fault zone is a complex series of east-west trending faults located approximately 12 miles from the City. It has recently been suggested that a large event on the San Andreas Fault to the north could cause simultaneous rupture on Sierra Madre fault zone to the south. This fault zone has probable fault moment magnitudes of 6.0-7.0, yet the average interval between surface rupture is several thousand years.
- **San Andreas Fault System.** The San Andreas Fault system (active) is oriented in a northwest-southeast direction and passes along the base of the San Bernardino Mountains and through the Cajon Pass. It is approximately 30 miles from the City. The San Andreas Fault is capable of a moment magnitude 8.0 M earthquake and is characterized as a right lateral strike-slip fault. The last reported land rupture was recorded on April 18, 1906 (in the Northern segment) and on January 9, 1857 (in the Mojave segment).
- **Newport-Inglewood Fault.** The Newport-Inglewood Fault (active) is located approximately 18 miles from the project area and has probable magnitudes of 6.0-7.4. It is characterized as a right lateral, local reverse fault.

Ground Shaking

The most significant earthquake action in terms of potential structural damage and loss of life is ground shaking. Ground shaking is the movement of the earth's surface in response to a seismic event. The intensity of the ground shaking and the resultant damages are determined by the magnitude of the earthquake, distance from the epicenter, and characteristics of surface geology. Buildings on poorly consolidated and thick soils will typically see more damage than buildings on consolidated soils and bedrock. This hazard is the primary cause of the collapse of buildings and other structures.

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

⁸ City of Whittier, *General Plan– Section 7 – Public Safety Element*, 1993.

⁹ The Moment magnitude is preferred to the Richter magnitude for earthquakes larger than magnitude 6. As the magnitude surpasses 6.5 M (Richter), all events begin to take on the same magnitude value. The Moment magnitude keeps its integrity and delineates the different values greater than magnitude 6.5.

Liquefaction

Many areas may have buildings destroyed or unusable due to the phenomenon of liquefaction. Liquefaction is a phenomenon involving the loss of shear strength of a soil. The shear strength loss results from the increase of pore water pressure caused by the rearrangement of soil particles induced by shaking or vibration. Liquefaction has been observed in many earthquakes, usually in soft, poorly graded granular materials (i.e., loose sands), with high water tables. Liquefaction usually occurs in the soil during or shortly after a large earthquake. In effect, the liquefaction soil strata behave as a heavy fluid. Buried tanks may float to the surface and objects above the liquefaction strata may sink. Pipelines passing through liquefaction materials typically sustain a relatively large number of breaks in an earthquake.

Potential liquefaction zones exist in the Whittier. (see **Attachment 2, Liquefaction Map**).

POTENTIAL EARTHQUAKE LOSSES

Recently, the U.S. Geological Survey and the California Geological Survey teamed up to develop *The ShakeOut Scenario* which describes how a magnitude 7.8 Southern earthquake on the southern portion of the San Andreas Fault would impact the region, causing loss of lives and massive damage to infrastructure, including critical transportation, power, and water systems. The following information is extracted from this recent study and the City & County-specific HAZUS® runs for the “ShakeOut” scenario.¹⁰

Casualties and Injuries

The 7.8 M earthquake in the *ShakeOut Scenario* occurs at 10:00 A.M. when people are at work and children are in schools. The report identifies for the City of Whittier zero deaths and 31 total injuries with 10 of those injuries requiring a visit to the Emergency Room.

Displaced

It is estimated that there will be 179 displaced households and 73 individuals needing short term sheltering.

Bed Loss in Hospitals

The City has two hospitals, Whittier Hospital Medical Center, with 178 licensed beds and PIH with 400 licensed beds.

Several of the acute care hospitals in Los Angeles County are expected to be lost due to structural damage. This will impair the number of beds available and create the need for several field hospitals. Most of the subscribing hospitals to the Los Angeles County Department of Health will be controlled by the Department as to the availability of beds and transfer of patients. Although a percentage of the remaining beds could be made

¹⁰ Jones, Lucile M., Bernknopf, Richard, Cox, Dale, Goltz, James, Hudnut, Kenneth, Mileti, Dennis, Perry, Suzanne, Ponti, Daniel, Porter, Keith, Reichle, Michael, Seligson, Hope, Shoaf, Kimberley, Treiman, Jerry, and Wein, Anne, *The ShakeOut Scenario: U.S. Geological Survey Open-File Report 2008-1150 and California Geological Survey Preliminary Report 25*, 2008

available by discharging or transferring non-emergency patients, it will probably be necessary to receive an immediate influx of emergency medical aid and/or export some of the seriously injured to out-of-county facilities.

Communications

Telephone systems will be affected by system failure, overloads, loss of electrical power and possible failure of some alternate power systems. Immediately after the event numerous failures will occur coupled with saturation overloads. This will disable up to 80% of the telephone system for one day. In light of the expected situation, emergency planners should not plan on the use of telephone systems for the first few days after the event. Radio systems are expected to be 40 to 75% effective; microwave systems, 30% effective or less.

Dam and Flood Control Channels

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

Electrical Power

Major power plants are expected to sustain some damage due to liquefaction and the intensity of the earthquake. Los Angeles, San Bernardino, and Riverside Counties immediately lose all electric power. Gas pipeline damage reduces the ability to produce power within the affected areas of those counties. Within 24 hours, repairs restore 30-50% of service; within three to ten days, 75-90% of those capable of receiving power have service restored; and in one to four months virtually all power is restored.

Fire Operations

Although total collapse of fire stations is not expected, possible disruption of utilities, twisted doors and loss of power can create major problems. Numerous fires due to disruption of power and natural gas networks can be expected. The ShakeOut Report estimates 1600 ignitions of which 1,200 will be too large to be controlled by one fire engine company. Many connections to major water sources may be out and storage facilities would have to be relied on; water supply could vary from little or none to inadequate. First response from fire personnel is expected to be assessment of the area to establish what is needed to determine response and recovery needs. Operations may take days because of the disruption of transportation routes for fire department personnel and equipment. The City of Whittier contracts with Los Angeles County Fire Department for fire services and can expect the equipment located in the City at the time of the event to be available for the City.

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

Highways and Bridges

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

Cal Trans has retrofitted most bridges on the freeway systems; however there are still some county maintained bridges that are not retrofitted.

ShakeOut Report identifies the following possible impacts to the transportation system:

- California Highway 14: across multiple fault strands, up to 3 meter slip along as much as 320 meters of highway)
- Interstate 15 (I-15): up to 2.4 meter slip along 180 meters of highway
- Interstate 10 (I-10), San Gorgonio Pass: up to 0.7 meter slip along as much as 1,660 meters of highway
- California Highway 62: up to 0.94 meter slip along as much as 56 meters of highway
- Interstate 10 (I-10), Coachella Valley: up to 6.7 meter slip along as much as 140 meters of highway.

The most concentrated highway bridge damage is estimated to occur in San Bernardino. Highway segments affected by bridge damage are located in:

- Palmdale along the California Highway 14
- Cajon Pass and San Bernardino along the I-10, I-15, I-215, California Highways 30 and 138
- San Gorgonio and Palm Springs along the California Highway 62 and I-10
- Coachella Valley and Indio along the I-10, California Highways 86, and 111
- Vicinity of Baldwin Park along the I-210, I-10, I-605, and California Highway 60.

Natural Gas

Damage to natural gas facilities will consist primarily of (a) some isolated breaks in major transmission lines, and (b) innumerable breaks in mains and individual service connections within the distribution systems, particularly in the areas of intense ground shaking. These many leaks in the distribution system will affect a major portion of the urban areas, resulting in a loss of service for extended periods. Fires should be expected at the sites of a small percentage of ruptures both in the transmission lines and the distribution system. Transmission pipelines serving the general basin area are most vulnerable to damage.

The ShakeOut Report identifies the following natural gas issues:

- 78% of customers in Los Angeles County will lose service
- 88% of loss will be due to customer shut-off
- On day 1 - 17% will not have gas service
- On day 21 - 3% will not have gas service
- On day 60 - 0% will not have gas service

Petroleum Fuels

Most major pipelines cross the San Andreas Fault, and pipeline breakage is expected. Although refineries located on poor soil may be damaged, all of the major oil refineries in the region are likely to survive. Older pipelines in this area are located in areas of poor soil stability. There is a possibility of fire where pipeline failures occur. Priorities will have to be established to assure adequate fuel for emergency crews. Ruptures of numerous lines due to fault breaks on the Newport-Inglewood are most likely. Fire is a serious threat if leaking products are ignited. All the oil refineries in the Los Angeles area are subject to earthquake damage. Some harbor water areas will be covered with leaking petroleum products due to pipe damage; this can create a serious fire problem.

Railroads

It is expected that 21 of the 59 route segments serving the Southern California region could be unavailable for post earthquake service; the 21 segments include all major connections with the north¹¹. The post earthquake capacity to serve both the Los Angeles and Orange County areas would be very small—probably no more than 5 trains a day. This is a dramatic loss from the 120 to 140 trains per day that can currently enter the area. Many railroad bridges are susceptible to damage because of age, design and construction. Some lines could be blocked because of damage to freeway overpass structures.

Airports

Though major damage to airport buildings can be expected in this area of high intensity shaking, the runways capable of handling the largest aircraft are assumed to remain operational within 72 hours after thorough inspections.

Sanitation Systems

Many of the waste water treatment facilities could be out of service from 4 to 6 months depending on the damage caused by the severity of intensity and liquefaction. There is a limited volume of storage available in the waste water treatment plants; if the treatment train cannot be restored before storage is exceeded, the waste water will require discharge with emergency chlorination to reduce health hazards. Overflow of sewage through manholes and from ponds can be expected due to breakage in mains and loss of power. As a result, there will be a danger of excessive collection of explosive gas in sewer mains, and flow of untreated sewage in some street gutters. Many house sewer connections will break and plug.

Water Supply

Two of the three major aqueducts serving Southern California are expected to be out of service from 3 to 6 months following the event; only the Colorado River Aqueduct is expected to remain in service. This indicates the imported water supply to Los Angeles County may be only partial for a 3 to 6 months period¹². Several ruptures are anticipated along the water pipelines in the County. Anticipated damage to reservoir outlet works could take weeks to repair. The majority of water wells are expected to be

¹¹ U.S. Geological Survey, *The ShakeOut Scenario*, USGS Open File Report 2008-1150, 2008

¹² U.S.G.S., page 8.

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disabled by loss of electricity and the lack of backup power sources. In addition, shear forces could render about a third of the wells inoperative for an indefinite period.

Water availability and distribution for needed life support, to treat the sick and injured and for fire suppression activities is of **MAJOR** concern to each community.

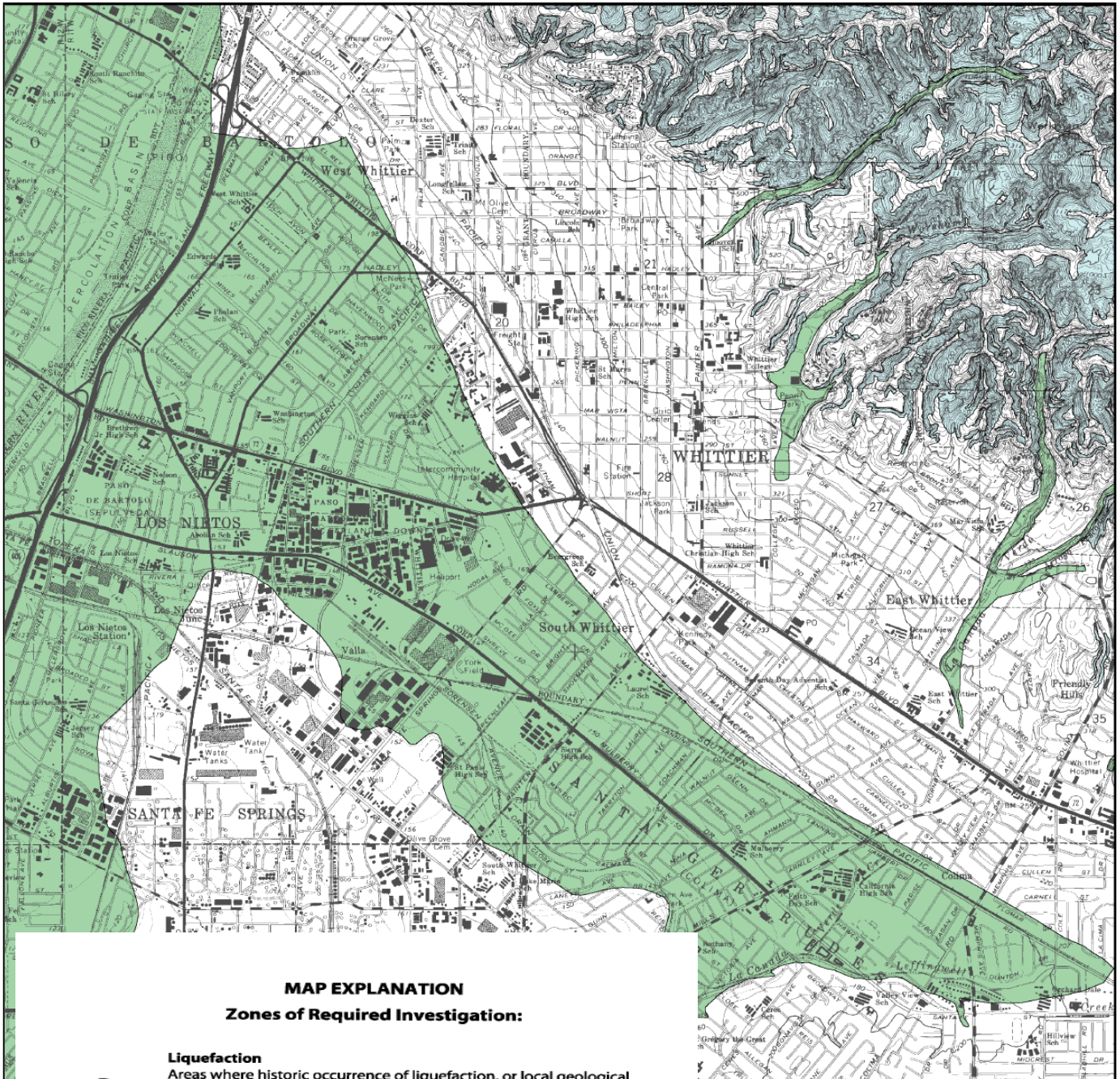
EMERGENCY RESPONSE ACTIONS

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

Attachment 1: Earthquake Fault Map

Attachment 2: Liquefaction and Landslide Map

Attachment 2
Liquefaction and Landslide Map¹³



¹³ Adapted from California Seismic Hazard Zone Map, http://gmw.consrv.ca.gov/shmp/download/pdf/ozn_whitt.pdf, retrieved August 6, 2009.

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THREAT ASSESSMENT 2 HAZARDOUS MATERIALS INCIDENT

GENERAL SITUATION

Hazardous materials are any substance or combination of substances which because of quantity, concentration, or characteristics may cause or significantly contribute to an increase in death or serious injury, or pose substantial hazards to humans and/or the environment. The production and use of these hazardous materials is a part of our society over which local governments have little control.

Releases of explosive, caustic and flammable materials have caused injuries and deaths and necessitated large-scale evacuations. Toxic chemicals in gaseous and liquid form have caused injuries among emergency response personnel as well as passersby. When toxic materials have entered either surface, ground or reservoir water supplies, serious health effects have resulted. Releases of hazardous chemicals can be especially damaging when they occur in highly populated areas or along transportation routes used simultaneously by commuters and hazardous materials haulers.

SPECIFIC SITUATION

A hazardous chemical release in the City of Whittier would most likely involve either transportation of chemicals by railroad or truck, use of chemicals at a business, or illegal dumping of chemical waste. The Los Angeles County Fire Department's Health Hazardous Materials Division is responsible for maintaining information about the types of hazardous materials used, produced, or stored in Whittier. The information required by the Fire Department is exhaustive. It includes but is not limited to location of hazardous materials; emergency contacts; location of utility shut-offs; location of emergency medical assistance; site diagrams; and type of hazardous material training received by employees. The City is also home to a number of smaller chemical users such as school laboratories and stores with supplies of pool chemicals, etc. A complete list of businesses with hazardous materials stored or used on site is maintained by the City and Los Angeles County Fire Department.

Los Angeles County Fire Department's Health Hazardous Materials Division is the lead agency in Whittier in the event of a hazardous materials incident and maintains an Emergency Operations Section (EOS) that is specifically trained and equipped to respond to emergencies involving potentially hazardous materials. The Los Angeles County Fire Department's Health Hazardous Materials Division is the Administering Agency for the County's Hazardous Material Area Plan.

TRANSPORTATION

Chemicals are often transported through or near Whittier on the rail branch lines passing through or near the City, and on various major thoroughfares within the City. The Interstate 605 freeway traverses the west side of the City over which a significant amount of hazardous materials are carried on a daily basis. Whittier Boulevard,

Washington Boulevard and other City streets carry a variety of chemicals and hazardous materials through the City, often adjacent to developed residential areas where any chemical release could potentially create a disastrous condition.

The City of Whittier has approximately seven (7) miles of railroad lines in the City. All of the lines are branch lines that serve transcontinental systems. Union Pacific Railroad is the only railroad company with tracks in the City. Currently, the branch lines serve no business within the City limits and only pass through the City to serve the cities of Fullerton, Anaheim and Santa Ana. The locomotives travel no faster than 25 miles per hour and pass through the City four (4) times per day.

FIXED FACILITY

The second most likely serious hazmat threat exists from an accidental spill and/or incident at one of the facilities that manufacture, warehouse, and process toxic chemicals and/or generate hazardous waste materials within or next to City boundaries.

Although there are numerous facilities involved with hazardous materials throughout the City, they are less of a threat due to required plant contingency and evacuation plans. The Los Angeles County Fire Department's Health Hazardous Materials Division reviews these plans and makes sure they are in compliance with current laws and regulations.

CLANDESTINE DUMPING

Clandestine dumping is the criminal act of disposing of toxic materials and hazardous waste on public or private property. As the costs and restrictions increase for legitimate hazardous waste disposal sites, it can be anticipated that illegal dumping of hazardous materials will increase proportionately.

EMERGENCY RESPONSE ACTIONS

Hazardous materials planning is multi-jurisdictional, and while there are 5 Los Angeles County Fire Stations in the City, the hazardous materials response resources would come from outside the City.

In the case of spills on transportation routes, the law enforcement agency with jurisdiction over the route is designated as the incident commander per state law. The property owner where the spill is located, or the carrier, if transportation related, is responsible for the containment and cleanup of the spill. The City Department of Public Works will arrange for temporary containment of the spill if there is a need for immediate action to avoid risk to persons, property or serious environmental damage.

The LACoFD's Hazardous Materials Response Team provides assistance for substance identification, tactical and technical decisions, notification to other agencies, and the establishment of a command post.

The Whittier Police Department provides security, evacuation, and investigation activities, as well as the coordination of notification, evidence collection, and

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prosecution actions along with other agencies, in response to a hazardous materials situation.

The Los Angeles County Department of Health Services provides an advisory staff to identify, assess, and control illegal disposal of hazardous waste and referral to appropriate agencies.

The American Red Cross would coordinate the establishment of mass care shelters and feeding sites.

A hazardous material incident in conjunction with a major earthquake would preclude immediate response by some or all of these agencies due to damaged roads and more immediate emergencies.

Emergency response actions applicable to all common hazards are presented in the **Checklist Actions in Part Two of this Plan**. Refer to Los Angeles County Hazardous Materials Plan for specific information. Appropriate facility listings and maps are contained in that plan.

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THREAT ASSESSMENT 3 FLOODING

GENERAL SITUATION

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

The magnitude of a flood is measured in terms of its peak discharge, which is the maximum volume of water passing a point along a channel. Floods are usually referred to in terms of their frequency of occurrence, 100 or 500 years.

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

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

SPECIFIC SITUATION

According to the Federal Emergency Management Agency, Federal Insurance Administration, Whittier has four (4) areas that are in zone "A", which are areas that are subject to flooding in a 100 year storm. They are as follows:

1. The area bounded by Painter Avenue, Broadway, Camilla Street and East City Boundary.
2. West of York Street, north of Mar Vista Street.
3. Within the Friendly Hills Golf Country Club, south of Mar Vista Street and east of Villaverde Drive.
4. La Mirada Creek Flood Control Channel, south of Leffingwell Road and east of Pounds Avenue.

The first area would be subject to inundation if a failure were to occur to the storm drain facility that drains the area. The second area is subject to flooding but occupied structures in this area are built above the flood level. One house has a basement that has been converted to a living area and was flooded. Garages in this area are subject to flooding. Area 3 is a golf course and does not pose any significant danger to people in the area. The last area is a flood control channel with homes adjacent to the side walls. These homes can be flooded if the water in the channel were to crest the top of the walls.

EMERGENCY READINESS STAGES

Any time sustained rains are forecast, and when heavy rain falls continually for one hour, a flood alert shall be in effect. Flood in the special risk areas can occur rapidly or

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slowly depending on the heaviness and severity of rainfall. Emergency preparedness will be based on four stages of response actions.

Stage I (Watch Stage)

Light to Moderate rain. All field units (Public Works, Police, Fire Departments, etc.) are to review their procedures for flood incidents. Low-lying streets and intersections shall be monitored for inundation. Low-lying residences and businesses will be monitored for inundation to determine whether further assistance is required.

Stage II

Moderate to heavy rain expected for the next four to six hours. Public Information on location of sandbags, sand and flood clean-up kits to be prepared and distributed to appropriate departments. Public Works will dispatch crews to post warning signs warning of flooding conditions.

Stage III

Continuation of heavy rain over next 6 to 12 hours. Public Works will determine whether a dangerous condition exists meriting the closure of roads and intersections and will barricade or close roads as necessary. Public Works will notify the City's Emergency Services Coordinator to coordinate the dissemination of information to the public. Public information will be distributed to residents and businesses in affected areas by all available field units. Assistance will be provided to businesses and residences as crews can be released from higher priority operations.

Stage IV

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

Operational Priorities

- Priority 1** Lifesaving operations or operations to lessen a potentially life threatening situation
- Priority 2** Opening or closing all arterials and connectors upon determination of a hazardous condition by the Public Works Department.
- Priority 3** Potential loss of private property, i.e., homes and businesses

NOTE: The permission of the property owner is a necessary prerequisite to the City's work on private property under emergency conditions. Release included.

EVACUATION ROUTES

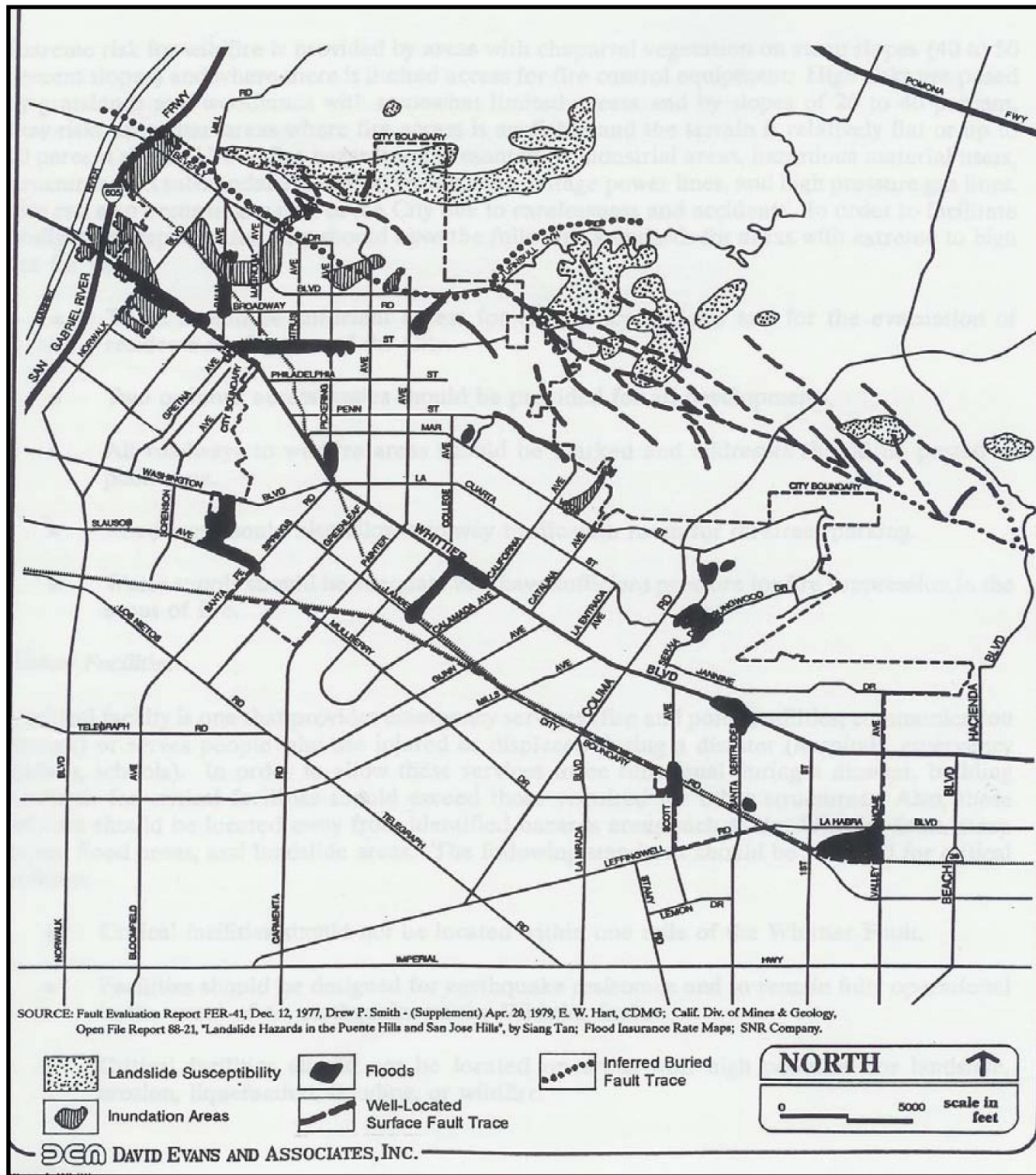
Pertinent information relating to evacuation operations are found in **Part Two, Operations Section**.

EMERGENCY RESPONSE ACTIONS

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

Attachment 1: Flood Hazard Map

Attachment 1
Flood Hazard Map¹⁴



¹⁴ City of Whittier, *General Plan*, , 1993

THREAT ASSESSMENT 4 FIRE

GENERAL SITUATION

Due to its weather, topography, and native vegetation, the entire southern California area is at risk from wildland fires. The extended droughts characteristic of California's Mediterranean climate result in large areas of dry vegetation that provide fuel for wildland fires. Furthermore, the native vegetation typically has a high oil content that makes it highly flammable. The area is also intermittently impacted by Santa Ana winds, the hot, dry winds that blow across southern California in the spring and late fall.

A wildfire that consumes thousands of acres of vegetated property can overwhelm local emergency response resources. Often, when a wildland fire encroaches onto the built environment, multiple ignitions develop as a result of "branding", the term for wind transport of burning cinders over a distance of a mile or more. If ignited structures sustain and transmit the fire from one building to the next, a catastrophic fire can ensue. Firestorms, especially in areas of wildland-urban interfaces can be particularly dangerous and complex, posing a severe threat to public and firefighter safety, and causing devastating losses of both life and property.

In the event of a wildfire, vegetation, structures and other flammables can merge into unwieldy and unpredictable events. Factors important to the fighting of such fires include access, firebreaks, proximity of water sources, distance from a fire station and available firefighting personnel and equipment.

In Whittier, the vulnerable areas are not isolated or inaccessible to emergency crews, thus decreasing the likelihood of a catastrophic wildfire.

Wildland fires can require evacuation of portions of the population, revised traffic patterns to accommodate emergency response vehicle operations and restrictions on water usage during the period of the emergency. Health hazards may exist for elderly or infirm persons because of smoke and possible heat. An increase in hospital emergency treatments and transportation needs to such treatment centers may place an increased demand on city resources. The loss of some utilities may also be anticipated.

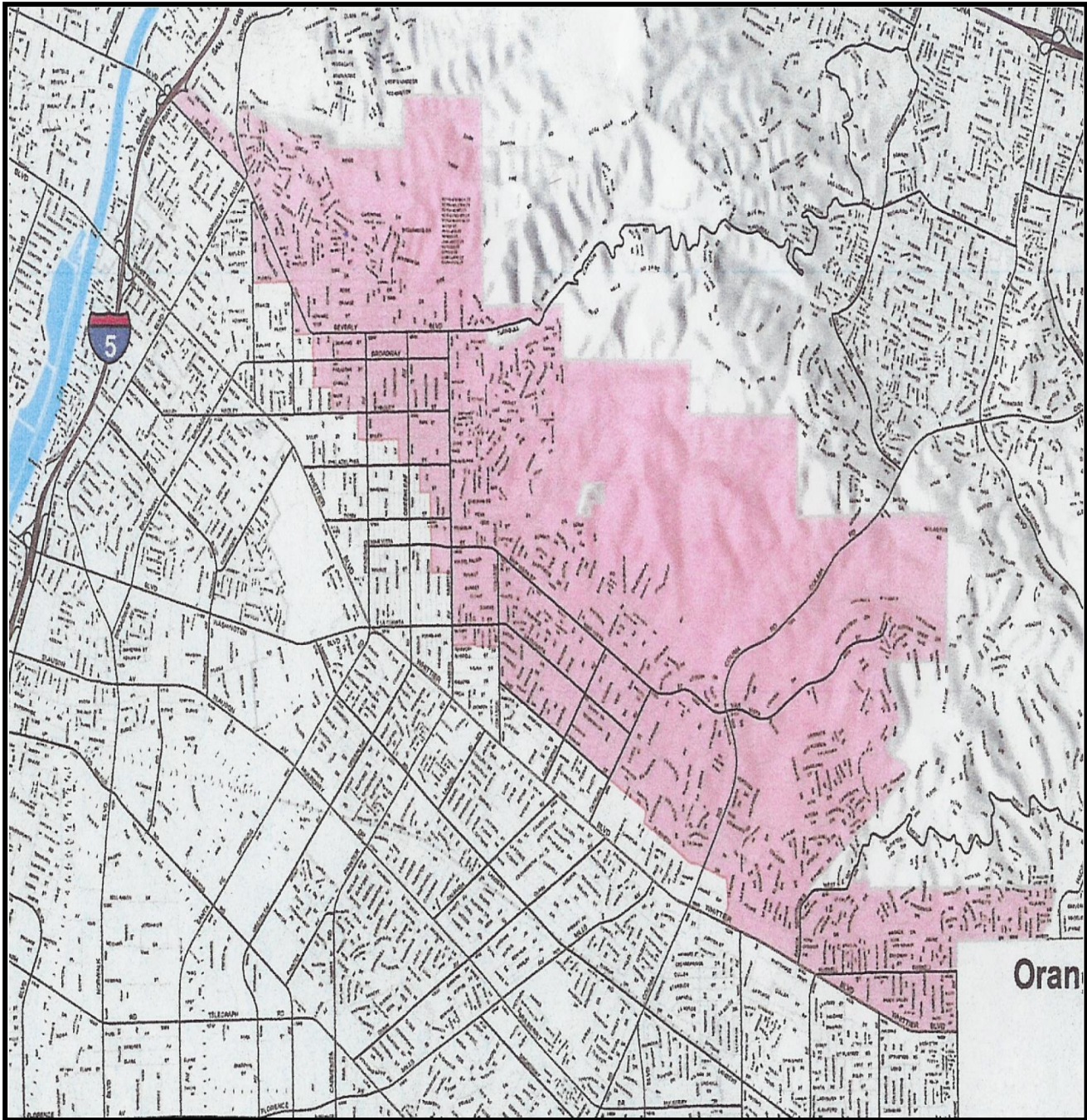
SPECIFIC SITUATION

The shaded area of Attachment 1 is considered to be the very high fire hazard severity zone by the Los Angeles County Fire Department. The actual wildland/urban interface area would be just south of the open, undeveloped areas shown on the map. The City is considered "built-out," which means that the streets shown in the shaded area of the map have structures that could be impacted in the event of a hillside wildfire that spread south.

EMERGENCY RESPONSE ACTIONS

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

Attachment 1 – Fire Hazard Areas in the City of Whittier¹⁵
Replace with newer map



¹⁵ City of Whittier, *Natural Hazards Mitigation Plan*, September 14, 2004.

THREAT ASSESSMENT 5 DAM FAILURE

GENERAL SITUATION

Dam inundation is defined as the flooding which occurs as the result of structural failure of a dam. Structural failure may be caused by seismic activity. Seismic activity may also cause inundation by the action of a seismically induced wave which overtops the dam without also causing dam failure. This action is referred to as a seiche. Landslides flowing into a reservoir are also a source of potential dam failure or overtopping.

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

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

SPECIFIC SITUATION

The City of Whittier is at inundation risk from the following structures, the Painter Reservoir, the Greenleaf I Reservoir, Greenleaf II Reservoir, Ocean View Reservoir and the Hoover Reservoir. Only the Hoover Reservoir is considered a dam. The Hoover Reservoir was recently replaced by the Greenleaf II Reservoir.

The Whittier Narrows Dam is located approximately 4 miles northwest of the City center. It is west of the San Gabriel River flood control channel and the Freeway (SR-605). The dam holds 9.75 million gallons of water. According to the City's General Plan, inundation from flood waters released from the Whittier Narrows Dam includes a very limited area of low populated areas in the northwest corner of the City (essentially the City's wellfield and water pumping plant).

EMERGENCY OPERATIONS PLAN

In the unlikely event of a dam failure involving any of these structures, a portion of the City could be affected.

Failure of these structures during a catastrophic event, such as a severe earthquake, is considered a very unlikely event. Due to the method of construction of these dams, they have performed well in earthquakes; and failure is not expected to occur.

EMERGENCY RESPONSE ACTIONS

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

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

GENERAL SITUATION

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

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

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

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

SPECIFIC SITUATION

The skies above the City are occupied by aircraft originating and departing from a number of airports located in Southern California. The airports nearest to Whittier which handle the greatest amount of air traffic are as follows:

EMERGENCY OPERATIONS PLAN

The **Los Angeles International Airport (LAX)** - is the fourth busiest international airport in the world. Planes arrive and depart at a rate of one per minute. These flights included International and Domestic flights.

The **Van Nuys Airport** - located in the heart of the San Fernando Valley, is ranked as the world's busiest general aviation airport with averages of nearly one-half million takeoffs and landings annually.

The **Burbank Airport** - is ranked 53rd busiest airport nationally in terms of air traffic that it handles. Also, airport hours of operation are restricted to 7:00 AM to 10:00 PM.

The **Long Beach Airport** - is ranked as one the busiest general aviation airport. Planes arrive and depart at a rate of 1.5 every two minutes. The Airport handles 39 daily commercial flights.

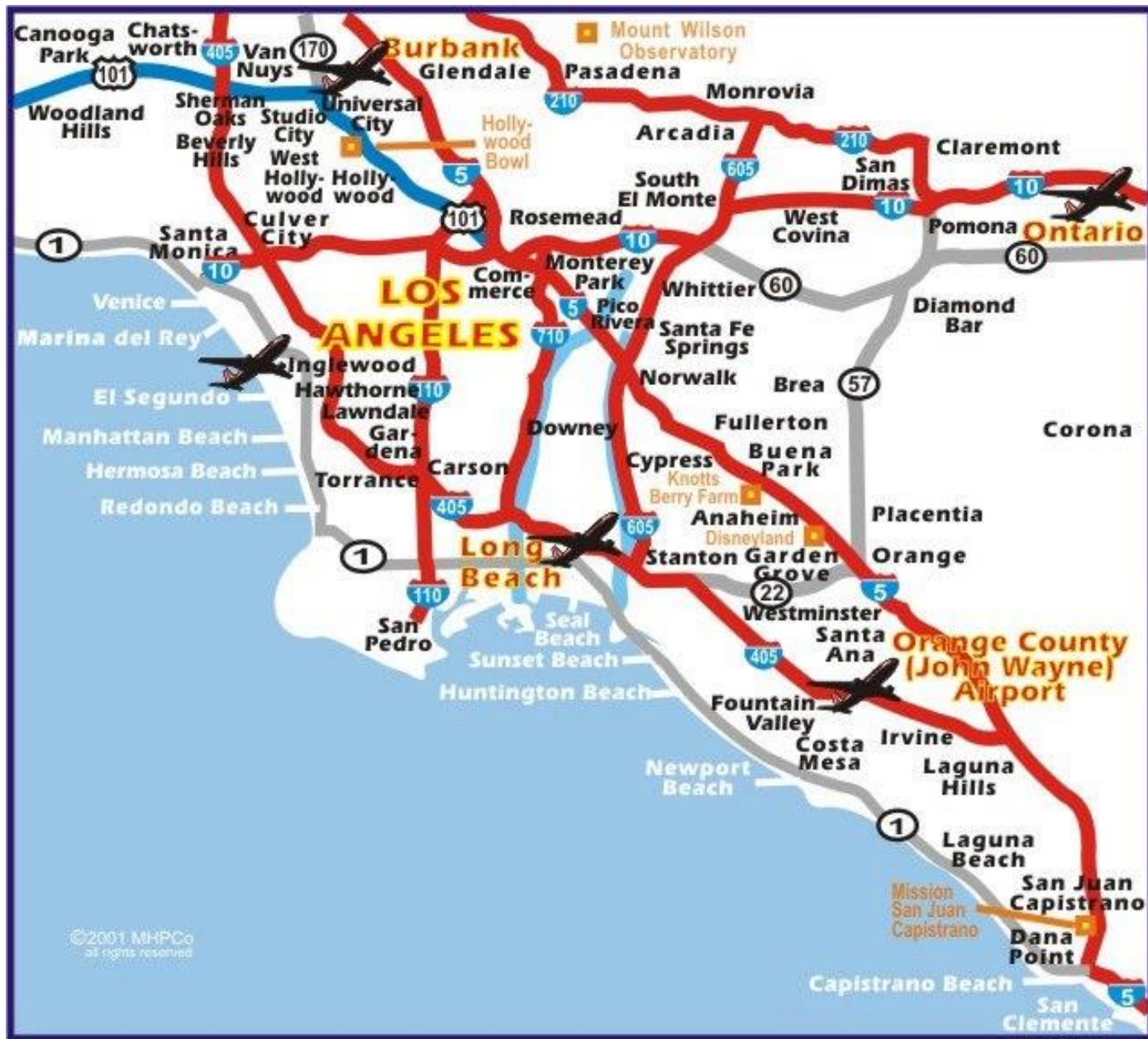
The **John Wayne Airport** - is ranked 10th nationally in terms of air traffic. Home base to 573 private and corporate aircraft, general aviation activity accounts for approximately 71 percent of the Airport's 249,000 total takeoffs and landings.

The **Ontario International Airport (ONT)** - is a medium-hub, full-service airport with commercial jet service to major U.S. cities and through service to many international destinations. The airport is the centerpiece of one of the fastest-growing transportation regions in the United States. Passenger traffic at ONT has been increasing steadily for the past 10 years.

EMERGENCY RESPONSE ACTIONS

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

Attachment 1
Airport Locations Map



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

GENERAL SITUATION

A major truck incident that occurs in a heavily populated industrial area or residential area can result in considerable loss of life and property. When a truck is involved in an accident, there is no longer control as to the direction the truck will travel. Potential hazards could be overturned tank trailers, direct impact either into a residence or industrial building, or entering into the normal flow of traffic.

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

SPECIFIC SITUATION

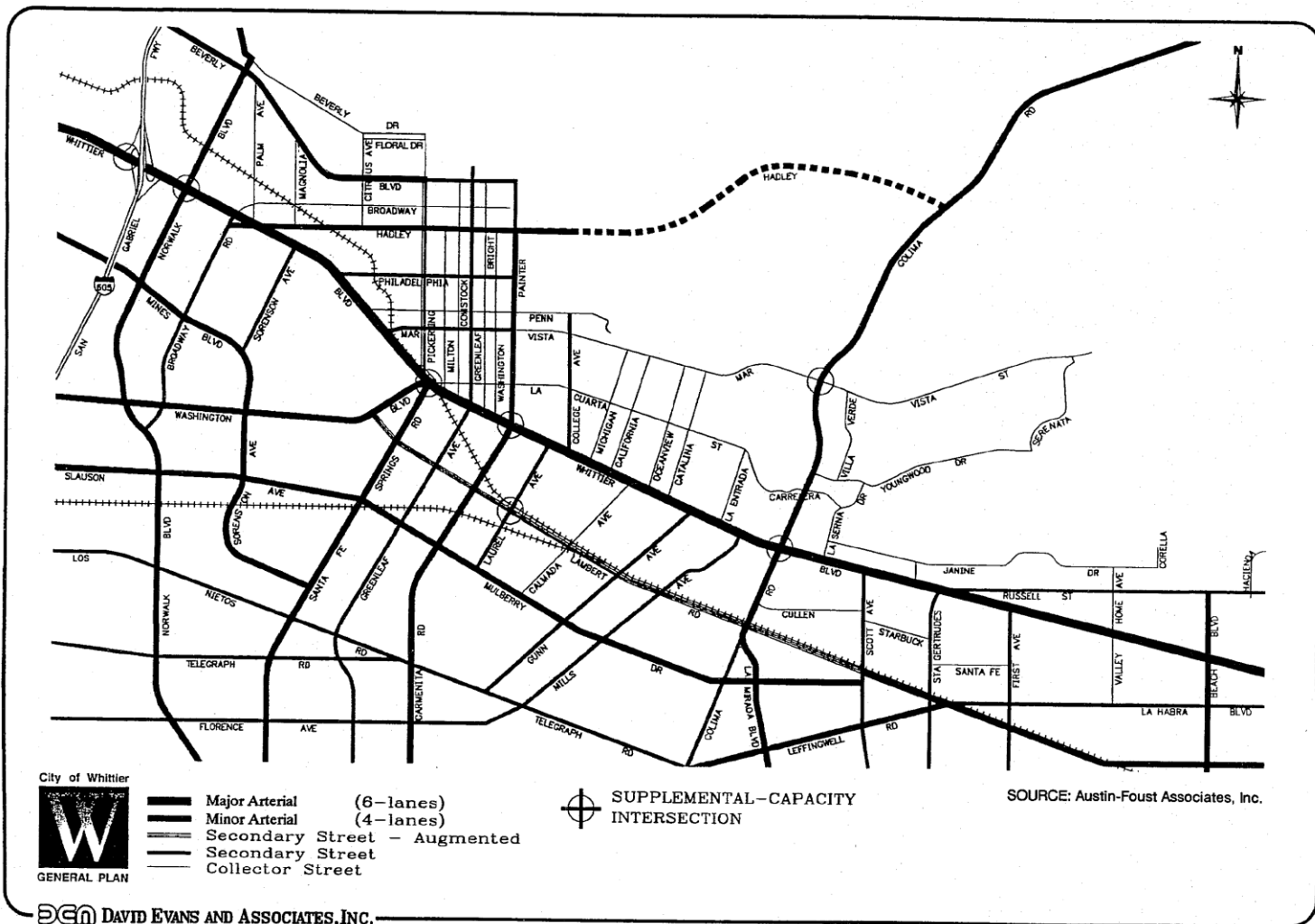
The City of Whittier is located within the southeast section of Los Angeles County. It is served by the San Gabriel River Freeway (605) and Whittier Boulevard (State Highway 72). There are also several city transportation routes that are north/south and east/west through the City.

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

EMERGENCY RESPONSE ACTIONS

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

**Attachment 1
Transportation Route Map¹⁶**



¹⁶ City of Whittier, *General Plan—Section 4—Transportation Element*, 1993

**THREAT ASSESSMENT 6-C
TRANSPORTATION: RAIL INCIDENT**

GENERAL SITUATION

A major train derailment that occurs in a heavily populated area can result in considerable loss of life and property. As a train leaves its track, there is no longer any control as to the direction it will travel. Potential hazards could be overturned rail cars, direct impact into an industrial building or entering into normal street traffic.

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

SPECIFIC SITUATION

The City of Whittier has approximately seven (7) miles of railroad lines in the City. All of the lines are branch lines that serve transcontinental systems. Union Pacific Railroad is the only railroad company with tracks in the City. Currently, the branch lines serve no business within the City limits and only pass through the City to serve the cities of Fullerton, Anaheim and Santa Ana. The locomotives travel no faster than 25 miles per hour and pass through the City four (4) times per day.

The following is a listing of the Railroad streets crossings through the City:

<u>STREET CROSSING</u>	<u>RAILROAD</u>
1. Pioneer Boulevard	UPRR *
2. Palm Park Pedestrian Crossing	UPRR *
3. Palm Avenue	UPRR *
4. Broadway	UPRR *
5. Magnolia Avenue	UPRR *
6. Hadley Street	UPRR **
7. Gregory Avenue/Bailey Street	UPRR ***
8. Alley North of Philadelphia Street	UPRR *
9. Philadelphia Street	UPRR *
10. Penn Street	UPRR *
11. Mar Vista Street	UPRR *
12. Zieman Manufacturing South of Mar Vista Street	UPRR *
13. Greenleaf Avenue	UPRR *
14. Painter Avenue	UPRR *
15. Laurel Avenue	UPRR *
16. Calmada Avenue	UPRR *
17. Gunn Avenue	UPRR *
18. Lambert Road	UPRR
19. Mills Avenue	UPRR **
20. Colima Road	UPRR
21. Cole Road	UPRR
22. Scott Avenue	UPRR
23. Santa Gertrudes Avenue	UPRR
24. Leffingwell Road	UPRR
25. First Avenue	UPRR
26. Slauson Avenue	UPRR

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27.	Santa Fe Springs	UPRR
28.	Greenleaf Avenue	UPRR
29.	Mulberry Drive	UPRR
30.	Painter Avenue	UPRR
31.	Laurel Avenue	UPRR
32.	Calmada Avenue	UPRR
33.	Gunn Avenue	UPRR
34.	Mills Avenue	UPRR

* Tracks abandoned in 1998.

** Tracks removed from roadway.

*** Tracks covered by asphalt pavement.

EMERGENCY RESPONSE ACTIONS

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

THREAT ASSESSMENT 7 CIVIL UNREST

GENERAL SITUATION

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

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

SPECIFIC SITUATION

Even though the City of Whittier has not experienced civil unrest within its boundaries, it must be prepared in the unlikely event of any form of civil unrest.

Situations of Civil Unrest may include, but not be limited to:

- Neighborhood problems whether or not stemming from extended social situations.
- Problems with authority and other causes of unrest.
- Problems in the school system, on and off campus - problems that often stem from individuals' and groups' inability to interact in an appropriate social manner.

EMERGENCY RESPONSE ACTIONS

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

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THREAT ASSESSMENT 8 TERRORISM

GENERAL SITUATION

In the wake of the 1993 World Trade Center bombing in New York and the Oklahoma City bombing in 1995, terrorism became a serious concern for emergency management, emergency responders, and the public at large. However, the attack on the World Trade Center and the Pentagon has now elevated our concern about terrorism to a level we never imagined, and requires us to be prepared to respond to situations that go beyond the terrorist incident scenarios that we are familiar with.

Terrorism is defined as the use of fear for intimidation, usually political goals. Terrorism is a crime where the threat of violence is often as effective as the commission of the violent act itself. Terrorism affects us through fear, physical injuries, economic losses, psychological trauma, and erosion of faith in government. Terrorism is not an ideology. Terrorism is a strategy used by individuals or groups to achieve their political goals.

Terrorists espouse a wide range of causes. They can be for or against almost any issue, religious belief, political position, or group of people of one national origin or another. Because of the tremendous variety of causes supported by terrorists and the wide variety of potential targets, there is no place that is truly safe from terrorism. Throughout California there is nearly limitless number of potential targets, depending on the perspective of the terrorist. Some of these targets include: government offices, pregnancy centers, religious facilities, public places (such as shopping centers), schools, power plants, refineries, utility infrastructures, water storage facilities, dams, private homes, prominent individuals, financial institutions and other businesses.

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

- The situation may not be recognizable until there are multiple casualties or a secondary event occurs that indicates that the first was not an accident. Most chemical and biological agents are not detectable by conventional methods used for explosives and firearms. Most agents can be carried in containers that look like ordinary items.
- There may be multiple events (i.e., one event in an attempt to influence another event's outcome).
- Responders are placed at a higher risk of becoming casualties because agents are not readily identifiable. Responders may become contaminated before recognizing the agents involved. First responders may, in addition, be targets for secondary releases or explosions.
- The location of the incident will be treated as a crime scene. As such, preservation and collection of evidence is critical. Therefore, it is important to

ensure that actions on-scene are coordinated between response organizations to minimize any conflicts between law enforcement authorities, who view the incident as a crime scene, and other responders, who view it as a hazardous materials or disaster scene.

- In addition to local response coordination challenges, the WMD incident will add a myriad of state and federal agencies into the system. Coordination and communication issues between all response levels (local, state, and federal) will constantly need to be assessed.
- Contamination of critical facilities and large geographic areas may result. Victims may carry an agent unknowingly to public transportation facilities, businesses, residences, doctors' offices, walk-in medical clinics, or emergency rooms because they don't realize that they are contaminated. First responders may carry the agent to fire or precinct houses, hospitals, or to the locations of subsequent calls.
- The scope of the incident may expand geometrically and may affect mutual aid jurisdictions. Airborne agents flow with the air current and may disseminate via ventilation systems, carrying the agents far from the initial source.
- There will be a stronger reaction from the public than with other types of incidents. The deliberate destruction of life and property is both horrific and difficult to process, and the fear of additional attacks as well as the unknown makes the public's response more severe. Also, the thought of exposure to a chemical or biological agent or radiation evokes terror in most people.
- Time is working against responding elements. The incident can expand geometrically and very quickly. In addition, the effects of some chemicals and biological agents worsen over time.
- Support facilities, such as utility stations and 911 centers along with critical infrastructures, are at risk as targets.
- Specialized State and local response capabilities may be overwhelmed.

TERRORISM HAZARDS

WMD Hazard Agents

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

Chemical

Chemical agents are intended to kill, seriously injure, or incapacitate people through physiological effects. A terrorist incident involving a chemical agent will demand immediate reaction from emergency responders—fire

departments, police, hazardous materials (HazMat) teams, emergency medical services (EMS), and emergency room staff—who will need adequate training and equipment. Hazardous chemicals, including industrial chemicals and agents, can be introduced via aerosol devices (e.g., munitions, sprayers, or aerosol generators), breaking containers, or covert dissemination. Such an attack might involve the release of a chemical warfare agent, such as a nerve or blister agent or an industrial chemical, which may have serious consequences. Some indicators of the possible use of chemical agents are listed in Table 1. Early in an investigation, it may not be obvious whether an outbreak was caused by an infectious agent or a hazardous chemical; however, most chemical attacks will be localized, and their effects will be evident within a few minutes. There are both persistent and non-persistent chemical agents. Persistent agents remain in the affected area for hours, days, or weeks. Non-persistent agents have high evaporation rates, are lighter than air, and disperse rapidly, thereby losing their ability to cause casualties after 10 to 15 minutes, although they may be more persistent in small, unventilated areas.

Table 1. General Indicators of Possible Chemical Agent Use

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

Biological

Recognition of a biological hazard can occur through several methods, including identification of a credible threat, discovery of bioterrorism evidence (devices, agent, clandestine lab), diagnosis (identification of a disease caused

by an agent identified as a possible bioterrorism agent), and detection (gathering and interpretation of public health surveillance data).

When people are exposed to a pathogen such as anthrax or smallpox, they may not know that they have been exposed, and those who are infected, or subsequently become infected, may not feel sick for some time. This delay between exposure and onset of illness, the incubation period, is characteristic of infectious diseases. The incubation period may range from several hours to a few weeks, depending on the exposure and pathogen. Unlike acute incidents involving explosives or some hazardous chemicals, the initial detection and response to a biological attack on civilians is likely to be made by direct patient care providers and the public health community.

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

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

Table 2. General Indicators of Possible Biological Agent Use

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

Nuclear/Radiological

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

presence of radiological hazards. Table 3 lists some indicators of a radiological release.

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

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

Conventional Explosives and Secondary Devices

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

Combined Hazards

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

Other Terrorism Hazards

Planners also need to consider the possibility of unusual or unique types of terrorist attacks previously not considered likely.¹⁷ Although it is not realistically possible to plan for and prevent every conceivable type of terrorist attack, planners should anticipate that future terrorism attempts could range from simple, isolated attacks to complex, sophisticated, highly coordinated acts of destruction using multiple agents aimed at one or multiple targets. Therefore, the plans developed for terrorist incidents must be broad in scope yet flexible enough to deal with the unexpected. These considerations are particularly important in planning to handle the consequences of attacks using low-tech devices and delivery, assaults on public infrastructure, and cyber terrorism. In these cases, the training and experience of the responders may be more important than detailed procedures.

Low-Tech Devices and Delivery

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

Infrastructure Attacks

Potential attacks on elements of the nation's infrastructure require protective considerations. Infrastructure protection involves proactive risk management actions taken to prevent destruction of or incapacitating damage to networks and systems that serve society, according to the 1997 report of the President's Commission on Critical Infrastructure Protection. This commission was formed in 1996 to evaluate the vulnerability to disruption of the nation's infrastructures, including electric power, oil and natural gas, telecommunications, transportation, banking and finance, and vital government services. The commission's report, issued in October 1997, concluded, "Waiting for disaster is a dangerous strategy. Now is the time to act to protect our future."

Cyber Terrorism

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

¹⁷ Prior to the World Trade Center attack, the use of multiple commercial airliners with full fuel loads as explosive, incendiary devices in well-coordinated attacks on public and governmental targets, was not considered a likely terrorist scenario.

government or civilian population to further political or social objectives (FBI NIPC, Congressional testimony, August 29, 2001). As with other critical infrastructure guidance, most cyber protection guidance focuses on security measures to protect computer systems against intrusions, denial of service attacks, and other forms of attack rather than addressing issues related to contingency and consequence management planning.

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

On March 2002 Presidential Directive-3 established a Homeland Security Advisory System to provide a comprehensive and effective means to disseminate information regarding the risk of terrorist acts to Federal, State, and local authorities and private people. The system provides warnings in the form of a set of graduated "Threat Conditions" that would increase as the risk of the threat increases. This system is intended to create a common vocabulary, context, and structure for an ongoing discussion about the nature of the threats that confront the homeland and the appropriate measures that should be taken in response. It seeks to inform and facilitate decisions appropriate to different levels of government and to private citizens at home and at work.

SPECIFIC SITUATION

The Federal Bureau of Investigation (FBI) is the lead federal agency for all terrorist activities within the United States. The FBI coordinates this activity with local law enforcement through the Joint Regional Intelligence Center (JRIC).

Whittier Police Department (WPD) participates in the JRIC, which assesses potential threats to determine if they are credible. The JRIC is a multi-agency, multi-jurisdictional group and is working with key federal and state agencies and other counties.

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

- Facilities that store, manufacture or transport hazardous materials
- Highways and Freeways
- Telecommunications facilities
- Federal, state, county and city offices
- Shopping Malls

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- Schools, churches & religious centers
- Research Facilities
- Electrical Facilities
- Water and Wastewater Facilities, Dams
- Bridges and Overpasses

EMERGENCY RESPONSE ACTIONS

Emergency response actions applicable to all common hazards are presented in the **Checklist Actions in Part Two of this Plan. For HSAS Protective Measures for the City of Whittier, refer to the Operations Section Support Documentation.**

THREAT ASSESSMENT 9 LANDSLIDE

GENERAL SITUATION

Landslide is a general term for a falling mass of soil or rocks; vertical movement of small pieces of soil. "Mudslide" (mudflow) is a flow of very wet rock and soil.

The size of a landslide usually depends on the geology and the initial cause of the landslide. Landslides vary greatly in their volume of rock and soil, the length, width, and depth of the area affected, frequency of occurrence, and speed of movement. Some characteristics that determine the type of landslide are slope of the hillside, moisture content, and the nature of the underlying materials. Landslides are given different names, depending on the type of failure and their composition and characteristics.

Slides move in contact with the underlying surface. These movements include rotational slides where sliding material moves along a curved surface, and translational slides where movement occurs along a flat surface. These slides are generally slow moving and can be deep. Slumps are small rotational slides that are generally shallow. Slow-moving landslides can occur on relatively gentle slopes and can cause significant property damage, but are far less likely to result in serious injuries than rapidly moving landslides.

"Failure of a slope occurs when the force that is pulling the slope downward (gravity) exceeds the strength of the earth materials that compose the slope. They can move slowly, (millimeters per year) or can move quickly and disastrously, as is the case with debris-flows. Debris-flows can travel down a hillside of speeds up to 200 miles per hour (more commonly, 30 – 50 miles per hour), depending on the slope angle, water content, and type of earth and debris in the flow. These flows are initiated by heavy, usually sustained, periods of rainfall, but sometimes can happen as a result of short bursts of concentrated rainfall in susceptible areas. Burned areas charred by wildfires are particularly susceptible to debris flows, given certain soil characteristics and slope conditions."¹⁸

Locations at risk from landslides or debris flows include areas with one or more of the following conditions:

- On or close to steep hills;
- Steep road-cuts or excavations;
- Existing landslides or places of known historic landslides (such sites often have tilted power lines, trees tilted in various directions, cracks in the ground, and irregular-surfaced ground);
- Steep areas where surface runoff is channeled, such as below culverts, V -shaped valleys, canyon bottoms, and steep stream channels; and
- Fan-shaped areas of sediment and boulder accumulation at the outlets of canyons.
- Canyon areas below hillside and mountains that have recently (within 1-6 years) been subjected to a wildland fire.

¹⁸ Planning For Natural Hazards: *The Oregon Technical Resource Guide*, Department of Land Conservation and Development (2000), Ch 5.

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Landslides can affect utility services, transportation systems, and critical lifelines. Communities may suffer immediate damages and loss of service. Disruption of infrastructure, roads, and critical facilities may also have a long-term effect on the economy. Utilities, including potable water, wastewater, telecommunications, natural gas, and electric power are all essential to service community needs. Loss of electricity has the most widespread impact on other utilities and on the whole community. Natural gas pipes may also be at risk of breakage from landslide movements as small as an inch or two.

SPECIFIC SITUATION

The City of Whittier also has areas with land movement potential. Currently the City has active landslide activity in the northeast portion of the City. The hillside areas could potentially pose landslide and erosion hazards.

EMERGENCY RESPONSE ACTIONS

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

THREAT ASSESSMENT 10-A PUBLIC HEALTH EMERGENCY-PANDEMIC

GENERAL SITUATION

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

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

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

PANDEMIC

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

Pandemic phases:

Inter-pandemic Period

World Health Organization (WHO) Phase 1

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

WHO Phase 2

No new influenza virus subtypes have been detected in humans. However, a circulating animal influenza virus subtype poses a substantial risk of human disease.

Pandemic Alert Period**WHO Phase 3**

There are human infection(s) with a new subtype but no human-to-human spread or at most rare instances of spread to a close contact.

WHO Phase 4

Small cluster(s) with limited human-to-human transmission but spread is highly localized, suggesting that the virus is not well adapted to humans.

WHO Phase 5

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

Pandemic Period**WHO Phase 6**

Pandemic phase: increased and sustained transmission in the general population.

Post pandemic Period

Return to the Inter-pandemic Period (Phase 1).¹⁹

SPECIFIC SITUATION

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

The essential components of the Los Angeles County Department of Health Services Pandemic Flu Plan are:

- **SURVEILLANCE** – The Acute Communicable Disease Control program (ACDC) regularly monitors flu and flu-like illness activity through a wide array of surveillance methods. If there is a flu outbreak or pandemic flu in Los Angeles County, enhanced surveillance, notification, and response will be carried out dependant on the phase of the pandemic.
- **LABORATORY** – Influenza (flu) surveillance information and diagnostic testing by private laboratories, state and local health departments, and the Centers for Disease Control and Prevention (CDC) provide critical information regarding the presence of flu viruses in the community. Laboratory-based surveillance will identify the predominant circulating types, subtypes, and strains of flu, aid clinical judgment, and help guide treatment decisions.

¹⁹ *Pandemic Influenza Preparedness and Response Plan*, California Department of Health Services – September 8, 2006

- **VACCINE DELIVERY** – An effective vaccine against a pandemic flu may not be available in the early stages of a pandemic. The Federal Department of Health and Human Services (DHHS) guidelines for Pandemic Influenza indicate that there will likely be federal control over the distribution of vaccine according to pre-determined grouping and risks. Los Angeles County’s Pandemic Plan will implement, and, when appropriate, locally adapt these guidelines.
- **ANTIVIRAL MEDICATIONS** – Currently, the Centers of Disease Control (CDC) recommendations for the priority use of limited supplies of antiviral medications (e.g., oseltamivir [Tamiflu]) are primarily for treatment, although WHO considers there may be a role for their use in preventing a pandemic under certain situations. The Los Angeles County Department of Health Services has stockpiled some antiviral medications for immediate use in the event of a flu pandemic.
- **STRATEGIES TO LIMIT TRANSMISSION** - Isolation and quarantine may have limited use in a flu pandemic due to the short incubation period of influenza, (1-4 days) and the fact that flu transmission can occur before the onset of symptoms. There may, however, be a role for these public health measures upon the initial identification of the first cases and outbreaks. Thereafter, the most effective tool for reducing disease and controlling transmission in a flu pandemic will be an aggressive public information campaign emphasizing containment measures such as hand washing, cough and sneeze etiquette, social distancing and reduced social interactions, and guidelines for those being cared for at home. Additional voluntary isolation and quarantine measures may be recommended in a pandemic as follows:
 - Home isolation of cases for a minimum of 7 days after disease onset.
 - Monitoring of contacts for fever and respiratory symptoms for 5 days after exposure.
 - Asking health care workers with a fever and have been previously exposed to not go to work.
 - Closure of schools and work places with high incidence of influenza-like illness (ILI)
 - Community-wide suspension of large public gatherings.
- **COMMUNICATIONS** – The foundation for effective communication is a set of key messages that can be used consistently to instill public confidence and generate an appropriate response to minimize risk and ensure a strong and rapid response. There are multiple risk communication audiences and communication channels that are vital for pandemic flu preparedness including: the general public, vulnerable population groups, hospitals, healthcare providers, policy makers, and public health officials. Community leaders representing multicultural and socio-economic backgrounds in Los Angeles County will be informed and included in these communication efforts.
- **EMERGENCY RESPONSE** – A flu pandemic affects and involves a variety of public and private agencies and organizations at the state, local and federal levels. These agencies must coordinate their activities and resources and share information in real time. To sustain coordinated efforts to control a flu pandemic at the local level, the following actions will be taken by Los Angeles County Department of Health Services:

EMERGENCY OPERATIONS PLAN

- The Health Officer will be notified when a novel (new strain) flu virus with pandemic potential has reached Los Angeles County. Once the novel virus has been identified in the local area, the Health Officer, in collaboration with Emergency Medical Services (EMS), may call upon County/City agencies and others to assist with the management of the public health response. This may include law enforcement, fire departments, social service and mental health agencies, local governments, nongovernmental agencies, businesses, etc.
- Hospital Surge Capacity – During a flu pandemic, the need for hospital beds will exceed the number of beds available. All hospitals are required to have a surge capacity plan to be used in the event of an emergency. In addition, the Los Angeles County Department of Health Services Plan identifies key components of surge capacity and the ability to meet an increased demand. Increased capacity can be generated by early discharge of patients, transferring patients to lower levels of care, canceling elective procedures, and redirecting staff to the inpatient units most affected. Redirecting staff from areas in the hospital where elective procedures/surgeries have been cancelled, possibly suspending nurse staffing ratios, and extending work hours will also assist in meeting the staffing demands.²⁰

EMERGENCY RESPONSE ACTIONS

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

²⁰ *Biological Incident Plan, PANDEMIC INFLUENZA GUIDELINES*, County of Los Angeles Department of Health Services Public Health, January 2006

**THREAT ASSESSMENT 10-B
PUBLIC HEALTH EMERGENCY-HEAT EMERGENCY**

GENERAL SITUATION

North American summers are hot; most summers see heat waves (extreme heat) in one section or another of the United States. East of the Rockies, they tend to combine both high temperatures and high humidity, although some of the worst have been catastrophically dry. In a normal year, approximately 175 Americans die of extreme heat. Among the family of natural hazards (lightning, hurricanes, tornadoes, floods or earthquakes), only the cold of winter takes a greater toll on human life than extreme heat.

In the 40-year period from 1936 through 1975, nearly 20,000 died from the effects of heat and solar radiation in the U.S.

In urban areas the hot weather can trap pollutants, which, when combined with the stresses of hot weather, can create health problems. Statistics reveal a heavier concentration of heat-related deaths in the crowded alleys and towers of the inner city, where air quality can deteriorate during a heat wave.

The higher death rate within the inner cities can also be attributed to many people living in poorly ventilated buildings, most with no air conditioning. For those with air conditioning, the high cost of its operation can translate into a reluctance to use it. However, in a heat wave, air conditioning can be a life saving necessity.

These factors were evident, during the summer of 1995, when the death toll in Chicago's Cook County reached about 300 as a result of extreme heat. Nearly all of the deaths occurred in places without air conditioning, or where air conditioning was not being used. Two-thirds of the victims were persons over 60 years of age. The elderly, young children, and those who are sick or overweight are more likely to become victims. There are other members of the community who are also susceptible such as the homeless, chronic invalids, as well as our animal and pet population.

Extreme heat can kill by pushing the human body beyond its limits. Under normal conditions, the body's internal thermostat produces perspiration that evaporates and cools the body. However, in extreme heat and high humidity, evaporation is slowed down and the body must work harder to maintain a normal temperature. When the body's ability to shed heat is compromised, a heat-related disorder (e.g., sunburn, heat cramps, heat exhaustion or heat stroke) may develop. The severity of heat disorders tends to increase with age. Heat cramps in a 17-year-old may be heat exhaustion in someone 40 and heat stroke in a person over 60.

HEAT INDEX (HI) PROGRAM

The National Weather Service (NWS) has stepped up its efforts to provide an effective method of alerting the general public and appropriate authorities to the hazards of heat waves—those prolonged excessive heat/humidity episodes. They have devised the "Heat Index" (HI) (sometimes referred to as the "apparent temperature"). The HI, given in degrees Fahrenheit, is an accurate measure of how hot it really feels when the relative humidity

(RH) is combined with the actual air temperature. For example, if the air temperature is 95°F. and the RH is 55%, the HI is 110°F. Since HI values were devised for shady, light wind conditions, exposure to full sunshine can increase HI values by up to 15°F.

When heat index values are above certain thresholds, NWS will issue an excessive heat warning via a Special Weather statement. This statement will include the heat index values, who is at risk and safety rules for reducing the risk.

SPECIFIC SITUATION

When the City becomes aware that the NWS has initiated an Excessive Heat Warning, the City will consider the following actions:

1. Initial Actions/Notifications:
 - Notify City Manager, Public Works Department, Parks and other department/agency management staff of the NWS advisory.
 - Determine the potential impact to City and required level of city response.
 - Continue monitoring weather advisories/information
 - Document all actions taken in response to alert/advisory notification.
 - Coordinate public information advisories and notifications
2. Employee Issues:
 - Notify employees of the advisory and the impact it may have on their departmental activities.
 - Commit additional personnel and equipment, as necessary, to handle increased response activity when present or imminent weather conditions threaten the health and well-being of citizens, particularly seniors, the very young and persons who are limited by disabling conditions.
 - Ensure that the health and safety needs of your field crews/first responders are taken care of (i.e., hats, water, frequent breaks, shelter, adjustment of work schedules, etc.).
3. Public Education/Information Issues:
 - Prepare and disseminate Public Service Announcements (PSAs) as needed (i.e., shelter locations and hours of operations). Coordinate any health/safety tips with the Operational Area to ensure consistent public health messages.
4. Community Issues:
 - Arrange to augment when needed, air-conditioned shelters to be opened when necessary for community members who do not have air-conditioning at home.
 - Expand information, referral and outreach services to the at-risk populations (homebound, seniors, children and others whose immune and respiratory systems are vulnerable) to provide specialized assistance as a result of the heat wave (i.e., location of cool shelters and hours of operation, transportation to shelters, distribution of fans, etc.).
 - Consider animal care and safety issues in conjunction with Los Angeles County Animal Care and Control.

EMERGENCY RESPONSE ACTIONS

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

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**SECTION NINE
LIST OF ACRONYMS AND ABBREVIATIONS**

A&E	Architecture and Engineering
AC	Area Command
ACS	Auxiliary Communication Services
ADA	Americans with Disabilities Act
AQMD	Air Quality Management District
ARC	American Red Cross
ASCS	U.S. Agricultural Stabilization and Conservation Services
ARES	Amateur Radio Emergency Services
ATSDR	Agency for Toxic Substances and Disease Registry
BLM	Bureau of Land Management
BOR	Bureau of Reclamation
BPA	Blanket Purchasing Agreements
C of S	Chief of Staff
CAA	Clean Air Act
CalEMA	California Emergency Management Agency
CALDAP	California Disaster Assistance Program
CalTrans	California Department of Transportation
CALWAS	California Warning System
CAO	Chief Administrative Office(r)
CBO	Community Based Organization
CBRNE	Chemical, Biological, Radiological, Nuclear and or High-Yield Explosive
CCC	California Conservation Corps
CCP	Casualty Collection Points
CD	Civil Defense
CDBG	Community Development Block Grant
CDC	Centers for Disease Control, U.S. Public Health Service
CDF	California Department of Forestry
CDL	Community Disaster Loan
CDRG	Catastrophic Disaster Response Group
CEM	Comprehensive Emergency Management
CEO	Chief Executive Officer
CEP	Comprehensive Emergency Planning
CEPEC	California Earthquake Prediction Evaluation Council
CEPPO	Chemical Emergency Preparedness and Prevention Office
CEQA	California Environmental Quality Act
CERCLA	Comprehensive Environmental Response Compensation and Liability Act
CERT	Community Emergency Response Team
CESA	California Emergency Services Association
CESFRS	California Emergency Service Fire Radio System
CESRS	California Emergency Services Radio System
CFR	Code of Federal Regulations
CHP	California Highway Patrol
CLEMARS	California Law Enforcement Mutual Aid Radio System
CLERS	California Law Enforcement Radio System
CLETS	California Law Enforcement Telecommunications System

EMERGENCY OPERATIONS PLAN

COE	Corps of Engineers (US Army)
COG	Continuity of Government
CPG	Civil Preparedness Guide
DA	Damage Assessment
DAP	Disaster Assistance Programs
DCS	Disaster Communications Service
DEST	Disaster Emergency Support Team
DFCO	Deputy Federal Coordinating Officer
DFO	Disaster Field Office
DHA	Disaster Housing Assistance
DHS	Department of Homeland Security
DMAT	Disaster Medical Assistance Team
DMORT	Disaster Mortuary Operational Response Team
DMIS	Disaster Management Information System
DOC	Department Operations Center
DOD	Department of Defense
DOE	Department of Energy
DOJ	Department of Justice
DOI	Department of Interior
DOL	Department of Labor
DOS	Department of State
DOT	Department of Transportation
DP	Disaster Preparedness
DRC	Disaster Recovery Center
DRM	Disaster Recovery Manager
DRO	Disaster Recovery Operations
DSA	Division of the State Architect (California)
DSR	Damage Survey Report
DWR	California Department of Water Resources
EAS	Emergency Alert System
ED	United States Department of Education
EDD	Employment Development Department
EDIS	Emergency Digital Information System
EEO	Equal Employment Opportunity
EIR	Environmental Impact Review
EMAC	Emergency Management Assistance Compact
EMI	Emergency Management Institute
EMMA	Emergency Managers Mutual Aid
EMP	Electromagnetic Pulse
EMPG	Emergency Management Performance Grant
EMSA	Emergency Medical Services Authority
EMS	Emergency Medical Services
EMT	Emergency Medical Technician
ENN	Emergency News Network
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPA	Environmental Protection Agency
EPI	Emergency Public Information
EPIC	Emergency Public Information Center
ERT	Emergency Response Team
ERT	Evidence Response Team (FBI)

EMERGENCY OPERATIONS PLAN

ESA	California Emergency Services Act
ESA	Endangered Species Act
ESC	Earthquake Service Center
ESC	Emergency Services Coordinator
ESF	Emergency Support Functions
EST	Emergency Support Team
FA	Fire Administration (office symbol)
FAA	Federal Aviation Administration
FAS	Federal Aid System Road
FAST	Federal Agency Support Team
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
FFY	Federal Fiscal Year
FHWA	Federal Highway Administration
FIA	Federal Insurance Administration
FIPS Number	Same as Project Application Number
FIRESCOPE	Firefighting Resources of Calif. Organized for Potential Emergencies
FmHA	Farmers Home Administration
FRMAC	Federal Radiological Monitoring and Assessment Center
FTS	Field Treatment Sites
GAR	Governor's Authorized Representative
GIS	Geographic Information System
GSA	General Services Administration
Haz Mit	Hazard Mitigation (Safety measures taken in advance to lessen future damage)
HAZMAT	Hazardous Materials
HEW	U.S. Department of Health, Education and Welfare
HI	Heat Index
HM	Hazard Mitigation
HHS	Department of Health and Human Services
HMC	Hazard Mitigation Coordinator
HMDA	Hazard Mitigation and Disaster Assistance
HMGP	Hazard Mitigation Grant Program
HMO	Hazard Mitigation Officer
HMT	Hazard Mitigation Team
HSAS	Homeland Security Advisory System
HSC	Homeland Security Council
HSOC	Homeland Security Operations Center
HSEEP	Homeland Security Exercise Evaluation Program
HSPD	Homeland Security Presidential Directive
HUD	Housing and Urban Development Program
IA	Individual Assistance
IAEM	International Association of Emergency Managers
IA/O	Individual Assistance/Officer
IACG	Inter Agency Coordinating Group
IAP	Incident Action Plan
IC	Incident Commander

EMERGENCY OPERATIONS PLAN

ICP	Incident Command Post
ICS	Incident Command System
IDE	Initial Damage Estimate
IFG	Individual and Family Grant Program (State of California program)
IFGP	Individual and Family Grant Program
IG	Inspector General
IIMG	Interagency Incident Management Group
IMT	Incident Management Team
IRS	U.S. Internal Revenue Service
IRMS	Information Resources Management Service
JDIC	Justice Data Interface Controller
JFO	Joint Field Office
JPA	Joint Powers Agreement
JPIC	Joint Public Information Center
JIC	Joint Information Center
JIS	Joint Information System
JOC	Joint Operations Center
JTTF	Joint Terrorism Task Force
LFA	Lead Federal Agency
LGAC	Local Government Advisory Committee
MACS	Multi-Agency Coordination System
MARAC	Mutual Aid Regional Advisory Committee
MARS	U.S. Army Military Affiliate Radio System
MC	Mobilization Center
MHFP	Multi-hazard Functional Planning
MMRS	Metropolitan Medical Response Team
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MSA	Multi-Purpose Staging Area
MTA	Metropolitan Transit Authority
NAWAS	National Warning System
NCS	National Communications System
NDAA	California Natural Disaster Assistance Act
NDEA	National Defense Education Act
NDMS	National Disaster Medical System
NEP	National Exercise Program
NEST	Nuclear Emergency Search Team
NETC	National Emergency Training Center
NFA	National Fire Academy
NFDA	National Funeral Directors Association
NFIP	National Flood Insurance Program
NGO	Non Government Organization
NHC	National Hurricane Center
NHPA	National Historic Preservation Act
NICC	National Interagency Coordinating Center, National Infrastructure Coordination Center
NIFCC	National Interagency Fire Coordination Center
NIMS	National Incident Management System
NMRT	National Medical Response Team

EMERGENCY OPERATIONS PLAN

NOAA	National Oceanic and Atmospheric Administration
NOC	National Operations Center
NOI	Notice of Interest
NRC	Nuclear Regulatory Commission
NRCS	Natural Resources Conservation Service
NRF	National Response Framework
NRT	National Response Team
NSC	National Security Council
NSSE	National Special Security Event
NTC	National Teleregistration Center
NVOAD	National Voluntary Organizations Active in Disaster
NWS	National Weather Service
OA	Operational Area
OARRS	Operational Area Response and Recovery System
OASIS	Operational Area Satellite Information System
OEM	Office of Emergency Management
OES	Office of Emergency Services
OMB	Office of Management and Budget (Federal)
OPA	Oil Pollution Act
OPM	Office of Personnel Management
OSA	California Office of the State Architect
OSC	On-Scene Coordinator
OSHA	Occupational Safety and Health Administration
PA	Public Affairs
PAO	Public Affairs Officer
PA	Public Assistance
PA/O	Public Assistance Officer
PA#	Project Application Number
PBX	Private Branch Exchange
PDA	Preliminary Damage Assessment
PDD	Presidential Decision Directive
PDH	Packaged Disaster Hospital
PFO	Principal Federal Officer
PIO	Public Information Officer
PL	Public Law - U.S. Public Law 93-288, Federal Disaster Relief Act of 1974
POC	Point of Contact
PNP	Private Nonprofit Organization
PSI	Pounds per Square Inch
PUC	California Public Utilities Commission
PW	Project Worksheet
RACES	Radio Amateur Civil Emergency Services
RADEF	Radiological Defense
RAP	Radiological Assistance Program
RCP	Regional Oil and Hazardous Substances Pollution Contingency Plan
RD	Regional Director (FEMA)
REACT	Radio Emergency Associated Communication Team
REC	Regional Emergency Coordinator
REOC	Regional Emergency Operations Center
RIMS	Response Information Management System

EMERGENCY OPERATIONS PLAN

RM	Radiological Monitor
RO	Radiological Officer
ROC	Regional Operations Center
RRCC	Regional Response Coordinating Center
RRT	Regional Response Team
RTOS	Rail Transit Operations Supervisor
SA	Salvation Army
SAC	Special Agent in Charge
SAP	State Assistance Program
SAR	Search and Rescue
SARA	Superfund Amendment Reauthorization Act (Title III)
SAST	California State Agency Support Team
SBA	Small Business Administration
SCAQMD	South Coast Air Quality Management District
SCESA	Southern California Emergency Services Association
SCO	State Coordinating Officer
SEMO	State Emergency Management Office
SEMS	Standardized Emergency Management System
SFLEO	Senior Federal Law Enforcement Officer
SFO	Senior Federal Officer
SHMO	State Hazard Mitigation Officer
SHPO	State Historic Preservation Officer
SIOC	Strategic Information and Operations Center
SITREP	Situation Report
SLPS	State and Local Programs and Support Directorate (FEMA)
SOC	State Operations Center
SOP	Standard Operating Procedure
STO	State Training Officer
Subgrantee	An eligible applicant in Federally declared disasters
TEWG	Terrorism Early Warning Group
TH	Temporary Housing
TSCA	Toxic Substances Control Act
TWG	Terrorism Working Group
USACE	United States Army Corps of Engineers
USAR	Urban Search and Rescue
USDA	U.S. Department of Agriculture
USFA	United States Fire Administration
USGS	United States Geological Survey
VA	Veterans Administration
VSAT	Very Small Aperture Terminal
VOAD	Volunteer Organizations Active in Disaster
WMD	Weapons of Mass Destruction.

GLOSSARY OF TERMS

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

A

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

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

Activate: At a minimum, a designated official of the emergency response agency that implements SEMS as appropriate to the scope of the emergency and the agency's role in response to the emergency.

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

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

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

Agency Assistance: Grants for projects or planning activities, loans, and all other forms of financial or technical assistance provided by the Agency.

Agency Dispatch: The agency or jurisdictional facility from which resources are allocated to incidents.

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

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

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

Allocated Resources: Resources dispatched to an incident.

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

American Red Cross: A federally chartered volunteer agency that provides disaster relief to individuals and families. Major responsibilities include providing lodging, food, clothing and registration and inquiry service.

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

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

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

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

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

Attention Signal: The two tone 853 /960 Hertz tone now shortened to eight seconds that was the old EBS signal that activated decoders and alerted the public to stand by for emergency information.

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

B

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

Base Flood: A term used in the National Flood Insurance Program to indicate the minimum size flood to be used by a community as a basis for its floodplain management

regulations; presently required by regulation to be that flood which has a one-percent chance of being equaled or exceeded in any given year. Also known as a 100-year flood or one-percent chance flood.

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

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

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

C

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

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

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

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

Casualty Collection Points (CCP): A location within a jurisdiction which is used for the assembly, triage (sorting), medical stabilization, and subsequent evacuation of casualties. It may be used for the receipt of incoming medical resources (doctors, nurses, supplies, etc). Preferably the site should include or be adjacent to an open area suitable for use as a helicopter pad. CCP is now referred to as Field Treatment Site.

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

Catastrophic Disaster Response Group (CDRG): The national-level group of representatives from the Federal department and agencies under the Plan. The CDRG serves as a centralized coordinating group which supports the on-scene Federal response and recovery efforts. Its members have access to the appropriate policy-makers in their respective parent organizations to facilitate decisions on problems and policy issues.

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

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

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

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

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

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

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

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

Code of Federal Regulations (CFR): "49 CFR" refers to Title 49, the primary volume regarding hazmat transportation regulations.

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

Command Post: (See Incident Command Post)

Command Staff: The Command Staff at the SEMS Field level consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander. They may have an assistant or assistants, as needed. These functions may also be found at the EOC levels in SEMS. At the EOC, they would report to the EOC Director but may be designated as Coordinators. At EOCs, the functions may also be established as Sections, or Branches to accommodate subsequent expansion.

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

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

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

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

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

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

Comprehensive Emergency Management (CEM): An integrated approach to the management of emergency programs and activities for all four emergency phases (mitigation, preparedness, response, and recovery), for all types of emergencies and disaster (natural, manmade, and attack), and for all levels of government (local, State, and Federal) and the private sector.

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

Consequence Management: Predominantly an emergency management function and included measures to protect public health and safety, restore essential government services, and provide emergency relief to governments, businesses, and individuals affected by the consequences of terrorism. The requirements of consequence management and crisis management are combined in the National Response Framework.

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

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

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

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

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

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

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

Crisis Management: Predominantly a law enforcement function and included measures to identify, acquire, and plan the use of resources needed to anticipate, prevent, and/or resolve a threat or act of terrorism. The requirements of consequence management and crisis management are combined in the NRP

D

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

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

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

Declaration Process: When a disaster strikes, local authorities and individuals request help from private relief organizations and their State government, which give all assistance possible. If assistance is beyond their capability, the Governor requests a Presidential declaration of a major disaster or an emergency.

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

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

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

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

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

Designation: The action by the Associate Director, SLPSD, to determine the type of assistance to be authorized under the Stafford Act for a particular declaration; and the action by the FEMA Regional director to determine specifically what counties, or county equivalents, are eligible for such assistance.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

E

Earthquake Advisory: A statement issued by the California Emergency Management Agency (Cal EMA), usually following a medium-sized earthquake, regarding scientific opinion that there is an enhanced likelihood for additional seismic activity within a specified period (usually three to five days).

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

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

Emergency: A condition of disaster or of extreme peril to the safety of persons and property caused by such conditions as air pollution, fire, flood, hazardous material

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incident, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake or other conditions, other than conditions resulting from a labor controversy.

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

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

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

Emergency Operations Manager: See EOC Coordinator

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

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

Emergency Medical Technician (EMT): A health-care specialist with particular skills and knowledge in pre-hospital emergency medicine.

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

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

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

Emergency Period: A period which begins with the recognition of an existing, developing, or impending situation that poses a potential threat to a community. It includes the warning (where applicable) and impact phase and continues until immediate and ensuing effects of the disaster no longer constitute a hazard to life or threat to property.

Emergency Plans: Those official and approved documents which describe principles, policies, concepts of operations, methods and procedures to be applied in carrying out

emergency operations or rendering mutual aid during emergencies. These plans include such elements as continuity of government, emergency functions of governmental agencies, mobilization and application of resources, mutual aid, and public information.

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

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

EOM: The End of Message FSK “digital” signal sent at the end of an EAS message that tells EAS decoders an alert sequence has ended. Without an EOM, decoders will not return to the normal program mode for a two-minute time out period.

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

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

Emergency Response Provider: Includes Federal, State, local, and tribal emergency public safety, law enforcement, emergency response, emergency medical (including hospital emergency facilities), and related personnel, agencies, and authorities. See Section 2 (6), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002). Also known as Emergency Responder.

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

Emergency Response Personnel: Personnel involved with an agency’s response to an emergency.

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

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

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

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

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

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

Exercise Scenario: Background detail (domestic, international, political, military) against which an exercise is conducted.

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

F

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

Federal: Of or pertaining to the Federal Government of the United States of America.

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

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

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

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

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

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

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

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

Federal Coordinating Officer (FCO): (1) The person appointed by the FEMA Director, or in his/her absence, the FEMA Deputy Director, or alternatively the FEMA Associate Director for Response and Recovery, following a declaration of a major disaster or of an emergency by the President, to coordinate Federal assistance. The FCO initiates action immediately to assure that Federal Assistance is provided in accordance with the declaration, applicable laws, regulations, and the FEMA-State agreement. (2) The FCO is the senior Federal official appointed in accordance with the provisions of Public Law 93-288, as amended (the Stafford Act), to coordinate the overall consequence management response and recovery activities. The FCO represents the President as provided by Section 303 of the Stafford Act for the purpose of coordinating the administration of Federal relief activities in the designated area. Additionally, the FCO is delegated responsibilities and performs those for the FEMA Director as outlined in Executive Order 12148 and those responsibilities delegated to the FEMA Regional Director in the Code of Federal Regulations, Title 44, Part 205.

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

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

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

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

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

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

Flood Insurance: The insurance coverage provided under the National Flood Insurance Program.

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

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

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

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

G

General Staff: The group of management personnel reporting to the Incident Commander or to the EOC Director. They may each have a deputy, as needed. At the Field SEMS level, the General Staff consists of:

- Operations Section Chief
- Planning/Intelligence Section Chief
- Logistics Section Chief
- Finance/Administration Section Chief

Generic ICS: Refers to the description of ICS that is generally applicable to any kind of incident or event.

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

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

H

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

Hazard Area: A geographically defined area in which a specific hazard presents a potential threat to life and property.

Hazardous Material: A substance or combination of substances which, because of quantity, concentration, physical chemical, radiological, explosive, or infectious characteristics, poses a substantial presents or potential danger to humans or the environment. Generally, such materials are classed as explosives and blasting agents, flammable and nonflammable gases, combustible liquids, flammable liquids and solids, oxidizers, poisons, disease-causing agents, radioactive materials, corrosive materials, and other materials including hazardous wastes.

Hazardous Material Incident (Stationary): Any uncontrolled release of material capable of posing a risk to health, safety, and property. Areas at risk include facilities that produce, process, or store hazardous materials well as all sites that treat, store, and dispose of hazardous material.

Hazardous Material Incident (Transportation): Any spill during transport of material that is potentially a risk to health and safety

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

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

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

Helibase: The main location for parking, fueling, maintenance, and loading of helicopters operating in support of an incident. It is usually located at or near the incident base.

Helispot: Any designated location where a helicopter can safely take off and land. Some helispots may be used for loading of supplies, equipment, or personnel.

Hierarchy of Command: (See Chain of Command)

Homeland Security Advisory System (HSAS): HSAS is a color-coded terrorism threat advisory scale. It was created by a Presidential Directive in order to provide a "comprehensive and effective means to disseminate information regarding the risk of terrorist acts to Federal, State, and local authorities and to the American people." The different levels trigger specific actions by federal agencies and state and local governments, and they affect the level of security at some airports and other public structures

I

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

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

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

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

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

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

Incident Communication Center: The location of the Communications Unit and the Message Center.

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

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

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

Information Officer: A member of the Command Staff responsible for interfacing with the public and media or with other agencies requiring information directly from the incident. There is only one Information Officer per incident. The Information Officer

may have assistants. This position is also referred to as Public Affairs or Public Information Officer in some disciplines. At SEMS EOC levels, the information function may be established as a Coordinator or as a section or branch reporting directly to the EOC Director.

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

Initial Response: Resources initially committed to an incident.

Integrated Emergency Management System (IEMS): Strategy for implementing emergency management activities which builds upon those functions common to preparedness for any type of occurrence and provides for special requirements of individual emergency situations. Seeks function based plan annexes that can be adapted to varied hazard events.

Intermediate-Term Prediction: A prediction of an earthquake that is expected within a period of a few weeks to a few years.

J

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

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

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

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

Jurisdiction: The range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (e.g., special district

city, county, state or federal boundary lines), or functional (e.g., law enforcement, health department, etc.) (See Multi-jurisdiction)

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

L

Landing Zone: (See Helispot)

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

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

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

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

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

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

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

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

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

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

Long-Term Prediction: A prediction of an earthquake that is expected within a few years up to a few decades.

M

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

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

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

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

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

Medical Unit: Functional unit within the Service Branch of the Logistics Section at SEMS Field levels responsible for the development of the Medical Emergency Plan, and for providing emergency medical treatment of incident personnel.

Message Center: The Message Center is part of the Incident or EOC Communications Center is collocated or placed adjacent to it. It receives, records, and routes information to appropriate locations at an incident or within an EOC.

Mitigation: Pre-event planning and actions which aim to lessen the effects of potential disaster. (See also Comprehensive Emergency Management)

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

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

Medical Self-Help: The medical treatment provided for the sick and injured by citizens and emergency forces in the absence of professional care.

Multi-Agency Coordination: The functions and activities of representatives of involved agencies and/or jurisdictions who make decisions regarding the prioritizing of incidents and the sharing and allocations of critical resources.

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

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

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

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

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

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

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

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

N

National Emergency Training Center (NETC): FEMA's campus in Emmitsburg, Maryland, composed of the United States Fire Administration (USFA) and the Emergency Management Institute (EMI).

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

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

National Incident Management System (NIMS): A system mandated by HSPD-5 that provides a consistent, nationwide approach for Federal, State, local, and tribal governments; the private sector; and NGOs to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; multiagency coordination systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.

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

National Response Framework (NRF): The federal plan to be used when responding to emergencies/disasters involving federal agencies and resources.

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

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

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

Nuclear Incident (Fixed Facility): Any occurrence at a nuclear power plant resulting in a potential or actual release of radioactive material in sufficient quantity which threatens the health and safety of nearby populations.

O

Office of Emergency Services: The Governor's Office of Emergency Services.

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

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

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

Operational Area Satellite Information System (OASIS): A statewide emergency management system based on the operational area concept. An operational area is defined in law (Section 8559, California Government Code) as an organization (not a jurisdiction) whose boundaries are those of a county. This organization is not necessarily a county government; it could be several cities, or a city and a county, a county government or several county governments, willing to undertake to coordinate the flow of mutual aid and information within the defined area. The operational area concept is the backbone of the statewide emergency management system.

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

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

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

P

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

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

Planning Section: (Also referred to as Planning/Intelligence). One of the five primary functions found at all SEMS levels. Responsible for the collection, evaluation, and dissemination of information related to the incident or an emergency, and for the preparation and documentation of Incident or EOC Action Plans. The section also maintains information on the current and forecasted situation, and on the status of resources assigned to the incident. At the SEMS Field Response level, the Section will include the Situation, Resource, Documentation and Demobilization Units, as well as Technical Specialists. Other units may be added at the EOC level.

Planning Zone: A subdivision of a county consisting of: 1) a city; 2) a city and its sphere of influence in adjacent unincorporated areas; 3) a portion of the unincorporated area of a county; 4) a military installation; 5) a state facility such as a correctional institution. Zoning simplifies the process of collecting and compiling data according to geographical location.

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

Preparedness: The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Preparedness is a continuous process. Preparedness involves efforts at all levels of government and between government and private-sector and nongovernmental organizations to identify threats, determine vulnerabilities, and identify required resources. Within the NIMS, preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certification, and publication management.

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

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

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

Processes: Systems of operations that incorporate standardized procedures, methodologies, and functions necessary to provide resources effectively and efficiently. These include resource typing, resource ordering and tracking, and coordination.

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

Processes: Systems of operations that incorporate standardized procedures, methodologies, and functions necessary to provide resources effectively and efficiently. These include resource typing, resource ordering and tracking, and coordination.

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

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

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

Publications Management: The publications management subsystem includes materials development, publication control, publication supply, and distribution. The development and distribution of NIMS materials is managed through this subsystem. Consistent documentation is critical to success, because it ensures that all responders are familiar with the documentation used in a particular incident regardless of the location or the responding agencies involved.

Q

Qualification and Certification: This subsystem provides recommended qualification and certification standards for emergency responder and incident management personnel. It also allows the development of minimum standards for resources expected to have an interstate application. Standards typically include training, currency, experience, and physical and medical fitness.

R

Radio Amateur Civil Emergency Services (RACES): An emergency services designed to make efficient use of skilled radio amateurs throughout the state in accordance with approved civil defense communications plans. Operators are registered with an OES agency to provide emergency communications support.

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

Radiological Officer (RO): An individual assigned to a Emergency Management Staff who is responsible for radiological protection operations. The RO is the principal

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advisor to the Director/Coordinator and other officials on matters pertaining to radiological protection operations.

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

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

Recorders: Individuals within ICS or EOC organizational units who are responsible for recording information. Recorders may be found in Planning, Logistics and Finance/Administration Units.

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

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

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

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

Relocates: An individual who is relocated from a hazard area to a low risk area with the possibility of not returning.

Remedial Movement: The post-attack or post-event movement of people to better protected facilities or less hazardous areas.

Remedial Operations: Actions taken after the onset of an emergency situation to offset or alleviate its effects.

Reporting Locations: Specific locations or facilities where incoming resources can check-in at the incident. (See Check-in)

Rescue Group: Two or more rescue teams responding as a unified group under supervision of a designated group leader.

Rescue Team: Four or more personnel organized to work as a unit. One member is designated team leader.

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

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

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

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

S

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

Search: Systematic investigation of area or premises to determine the presence and/or location of persons entrapped, injured, immobilized, or missing.

Search Dog Team: A skilled dog handler with one or more dogs trained especially for finding persons entrapped sufficiently to preclude detection by sight or sound. (NOTE: Search dogs are usually owned by their handler.)

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

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

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

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

Service Branch: A Branch within the Logistics Section responsible for service activities at the incident. Includes the Communications, Medical and Food Units.

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

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

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

Alert--Three days to a few weeks

Imminent Alert--Now to three days

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

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

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

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

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

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

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

Standard Operating Procedures (SOPs): A set of instructions having the force of a directive, covering those features of operations which lend themselves to a definite or

standardized procedure. Standard operating procedures support an annex by indicating in detail how a particular task will be carried out.

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

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

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

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

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

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

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

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

State Operations Center (SOC): An EOC facility operated by the Governor's Office of Emergency Services at the state level in SEMS.

Stay-Put: A resident in a hazardous or potentially hazardous area who refuses to relocate during a directed relocation, or who is too ill or infirm to be evacuated.

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

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

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

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

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

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

Supporting Materials: Refers to the several attachments that may be included with an Incident Action Plan, e.g., communications plan, map, safety plan, traffic plan, and medical plan.

Supporting Technologies: Any technology that may be used to support the NIMS is included in this subsystem. These technologies include orthophoto mapping, remote automatic weather stations, infrared technology, and communications, among various others.

T

Tactical Direction: Direction given by the Operations Section Chief at the SEMS Field level which includes the tactics appropriate for the selected strategy, the selection and assignment of resources, tactics implementation, and performance monitoring for each operational period.

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

Team: (See Single Resource.)

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

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

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

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

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

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

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

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

Tort: An act that harms another. It occurs when a person commits an act, without right and as a result another is harmed.

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

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

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

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

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

U

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

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

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

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

Urban Fire: Any instance of uncontrolled burning which results in structural damage to residential, commercial, industrial, institutional, or other properties in developed areas.

Urban Rescue: The complex process in which trained personnel use specialized equipment to locate and extricate victims trapped in collapsed buildings, and the mobilization and management of such personnel and equipment.

V

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

W

Wildfire: Any instance of uncontrolled burning in grasslands, brush, or woodlands.

Winter Storm (Severe): This includes ice storms, blizzards, and extreme cold. The National Weather service characterizes blizzards as combinations of winds in excess of 35 mph with considerable falling or blowing snow, frequently reducing visibility to 0.25 miles or less.

**PART TWO
EMERGENCY ORGANIZATION FUNCTIONS**

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**MANAGEMENT SECTION
GENERAL****PURPOSE**

To direct and manage the City of Whittier's response and recovery from an emergency in a uniformed, collective, collaborative and coordinated effort.

OVERVIEW

The Management Section is responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations. The elements may include:

- Managing overall emergency response and recovery effort.
- Overseeing and directing the Operations, Planning, Logistics and Finance Sections within the EOC.
- Utilizing the Incident Command System principles.

EOC Management positions include:

- EOC Director
- Deputy EOC Director
- Public Information Officer
- EOC Coordinator/Safety Officer
- Deputy EOC Coordinator
- Liaison-Legislative Officer
- Legal Officer
- City Council (Policy only)

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 natural disasters, technological incidents and national security emergencies. To carry out its responsibilities, Management Section will accomplish the following objectives during a disaster/emergency:

- Overall management and coordination of emergency response and recovery operations, including on-scene incident management as required.
- Coordinate and liaison 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.

EMERGENCY OPERATIONS PLAN

CONCEPT OF OPERATIONS

The Management Section will operate under the following policies during a disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with adopted policies.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods should be event driven.

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

SECTION ACTIVATION PROCEDURES

The EOC Director is authorized to activate the Management Section.

When to Activate

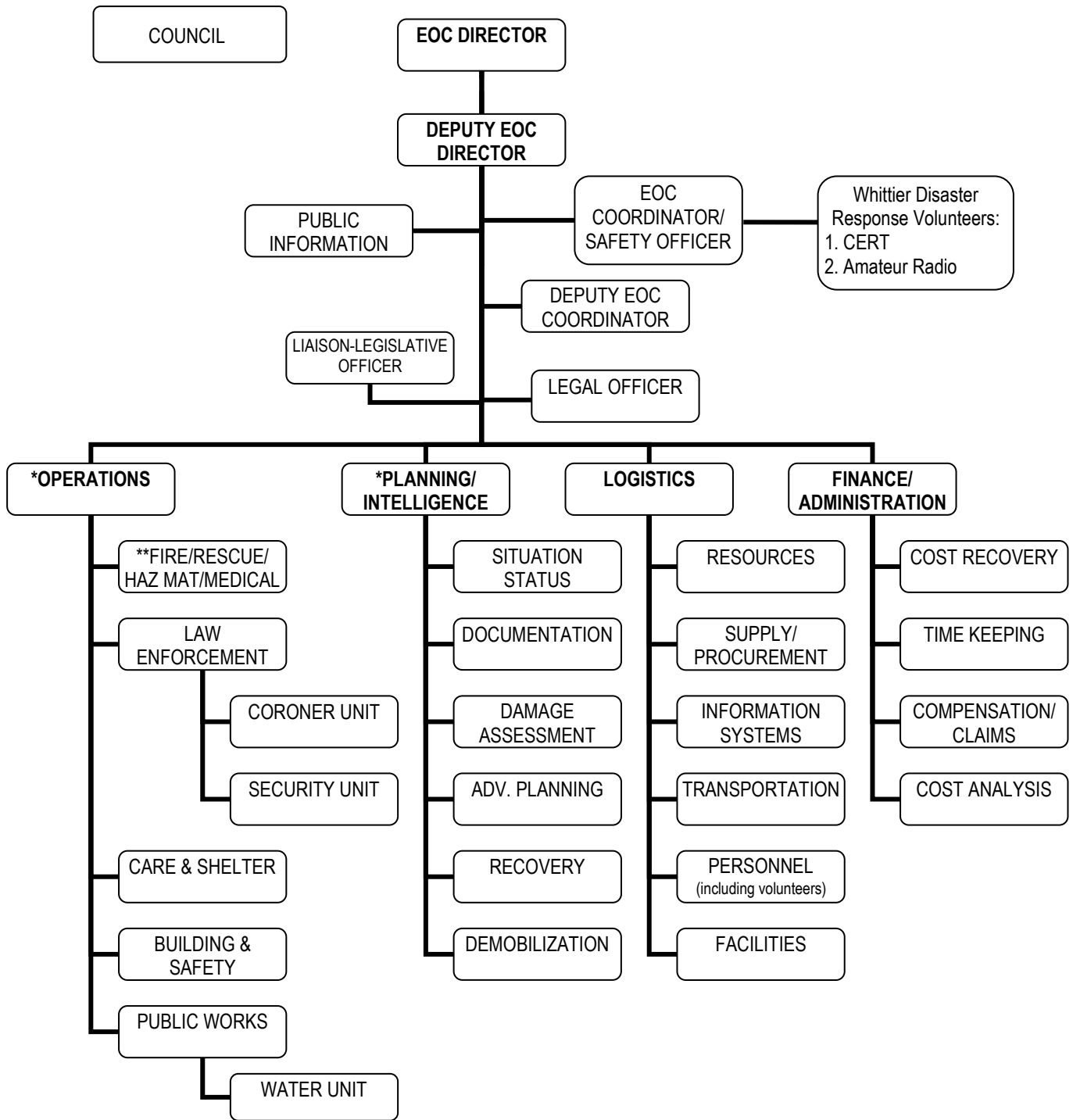
The Management Section may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the EOC Director. The EOC Director will provide call-back instructions for staff to report to work. If communication systems are damaged due to a disaster, personnel shall assume they are needed and report to work immediately.

Where to Report

The City EOC is located in the City's Police Department, Community Room/EOC. The alternate EOC is located at Parnell Park.

EMERGENCY OPERATIONS PLAN

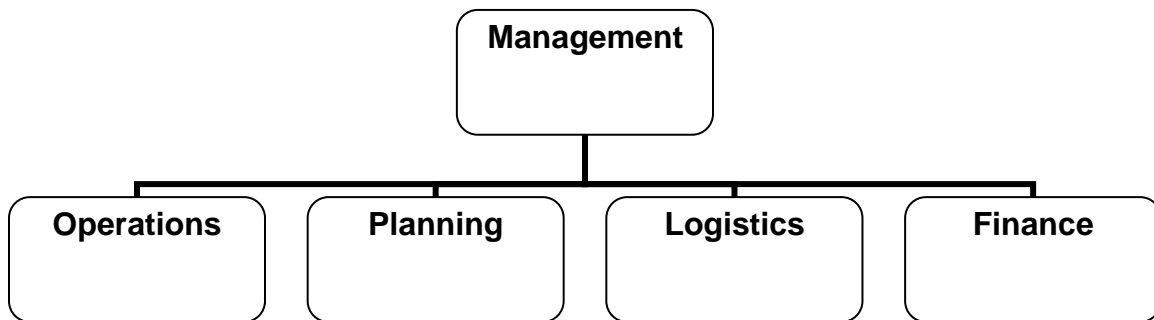
ORGANIZATION CHART



* If all elements are activated, a deputy may be appointed to provide a manageable span of control.

** Contract service/liaison position.

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

RESPONSIBILITIES CHART**Responsibilities:****Management Section**

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies and private organizations. Management will either activate appropriate sections or perform their functions as needed.

Operations Section

Responsible for coordinating all city operations in support of the disaster/emergency response through implementation of the city's EOC Action Plan.

Planning/Intelligence Section

Responsible for collecting, evaluating and disseminating information; coordinating the development of the city's EOC Action Plan in coordination with other sections; initiating and preparation of the city's After-Action/Corrective Action Report and maintaining documentation.

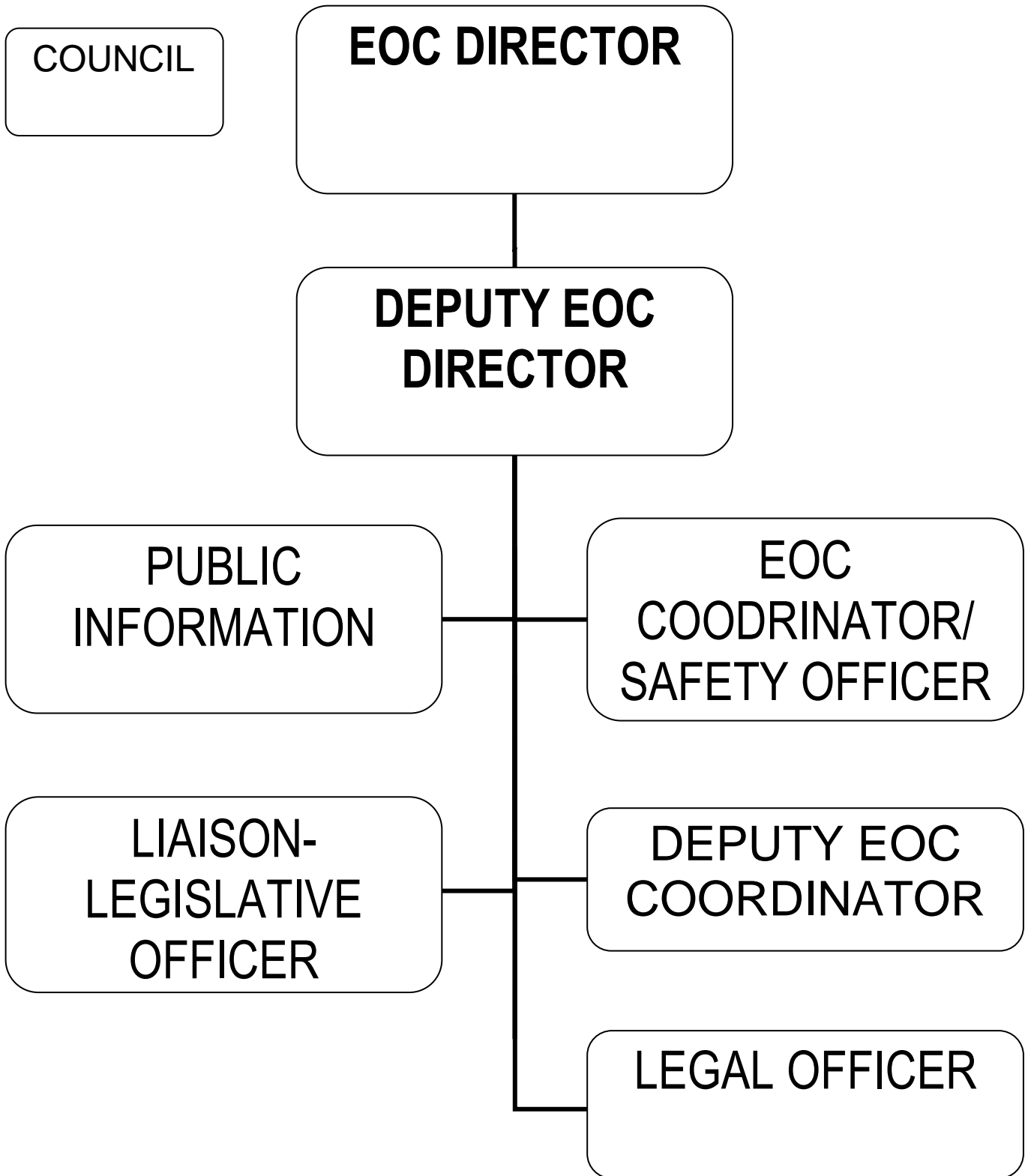
Logistics Section

The Logistics Section is responsible for providing communications, facilities, services, personnel, equipment, supplies, materials and tracking resources.

Finance/Administration Section

Responsible for financial activities and other administrative aspects.

MANAGEMENT SECTION ORGANIZATION CHART



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MANAGEMENT SECTION STAFF

The Management Section is led by the EOC Director and is established for every EOC activation to coordinate EOC operations. The City Manager by city ordinance will fill this position while serving as the EOC Director during a disaster/emergency. The EOC Director, the General Staff (Section Chiefs), and others as designated make up the EOC Management Team. The Management Team is responsible for advising the EOC Director on policy matters. They also assist the EOC Director in the development of overall strategy and tactics to mitigate the incident and rules, regulations, proclamations and orders. Management Section also includes certain staff functions required to support Management function.

- Deputy EOC Director
- Public Information Officer
- EOC Coordinator/Safety Officer
- Deputy EOC Coordinator
- Liaison-Legislative Officer
- Legal Officer
- City Council

EOC Director

The EOC Director directs the overall emergency response and recovery effort.

Deputy EOC Director

The Deputy EOC Director facilitates the overall functioning of the EOC and disaster management, coordinates with other agencies and SEMS/NIMS levels, and serves as a resource to the EOC Director to ensure the Emergency Operations Plan and its policies and procedures are carried out.

Public Information Officer

The Public Information Officer (PIO) ensures that information support is provided on request; that information released is consistent, accurate and timely and appropriate information is provided to all required agencies and the media.

After receiving a briefing from the EOC Director, the PIO will establish an area for the media away from the EOC and Command Post. A media information center is located in the City Hall lunch room/Media Center or outside the Whittier Police Department facility. The PIO will provide news releases, answer questions the media may have and arrange for tours or photo opportunities of the incident. The PIO will coordinate **all** information releases and media contacts with the EOC Director. When multiple local, state federal agencies are involved, a Joint Information Center (JIC) may be established. The Public Information Officer will coordinate and communicate with the JIC or assign an individual to the JIC to ensure coordination of information dissemination with local, state and federal agencies.

EOC COORDINATOR/Safety Officer

The EOC Coordinator/Safety Officer facilitates the overall functioning of the EOC, coordinates with other agencies and SEMS/NIMS levels, and serves as a resource to the EOC Director and Deputy EOC Director. The EOC Coordinator/Safety Officer is responsible for identifying and mitigating safety hazards and situations of potential city liability during EOC operations and ensuring a safe working environment in the EOC. Once the safety of the EOC has been assessed, this position may be filled as needed.

EOC Coordinator/Safety Officer establishes and maintains personal contact with the Disaster Response Volunteers, Community Emergency Response Teams and Amateur Radio Volunteers.

Deputy EOC Coordinator

The Deputy EOC Coordinator facilitates the overall functioning of the EOC and serves as a resource to the EOC Coordinator.

Liaison-Legislative Officer

The Liaison Officer serves as the point of contact for Agency Representatives from assisting organizations and agencies outside our city government structure. The Liaison Officer aids in coordinating the efforts of these outside agencies to reduce the risk of their operating independently. This ensures each agency is doing what it does best and maximizes the effectiveness of available resources. Any state and/or federal emergency official should make contact with the Liaison Officer to ensure continuity of operations.

The Liaison Officer may also serve as the multi-agency or inter-agency representative for the City to coordinate the response efforts.

The Legislative Liaison establishes and maintains personal contact with the elected officials representing the impacted area at the county/state/federal levels. Ensures that a link has been established between the City of Whittier and the legislative body to pass on information and requests and to lobby for the filling of requests when the established request channels are overloaded and not responsive. Communicates local needs to your community's legislative officers and establish a continued link between the jurisdiction and all other potential entities as needed. Identifies issues that should be forwarded to the proper political entities to ensure the best possible response to your community.

Legal Advisor/Officer

The Legal Advisor is the City Attorney and provides legal advice to the EOC Director in all legal matters relative to the emergency and assists in the proclamation of an emergency.

City Council

Proclaim and/or ratify a local emergency, approve emergency orders and serve as City Official.

EOC RESPONSIBILITIES

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

- Check-in with EOC Security Unit upon arrival at the EOC.
- Report to your EOC organizational supervisor.
- Pick up your colored position sign and post on wall under “EOC Positions Activated” (cluster by EOC Section color).
- Obtain a briefing on the situation.
- Determine your personal operating location and set up, as necessary.
- Review your position responsibilities.
- Identify yourself by putting your title on your person (vest, name tag). Print your name on the EOC organization chart next to your assignment.
- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Open and maintain a position activity log.
- Determine 24-hour staffing requirements and request additional support as required.
- Note your check-in time on the Section Time Log.
- Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center/Joint Information Center.
- Request additional resources through the appropriate Logistics Section Unit.
- Based on the situation as known or forecast determine likely future Section needs.
- Think ahead and *anticipate* situations and problems before they occur.
- Using activity log, maintain all required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster.
Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

General Operational Duties

- Keep up to date on the situation and resources associated with your position.
- Maintain current status reports and displays.
- Keep your EOC organizational supervisor advised of your status and activity and on any problem areas that now need or will require solutions.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.

- Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and **anticipate** support requirements and forward to your EOC organizational supervisor.
- Monitor your position activities and adjust staffing and organization to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your EOC organizational supervisor at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- Do **NOT** throw any paperwork (notes, memos, messages, etc.) away. This documentation can be used for FEMA reimbursement.

Deactivation

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Brief your replacement and/or your Section Chief regarding any outstanding or significant items.
- Deactivate your position and close out logs when authorized by your EOC organizational supervisor.
- Leave forwarding phone number where you can be reached.
- Sign out with your Section Head and on large EOC organization/sign-in sheet.
- If your replacement has not arrived, remove colored position sign from wall and return to Security Unit.

EOC DIRECTOR**EOC DIRECTOR****SUPERVISOR: City Council****GENERAL DUTIES:**

- Make executive decisions based on policies of the City Council.
- Develop and issue rules, regulations, proclamations and orders.
- Establish the appropriate level of organization, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional branches/groups/units as dictated by the situation.
- Exercise overall management responsibility for the coordination of the response efforts within the affected area. In conjunction with the General Staff, set priorities for response efforts, and ensure that all agency actions are accomplished within the priorities established.
- Liaison with legislative representatives as necessary to acquire vital support for your jurisdiction.
- Ensure that multi-agency or inter-agency coordination is accomplished effectively within the EOC.
- Provide for security of all EOC facilities and personnel access.
- Coordinate Emergency Operations Center (EOC) internal management systems.

RESPONSIBILITIES:

Overall management of the City of Whittier's emergency response and recovery effort.

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

CHECKLIST ACTIONS**Activation**

- Determine the operational status and appropriate level of activation based on situation as known.
- As appropriate, respond to the EOC.
- Mobilize appropriate personnel for initial activation of the EOC.
- Activate an alternate EOC as required. When there is damage to the primary EOC sufficient to render it unusable, report to the alternate EOC.
- Obtain briefing from whatever sources are available.

Position Start-Up Actions

- Review your position responsibilities.
- Identify yourself as the EOC Director by putting on the vest with your title. Print your name on the EOC organizational chart next to your assignment.
- Direct the implementation of the City's Emergency Operations Plan.
- Confirm level of EOC activation and ensure that EOC positions and ICS field positions are filled as needed.

- Notify the Los Angeles County Operational Area that the City EOC is activated via OARRS (Internet); or if OARRS is not available, then all requests and reports are to be sent to the Pico Rivera Sheriff's Station by means coordinated with and agreed to by the Watch Commander and City staff. The Pico Rivera Sheriff's Station will then be responsible for entering the data into OARRS. (see **Planning Support Documentation – LA County Operational Area Disaster Information Reporting Procedures**)
- Assign staff to initiate check-in procedures.
- Ensure that the EOC Organization and staffing chart is posted and that arriving team members are assigned by name.
- Ensure the EOC is properly set up and ready for operations.
- Appoint and ensure that EOC Section Chiefs (General Staff) are in place as soon as possible and are staffing their respective sections.
 - Operations Section Chief
 - Planning/Intelligence Section Chief
 - Logistics Section Chief
 - Finance/Administration Section Chief
- Ensure that the Management Section is staffed as soon as possible at the level needed.
 - Deputy EOC Director
 - Public Information Officer
 - EOC Coordinator/Safety Officer
 - Deputy EOC Coordinator
 - Liaison-Legislative Officer
 - Legal Officer
- Request additional personnel to maintain a 24-hour operation, as required.
- Brief incoming EOC Section personnel prior to their assuming their duties. Briefings should include:
 - Current situation assessment
 - Identification of specific job responsibilities
 - Identification of co-workers within the job function and/or geographical assignment
 - Availability of communications
 - Location of work area
 - Identification of eating and sleeping arrangements as appropriate
 - Procedural instructions for obtaining additional supplies, services and personnel
 - Identification of operational period work shifts
- Prepare work objectives for Section staff, brief staff and make staff assignments.
- Open and maintain a position log.
- Using activity log, maintain all required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

- Ensure that all EOC management team meetings, General Staff meetings and policy decisions are documented by a scribe.
- Ensure that telephone, radio and data communications with other facilities are established and tested.
- Ensure that all departments account for personnel and work assignments.
- Confirm the delegation of authority. Obtain any guidance or direction as necessary.
- Determine appropriate delegation of purchasing authority through the Logistics and Finance/Administration Section Units.
- Schedule the first planning meeting.
- Confer with EOC Operations Section Chief and other General Staff to determine what representation is needed at the EOC from other agencies.
- Ensure that the field agency representatives have been assigned to other facilities as necessary.
- Determine need and establish, if necessary, a deputy director position.
- Establish the frequency of briefing sessions.
- Based on the situation as known or forecast, determine likely future EOC Management Section needs.
- Think ahead and *anticipate* situations and problems before they occur.
- Request additional resources through the appropriate EOC Logistics Section Unit.

General Operational Duties:

- Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- Ensure that all your Section logs and files are maintained.
- Monitor your Section activities and adjust Section organization as appropriate.
- Resolve problems that arise in conducting your Section and EOC responsibilities.
- Anticipate potential situation changes, such as severe aftershocks, in all Section and EOC planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Ensure that all your Section personnel and equipment time records and a record of expendable materials used are provided to the Time Unit and Cost Analysis Unit of the Finance/Administration Section at the end of each operational period.
- Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Operational Duties:

- Carry out responsibilities of all other EOC Sections not currently staffed.
- Assess situation, work in progress, resources and estimate incident duration.
- Set up EOC planning meeting schedule with all EOC Section Chiefs.
- Develop overall strategy with the EOC Section Chiefs.
- Ensure that EOC Sections are carrying out their principle duties:

- Implementing operational objectives per the EOC Action Plan.
- Preparing action plans and status reports.
- Providing adequate facility and operational support.
- Providing administrative and fiscal record keeping and support.
- Develop and issue appropriate rules, regulations, proclamations and orders.
- Initiate Emergency Proclamations, as needed (see **Management Support Documentation – Legal Documents**)
- Establish City Hall hours of operation.
- Conduct periodic briefing sessions with the entire EOC management team to update the overall situation.
- Conduct periodic briefing sessions with the City Council to update the overall situation.
- Set priorities for restoration of city services.
- Hold action planning meeting of section chiefs, branch coordinators, agency representatives (as required) and key staff. The activities to be covered in an action planning meeting are:
 - Provide briefings on current and forecasted situation and major reportable incidents within affected Operational Area.
 - Obtain any additional information from other sources on the current situation assessment.
 - Review availability and status of ordered, enroute or staged resources.
 - Establish with staff the next Operational Period for which the EOC Action Plan should be developed. Define priority actions to be accomplished or undertaken within the next Operational Period in light of the known and forecasted situation and status of available resources.
 - Establish assignments for available and incoming resources based on current and forecast situation and established priorities.
 - Determine need for additional resources. Establish specific responsibilities for ordering.
 - Discuss and resolve any internal coordination issues.
 - Ensure that staff is clear on the EOC Action Plan. Have pertinent elements documented for distribution as necessary.
 - Establish time for next action planning meeting.
- Approve and authorize the implementation of the EOC Action Plan developed and prepared by the Planning/Intelligence Section and EOC management team.
- In conjunction with the Public Information Officer (PIO), coordinate and conduct news conferences and review media releases as required. Establish procedure for information releases affecting inter-agency coordination.
- Authorize PIO to release information to the media and to access the Emergency Alert System (EAS) via the Los Angeles County Operational Area EOC, if necessary.
- Monitor performance of EOC personnel for signs of stress or under-performance; initiate Critical Incident Stress Debriefing as appropriate in coordination with Personnel Unit of the Logistics Section.
- Keep the Liaison-Legislative Officer and EOC Coordinator/Safety Officer advised of safety conditions.
- Coordinate with the Law Enforcement Branch to:
 - Ensure that proper security of the EOC is maintained at all times.

- Provide security for any EOC critical facilities, supplies or materials.
 - Provide executive security as appropriate or required.
 - Provide security input and recommendations as appropriate.
 - Determine needs for special access facilities. Consider need for vehicle traffic control plan. Develop if required.
 - Establish or relocate security positions as dictated by the situation.
- Assist Deputy EOC Director in preparing a city strategy dealing with legislative issues during this event.
 - Establish a link between City of Whittier, its political bodies and the county and state legislative bodies.
 - Assist EOC in addressing any political issues that might arise. Determine, with the Deputy EOC Director, the need to contact specific legislative bodies to ensure the best possible response to your community.
 - Brief and coordinate with PIO, Liaison-Legislative Officer and City Council members on VIP tours.
 - Ensure that all documentation is being properly maintained. Forward pertinent documents to Whittier's elected officials and upward through proper channels to expedite response to the City.
 - Advise the Deputy EOC Director of any political issues that may need to be addressed and of any responsibilities that may need to be assigned.
 - Ensure that the EOC Liaison-Legislative Officer is providing for and maintaining positive and effective inter-agency coordination.
 - Establish and maintain contacts with adjacent jurisdictions/agencies and with other organizational levels as appropriate.
 - Monitor section level activities to assure that all appropriate actions are being taken.
 - Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Deactivation:

- Authorize deactivation of sections, branches or units when they are no longer required.
- Notify Los Angeles County Operational Area via the Pico Rivera Sheriff's Station EOC or Watch Commander, adjacent facilities and other EOCs as necessary of planned time for deactivation. Notification to the Op Area is via OARRS (Internet); or if OARRS is not available then all requests and reports are to be sent to the Pico Rivera Sheriff's Station by means coordinated with and agreed to by the Watch Commander and City staff. The Pico Rivera Sheriff's Station will then be responsible for entering the data into OARRS. (see **Planning Support Documentation – LA County Operational Area Disaster Information Reporting Procedures**)
- Ensure that any open actions not yet completed will be taken care of after deactivation.
- Ensure that all required forms or reports are completed prior to deactivation.
- Be prepared to provide input to the EOC After-Action Report/Corrective Action Report.
- Deactivate the EOC and close out logs when emergency situation no longer requires activation.
- Proclaim termination of the emergency and proceed with recovery operations.

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DEPUTY EOC DIRECTOR**EOC DIRECTOR****SUPERVISOR: EOC Director****GENERAL DUTIES:**

- Coordinate Emergency Operations Center (EOC) internal management systems.
- Assist and serve as an advisor to the EOC Director and General Staff as needed.
- Provide information and guidance to the EOC Management Team.
- Ensure staff is following city plans, policies and procedures.

RESPONSIBILITIES:

Facilitate the overall functioning of the EOC, coordinate with other agencies and SEMS/NIMS levels and serve as a resource to the EOC Director. Ensure staff is following the Emergency Operations Plan.

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

CHECKLIST ACTIONS**Start-Up Actions**

- Assess emergency impacts and provide advice to the EOC Director as to the extent of EOC activation.
- Assist the EOC Director in filling needed workstation assignments.
- Provide assistance and information to Section Chiefs, as required.

Operational Duties:

- Assist the General Staff and the EOC Director in developing an overall strategy, including:
 - Assessing the situation
 - Defining the problem
 - Establishing priorities
 - Determining the need for evacuation
 - Estimating the incident duration
 - Determining if there is a need to make an “Emergency Proclamation”
- Advise the EOC Director about proclamations, emergency ordinances and other legal documents required by the City Council and the EOC Director.
- Assist the Planning/Intelligence Section in the development, continuous updating and execution of the EOC Action Plan.
- Ensure efficient operating procedures within the EOC. Assist any function in addressing any issues that might arise, as appropriate.
- Monitor performance of EOC personnel for signs of stress or under-performance; advise the EOC Director and Personnel Unit as appropriate.
- Ensure that all documentation is being properly maintained by EOC personnel.
- Facilitate and attend periodic briefing sessions conducted by the EOC Director.

- Advise the EOC Director of any issues that need to be addressed and of any responsibilities that need to be assigned.
- Ensure that all notifications are made to the Los Angeles County Operational Area. As necessary, verify that requests for assistance have been addressed or forwarded to the State Regional EOC.
- Ensure that all necessary communications have been established.
- Coordinate all EOC functions with neighboring jurisdictions, the Los Angeles County Operational Area and other support and response organizations.
- Assist in shift change issues.

PUBLIC INFORMATION OFFICER**SUPERVISOR: EOC Director****GENERAL DUTIES:**

- Serve as the dissemination point for all media releases within the affected area. Other agencies wishing to release information to the public should coordinate through the Public Information function.
- Coordinate as necessary to ensure that the public within the affected area receives complete, accurate, timely, and consistent information about lifesaving procedures, health preservation instructions, emergency status and other information, and relief programs and services. Information released should be posted on the Press Release Clipboard in the EOC. (see **Management Support Documentation – PIO Support Information**)
- Review and coordinate all related information releases, including dissemination of emergency information to city departments to keep employees apprised of the situation.
- Maintain a relationship with the media representatives and hold periodic press conferences as required.
- Provide news releases, answer questions the media may have, and arrange for tours or photo opportunities of the incident.

RESPONSIBILITIES:

Ensure that information support is provided on request; that information released is consistent, accurate, and timely and that appropriate information is provided to all required agencies.

In larger disasters, the Emergency Public Information function may, as conditions and/or activation levels require, expand into a Branch structure and may send a representative to the federal Joint Information Center (JIC).

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

Duties:

- See Common EOC responsibilities on page M-17.
- Secure guidance from the EOC Director regarding the release of available information, and authorization to access the Emergency Alert System (EAS) and the cable system, if needed. (see **Part Two, Management Support Documentation, Emergency Alert System Procedures**)
- Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Provide an estimate of the impact and severity and make recommendations as appropriate.
- Coordinate all media events with the EOC Director.
- Ensure that all departments, agencies and response organizations in the jurisdiction are aware that they must coordinate release of emergency information through the PIO and

that all press releases must be cleared with the EOC Director before releasing information to the media.

- Establish a Media Information Center at a site away from the EOC, Command Post and incident for media use and dissemination of information. Provide necessary work space, materials, telephones and staffing. A Media Information Center Location: City Hall lunch room/Media Center or outside the Whittier Police Department facility. Announce safe access routes to Media Information Center for media. If there are multiple local, state and federal agencies involved consider establishing a Joint Information Center (JIC) or if a JIC is established designate staff to participate at the JIC.
- Schedule and post times and locations of news briefings in the EOC, Media Information Center and other appropriate areas.
- Prepare and provide approved information to the media. Post news releases in the EOC, Media Information Center and other appropriate areas.
- Develop an information release program.
- Interact with other branches/groups/units to provide and obtain information relative to public information operations.
- Coordinate with the Situation Status Unit of the Planning/Intelligence Section and define areas of special interest for public information action. Identify means for securing the information as it is developed.
- Maintain an up-to-date picture of the situation for presentation to media.
- Obtain, process, and summarize information in a form usable in presentations.
- Provide periodic briefings and press releases about the disaster situation throughout the affected areas. Refer media representatives to incident level PIOs for specific information.
- As required, periodically prepare briefings for the jurisdiction executives or elected officials.
- Develop a fact sheet for field personnel to distribute to residences and local businesses (include information about water and electrical outages/shortages, water supply stations, health services, etc.).
- Respond to information requests from the EOC Director and EOC management team.
- Ensure that a rumor control function is established as necessary, and has the means for identifying false or erroneous information. Develop procedure to be used to squelch such information.
- Provide sufficient staffing and telephones to efficiently handle incoming media and public calls and to gather status information.
- Consider establishing a staffing a hot-line to answer inquiries from the public as needed.
- Provide sufficient staffing and telephones to efficiently handle incoming media and public calls and to gather status information.
- Prepare, update and distribute to the public a Disaster Assistance Information Directory containing locations to obtain food, shelter, supplies, health services, etc.
- Prepare a briefing sheet to be distributed to all employees at the beginning of each shift so they can answer questions from the public, such as shelter locations, water distribution sites, etc.
- Broadcast emergency information/updates on cable television either through message board or live taping of Mayor or EOC Director.
- Arrange for meetings between media and city officials or incident personnel.

- Prepare a briefing sheet to be distributed to all employees at the beginning of each shift so they can answer questions from the public, such as shelter locations, water distribution sites, LACs, etc. (see **Part Two, Management Support Documentation**)
- Provide escort service to the media and VIPs; arrange for tours and photo opportunities when available staff and time permit. Coordinate VIP tours with Liaison-Legislative Officer, and City Council.
- Assist in making arrangements with adjacent jurisdictions for media visits.
- Determine which radio and TV stations are operational. (see **Part Two, Management Support Documentation**)
- Determine requirements for support to the emergency public information function at other EOC levels.
- Monitor broadcast media, and use information to develop follow-up news releases and rumor control.
- When federal emergency response teams respond, coordinate activities through the Los Angeles County Operational Area to ensure coordination of local, state and federal public information activities. If a federal Joint Information Center (JIC) is established, designate a City representative to the JIC.
- Ensure that announcements, information and materials are translated and prepared for special populations (non-English speaking; non-readers; elderly; the hearing, sight and mobility impaired; etc.).
- Prepare materials that describe the health risks associated with each hazard, the appropriate self-help or first aid actions and other appropriate survival measures.
- Prepare instructions for people who must evacuate from a high-risk area, including the following information for each threat: evacuation routes; suggestions on types and quantities of clothing, food, medical items, etc. the evacuees should bring; location of shelters.
- During periods of increased national readiness, or in time of need, prepare materials that address national security survival tips.
- Warn all non-English speaking and hearing impaired persons of the emergency situation/hazard by:
 - Using bilingual employees whenever possible.
 - Translating all warnings, written and spoken, into appropriate languages.
 - Contacting media outlets (radio/television) that serve the languages you need.
 - Utilizing TDD machines and 9-1-1 translation services to contact the deaf.
 - Using pre-identified lists of disabled and hearing impaired persons for individual contact.
- Issue timely and consistent advisories and instructions for life safety, health and assistance:
 - What to do and why.
 - What not to do and why.
 - Hazardous areas and structures to stay away from.
 - Evacuation routes, instructions and arrangements for persons without transportation or special needs (non-ambulatory, sight-impaired, etc.).
 - Location of mass care shelters, first aid stations, food/water distribution points, etc.
 - Location where volunteers can register and be given assignments.

- Street, road, bridges and freeway overpass conditions, congested areas to avoid and alternate routes to take.
 - Instructions from the coroner and public health officials pertaining to dead bodies, potable water, human waste and spoiled food disposal.
 - Curfew information.
 - School information (The school district should issue specific information. The City PIO can issue general information authorized by the school district.)
 - Weather hazards when appropriate.
 - Public information hotline numbers.
 - Status of Local Proclamation, Governor's Proclamation or Presidential Declaration.
 - Local, state and federal assistance available; locations and times to apply.
 - Local Application Center (LAC) locations, opening dates and times.
 - How and where people can obtain information about relatives/friends in the emergency/disaster area. **(Coordinate with the Red Cross on the release of this information.)**
- Issue other information pertaining to the emergency/disaster (acts of heroism, historical property damaged or destroyed, prominence of those injured or killed, and other human interest stories).
 - Through the Los Angeles County Operational Area, coordinate with state, federal or private sector agencies to get technical information (health risks, weather, etc.) for release to the public and media.
 - Ensure file copies are maintained of all information released and posted in the EOC.
 - Provide copies of all releases to the EOC Director.
 - Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

EOC COORDINATOR/SAFETY OFFICER**SUPERVISOR: EOC Deputy Director****EOC COORDINATOR****GENERAL DUTIES:**

- Assist EOC Deputy Director with Emergency Operations Center (EOC) internal management systems.
- Coordinate with EOC Deputy Director to liaison with outside public jurisdictions and internal departments.
- Assist and serve as an advisor to the EOC Director, EOC Deputy Director and General Staff, as needed.
- Provide information and guidance to the EOC Management Team.
- Maintain contact with the Los Angeles County Operational Area EOC Liaison Officer.
- Serve (temporary assignment) as a Section Chief, if assigned by the EOC Deputy Director.
- Serve as the primary point of contact for Disaster Response Volunteers.

RESPONSIBILITY:

Facilitate the overall functioning of the EOC, coordinate with other agencies and SEMS/NIMS levels and serve as a resource to the EOC Director.

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

Duties:

- See Common EOC responsibilities on page M-1.
- Assist the EOC Director, EOC Deputy Director and General Staff in developing an overall strategy, including:
 - Assess the situation
 - Define the problem
 - Establish priorities
 - Determine the need for evacuation
 - Estimate the incident duration
 - Determine if there is a need to make an "Emergency Proclamation"
- Advise the EOC Director and EOC Deputy Director about proclamations, emergency ordinances and other legal documents required by the City Council and the EOC Director.
- Assist the Planning/Intelligence Section in the development, continuous updating and execution of the EOC Action Plan.
- Ensure efficient operating procedures within the EOC. Assist any function in addressing any issues that might arise.
- Monitor performance of EOC personnel for signs of stress or under-performance; advise EOC Director of condition.
- Ensure that EOC personnel are properly maintaining all documentation.

- Facilitate and attend periodic briefing sessions conducted by the EOC Director and Deputy EOC Director.
- Advise the EOC Deputy Director of any issues that need to be addressed and of any responsibilities that need to be assigned.
- Coordinate with EOC Deputy Director to liaison with other agencies (Operational Area, State and FEMA) as assigned. Ensure that all notifications are made to the Los Angeles County Operational Area and verify that requests for assistance have been addressed or forwarded to the State Regional EOC.
- Ensure that all necessary communications have been established.
- Coordinate and monitor all EOC visitations. (see **EOC Control Procedures in Management Support Documentation**)
- Coordinate all EOC functions with neighboring jurisdictions, the Los Angeles County Operational Area and other support and response organizations.
- Assist in shift change issues.
- Coordinate and manage the Disaster Response Volunteers.

SAFETY OFFICER

GENERAL DUTIES:

- Ensure that all facilities used in support of EOC operations have safe operating conditions.
- Monitor all EOC and related facility activities to ensure that they are being conducted in as safe a manner as possible under the circumstances that exist.
- Stop or modify all unsafe operations.

RESPONSIBILITIES:

Identify and mitigate safety hazards and situations of potential City liability during EOC operations and ensure a safe working environment in the EOC.

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

- See Common EOC responsibilities on page M-17.

Duties:

- Secure information regarding emergency conditions.
- Support Safety Officers in the field to ensure safety of field operations for employees and volunteers.
- Tour the entire facility area and determine the scope of on-going operations.
- Evaluate conditions and advise the EOC Director of any conditions and actions which might result in liability—e.g., oversights, improper response actions, etc.
- Coordinate with the Personnel Unit of the Logistics Section to ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements.

- Study the facility to learn the location of all fire extinguishers, fire hoses and emergency pull stations.
- Be familiar with particularly hazardous conditions in the facility.
- Ensure that the EOC location is free from environmental threats (i.e., radiation exposure, air purity, water potability, etc.)
- If the events that caused activation is an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Coordinate with the Law Enforcement Branch to obtain assistance for any special safety requirements.
- Keep the EOC Director advised of safety conditions.
- Coordinate with Legal Officer on any personnel injury claims or records preparation as necessary for proper case evaluation and closure.

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DEPUTY EOC COORDINATOR**SUPERVISOR: EOC Coordinator****GENERAL DUTIES:**

- Assist EOC Deputy Director and EOC Coordinator with Emergency Operations Center (EOC) internal management systems.
- Coordinate with EOC Deputy Director and EOC Coordinator to liaison with outside public jurisdictions and internal departments.
- Assist and serve as an advisor to the EOC Director, EOC Deputy Director and General Staff as needed.
- Provide information and guidance to the EOC Management Team.
- Maintain contact with the Los Angeles County Operational Area EOC Liaison Officer.
- Serve (temporary assignment) as a Section Coordinator if assigned by the EOC Deputy Director
- Coordinate all visits to the EOC.

RESPONSIBILITY:

Assist EOC Coordinator with facilitating the overall functioning of the EOC, coordinate with other agencies and SEMS/NIMS levels and serve as a resource to the EOC Director and EOC Coordinator.

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

Duties:

- See Common EOC responsibilities on page M-17.
- Assist the EOC Director, EOC Deputy Director and General Staff in developing an overall strategy, including:
 - Assess the situation
 - Define the problem
 - Establish priorities
 - Determine the need for evacuation
 - Estimate the incident duration
 - Determine if there is a need to make an "Emergency Proclamation"
- Assist the Planning/Intelligence Section in the development, continuous updating and execution of the EOC Action Plan.
- Ensure efficient operating procedures within the EOC. Assist any function in addressing any issues that might arise.
- Monitor performance of EOC personnel for signs of stress or under-performance; advise EOC Coordinator of condition.
- Ensure that EOC personnel are properly maintaining all documentation.
- Facilitate and attend periodic briefing sessions conducted by the EOC Director and Deputy EOC Director.

- Advise the EOC Coordinator of any issues that need to be addressed and of any responsibilities that need to be assigned.
- Coordinate with EOC Coordinator to liaison with other agencies (Operational Area, State and FEMA) as assigned. Ensure that all notifications are made to the Los Angeles County Operational Area and verify that requests for assistance have been addressed or forwarded to the State Regional EOC.
- Ensure that all necessary communications have been established.
- Coordinate and monitor all EOC visitations. (see **EOC Control Procedures in Management Support Documentation**)
- Coordinate all EOC functions with neighboring jurisdictions, the Los Angeles County Operational Area and other support and response organizations.
- Assist in shift change issues.
- Serve as Team Leader for Water Supply team for City Staff (Refer to Appendix 39).

(LIAISON-) LEGISLATIVE OFFICER**SUPERVISOR: EOC Director****GENERAL DUTIES:**

- Work closely with the EOC Director to ensure proper support from all legislative entities.
- Liaison with legislative representatives as necessary to acquire vital support for your jurisdiction.
- Assist EOC Director as needed.
-

RESPONSIBILITIES:

Although this is not a position described in ICS/NIMS/SEMS, it is a management level function that has demonstrated its necessity during recent disasters. The Legislative Liaison is a part of the management staff and may be a singular person or group who, as an incident indicates, establishes and maintains personal contact with the elected officials representing the impacted area at the county/state/federal levels.

Ensure that a link has been established between the City of Whittier and the legislative body to pass on information and requests and to lobby for the filling of requests when the established request channels are overloaded and not responsive. Communicate local needs to your community's legislative officers and establish a continued link between the jurisdiction and all other potential entities as needed. Identify issues that should be forwarded to the proper political entities to ensure the best possible response to your community.

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

Duties:

- See Common EOC responsibilities on page M-17.
- Assist EOC Director in preparing a city strategy dealing with legislative issues during this event.
- Establish a link between your jurisdiction, its political bodies and the county and state legislative bodies.
- Assist EOC in addressing any political issues that might arise. Determine, with the EOC Director, the need to contact specific legislative bodies to ensure the best possible response to your community.
- Brief and coordinate with PIO, Liaison-Legislative Officer and City Council members on VIP tours.
- Ensure that all documentation is being properly maintained. Forward pertinent documents to Whittier's elected officials. As needed, forward pertinent documentation upward through proper channels to expedite response to your jurisdiction.
- Advise the EOC Director of any political issues that may need to be addressed and of any responsibilities that may need to be assigned.

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LEGAL OFFICER**SUPERVISOR: EOC Director****GENERAL DUTIES:**

- Prepare proclamations, emergency ordinances and other legal documents and provide legal services as required.
- Maintain legal information, records and reports relative to the emergency. (see **Management Support Documentation – Legal Documents**)
- Commence legal proceedings as needed.
- Participate as a member of the EOC management team when requested by EOC Director.

RESPONSIBILITIES:

Provide legal advice to the EOC Director in all legal matters relative to the emergency and assist in the proclamation of an emergency.

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

Duties:

- See Common EOC responsibilities on page M-17.
- Prepare proclamations, emergency ordinances and other legal documents required by the City Council and the EOC Director.
- Develop rules, regulations and laws required for the acquisition and/or control of critical resources.
- Develop emergency ordinances and regulations to provide a legal basis for evacuation and/or population control.
- Commence civil and criminal proceedings as necessary and appropriate to implement and enforce emergency actions.
- Advise the EOC Director on areas of legal responsibility and identify potential liabilities.
- Advise the City Council, EOC Director and management personnel of the legality and/or legal implications of contemplated emergency actions and/or policies.
- Prepare documents relative to the demolition of hazardous structures or conditions.

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CITY COUNCIL**SUPERVISOR: Electorate****GENERAL DUTIES:**

- Proclaim and/or ratify a local emergency.
- Establish executive level policies for management of emergency.
- Ensure that the EOC Director has clear policy direction.
- Obtain briefings from EOC Director and provide information to the public and media.
- Support a multi-agency disaster response.
- Host and accompany VIPs and government officials on tours of the emergency/disaster.

RESPONSIBILITIES:

Proclaim and/or ratify a local emergency, approve emergency orders and serve as City Official.

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

Duties:

- See Common EOC responsibilities on page M-18.
- Check In at the City Manager's Office/Policy Group.
- Receive incident briefing from the EOC Director.
- Call emergency meetings of the City Council to proclaim and/or ratify a local emergency and approve emergency orders as needed.
 - Three members of the City Council are needed for an official quorum.
 - Emergency proclamations must be ratified within seven (7) days.
 - Approve extraordinary expenditure requirements as necessary.
- Review, at least every 21 days, the need for continuing the Local Emergency and proclaim the termination of the Local Emergency as conditions warrant.
- In consultation with the EOC Director, Policy Group and General Staff, develop temporary emergency policies for managing the strategic aspects of the emergency.
- Oversee the release of official statements.
- Upon request of PIO or Liaison-Legislative Officer, host and accompany VIP's and governmental officials on tours of the emergency/disaster area. Coordinate all tours with Public Information Officer (PIO) and Deputy EOC Coordinator.
- Provide interviews to the media as arranged by the PIO.
- Refer all requests for emergency information to the EOC Director or Public Information Officer.
- Serve on and coordinate activities of the Disaster Council.
- Develop or utilize existing citizen's advisory group to address concerns.

- Consider developing an emergency planning task force within the local business or trade association to discuss concerns and disseminate pre-event planning information and post-event recovery information.
- Consider developing a plan to provide a “citizen and business aid” location that can be utilized for information and assistance to citizens and businesses impacted by an emergency.
- Encourage post-event discussions in the community to identify perceived areas of improvements.

NOTE: Council members should refrain from direct involvement with City or joint City/County/State Emergency Operations Center (EOC) activities. Council members will be provided information updates through the EOC Director.

**MANAGEMENT SECTION
SUPPORT DOCUMENTATION**

REFERENCE DOCUMENTS BY POSITION

EOC DIRECTOR

HOMELAND SECURITY ADVISORY SYSTEM GUIDELINES –
WHITTIER PROTECTIVE MEASURESMS-3

LEGAL OFFICER

LEGAL DOCUMENTS

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Emergency Operations Plan

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WHITTIER PROTECTIVE MEASURES

The following protective measures may be implemented at various Threat Condition levels:

Low Condition (Green)

This condition is declared when there is a low risk of terrorist attack. Emergency Operations Center activation level is inactive.

- Ensure staff receives proper training on Homeland Security Advisory System, and protective measures
- Regularly assess facilities for vulnerabilities and take measures to reduce them
- Refine and exercise as appropriate preplanned protective measures

Guarded Condition (Blue)

This condition is declared when there is a general risk of terrorist attacks. Emergency Operations Center activation level is inactive.

- Review and update emergency response procedures
- Provide the public with any information that would strengthen its ability to act appropriately
- Check communications with designated emergency response or command locations

Elevated Condition (Yellow)

An elevated condition is declared when there is a significant risk or terrorist attacks. This condition may or may not activate the Emergency Operations Center depending on a regional/local assessment.

- Increase surveillance of critical locations whose loss will have an adverse effect on the City's ability to provide service to the public and/or accomplish its primary mission
- Coordinate emergency plans as appropriate with nearby jurisdictions
- Assess preplanned protective measures within the context of the current threat
- Keep staff aware of what procedures are taking place

High Condition (Orange)

A high condition is declared when there is a high risk of terrorist attacks. This condition may or may not activate the Emergency Operations Center depending on local/regional assessment.

- Take additional precautions at public events
- Review building evacuation plans
- Review mail handling/package delivery procedures
- Review information technology system security issues including remote capabilities.
- Review emergency reporting procedures
- Be prepared to have someone monitor the Operational Area Response and Recovery System (OARRS) if directed
- Restrict public access to buildings if threat assessment is credible regionally/locally
- Coordinate necessary security effort with laws enforcements agencies (Whittier Police Department, Los Angeles County Sheriff and California Highway Patrol).

Emergency Operations Plan

- Prepare to execute contingency procedures.
- Test staff notification procedures/systems.

Severe Condition (Red)

A severe condition reflects a severe risk of terrorist attacks. Emergency Operations Center activation may activate from monitoring to full activation; this will depend on the local/regional assessment.

- Stand ready to increase or redirect personnel to address critical emergency needs
- Monitor, redirect, or constrain transportation systems
- Consider closing public facilities based on Terrorism Early Warning Group threat guidance
- Consider canceling large scale public events if their security cannot be enhanced, based on Terrorism Early Warning Group threat guidance
- Activate Emergency Operations Center, level of activation determined by threat assessment from Terrorism Early Warning Group threat guidance
- Direct staff to monitor OARRS
- Ensure all staff is kept informed

Extracted from the California Emergency Plan**ORDERS AND REGULATIONS WHICH MAY BE SELECTIVELY PROMULGATED BY
THE GOVERNOR DURING A STATE OF EMERGENCY****Order 1 (Employment)**

It is hereby ordered that the period of employment for State Personnel Board emergency appointments, as provided in Section 19120 of the Government Code and State Personnel Board Rules 301-303, be waived for positions required for involvement in emergency and/or recovery operations. The requirements and period of employment for such appointments will be determined by the Director, California Office of Emergency Services, but shall not extend beyond the termination date of said State of Emergency.

Order 2 (Medical Supplies)

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, California Office of Emergency Services, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, all drugs and medical supply stocks intended for wholesale distribution shall be held subject to the control and coordination of the Department of Health Services, Food and Drug Section. Authority imparted under this Order, and specific to the proclaimed emergency, shall not extend beyond the termination date of said State of Emergency.

Order 3 (Salary Payment)

It is hereby ordered that during the proclaimed State of Emergency appropriate parts of Sections 18020-18026 of the Government Code and State Personnel Board Rules 130-139 be waived to permit cash compensation to personnel whose work is designated by the Director, California Office of Emergency Services, as essential to expedite emergency and recovery operations for all time worked over the employee's regular workweek, at a rate of 1-1/2 times the regular rate of pay. The Director, Office of Emergency Services, will also designate the beginning and ending dates for such overtime for each individual involved. This waiver shall not extend beyond the termination date of said State of Emergency.

Order 4 (Bonding)

It is hereby ordered that, in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, California Office of Emergency Services, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, the provisions of Sections 3247-3258 of the Civil Code relating to state contracting bonding requirements for the performance of heavy rescue, debris removal, expedient construction, preparation of mobile home sites, and related activities are suspended. This suspension shall not extend beyond the termination date of said State of Emergency.

Order 5 (Temporary Housing)

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, California Office of Emergency Services, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, those zoning, public health, safety, or intrastate transportation laws, ordinances, regulations, or codes which the Director, California Office of Emergency Services, determines impair the provision of temporary housing be suspended for a time not to exceed 60 days, after the proclaimed State of Emergency and authorization by the President upon the declaration of a Major Disaster for the Temporary Housing Program as prescribed in Section 404 of Public Law 93-288 and Section 8654(a) of the Government Code.

Order 6 (Petroleum Fuels)

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, California Office of Emergency Services, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, distribution of intra-state petroleum stocks including those in refinery storage, major distribution installations and pipeline terminals, shall be held subject to the control and coordination of the Energy Resources Conservation and Development Commission. Petroleum stocks may be prioritized and diverted for use into a disaster area or in support of disaster mitigation operations. Any and all actions taken shall be at the discretion and judgment of the State Fuel Allocator, California Energy Commission, for use in disaster mitigation. Such actions shall be coordinated with and prioritized by the Director, Office of Emergency Services, but shall not extend beyond the termination date of said State of Emergency.

Order 7 (Banking)

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, California Office of Emergency Services, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, all banks will take emergency operating actions pursuant to Section 1916 of the Financial Code. Actions taken under this Order, and specific to the proclaimed emergency, shall not extend beyond the termination date of said State of Emergency.

Extracted from the California Emergency Plan**ORDERS AND REGULATIONS PROMULGATED BY THE GOVERNOR TO TAKE EFFECT UPON THE EXISTENCE OF A STATE OF WAR EMERGENCY****Order 1 (Orders and Regulations in Effect)**

It is hereby ordered that the following orders and regulations, numbered 2 through 12, having been duly made in advance of a State of War Emergency, approved by the California Emergency Council, and filed with the Secretary of State and the county clerk of each county, shall take full effect upon the existence of a State of War Emergency and shall remain in full force and effect until amended or rescinded or until termination of said State of War Emergency. (See Section 8567(a), (b), and (d), State Emergency Services Act.)

Order 2 (Warning)

It is hereby ordered that, immediately upon the existence of a State of War Emergency, all counties, cities and counties, and cities of the State will immediately sound the indicated warning signal and/or take all other appropriate actions to warn residents. The warning signals necessary to effectuate this action shall be those prescribed by the Federal Government for this purpose.

Order 3 (Authority and Implementation under State of War Emergency)

It is hereby ordered that the Director of the Office of Emergency Services is authorized and directed to act on behalf of the Governor and in the name of the State of California in implementing and operating the California War Emergency Plan; and he is authorized to assume command and control of operations within the state in accordance with such plan, insofar as adherence to such plan is adequate, and to deviate from such plan, as directed by the Governor or to the extent and in such manner as he may deem necessary for the protection of life, property, and resources of or within the state against unforeseen circumstances or hazards which, by reason of their character or magnitude, are beyond the scope of such plan; and

It is further ordered that the Director of the Office of Emergency Services is authorized to delegate such powers as are herein granted, or as authorized under Article 5 of the California Emergency Services Act, to personnel of his office as he may deem necessary, and such personnel may act on behalf of and in the name of the Director of the Office of Emergency Services in carrying out any authority so delegated.

Order 4 (Personnel)

It is hereby ordered that all public employees or persons holding positions of responsibility in the State or in accredited local emergency organizations, and all registered disaster service workers, and all unregistered persons impressed into service during a State of War Emergency by a person having the authority to command the aid of citizens in the execution of his duties, are hereby declared to be members of the Statewide War-Emergency Organization; and

It is further ordered that all officials of local political subdivisions of the State and all registered disaster service workers who perform duties in the State or Regional emergency operations headquarters are hereby declared to be personnel of the State War-Emergency Organization for the period of the State of War Emergency, subject to the direction of the Governor, the Director of the Office of Emergency Services, and/or the Manager of the regional headquarters to which such persons are assigned or attached; and

It is further ordered that all officials and registered disaster service workers heretofore designated as Coordinators or as staff personnel of Operational Area organizations, which have been ratified by the California Emergency Council, are hereby declared to be personnel of the State War Emergency Organization.

Order 5 (War Powers)

It is hereby ordered that the governmental functions for the protection of lives, property, and resources of the State and of every political subdivision thereof shall continue in full force and effect, and all duly constituted officials of the State and of every political subdivision thereof shall continue to discharge their responsibilities and shall comply with, enforce, and assume the responsibility for implementing such regulations and orders not inconsistent with or contradictory to rules, regulations, or orders issued by the President of the United States or the Commanding General, Sixth United States Army, as are now or may hereafter be promulgated by the Governor, in accordance with approved plans and procedures.

Order 6 (Sales Restrictions)

It is hereby ordered that, in accordance with national and state policy, as reflected in the General Freeze Order, Part A, California Emergency Resources Management Plan, all retail sales and transfers of consumer items are prohibited for a period of at least five days following the onset of a State of War Emergency, except for the most essential purposes as determined by federal, state, or local authorities and except for essential health items and perishables in danger of spoilage.

Order 7 (Alcohol Sales)

It is hereby ordered that the sale of alcoholic beverages shall be discontinued immediately.

Order 8 (Petroleum Sales)

It is hereby ordered that all petroleum stocks for California distribution, including those in refinery storage, major distributing installations, and pipe line terminals, shall be held subject to the control of the State Petroleum Director; and

It is further ordered that, following the period of prohibition of sales imposed by Order 6, retail outlets for petroleum products shall operate in accordance with rules and regulations prescribed by the State Petroleum organization as outlined in Part B-VII of the California Emergency Resources Management Plan.

Order 9 (Food Sales)

It is hereby ordered that all wholesale food stocks, including those under the control of processors, wholesalers, agents and brokers, be held subject to the control of the State Food Director, except that:

- (1) Fresh fluid milk, fresh vegetables, and bread are not subject to this order; and
- (2) Supplies necessary for immediate essential use, on the basis of 2000 calories per person per day, of persons in homes or in mass care centers, restaurants, hotels, hospitals, public institutions, and similar establishments feeding approximately 100 persons or more per day, may be obtained from wholesale and/or retail sources upon approval by local authorities operating in accordance with existing state and federal food supply policies; and

It is further ordered that, following the period of prohibition of sales imposed by Order 6, retail outlets for food stocks shall operate in accordance with rules and regulations

Emergency Operations Plan

prescribed by the State Food Organization as outlined in Part B-III of the California Emergency Resources Management Plan.

Order 10 (Medical Supplies)

It is hereby ordered that all drugs and medical supply stocks in California, intended for wholesale distribution, shall be held subject to the control of the Chief, State Emergency Medical and Health Organization; and

It is further ordered that, following the period of prohibition of sales imposed by Order 6, retail outlets for drugs and medical supplies shall operate in accordance with rules and regulations prescribed by the State Emergency Medical and Health Organization as outlined in Part B-IV of the California Emergency Resources Management Plan.

Order 11 (Banking)

It is hereby ordered that all banks will take emergency operating actions pursuant to Sections 1915 and 1916 of the Financial Code.

Order 12 (Rent Control/Rationing)

It is hereby ordered that, pursuant to the California Emergency Resources Management Plan, Part B-II, Economic Stabilization, and in conjunction with the lifting of the General Freeze Order as referred to in Order 6, price and rent control and consumer rationing will be invoked and administered by the State Economic Stabilization Organization. Rationed items may include those identified in the list of essential survival items contained in Part A, California Emergency Resources Management Plan, and such other items as may be in short supply.

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LOCAL AND STATE EMERGENCY PROCLAMATIONS

When there is a condition of extreme peril or potential peril to the safety of persons and property, and the condition is beyond the capability of the local forces to control effectively, the local governing body (City Council, Board of Supervisors or a person authorized by ordinance) may proclaim that a local emergency exists. A local emergency may be proclaimed to exist due to a specific situation, such as flood, fire, storm, earthquake, epidemic, drought, sudden and severe energy shortage, or other condition. The type of disaster, date of occurrence and area affected are to be identified. (See examples of local emergency proclamations/resolutions in **Exhibits 1, 2 and 3.**) A copy of the resolution must be provided to the Los Angeles County Operational Area for transmission to Cal OES.

To qualify for assistance under the state California Disaster Assistance Act (CDAA), such proclamations must be made within 10 days of the event.

The governing body must review the need for continuing the Local Emergency Proclamation **at least every 14 days (no more than 21 days).**

The Proclamation of a Local Emergency:

- Gives public employees and governing bodies certain legal immunities for emergency actions taken.
- Enables local agencies to request state assistance under the State CDAA.
- Allows the chief executive or other authorized official designated by local ordinance to:
 - Establish curfews.
 - Take any measures necessary to protect and preserve public health and safety.
 - Exercise all authority granted by local ordinance.

LOCAL RESOLUTION REQUESTING STATE DIRECTOR, OFFICE OF EMERGENCY SERVICES, CONCURRENCE IN LOCAL EMERGENCIES

Following the proclamation of a local emergency and in the event public real property has been damaged or destroyed and assistance is needed in the repair and restoration, the governing body may request the Cal OES Secretary to concur in their proclamation of a local emergency and to provide assistance under the California Disaster Assistance Act (CDAA). The resolution must indicate the nature and date of the emergency, and the person designated to receive, process and coordinate all aid. The resolution will be sent to Cal OES through the Los Angeles County Operational Area.

To assist the Cal OES Secretary in evaluating the situation, and in making a decision on whether or not to concur in the local emergency, the following is required to accompany the resolution:

- Certified copy of Local Emergency Proclamation (see **Exhibits 1, 2 or 3.**)
- Damage Assessment Summary

Note: The Local Emergency proclamation must be made within 10 days of the occurrence to qualify for assistance under the California Disaster Assistance Act. The following financial assistance is available through Cal OES under the CDAA:

- Assistance to repair, restore, reconstruct or replace public real property or public facilities belonging to local agencies damaged as a result of natural disasters;

- Indirect costs; and
- Direct costs of grant administration.

STATE OF EMERGENCY/PRESIDENTIAL DECLARATION

Resolution Requesting Governor to Proclaim a State of Emergency

After a proclamation of a local emergency, the governing body of the city or county, having determined that local forces are unable to mitigate the situation, may request by resolution that the Governor proclaim a state of Emergency in the area to invoke mandatory mutual aid and provide state assistance under CDAA (see **Exhibits 4 and 5**). A copy of the request for a Governor's Proclamation, with the following supporting data, will be forwarded to the Cal OES Secretary through the Los Angeles County Operational Area.

- Certified copy of the local emergency proclamation (see **Exhibits 1, 2 and 3**).
- Damage Assessment Summary (to be provided if state financial assistance under provisions of the California Disaster Assistance Act is requested).
- Financial assistance available:
- Eligible disaster response costs;
- Assistance to repair, restore, reconstruct or replace public real property or public facilities belonging to local agencies damaged as a result of natural disasters;
- Indirect costs; and
- Direct costs of grant administration.

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

Presidential Declaration

Following the above procedures, the governing body of the local jurisdiction may also pass a resolution (see **Exhibit 5**) asking the Cal OES Secretary to recommend that the Governor request a Presidential Declaration of a Major Disaster under the authority of Public Law 93-288. The Governor's Request to the President is submitted through the Federal Emergency Management Agency (FEMA). Supplementary justification data may be required to accompany the local resolution (certified copy) and Damage Assessment Survey.

Financial assistance available:

- Individual assistance to the private sector;
- Matching fund assistance for cost sharing required under federal disaster assistance programs (subject to state eligible project criteria);
- Local agency overtime costs and the costs of supplies used during eligible disaster response projects;
- Assistance to repair, restore, reconstruct or replace public real property or public facilities belonging to local agencies damaged as a result of natural disasters;
- Indirect costs; and
- Direct costs of grant administration.

LOCAL PROCLAMATION OF TERMINATION OF LOCAL EMERGENCY

The governing body must review the need for continuing the local Emergency Proclamation **at least every 14 days (no more than 21 days)**, and proclaim the termination at the earliest possible date (see **Exhibit 7**).

SAMPLE EMERGENCY PROCLAMATION FORMS

The following suggested resolutions were developed by Cal OES to carry out the authority granted in Chapter 2.44 of the City of Whittier's Municipal Code relating to Emergency Organization and Functions. As the provisions of the emergency ordinance in effect in any particular city or county may differ, it is suggested that these resolutions be reviewed prior to the occurrence of any emergency by the city attorney concerned, and such changes made as may be necessary to bring them into conformance with the emergency ordinance of the particular city.

Government Code Section No. 8630: "(a) A local emergency may be proclaimed only by the governing body of a city, county, or city and county, or by an official so designated by that governing body. (b) Whenever a local emergency is proclaimed by an official designated by ordinance, the local emergency shall not remain in effect for a period in excess of seven days unless it has been ratified by the governing body. (c)(1) The governing body shall review, at its regularly scheduled meetings until the local emergency is terminated, the need for continuing the local emergency. However, in no event shall a review take place more than 21 days after the previous review. (2) Notwithstanding paragraph (1), if the governing body meets weekly, it shall review the need for continuing the local emergency at least every 14 days until the local emergency is terminated. (d)The governing body shall proclaim the termination of the local emergency at the earliest possible date that conditions warrant."

When a county proclaims a local emergency pursuant to Section 8630 of the Government Code, based upon conditions which include both incorporated and unincorporated territory of the county, it is not necessary for the cities to also proclaim the existence of a local emergency independently. Further, cities within a county are bound by county rules and regulations adopted by the county pursuant to Section 8634 of the Government Code during a county proclaimed local emergency when the local emergency includes both incorporated and unincorporated territory of the county even if the cities do not independently proclaim the existence of a local emergency.

- Exhibit 1 - Resolution Proclaiming Existence of a Local Emergency (by City Council).**
- Exhibit 2 - Resolution Proclaiming Existence of a Local Emergency (by EOC Director. Must be ratified by governing body within 7 days.**
- Exhibit 3 - Resolution Confirming Existence of a Local Emergency (used by a City Council within 7 days to ratify the proclamation of local emergency issued by the EOC Director.**
- Exhibit 4 - Resolution Requesting Governor to Proclaim a State of Emergency.**
- Exhibit 5 - Resolution Proclaiming Existence of a Local Emergency and Requesting Governor to (1) Proclaim a State of Emergency; and (2) Request a Presidential Declaration.**

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Exhibit 6 - Local Resolution Requesting State Director, Office of Emergency Services' Concurrence in Local Emergencies.

Exhibit 7 - Resolution Proclaiming Termination of a Local Emergency.

Sample**Exhibit 1****Sample****RESOLUTION PROCLAIMING EXISTENCE OF A LOCAL EMERGENCY
(by City Council)**

WHEREAS, Chapter 2.44 of the City of Whittier's Municipal Code 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 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. 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 the City of Whittier; 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 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 Whittier, State of California.*

Dated: _____

CITY COUNCIL

ATTEST: _____

City of Whittier

* Section 8630 of the Government Code provides: "...The governing body shall review, at least every 21 days until such local emergency is terminated, the need for continuing the local emergency and shall proclaim the termination of such local emergency at the earliest possible date that conditions warrant."

Sample**Exhibit 2****Sample****RESOLUTION PROCLAIMING EXISTENCE OF A LOCAL EMERGENCY*
(by EOC Director)**

WHEREAS, Chapter 2.44 of the City of Whittier's Municipal Code empowers the Director of Emergency Services 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 Director of Emergency Services of the City of Whittier 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 Whittier is not in session (and cannot immediately be called into session);

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists throughout the City of Whittier; 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 Whittier Emergency Operations Plan, as approved by the City Council on _____, 20____.

Dated: _____ By: _____

Director of Emergency Services
City of Whittier

* 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 days unless it has been ratified by the governing body ..."

Sample**Exhibit 3****Sample****RESOLUTION CONFIRMING EXISTENCE OF A LOCAL EMERGENCY***

WHEREAS, Chapter 2.44 of the City of Whittier's Municipal Code empowers the Director of Emergency Services 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 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 Whittier 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 Director of Emergency Services of the City of Whittier 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 Whittier, State of California.**

Dated: _____

CITY COUNCIL
City of Whittier

ATTEST: _____

* This form may be used by the City Council to ratify the proclamation of existence of a local emergency, issued by the Director of Emergency Services (EOC Director).

** Section 8630 of the Government Code provides: "...The governing body shall review, at least every 21 days until such local emergency is terminated, the need for continuing the local emergency and shall proclaim the termination of such local emergency at the earliest possible date that conditions warrant."

Sample

Exhibit 4

Sample

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

WHEREAS, on _____, 20____, the City Council of the City of Whittier 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 the City of Whittier; 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 Whittier to be in a state of emergency; and

IT IS FURTHER ORDERED that a copy of this resolution be forwarded to the State Director of the 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 for Whittier 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 Whittier

Sample

Exhibit 5

Sample

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

WHEREAS, Chapter 2.44 of the City of Whittier's Municipal Code empowers the Director of Emergency Services 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, the City Council has been requested by the Director of Emergency Services of the City of Whittier 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 _____; and
(*fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes*)

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 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 the city shall be those prescribed by state law, by ordinances, and resolutions of this city approved by the City Council on _____.

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 Whittier 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 State Director of the Office of Emergency Services.

IT IS FURTHER RESOLVED that _____,
(Title) _____,

Emergency Operations Plan

is designated as the local Hazard Mitigation Coordinator of the City of Whittier for the purpose of assessing damage within said city and consulting with Federal/State survey teams about hazard mitigation actions; and

IT IS FURTHER RESOLVED that _____,
(Title) _____,
is hereby designated as the authorized representative for public assistance and _____, (Title) _____ is hereby designated as the authorized representative for individual assistance of the City of Whittier 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 Whittier

Sample

Exhibit 6

Sample

LOCAL RESOLUTION REQUESTING STATE DIRECTOR, OFFICE OF EMERGENCY SERVICES' CONCURRENCE IN LOCAL EMERGENCIES

WHEREAS, on _____, 20____, the City Council of the City of Whittier 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 Secretary 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 Whittier 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 Whittier

* 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.

Sample

Exhibit 7

Sample

RESOLUTION PROCLAIMING TERMINATION OF LOCAL EMERGENCY

WHEREAS, a local emergency existed in the City of Whittier in accordance with the resolution thereof by the City Council on the _____ day of _____, 20____, or

Director of Emergency Services 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 _____; and

(fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes)

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 Whittier, State of California, does hereby proclaim the termination of said local emergency.

Dated: _____

CITY COUNCIL
City of Whittier

ATTEST: _____

Extracted from the California Emergency Plan**CALIFORNIA DISASTER AND CIVIL DEFENSE
MASTER MUTUAL AID AGREEMENT**

This agreement was adopted by the City of Whittier, March 23, 1965.

This agreement made and entered into by and between the STATE OF CALIFORNIA, its various departments and agencies, and the various political subdivisions, municipal corporations, and other public agencies of the State of California;

WITNESSETH:

WHEREAS, It is necessary that all of the resources and facilities of the State, its various departments and agencies, and all its political subdivisions, municipal corporations, and other public agencies be made available to prevent and combat the effect of disasters which may result from such calamities as flood, fire, earthquake, pestilence, war, sabotage, and riot; and

WHEREAS, It is desirable that each of the parties hereto should voluntarily aid and assist each other in the event that a disaster should occur, by the interchange of services and facilities, including, but not limited to, fire, law enforcement, medical and health, communication, and transportation services and facilities, to cope with the problems of rescue, relief, evacuation, rehabilitation, and reconstruction which would arise in the event of a disaster; and

WHEREAS, It is necessary and desirable that a cooperative agreement be executed for the interchange of such mutual aid on a local, county-wide, regional, state-wide, and interstate basis;

NOW, THEREFORE, IT IS HEREBY AGREED by and between each and all of the parties hereto as follows:

- (1) Each party shall develop a plan providing for the effective mobilization of all its resources and facilities, both public and private, to cope with any type of disaster.
- (2) Each party agrees to furnish resources and facilities and to render services to each and every other party to this agreement to prevent and combat any type of disaster in accordance with duly adopted mutual aid operational plans, whether heretofore or hereafter adopted, detailing the method and manner by which such resources, facilities, and services are to be made available and furnished, which operational plans may include provisions for training and testing to make such mutual aid effective; provided, however, that no party shall be required to deplete unreasonably its own resources, facilities, and services in furnishing such mutual aid.
- (3) It is expressly understood that this agreement and the operational plans adopted pursuant thereto shall not supplant existing agreements between some of the parties hereto providing for the exchange or furnishing of certain types of facilities and services on a reimbursable, exchange, or other basis, but that the mutual aid extended under this agreement and the operational plans adopted pursuant thereto, shall be without reimbursement unless otherwise expressly provided for by the parties to this agreement or as provided in Sections 1541, 1586, and 1587, Military and Veterans Code; and that such mutual aid is intended to be available in the event

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- of a disaster of such magnitude that it is, or is likely to be, beyond the control of a single party and requires the combined forces of several or all of the parties to this agreement to combat.
- (4) It is expressly understood that the mutual aid extended under this agreement and the operational plans adopted pursuant thereto shall be available and furnished in all cases of local peril or emergency and in all cases in which a STATE OF EXTREME EMERGENCY has been proclaimed.
 - (5) It is expressly understood that any mutual aid extended under this agreement and the operational plans adopted pursuant thereto, is furnished in accordance with the "California Disaster Act" and other applicable provisions of law, and except as otherwise provided by law that: "The responsible local official in whose jurisdiction an incident requiring mutual aid has occurred shall remain in charge at such incident including the direction of such personnel and equipment provided him through the operation of such mutual aid plans." (Sec. 1564, Military and Veterans Code.)
 - (6) It is expressly understood that when and as the State of California enters into mutual aid agreements with other states and the Federal Government that the parties to this agreement shall abide by such mutual aid agreements in accordance with law.
 - (7) Upon approval or execution of this agreement by the parties hereto all mutual aid operational plans heretofore approved by the State Disaster Council, or its predecessors, and in effect as to some of the parties hereto, shall remain in full force and effect as to them until the same may be amended, revised, or modified. Additional mutual aid operational plans and amendments, revisions, or modifications of existing or hereafter adopted mutual aid operational plans, shall be adopted as follows:
 - (a) County-wide and local mutual aid operational plans shall be developed by the parties thereto and are operative as between the parties in accordance with the provisions of such operational plans. Such operational plans shall be submitted to the State Disaster Council for approval. The State Disaster Council shall notify each party to such operational plans of its approval, and shall also send copies of such operational plans to other parties to this agreement who did not participate in such operational plans and who are in the same area and affected by such operational plans. Such operational plans shall be operative as to such other parties 20 days after receipt thereof unless within that time the party by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, declines to participate in the particular operational plan.
 - (b) State-wide and regional mutual aid operational plans shall be approved by the State Disaster Council and copies thereof shall forthwith be sent to each and every party affected by such operational plans. Such operational plans shall be operative as to the parties affected thereby 20 days after receipt thereof unless within that time the party by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, declines to participate in the particular operational plan.
 - (c) The declination of one or more of the parties to participate in a particular operational plan or any amendment, revision, or modification thereof, shall not

Emergency Operations Plan

affect the operation of this agreement and the other operational plans adopted pursuant thereto.

- (d) Any party may at any time by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, decline to participate in any particular operational plan, which declination shall become effective 20 days after filing with the State Disaster Council.
 - (e) The State Disaster Council shall send copies of all operational plans to those state departments and agencies designated by the Governor. The Governor may, upon behalf of any department or agency, give notice that such department or agency declines to participate in a particular operational plan.
 - (f) The State Disaster Council, in sending copies of operational plans and other notices and information to the parties to this agreement, shall send copies to the Governor and any department or agency head designated by him; the chairman of the board of supervisors, the clerk of the board of supervisors, and County Disaster Council, and any other officer designated by a county; the mayor, the clerk of the city council, the City Disaster Council, and any other officer designated by a city; the executive head, the clerk of the governing body, or other officer of other political subdivisions and public agencies as designated by such parties.
- (8) This agreement shall become effective as to each party when approved or executed by the party, and shall remain operative and effective as between each and every party that has heretofore or hereafter approved or executed this agreement, until participation in this agreement is terminated by the party. The termination by one or more of the parties of its participation in this agreement shall not affect the operation of this agreement as between the other parties thereto. Upon approval or execution of this agreement the State Disaster Council shall send copies of all approved and existing mutual aid operational plans affecting such party which shall become operative as to such party 20 days after receipt thereof unless within that time the party by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, declines to participate in any particular operational plan. The State Disaster Council shall keep every party currently advised of who the other parties to this agreement are and whether any of them has declined to participate in any particular operational plan.
- (9) Approval or execution of this agreement shall be as follows:
- (a) The Governor shall execute a copy of this agreement on behalf of the State of California and the various departments and agencies thereof. Upon execution by the Governor a signed copy shall forthwith be filed with the State Disaster Council.
 - (b) Counties, cities, and other political subdivisions and public agencies having a legislative or governing body shall by resolution approve and agree to abide by this agreement, which may be designated as "CALIFORNIA DISASTER AND CIVIL DEFENSE MASTER MUTUAL AID AGREEMENT." Upon adoption of such a resolution, a certified copy thereof shall forthwith be filed with the State Disaster Council.

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- 8 The executive head of those political subdivisions and public agencies having no legislative or governing body shall execute a copy of this agreement and forthwith file a signed copy with the State Disaster Council.
- (10) Termination of participation in this agreement may be affected by any party as follows:
- (a) The Governor, upon behalf of the State and its various departments and agencies, and the executive head of those political subdivisions and public agencies having no legislative or governing body, shall file a written notice of termination of participation in this agreement with the State Disaster Council and this agreement is terminated as to such party 20 days after the filing of such notice.
 - (b) Counties, cities, and other political subdivisions and public agencies having a legislative or governing body shall by resolution give notice of termination of participation in this agreement and file a certified copy of such resolution with the State Disaster Council, and this agreement is terminated as to such party 20 days after the filing of such resolution.

IN WITNESS WHEREOF this agreement has been executed and approved and is effective and operative as to each of the parties as herein provided.

/signed/ EARL WARREN
GOVERNOR
On behalf of the State of
California and all its
Departments and Agencies

ATTEST:

/signed/ FRANK M. JORDAN
Secretary of State

November 15, 1950
(GREAT SEAL)

Note:

There are references in the foregoing agreement to the California Disaster Act, State Disaster Council, and various sections of the Military and Veterans Code. Effective November 23, 1970, by enactment of Chapter 1454, Statutes 1970, the California Disaster Act (Sections 1500 ff., Military and Veterans Code) was superseded by the California Emergency Services Act (Sections 8550 ff., Government Code), and the State Disaster Council was superseded by the California Emergency Council.

Section 8668 of the California Emergency Services Act provides:

- (a) Any disaster council previously accredited, the State Civil Defense and Disaster Plan, the State Emergency Resources Management Plan, the State Fire Disaster Plan, the State Law Enforcement Mutual Aid Plan, all previously approved civil defense and disaster plans, all mutual aid agreements, and all documents and agreements existing as of the effective date of this chapter, shall remain in full force and effect until revised, amended, or revoked in accordance with the provisions of this chapter.

In addition, Section 8561 of the new act specifically provides:

"Master Mutual Aid Agreement" means the California Disaster and Civil Defense Master Mutual Aid Agreement, made and entered into by and between the State of California, its various departments and agencies, and the various political subdivisions of the state, to facilitate implementation of the purposes of this chapter.

Substantially the same provisions as previously contained in Section 1541, 1564, 1586 and 1587 of the Military and Veterans Code, referred to in the foregoing agreement, are now contained in Sections 8633, 8618, 8652 and 8643, respectively, of the Government Code.

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EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC)

ARTICLE I - PURPOSE AND AUTHORITIES

This compact is made and entered into by and between the participating member states which enact this compact, hereinafter called party states. For the purposes of this agreement, the term "states" is taken to mean the several states, the Commonwealth of Puerto Rico, the District of Columbia, and all U.S. territorial possessions.

The purpose of this compact is to provide for mutual assistance between the states entering into this compact in managing any emergency or disaster that is duly declared by the governor of the affected state(s), whether arising from natural disaster, technological hazard, man-made disaster, civil emergency aspects of resources shortages, community disorders, insurgency, or enemy attack.

This compact shall also provide for mutual cooperation in emergency-related exercises, testing, or other training activities using equipment and personnel simulating performance of any aspect of the giving and receiving of aid by party states or subdivisions of party states during emergencies, such actions occurring outside actual declared emergency periods. Mutual assistance in this compact may include the use of the states' National Guard forces, either in accordance with the National Guard Mutual Assistance Compact or by mutual agreement between states.

ARTICLE II - GENERAL IMPLEMENTATION

Each party state entering into this compact recognizes many emergencies transcend political jurisdictional boundaries and that intergovernmental coordination is essential in managing these and other emergencies under this compact. Each state further recognizes that there will be emergencies which require immediate access and present procedures to apply outside resources to make a prompt and effective response to such an emergency. This is because few, if any individual states have all the resources they may need in all types of emergencies or the capability of delivering resources to areas where emergencies exist. The prompt, full, and effective utilization of resources of the participating states, including any resources on hand or available from the Federal Government or any other source, that are essential to the safety, care, and welfare of the people in the event of any emergency or disaster declared by a party state, shall be the underlying principle on which all articles of this compact shall be understood.

On behalf of the governor of each state participating in the compact, the legally designated state official who is assigned responsibility for emergency management will be responsible for formulation of the appropriate interstate mutual aid plans and procedures necessary to implement this compact.

ARTICLE III - PARTY STATE RESPONSIBILITIES

A. It shall be the responsibility of each party state to formulate procedural plans and programs for interstate cooperation in the performance of the responsibilities listed in this article. In formulating such plans, and in carrying them out, the party states, insofar as practical, shall:

i. Review individual state hazards analyses and, to the extent reasonably possible, determine all those potential emergencies the party states might jointly suffer, whether due to natural disaster, technological hazard, man-made disaster, emergency aspects of resource shortages, civil disorders, insurgency, or enemy attack.

ii. Review party states' individual emergency plans and develop a plan which will determine the mechanism for the interstate management and provision of assistance concerning any potential emergency.

iii. Develop interstate procedures to fill any identified gaps and to resolve any identified inconsistencies or overlaps in existing or developed plans.

iv. Assist in warning communities adjacent to or crossing the state boundaries.

Emergency Operations Plan

v. Protect and assure uninterrupted delivery of services, medicines, water, food, energy and fuel, search and rescue, and critical lifeline equipment, services, and resources, both human and material.

vi. Inventory and set procedures for the interstate loan and delivery of human and material resources, together with procedures for reimbursement or forgiveness.

vii. Provide, to the extent authorized by law, for temporary suspension of any statutes or ordinances that restrict the implementation of the above responsibilities.

B. The authorized representative of a party state may request assistance of another party state by contacting the authorized representative of that state. The provisions of this agreement shall only apply to requests for assistance made by and to authorized representatives. Requests may be verbal or in writing. If verbal, the request shall be confirmed in writing within 30 days of the verbal request. Requests shall provide the following information:

i. A description of the emergency service function for which assistance is needed, such as but not limited to fire services, law enforcement, emergency medical, transportation, communications, public works and engineering, building inspection, planning and information assistance, mass care, resource support, health and medical services, and search and rescue.

ii. The amount and type of personnel, equipment, materials and supplies needed, and a reasonable estimate of the length of time they will be needed.

iii. The specific place and time for staging of the assisting party's response and a point of contact at that location.

C. There shall be frequent consultation between state officials who have assigned emergency management responsibilities and other appropriate representatives of the party states with affected jurisdictions and the United States Government, with free exchange of information, plans, and resource records relating to emergency capabilities.

ARTICLE IV – LIMITATIONS

Any party state requested to render mutual aid or conduct exercises and training for mutual aid shall take such action as is necessary to provide and make available the resources covered by this compact in accordance with the terms hereof; provided that it is understood that the state rendering aid may withhold resources to the extent necessary to provide reasonable protection for such state.

Each party state shall afford to the emergency forces of any party state, while operating within its state limits under the terms and conditions of this compact, the same powers (except that of arrest unless specifically authorized by the receiving state), duties, rights, and privileges as are afforded forces of the state in which they are performing emergency services. Emergency forces will continue under the command and control of their regular leaders, but the organizational units will come under the operational control of the emergency services authorities of the state receiving assistance. These conditions may be activated, as needed, only subsequent to a declaration of a state of emergency or disaster by the governor of the party state that is to receive assistance or commencement of exercises or training for mutual aid and shall continue so long as the exercises or training for mutual aid are in progress, the state of emergency or disaster remains in effect or loaned resources remain in the receiving state(s), whichever is longer.

ARTICLE V - LICENSES AND PERMITS

Whenever any person holds a license, certificate, or other permit issued by any state party to the compact evidencing the meeting of qualifications for professional, mechanical, or other skills, and when such assistance is requested by the receiving party state, such person shall be deemed licensed, certified, or permitted by the state requesting assistance to render aid involving such skill to meet a declared emergency

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or disaster, subject to such limitations and conditions as the governor of the requesting state may prescribe by executive order or otherwise.

ARTICLE VI – LIABILITY

Officers or employees of a party state rendering aid in another state pursuant to this compact shall be considered agents of the requesting state for tort liability and immunity purposes; and no party state or its officers or employees rendering aid in another state pursuant to this compact shall be liable on account of any act or omission in good faith on the part of such forces while so engaged or on account of the maintenance or use of any equipment or supplies in connection therewith. Good faith in this article shall not include willful misconduct, gross negligence, or recklessness.

ARTICLE VII - SUPPLEMENTARY AGREEMENTS

Inasmuch as it is probable that the pattern and detail of the machinery for mutual aid among two or more states may differ from that among the states that are party hereto, this instrument contains elements of a broad base common to all states, and nothing herein contained shall preclude any state from entering into supplementary agreements with another state or affect any other agreements already in force between states. Supplementary agreements may comprehend, but shall not be limited to, provisions for evacuation and reception of injured and other persons and the exchange of medical, fire, police, public utility, reconnaissance, welfare, transportation and communications personnel, and equipment and supplies.

ARTICLE VIII – COMPENSATION

Each party state shall provide for the payment of compensation and death benefits to injured members of the emergency forces of that state and representatives of deceased members of such forces in case such members sustain injuries or are killed while rendering aid pursuant to this compact, in the same manner and on the same terms as if the injury or death were sustained within their own state.

ARTICLE IX – REIMBURSEMENT

Any party state rendering aid in another state pursuant to this compact shall be reimbursed by the party state receiving such aid for any loss or damage to or expense incurred in the operation of any equipment and the provision of any service in answering a request for aid and for the costs incurred in connection with such requests; provided, that any aiding party state may assume in whole or in part such loss, damage, expense, or other cost, or may loan such equipment or donate such services to the receiving party state without charge or cost; and provided further, that any two or more party states may enter into supplementary agreements establishing a different allocation of costs among those states. Article VIII expenses shall not be reimbursable under this provision.

ARTICLE X – EVACUATION

Plans for the orderly evacuation and interstate reception of portions of the civilian population as the result of any emergency or disaster of sufficient proportions to so warrant, shall be worked out and maintained between the party states and the emergency management/services directors of the various jurisdictions where any type of incident requiring evacuations might occur. Such plans shall be put into effect by request of the state from which evacuees come and shall include the manner of transporting such evacuees, the number of evacuees to be received in different areas, the manner in which food, clothing, housing, and medical care will be provided, the registration of the evacuees, the providing of facilities for the notification of relatives or friends, and the forwarding of such evacuees to other areas or the bringing in of additional materials, supplies, and all other relevant factors. Such plans shall provide that the party state receiving evacuees and the party state from which the evacuees come shall mutually agree as to reimbursement of out-of-pocket expenses incurred in receiving and caring for such evacuees, for expenditures for transportation, food, clothing, medicines and medical care, and like items. Such expenditures shall be reimbursed as agreed by the party state from which the evacuees come. After the termination of the emergency or disaster, the party state from which the evacuees come shall assume the responsibility for the ultimate support of repatriation of such evacuees.

ARTICLE XI – IMPLEMENTATION

A. This compact shall become operative immediately upon its enactment into law by any two (2) states; thereafter, this compact shall become effective as to any other state upon its enactment by such state.

B. Any party state may withdraw from this Compact by enacting a statute repealing the same, but no such withdrawal shall take effect until 30 days after the governor of the withdrawing state has given notice in writing of such withdrawal to the governors of all other party states. Such action shall not relieve the withdrawing state from obligations assumed hereunder prior to the effective date of withdrawal.

C. Duly authenticated copies of this compact and of such supplementary agreements as may be entered into shall, at the time of their approval, be deposited with each of the party states and with the Federal Emergency Management Agency and other appropriate agencies of the United States Government.

ARTICLE XII – VALIDITY

This Act shall be construed to effectuate the purposes stated in Article I hereof. If any provision of this compact is declared unconstitutional, or the applicability thereof to any person or circumstances is held invalid, the constitutionality of the remainder of this Act and the applicability thereof to other persons and circumstances shall not be affected thereby.

ARTICLE XIII - ADDITIONAL PROVISIONS

Nothing in this compact shall authorize or permit the use of military force by the National Guard of a state at any place outside that state in any emergency for which the President is authorized by law to call into federal service the militia, or for any purpose for which the use of the Army or the Air Force would in the absence of express statutory authorization be prohibited under Section 1385 of title 18, United States Code.

Ratified during the 2nd session of the 104th Congress and became Public Law 104-321, October 1996

**CITY OF WHITTIER ORDINANCE RELATING TO
EMERGENCY ORGANIZATION AND FUNCTIONS****Chapter 2.44 EMERGENCY ORGANIZATION****2.44.010 Purposes.**

The declared purposes of this chapter are to provide for the preparation and carrying out of plans for the protection of persons and property within this city in the event of an emergency; the direction of the emergency organization; and the coordination of the emergency functions of this city with all other public agencies, corporations, organizations, and affected private persons.

(Ord. 2309 § 1(part), 1983: prior code § 2450)

2.44.020 Emergency defined.

As used in this chapter, "emergency" means the actual or threatened existence of conditions of disaster or of extreme peril to the safety of persons and property within this city caused by such conditions as air pollution, fire, flood, storm, epidemic, riot or earthquake, or other conditions, including conditions resulting from war or imminent threat of war, but other than conditions resulting from a labor controversy, which conditions are or are likely to be beyond the control of the services, personnel, equipment and facilities of the city, requiring the combined forces of other political subdivisions to combat.

(Ord. 2309 § 1(part), 1983: prior code § 2450.1)

2.44.030 Disaster council--Membership.

The city disaster council is created, and shall consist of the following:

- A. The mayor, who shall be chairman;
- B. The director of emergency services (EOC director), who shall be vice chairman;
- C. The assistant director of emergency services (deputy EOC director);
- D. Such chiefs of emergency services as are provided for in a current emergency plan of this city, adopted pursuant to this chapter;
- E. Such representatives of civic, business, labor, veterans, professional, or other organizations having an official emergency responsibility, as may be appointed by the director with the advice and consent of the city council.

(Ord. 2309 § 1(part), 1983: prior code § 2450.2)

2.44.040 Disaster council--Powers and duties.

It shall be the duty of the city disaster council, and it is empowered, to develop and recommend for adoption by the city council, emergency and mutual-aid plans and agreements, and such ordinances and resolutions and rules and regulations as are necessary to implement such plans and agreements. The disaster council shall meet upon call of the chairman or, in his absence from the city or inability to call such meeting, upon call of the vice chairman.

(Ord. 2309 § 1(part), 1983: prior code § 2450.3)

2.44.050 Director and assistant director of emergency services--Offices created.

- A. There is created the office of director of emergency services. The city manager shall be the director of emergency services.

B. There is created the office of assistant director of emergency services, who shall be appointed by the director.

(Ord. 2309 § 1(part), 1983: prior code § 2450.4)

2.44.060 Director and assistant director of emergency services--Powers and duties.

A. The director is empowered to:

1. Request the city council to proclaim the existence or threatened existence of a "local emergency" if the city council is in session, or to issue such proclamation if the city council is not in session. Whenever a local emergency is proclaimed by the director, the city council shall take action to ratify the proclamation within seven days thereafter or the proclamation shall have no further force or effect;
2. Request the Governor to proclaim a "state of emergency" when, in the opinion of the director, the locally available resources are inadequate to cope with the emergency;
3. Control and direct the effort of the emergency organization of this city for the accomplishment of the purposes of this chapter;
4. Direct cooperation between and coordination of services and staff of the emergency organization of this city, and resolve questions of authority and responsibility that may arise between them;
5. Represent this city in all dealings with the public or private agencies on matters pertaining to emergencies as defined in this chapter;
6. In the event of the proclamation of a "local emergency" as provided in this section, the proclamation of a "state of emergency" by the Governor or the Director of the State Office of Emergency Services, or the existence of a "state of war emergency," the director is empowered:
 - a. To make and issue rules and regulations on matters reasonably related to the protection of life and property as affected by such emergency; provided, however, such rules and regulations must be confirmed at the earliest practicable time by the city council,
 - b. To obtain vital supplies, equipment, and such other properties found lacking and needed for the protection of life and property and to bind the city for the fair value thereof and, if required immediately, to commandeer the same for public use,
 - c. To require emergency services of any city officer or employee and, in the event of the proclamation of a "state of emergency" in the county in which this city is located or the existence of a "state of war emergency," to command the aid of as many citizens of this community as he deems necessary in the execution of his duties; such persons shall be entitled to all privileges, benefits and immunities as are provided by state law for registered disaster service workers;
 - d. To requisition necessary personnel or material of any city department or agency; and
 - e. To execute all of his ordinary power as city manager, all of the special powers conferred upon him by this chapter or by resolution or emergency plan pursuant hereto adopted by the city council, all powers conferred upon him by any statute, by any agreement approved by the city council, and by any other lawful authority.

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- B. The director of emergency services shall designate the order of succession to that office, to take effect in the event the director is unavailable to attend meetings and otherwise perform his duties during an emergency. Such order of succession shall be approved by the city council.
 - C. The assistant director shall, under the supervision of the director and with the assistance of the emergency service chiefs, develop emergency plans and manage the emergency programs of this city, and shall have such other powers and duties as may be assigned by the director.
- (Ord. 2309 § 1(part), 1983: prior code § 2450.5)

2.44.070 Emergency organization--Composition.

All officers and employees of this city, together with those volunteer forces enrolled to aid them during an emergency, and all groups, organizations and persons who may, by agreement or operation of law, including persons impressed into service under the provisions of subsection A6c of Section 2.44.060, charged with duties incident to the protection of life and property in this city during such emergency, shall constitute the emergency organization of the city.

(Ord. 2309 § 1(part), 1983: prior code § 2450.6)

2.44.080 Emergency plan.

The city disaster council shall be responsible for the development of the city emergency plan, which plan shall provide for the effective mobilization of all of the resources of the city, both public and private, to meet any condition constituting a local emergency, and shall provide for the organization, powers and duties, services and staff of the emergency organization. Such plan shall take effect upon adoption by resolution of the city council.

(Ord. 2309 § 1(part), 1983: prior code § 2450.7)

2.44.090 Expenditures.

Any expenditures made in connection with emergency activities, including mutual-aid activities, shall be deemed conclusively to be for the direct protection and benefit of the inhabitants and property of the city.

(Ord. 2309 § 1(part), 1983: prior code § 2450.8)

2.44.100 Violations--Penalties.

It shall be a misdemeanor, punishable by a fine of not to exceed five hundred dollars, or by imprisonment for not to exceed six months, or both, for any person, during an emergency, to:

- A. Wilfully obstruct, hinder or delay any member of the emergency organization in the enforcement of any lawful rule or regulation issued pursuant to this chapter, or in the performance of any duty imposed upon him by virtue of this chapter;
- B. Do any act forbidden by any lawful rule or regulation issued pursuant to this chapter, if the act is of such a nature as to give, or be likely to give, assistance to the enemy, or to imperil the lives and property of inhabitants of this city, or to prevent, hinder or delay the defense or protection thereof;
- C. Wear, carry or display, without authority, any means of identification specified by the emergency agency of the state.

(Ord. 2309 § 1(part), 1983: prior code § 2450.9)

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**AUTHORITIES AND RESPONSIBILITIES OF
LOCAL HEALTH OFFICERS IN DISASTERS**

These references have been prepared strictly as a guide, and should not be construed as providing legal advice. To ensure compliance with applicable laws and regulations, city or county legal counsel should be consulted prior to invoking the authorities discussed in this document

HSC = Health and Safety Code

GC = Government Code

CCR = California Code of Regulations

PC = Penal Code

GENERAL DUTIES AND RESPONSIBILITIES OF COUNTY HEALTH OFFICER

The local health officer is delegated the responsibility for enforcement of public health laws and regulations.

HSC § 101000 County Health Officer Appointment

“Each board of supervisors shall appoint a health officer who is a county officer.”

HSC § 101460 City Health Officer; Appointment.

“Every governing body of a city shall appoint a health officer, except when the city has made other arrangements as specified in this code, for the county to exercise the same powers and duties within the city, as are conferred upon city health officers by law.”

HSC § 101400 Contracts For County Performance Of City Health Functions.

“The board of supervisors may contract with a city in the county, and the governing body of a city may contract with the county for the performance by health officers or other county employees of any or all enforcement functions within the city related to ordinances of public health and sanitation, and all inspections and other related functions.”

HSC § 101025 Duties Of Governing Body Of County

“The board of supervisors of each county shall take measures as may be necessary to preserve and protect the public health in the unincorporated territory of the county, including, if indicated, the adoption of ordinances, regulations and orders not in conflict with general laws, and provide for the payment of all expenses incurred in enforcing them.”

HSC § 101030 Enforcement Duties.

“The county health officer shall enforce and observe all of the following in the unincorporated area of the county:

- (a) Orders and ordinances of the board of supervisors pertaining to public health and sanitary matters;
- (b) Orders including quarantine and other regulations prescribed by the department; and (c) Statutes related to public health.”

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HSC § 101375 Consent Of City; Enforcement Duties Of County Health Officer.

“When the governing body of a city in the county consents by resolution or ordinance, the county health officer shall enforce and observe in the city all of the following:

- (a) Orders and quarantine regulations prescribed by the department and other regulations issued under this code.
- (b) Statutes relating to the public health.”

HSC § 101405 Powers of County Health Officers In City.

“Whenever a contract has been duly entered into, the county health officer and his or her deputies shall exercise the same powers and duties in the city as are conferred upon city health officers by law.”

EMERGENCIES, EMERGENCY PROCLAMATIONS, AND HEALTH OFFICER AUTHORITY DURING A PROCLAIMED EMERGENCY

GC § 8558 Degrees Of Emergency.

“Three conditions or degrees of emergency are established by this chapter:

(a) **"State of war emergency"** means the condition which exists immediately, with or without a proclamation thereof by the Governor, whenever this state or nation is attacked by an enemy of the United States, or upon receipt by the state of a warning from the federal government indicating that such an enemy attack is probable or imminent.

(b) **"State of emergency"** means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy or conditions causing a "state of war emergency," which conditions, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the California Public Utilities Commission.

(c) **"Local emergency"** means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy, which conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and require the combined forces of other political subdivisions to combat, or with respect to regulated energy utilities, a sudden severe energy shortage requires extraordinary measures beyond the authority vested in the California Public Utilities Commission.”

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GC § 8630 Proclamation by local governing body.

“(a) A local emergency may be proclaimed only by the governing body of a city, county, or city and county, or by an official designated by ordinance adopted by that governing body.

(b) Whenever a local emergency is proclaimed by an official designated by ordinance, the local emergency shall not remain in effect for a period in excess of seven days unless it has been ratified by the governing body.

(c) (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.”

County Declaration of Local Emergency Applies to the Cities within the County

GC § 8630 Proclamation By Local Governing Body. Notes Of Decisions:

62 Ops.Atty.Gen. 710, 11-16-79

1. In general. “When the county has declared the local emergency based upon conditions which include both incorporated and unincorporated territory of the county, it is not necessary for the cities to also declare the existence of a local emergency independently.”

Health Officer's Authority During a Proclaimed Emergency

HSC § 101040 Authority To Take Preventive Measures During Emergency.

“The county health officer may take any preventive measure that may be necessary to protect and preserve the public health from any public health hazard during any "state of war emergency," "state of emergency," or "local emergency," as defined by Section 8558 of the Government Code, within his or her jurisdiction. "Preventive measure" means abatement, correction, removal or any other protective step that may be taken against any public health hazard that is caused by a disaster and affects the public health. Funds for these measures may be allowed pursuant to Sections 29127 to 29131, inclusive, and 53021 to 53023, inclusive, of the Government Code and from any other money appropriated by a county board of supervisors or a city governing body to carry out the purposes of this section. The county health officer, upon consent of the county board of supervisors or a city governing body, may certify any public health hazard resulting from any disaster condition if certification is required for any federal or state disaster relief program.”

Health Emergency

HSC § 101080 Declaration Of Health Emergency; Conditions; Duration; Review. “Whenever a release, spill, escape, or entry of waste occurs as described in paragraph (2) of subdivision (b) of Section 101075 and the director or the local health officer reasonably determines that the waste is a hazardous waste or medical waste, or that it may become a hazardous waste or medical waste because of a combination or reaction with other substances or materials, and the director or local health officer reasonably determines that the release or escape is an immediate threat to the public health, the director may declare a health emergency and the local

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health officer may declare a county health emergency in the county or any area thereof affected by the threat to the public health. Whenever a local health emergency is declared by a local health officer pursuant to this section, the local health emergency shall not remain in effect for a period in excess of seven days unless it has been ratified by the board of supervisors. The board of supervisors shall review, at least every 14 days until the local health emergency is terminated, the need for continuing the local health emergency and shall proclaim the termination of the local health emergency at the earliest possible date that conditions warrant the termination.”

Health Officer's Authority During a Declared Health Emergency

HSC §101085 Health Emergencies; Powers Of Health Officials.

“(a) After the declaration of a health emergency or a county health emergency pursuant to Section 101080, the director or local health officer may do any or all of the following:

(1) Require any person or organization that the director or local health officer shall specify to furnish any information known relating to the properties, reactions, and identity of the material that has been released, spilled, or escaped. The director or local health officer may require information to be furnished, under penalty of perjury, by the person, company, corporation, or other organization that had custody of the material, and, if the material is being transferred or transported, by any person, company, corporation, or organization that caused the material to be transferred or transported. This information shall be furnished to the director or local health officer upon request in sufficient detail, as determined by the director or local health officer, as required to take any action necessary to abate the health emergency or county health emergency or protect the health of persons in the county, or any area thereof, who are, or may be affected. However, the burden, including costs, of furnishing the information shall bear a reasonable relationship to the need for the information and the benefits to be obtained there from.

(2) Provide the information, or any necessary portions thereof, or any other necessary information available to the director or local health officer to state or local agencies responding to the health emergency or county health emergency or to medical and other professional personnel treating victims of the local health emergency.

(3) Sample, analyze, or otherwise determine the identifying and other technical information relating to the health emergency or county health emergency as necessary to respond to or abate the county health emergency and protect the public health.

(b) This section does not limit or abridge any of the powers or duties granted to the State Water Resources Control Board and to each regional water quality control board by Division 7 (commencing with Section 13000) of the Water Code. This section also does not limit or abridge the powers or duties granted to the State Air Resources Board or to any air pollution control district by Division 26 (commencing with Section 39000). This section does not limit or abridge any of the powers or duties granted to the Director of Food and Agriculture or to any county agricultural commissioner by Division 6 commencing with Section 11401) or by Division 7 (commencing with Section 12501) of the Food and Agricultural Code.”

Emergency Operations Plan

Personnel Resources Available to the Health Officer during a Health or Local Emergency HSC § 101310 Health Emergencies.

“In the event a health emergency is declared by the board of supervisors in a county, or in the event a county health emergency is declared by the county health officer pursuant to Section 101080, the local health officer shall have supervision and control over all environmental health and sanitation programs and personnel employed by the county during the state of emergency”.

Note: A "health emergency" that is declared by the board of supervisors under HSC §101310 is a "local emergency" which has been proclaimed for a health-related reasons as defined under GC § 8558 (c) pursuant to GC § 8630. Historically, this has been interpreted to include emergencies with public health consequences such as an earthquake, flood, or other disaster.

The Authority to Order an Evacuation

PC § 409.5

“(a) Whenever a menace to the public health or safety is created by a calamity including a flood, storm, fire, earthquake, explosion, accident, or other disaster, officers of the Department of the California Highway Patrol, police departments, marshal's office or sheriff's office, any officer or employee of the Department of Forestry and Fire Protection designated a peace officer by subdivision (g) of Section 830.2, any officer or employee of the Department of Parks and Recreation designated a peace officer by subdivision (f) of Section 830.2, any officer or employee of the Department of Fish and Game designated a peace officer under subdivision (e) of Section 830.2, and any publicly employed full-time lifeguard or publicly employed full-time marine safety officer while acting in a supervisory position in the performance of his or her official duties, may close the area where the menace exists for the duration thereof by means of ropes, markers, or guards to any and all persons not authorized by the lifeguard or officer to enter or remain within the enclosed area. **If the calamity creates an immediate menace to the public health, the local health officer may close the area where the menace exists pursuant to the conditions set forth in this section.** (emphasis added)

(b) Officers of the Department of the California Highway Patrol, police departments, marshal's office or sheriff's office, officers of the Department of Fish and Game designated as peace officers by subdivision (e) of Section 830.2, or officers of the Department of Forestry and Fire Protection designated as peace officers by subdivision (g) of Section 830.2 may close the immediate area surrounding any emergency field command post or any other command post activated for the purpose of abating any calamity enumerated in this section or any riot or other civil disturbance to any and all unauthorized persons pursuant to the conditions set forth in this section whether or not the field command post or other command post is located near to the actual calamity or riot or other civil disturbance.

(c) Any unauthorized person who willfully and knowingly enters an area closed pursuant to subdivision (a) or (b) and who willfully remains within the area after receiving notice to evacuate or leave shall be guilty of a misdemeanor.

(d) Nothing in this section shall prevent a duly authorized representative of any news service, newspaper, or radio or television station or network from entering the areas closed pursuant to this section.”

COMMUNICABLE DISEASE PREVENTION AND CONTROL**HSC §120100. Definition of Health Officer**

"Health Officer," as used in the Communicable Disease Prevention and Control Act (§27) includes county, city, and district health officers, and city and district health boards, but does not include advisory health boards.

HSC §120130 Isolation and Quarantine

...A health officer may require isolation (strict or modified) or quarantine for any case of contagious, infectious, or communicable disease when this action is necessary for the protection of the public health.

HSC §120175 Measures to Prevent Spread of Disease

Each health officer knowing or having reason to believe that any case of the disease made reportable by regulation of the department, or any other contagious, infectious or communicable disease may exist, or has recently existed, within the territory under his or her jurisdiction, shall take measures as may be necessary to prevent the spread of the disease or occurrence or additional cases.

HSC §120275 Violation of Isolation or Quarantine Order

Any person who, after notice, violates, or who, upon the demand of any health officer, refuses or neglects to conform to, any rule, order, or regulation prescribed by the department respecting a quarantine or disinfection of persons, animals, things, or places, is guilty of a misdemeanor.

**EMERGENCY ALERT SYSTEM (EAS) ACTIVATION
PROCEDURES**

(This information has been moved to the Appendix, a restricted use of this Plan, due to the sensitive nature of the information).

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THE PUBLIC INFORMATION OFFICER (PIO)

The City has a responsibility for providing the public with accurate, timely, and consistent information in an emergency. Informing the public is a special priority during emergency incidents, and the public expects timely information about the emergency.

The objectives of Emergency Public Information are to:

- Rapidly provide the general public with information about the emergency and instructions about what they should do.
- Provide the media with accurate, timely information about the extent of the emergency and response efforts.

To meet these objectives, public information officers (PIOs) at all levels must work together and with media representatives to disseminate information and instructions to the public when emergencies occur. The PIO team should:

- Provide a PIO planning/work area in or near the EOC.
- Coordinate with the Incident Command Post staff to establish a Media Photo Site for visual access near the scene of the incident.
- Establish a Media Information Center for briefing the news media.
- Establish a rumor control function to respond to public and media inquiries.
- Coordinate with the Liaison Officer to handle VIP tours.

The **primary role** of the PIO is to disseminate emergency instructions and critical information through the media to the public.

A **secondary function** is to provide the public (through the media) with accurate and complete information regarding incident cause, size, status, resources committed and potential short or long-term impacts, if known. For large incidents or incidents involving numerous response agencies, PIOs from all responding agencies should combine to form a public information team under the direction of the designated PIO in the EOC.

EMERGENCY NOTIFICATION

Emergency notification instructions and advisories are primarily the City's responsibility. During the initial emergency phase, the PIO will assist in alerting the public to hazards and for providing emergency instructions regarding protective actions to be taken to avoid injury and protecting property. These public notifications should be made as soon as possible through the broadcast media to provide adequate time for response.

Notifications should include local and national wire services. To notify news media of a breaking story, give the following information:

- Your name
- City of Whittier
- Type of incident

Emergency Operations Plan

- Safety information
- Location of incident.
- Any additional information for the news media (command post location, equipment on scene, best access route, etc.).

The PIOs will release emergency public information locally and provide status information to PIOs at higher levels of government. This information should be coordinated with all agencies involved in the incident.

EMERGENCY PHASE

During this phase the public information system is mobilized to provide public information of a pending hazard or to respond to media and public inquiries.

The PIO is an essential part of the field level and EOC Command Staff. The PIO function should be established as soon as possible to ensure prompt access to all current emergency response and health or safety information available. On-scene PIOs will coordinate with the PIO in the EOC.

Rapid dissemination of information is especially critical in a breaking event. The information should advise the public of the potential hazards and the nature of the hazard, area involved, evacuations and traffic control.

Rumor Control

Government is responsible for providing information and instructions to the public along with establishing an effective rumor control system. It is important to establish Rumor Control to respond to direct public and media inquiry.

MEDIA INFORMATION

Joint Information Center or Media Center

Media accommodation begins with access to the scene through a Joint Information Center or Media Center. It is important to remember that the media is an important element of emergency response as they can provide critical information to the Incident Commander/EOC Director and staff as well as the public.

On smaller incidents a Media Information Center should be established to provide warning or precautionary information and to release information:

- On general safety instructions to the public via the media.
- Relating to the response activities on scene, medical, shelter, road/street closures and damage assessment.
- On the status of the incident, deaths (when confirmed by the Coroner), injuries, displaced persons, damages, hospital status, school status and major problems.

The Media Information Center should be clearly marked if located within law enforcement lines. It should be staffed by qualified PIOs and open to all authorized news media representatives. The Media Information Center should be closed to the general public. Appropriate government officials and incident specialists may be brought into the Media Information Center area for interviews.

Emergency Operations Plan

When working with the media it is important to provide:

- Location of media center(s)
- Best access routes to media center
- Location of media access photo sites
- Times of news briefings
- Airspace restrictions
- Street closures/detours
- Shelter and hospital addresses
- Hazardous materials dangers
- Language assistance for non-English speaking journalists
- Scheduled media tours of incident area (coordinate with the Liaison Officer)
- Weather information

A Joint Information Center should be established when multiple jurisdictions, agencies and level of government are involved in the response. The PIOs at the Joint Information Center will employ the Joint Information System to share and coordinate public information, whether formally or informally, to ensure delivery of accurate and timely information the public needs and wants.

Media Identification

Provisions for press passes should be determined before an incident occurs. Generally, the law enforcement agency issues press passes to representatives from legitimate news gathering agencies. Provisions for a system of temporary press passes should be addressed to cover the occasion when legitimate journalists arrive on the scene of a major incident.

As a general guideline, any person employed by a news gathering agency, be it newspaper, wire service, television or radio station, or as a free lance journalist or photojournalist, is authorized access to disaster areas under Penal Code section 409.5 (d) or PC 409.6(d). As a general rule, media representatives should not be admitted to National Defense Areas such as the crash site of a military aircraft (66 Ops. Cal. Atty. Gen. 497(1983).

Other means of identification are Media Vehicle Placards and Press Photographer license plates (California vehicle Code Section 5008). The Department of Motor Vehicles, Special Plate Section states in part:

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

These plates can be identified by the letters PP inside a triangle shaped shield, followed by a number. These vehicle identification plates serve only to identify the vehicle as the

property of a media representative and all persons inside the vehicle should be properly identified.

News Conferences and Briefings

The Media Information Center should be able to accommodate all media representatives during news conference briefings. State policy allows all media representatives equal access to information developed for release. Physical access to the media center and site could be controlled or restricted. If access is controlled or restricted, public safety personnel at perimeter/barriers must be instructed in these procedures. For access within police and fire lines, media representatives must have valid "authorized" media identification issued by public safety agency or authorization on company letterhead (67 Ops.Cal.Atty.Gen.535 (1984)).

Media briefings and press conferences should be conducted on a regular or "as needed" basis. In preparing for briefings and press conferences, PIOs shall:

- Arrange for an official spokesperson.
- Announce briefings times to all media.
- Arrange media tours, if such action will not hinder response efforts (coordinate with the liaison officer).
- Conduct tours for media pool representatives as needed.

PIOs should ensure that all information available for release is clear, concise, confirmed and approved by appropriate authority before release to the media or public. PIOs should not release unconfirmed information or speculate. Information, which is not confidential, would not hamper an investigation or jeopardize the rights and safety of an individual can and should be released.

Media Pools

The media should be allowed reasonable access. If restrictions or limitations are unavoidable, a "pool" system may be used to avoid congestion. Journalists on the scene should be permitted to select representatives from each medium (radio, television, newspaper, wire service, magazine, video and still photographers). They should also consider selecting representatives from each level of coverage (local, regional, national and international). These are then escorted into the area. These representatives will then share all information, photographs and video/audio tape with other accredited journalists. Only journalists present when the pool is activated should be allowed access to pool material. A sign-up sheet may be used to record participants.

When access by the media must be denied or severely restricted, a valid explanation must be provided. The media pool is seen as a restriction placed on the media and coverage of the news. Media pools should be considered only as a last resort. Media representatives must be reasonably accommodated at disaster scenes.

Journalists selected as pool members must be willing and able to meet deadlines and share video, audio or still coverage, in a timely manner to all entitled to material generated by the media pool. Journalists not assigned to the media pool must obey lawful orders of

public safety officers. Once the media pool is formed, only authorized pool members may have access to the immediate scene while access is limited.

Media Access Photo Sites (MAPS)

Media Access Photo Sites (MAPS) should be established for photojournalists to provide visual access. MAPS are specific locations designated for use by still and video media to provide visual access to emergency, crime, and hazardous materials scenes. The MAPS should be identified and established as a priority by the PIO or knowledgeable representative of the Incident Commander.

Criteria considered in identifying locations for Media Access Photo Sites:

- The site should be as close as possible to the incident yet not interfere with the operation of public safety officers or compromise the safety of media representative.
- The location should be chosen to give the best visual access to all areas of interest associated with the incident.
- The need to locate video trucks and support equipment as close as possible for technical reasons should be considered.

Journalists will have access to the media photo site; however all media briefings and interviews should be conducted at the Media Information Center near the Command Post or EOC.

In the event that the incident falls under the jurisdiction of the National Transportation Safety Board (NTSB), the media photo site should be activated immediately by the PIO Function. The law enforcement agency will act as the investigator's agent when restricting access. They will decide on access. Officers are urged to treat the area as a crime scene, even though the incident may not have been the result of an obvious criminal act. Media photo sites should be placed outside the immediate crime scene area(s).

POST-EMERGENCY PHASE

Recovery

Information will continue to be released after termination of the emergency. This will include information on clean-up, possible health effects, traffic reports, restoration of essential services, extent of damage and available assistance programs available.

It is the responsibility of the PIO to:

- Advise the public of recovery efforts
- Provide for public meetings to address public concerns.
- Continue monitoring public attitudes and revise public information strategies accordingly.
- Reduce tension by issuing news releases on a regular basis.
- Record and evaluate actions taken during incident for after action report.
- Consider contacting the media for their input into the after action report.
- Ensure that the PIO has business cards with phone numbers to give to media.

Emergency Operations Plan

The following information should be released to the public when providing **EMERGENCY** public information.

LIFESAVING/HEALTH PRESERVATION INSTRUCTIONS

- ___ What to do (and why)
- ___ What **not** to do (and why)
- ___ Information (for parents) on status and actions of schools (if in session)
- ___ Hazardous/contaminated/congested areas to avoid
- ___ Curfews
- ___ Road, bridge, freeway overpass, dam conditions, and alternate routes to take
- ___ Evacuation:
 - Routes.
 - Instructions (including what to do if vehicle breaks down).
 - Arrangements for persons without transportation.
 - Location of mass care/medical.
 - Coroner facilities, food, safe water. Status of hospitals.
- ___ First aid information
- ___ Fire fighting instructions
- ___ Emergency telephone number (otherwise request people not to use telephone). Stress to out-of-area media that people should **NOT** telephone into the area. Lines must be kept open for emergency calls
- ___ Instructions/precautions about utility use, sanitation, how to turn off utilities
- ___ Essential services available: hospitals, grocery stores, banks, pharmacies, etc.
- ___ Weather hazards/health risks (if appropriate)

EMERGENCY STATUS INFORMATION

- ___ Before release, clear all information with the EOC Director
- ___ Verify all information before release
- ___ Provide all hotline numbers
- ___ Description of the emergency situation, including:
 - Number of deaths and injuries
 - Property damage to city and businesses and dollar value
 - Persons displaced
 - Magnitude of earthquake, number of fires, etc.
- ___ Description of government and private response efforts (mass care, medical, search and rescue, emergency repair, debris clearance, fire/flood fighting, etc.)
- ___ Status of Local Proclamation, Governor's Proclamation and Presidential Declaration
- ___ Where people should report/call to volunteer
- ___ How people in other areas can obtain information about relatives/friends in the disaster area (coordinate with Red Cross on release of this information). How disaster victims can locate family members

OTHER USEFUL INFORMATION

Usually this type of information will be released in the Recovery Period because of lack of time and other priorities during other phases.

- State/Federal assistance available
- Disaster Application Center opening dates/times
- Historical events of this nature

Emergency Operations Plan

- Charts/photographs/statistics from past events
- Human interest stories
- Acts of heroism
- Historical value of property damaged/destroyed
- Prominence of those killed/injured

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MEDIA PHONE LIST - RADIO/TV/PRINT

Updated July 2011

TELEVISION**CNN (Cable News Network)**6430 Sunset Boulevard, Suite 300
Los Angeles, CA 90028

General Information	323/993-5000	www.cnn.com
Fax	323/993-5081	

KCBS - Channel 2CBS Studio City Broadcast Center
4200 Radford Avenue
Studio City, CA 91604

General Information	818/655-2000	www.losangeles.cbslocal.com
News Room Direct	323/460-3316	
Fax	323/464-2526	

KNBC - Channel 43000 W. Alameda Avenue, Room 2201
Burbank, CA 91523

General Information	818/840-4444	www.nbclosangeles.com
News Room Direct	818/840-3425	
Fax	818/840-3535	

KTLA - Channel 55800 Sunset Boulevard
Los Angeles, CA 90028

General Information	323/460-5500	www.ktla.com
News Room Direct	323/460-5501	
Fax	323/460-5333	

KABC - Channel 7500 Circle Seven Drive
Glendale, CA 91201

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

KCAL - Channel 9

Same information as KCBS (Absorbed by KCBS parent company in 2002) www.kcal 9.com

Emergency Operations Plan

KTTV (FOX) - Channel 11 and KCOP - Channel 13

Jose Rios, News Director
1999 S. Bundy Drive
Los Angeles, CA 90025

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

KVEA – Channel 52

1139 Grand Central Avenue
Glendale, CA 91201

General Information	818/502-5700	www.kvea.com
News Room Direct	818/502-5712	
Fax	818/543-0293	

Cable - Channel 6

Charter Communications
13300 Whittier Boulevard
Whittier, CA 90602

General Information	800/681-9997	www.chartercom.com
Municipal Access	562/464-3310	
Fax	562/696-1528	

RADIO

KFWB - 980 AM

5670 Wilshire Blvd., Suite 200
Los Angeles, CA 90036

General Information	323/525-0980	www.losangeles.cbslocal.com
News Room Direct	323/900-2098	
Fax	323/930-8797	

KNX - 1070 AM

5670 Wilshire Blvd., Suite 200
Los Angeles, CA 90036

General Information	323/569-1070	
News Tips	323/900-2070	
News Room Direct	323/900-2070	www.losangeles.cbslocal.com
Fax	323/964-8329	

KFI - 640 AM

3400 W. Olive Ave., Suite 550
Burbank, CA 91505

General Information	818/599-2252	www.kfi640.com
News Room Direct	323/225-5534	
Fax	818/729-2514	

Emergency Operations Plan

KTNQ – 1020 AM

655 N. Central Avenue, Suite 2500
Glendale, CA 91203

General Information	818/500-4500	www.ktnq.com
Newsroom Direct	818/500-4594	
Fax	818/500-4590	

NEWSPAPERS

	<u>Phone Number</u>	<u>Fax Number</u>
Whittier Daily News 7612 S. Greenleaf Avenue Whittier, CA 90602 www.whittierdailynews.com	562/698-0955	562/698-0450
LA Times 202 W. 1 st Street. Los Angeles, CA 90012 www.LaTimes.com	213/237-5000 800/LA-TIMES 213/237-7001 Newsroom	213/237-7679
La Opinion 700 S. Flower Street, Suite 3000 Los Angeles, CA 90017 www.impre.com/laopinion.com	213/622-8332 213/896-2011 Newsroom	213/896-2171
Orange County Register 625 N. Grand Avenue Santa Ana, CA 92701 www.ocregister.com	877/469-7344 714/796-7951 Newsroom	714/796-3681
The Wave 1730 W. Olympic Blvd., Suite 500 Los Angeles, CA 90015 www.wavenewspapers.com	323/556-5720	213/835-0584

NEWS SERVICES

Associated Press 221 S. Figueroa Street, Suite 300 Los Angeles, CA 90012 www.ap.org	213/626-1200	213/346-0200
City News Service 11400 W. Olympic Blvd., Suite 780 Los Angeles, CA 90064 www.socalnews.com	310/481-0404	310/481-0416

MISCELLANEOUS SERVICES FOR PIOs**LOCAL PRINT SHOPS**

The following businesses have printing plants which could produce emergency flyers/handouts (could also try newspapers or colleges):

<u>Name and Address</u>	<u>Contact</u>	<u>Telephone and Fax</u>
ACRO Printing 13301 Philadelphia St.	Glenn/Bonnie Watje acro@acroprinting.com	562-945-9638 Fax – 562-907-3630
Sir Speedy 7240 Greenleaf Ave.	Richard Coriaty csr@sswhittier.com	562-698-7513 Fax – 562-696-0550
Wylde & Sons 13273 Barton Circle, SFS	Bill Wylde wsons@aol.com	562-946-4373 Fax – 562-941-3303
FedEx Office 13585 Whittier Blvd.	usa2079@fedex.com	562-945-0280 Fax – 562-945-0734
FedEx Office 16330 Whittier Blvd.	usa1021@fedex.com	562-902-1175 Fax – 562-902-7525

TRANSLATION SERVICES

The following individuals/companies/colleges could translate emergency information into the indicated languages. Could also try Google's translation application (<http://translate.google.com>):

<u>Name and Address</u>	<u>Contact</u>	<u>Telephone and Fax</u>
BiLingual Services 2841 Chestnut Avenue Long Beach, CA 90806	bilingualseervices@email.com (written translations)	562-436-6234 or 562-424-1746 Fax – 562-424-1708
Language Line Services World Headquarters: Language Line Services 1 Lower Ragsdale Drive, Bldg. 2 Monterey, CA 93940	www.language.com (over the phone translations)	800-752-6096 option 2 (24/7)
Interpreters Unlimited Corp. Headquarters: 11199 Sorrento Valley Rd. Suite 203 San Diego, CA 92121	www.interpretersunlimited.com (written and over the phone translations; sign language available)	800-726-9891 (24/7) Fax – 800-726-9822
Links Sign Language and Interpreting Services 800 W. Pacific Coast Highway Long Beach, CA 90806	www.linksinterpreting.com/	888-742-0070 (M-F) 562-331-0927(after hours) Fax – 562-436-5559
Services Center for Independent Living 109 S. Spring Street Claremont, CA 91711	http://scil-ilc.org/ (sign language interpreters)	909-621-6722 626-337-8868 (West Covina office)

**MEDIA RELATIONS
Dos and Don'ts**

DO	DON'T
Prepare	Lie
Assume you're being recorded	Fake it
Respect their deadlines	Go "off the record"
Know the law regarding media	Say "no comment"
Speak officially-no opinions	Use industry slang or terminology
Give the whole story	Speculate
Treat them all equally	Make flippant remarks
Highlight your priorities	Tell one news agency what another is doing
Say "I don't know"	Wear sunglasses on camera
Be there for them-return calls	Fill the "pregnant pause"
Prepare a fact sheet of frequently asked questions	Put down your detractors
Suggest interesting story ideas	Argue with the press
Offer tours or support information	Try to say everything at once
Think "sound bite" or quote	Answer hypotheticals
Listen to the question	Say "Ah"
Practice	Respond to emotional appeals with emotion
Anticipate questions	Send a news release unless it's newsworthy
Correct their mistakes	Break the connection
Remember you are the expert	

Speak only for your agency or level of government.

- Arrange for meetings between the media and incident (field) personnel.
- Make sure telephones, coffee, etc., are available for media representatives if possible.
- Try to stay with your prepared statement.
- Stay cool; don't let questions unnerve you.
- Be direct and **only** comment on what you know - **DO NOT SPECULATE!**
- Have information release policy pre-set with EOC Director.
- Try to make the media your friend-they can either help or hinder your operation.

**SAMPLE MESSAGES FOR RELEASE
TO THE PUBLIC AND MEDIA**

POWER OUTAGE

Please be advised that Edison is undergoing a Stage III Power Alert, resulting in temporary rolling power outages for portions of the City of Whittier. Power will be restored within a given amount of time, generally within one hour. For more information, contact Edison at 1.800.655.4555

**RADIO MESSAGE
EARTHQUAKE - NO INFORMATION AVAILABLE**

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

If you know of someone who is unable to understand, see, or hear this message, please relay this information.

**RADIO MESSAGE
EARTHQUAKE - UPDATE ON EARTHQUAKE**

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

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

(Continue with summary of situation.)

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

If you know of someone who is unable to understand, see, or hear this message, please relay this information.

**SUMMARY STATEMENT FOR MEDIA
EARTHQUAKE**

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

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

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

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

If you know of someone who is unable to understand, see, or hear this message, please relay this information.

**RADIO MESSAGE
HAZARDOUS MATERIAL INCIDENT
(including WMD)**

UNIDENTIFIED SPILL/RELEASE IN HEAVY TRAFFIC AREA

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

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

If you know of someone who is unable to understand, see, or hear this message, please relay this information.

Thank you for your cooperation.

**RADIO MESSAGE
HAZARDOUS MATERIAL INCIDENT
(including WMD)**

LOW HAZARD/CONFINED SPILL/RELEASE - NO GENERAL EVACUATION

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

If you know of someone who is unable to understand, see, or hear this message, please relay this information. Thank you for your cooperation.

(Suggest EAS use: request repeated broadcast.)

**RADIO MESSAGE
HAZARDOUS MATERIAL INCIDENT
(including WMD)**

HIGH HAZARD SPILL/RELEASE-GENERAL EVACUATION REQUESTED/MANDATORY

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

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

Listen to this station for instructions.

Emergency Operations Plan

The material is highly harmful to humans and can cause the following symptoms:_____. If you are experiencing any of these symptoms, seek help at a hospital outside the evacuation area, or at the evacuation center at

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

If you know of someone who is unable to understand, see, or hear this message, please relay this information.

**SUMMARY STATEMENT FOR MEDIA
HAZARDOUS MATERIAL INCIDENT
(including WMD)**

(TO BE ADAPTED ACCORDING TO THE SITUATION)

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

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

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

Approximately (*number*) _____ persons were evacuated.

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

Response agencies involved were _____.

If you know of someone who is unable to understand, see, or hear this message, please relay this information.

**RADIO/TV MESSAGE
FLOODING**

ROADS CLOSED

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

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

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

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

If you know of someone who is unable to understand, see, or hear this message, please relay this information.

**RADIO/TV MESSAGE
FLOODING**

APPROVED VIEWING SPOTS

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

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

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

If you know of someone who is unable to understand, see, or hear this message, please relay this information.

Thank you for your cooperation.

RADIO/TV MESSAGE**EVACUATION ORDERED
(specify mandatory or voluntary)**

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

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

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

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

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

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

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

If you know of someone who is unable to understand, see, or hear this message, please relay this information.

Thank you for your cooperation and your courtesy to others.

Repeat complete message.

MEDIA ACCREDITATION PROCEDURES

During a local emergency depending on the damages to city facilities, the City Hall lunch room/Media Center, or outside the Whittier Police Department facility, or the Council Chambers will be used as the Joint Information Center. All media personnel requesting information should report there.

Media personnel should be prepared to present photo I.D. in the form of a valid signed and dated photo identification card issued to the bearer from the Los Angeles County Sheriff's Department. Additional verification may be required.

No provisions will be made to feed or house media personnel.

Members of the media **may not** be allowed to enter the Emergency Operations Center (EOC) without authorization, as their presence may disrupt emergency operations.

MEDIA ACCESS REGULATIONS

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

California Penal Code

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

- (a) Whenever a menace to the public health or safety is created by a calamity such as flood, storm, fire, earthquake, explosion, accident or other disaster, officers of the California Highway Patrol, California State Police, police departments or sheriff's office, any officer or employee of the Department of Forestry designated a peace officer by subdivision (f) of Section 830.3, and any officer or employee of the Department of Parks and Recreation designated a peace officer by subdivision (l) of Section 830.3, may close the area where the menace exists for the duration thereof by means of ropes, markers or guards to any and all persons not authorized by such officer to enter or remain within the closed area. If such a calamity creates an immediate menace to the public health, the local health officer may close the area where the menace exists pursuant to the conditions which are set forth above in this section.
- (b) Officers of the California Highway Patrol, California State Police, police departments, or sheriff's office or officers of the Department of Forestry designated as peace officers by subdivision (f) of Section 830.3 may close the immediate area surrounding any emergency field command post or any other command post activated for the purpose of abating any calamity enumerated in this section or any riot or other civil disturbance to any and all unauthorized persons pursuant to the conditions which are set forth in this section whether or not such field command post or other command post is located near to the actual calamity or riot or other civil disturbance.
- (c) Any unauthorized person who willfully and knowingly enters an area closed pursuant to subdivision (a) or (b) and who willfully remains within such area after receiving notice to evacuate or leave shall be guilty of a misdemeanor.
- (d) Nothing in this section shall prevent a duly authorized representative of any news service, newspaper, or radio or television station or network from entering the areas closed pursuant to this section.**

Federal Aviation Regulations**Subpart B - Flight Rules**
Section 91.91 Temporary Flight Restrictions

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

EOC VISITOR CONTROL PROCEDURES

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

Visitors wishing to enter the Emergency Operations Center during an actual emergency must fill out a Visitation Request Form that may be obtained from the EOC Security Officer. Copies of the EOC Visitation Request Form are included in various EOC binders and a manila envelope in the EOC Management Section box.

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

All visitors wear the “Approved EOC Visitor” badge issued by the Deputy EOC Coordinator, and must remain within a designated area while in the EOC unless directed to do otherwise by EOC staff. Blank “Approved EOC Visitor” badges are contained in a manila envelope in the EOC Management Section box. Visitors must check out with the Security Officer when leaving the EOC area.

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Emergency Operations Plan

PUBLIC INFORMATION SUMMARY

1. INCIDENT NAME		2. TYPE		3. Cause							
4. LOCATION/JURISDICTION		5. INCIDENT COMMANDER		6. START TIME	7. CLOSE TIME						
8. AREAS INVOLVED			14. AREAS EVACUATED								
9. AGENCIES RESOURCES COMMITTED			15. SHELTER CENTERS								
10. CASUALTIES A. INCIDENT PERSONNEL B. PUBLIC a. Injuries _____ a. Injuries _____ b. Fatalities _____ b. Fatalities _____			16. HOSPITAL/CONTACT PERSON								
11. DAMAGE ESTIMATES A. PUBLIC B. PRIVATE \$ _____ \$ _____			17. ROAD STATUS								
12. WARNINGS-EXPECTED HAZARDS <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:33%;">LOCATION</th> <th style="width:33%;">TYPE</th> <th style="width:33%;">PERIOD</th> </tr> </thead> <tbody> <tr> <td style="height: 100px;"></td> <td></td> <td></td> </tr> </tbody> </table>			LOCATION	TYPE	PERIOD				18. MISCELLANEOUS		
LOCATION	TYPE	PERIOD									
13. CURRENT WEATHER		FORECAST WEATHER									
		19. PIO PHONES									
		20. LOCATION									
		21. PREPARED BY		DATE/TIME							
		22. APPROVED BY									
				209-LEICS 1/98							

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**CITY OF WHITTIER
EOC VISITATION REQUEST FORM
(Return to Deputy EOC Coordinator)**

DATE _____

NAME _____
(Please print)

ADDRESS _____

TELEPHONE (Work) _____ (Home) _____

ORGANIZATION REPRESENTED _____

REASON FOR REQUEST _____

I understand that completion of this form does not constitute an agreement, expressed or implied, to permit me to enter the Emergency Operations Center (EOC).

If granted permission to enter the EOC, I agree to remain in the Visitor Control Area while in the EOC unless I am directed elsewhere by EOC staff. Further, I understand that visitation privileges may be terminated at any time and I agree to leave promptly upon notification of the termination of visitation privileges.

Signature

Signature of Authorizing Employee _____

Time In _____ Time Out _____ Areas Visited _____

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**PART TWO
OPERATIONS SECTION**

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Emergency Operations Plan

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**OPERATIONS SECTION
GENERAL SECTION****PURPOSE**

To enhance the capability of the City to respond to emergencies by carrying out coordinated tactical operations based upon the EOC Action Plan. It is the policy of this Section that the priorities of responses are to:

- Protect life and property.
- Carry out objectives of the EOC Action Plan.
- Ensure coordinated incident response.
- Cooperate with other sections of the City's emergency response team.

OVERVIEW

The Operations Section's primary responsibility is to coordinate the response operations of various elements involved in the disaster/emergency. These elements may include:

- Law Enforcement Branch
 - Security
 - Coroner Unit
- Fire/Rescue/Hazardous Materials/Medical/Health Branch (Contract)
- Care and Shelter Branch
- Public Works Branch
 - Water Unit
- Building and Safety Branch

OBJECTIVES

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

CONCEPT OF OPERATIONS

The Operations Section will operate under the following policies during a disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with adopted policies.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods should be event driven.

ORGANIZATION AND RESPONSIBILITIES

The Operations Section's primary responsibilities in a disaster/emergency are to:

- Manage, coordinate and support tactical operations.
- Assist in the development of the Operations Section portion of the EOC Action Plan.
- Request resources needed to implement the Operations Section's tactics as a part of the EOC Action Plan development.

SECTION ACTIVATION PROCEDURES

The EOC Director is authorized to activate the Operations Section.

When to Activate

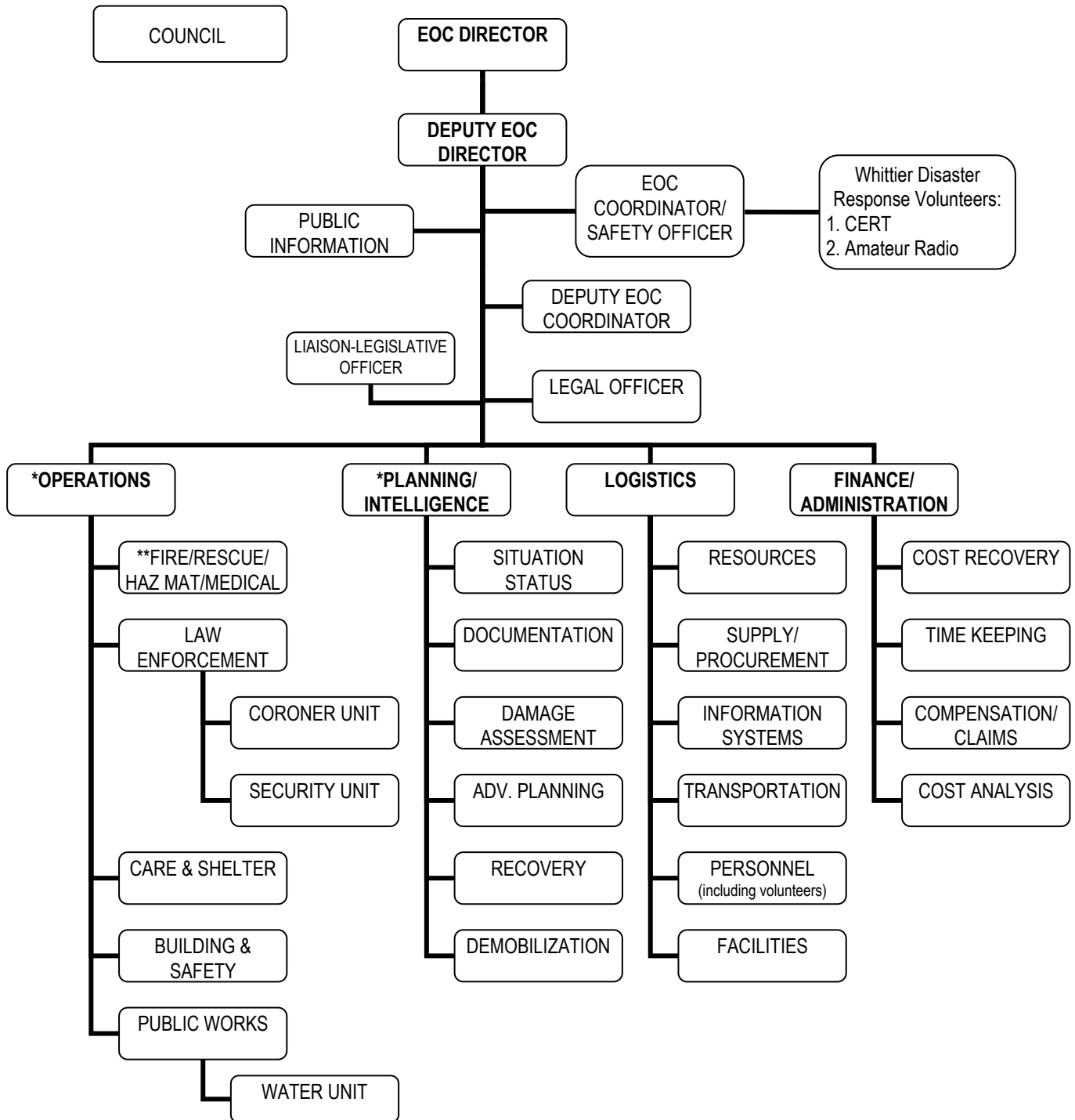
The Operations Section may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the EOC Director. The EOC Director will provide call-back instructions for staff to report to work. If communication systems are damaged due to a disaster, personnel shall assume they are needed and report to work immediately.

Where to Report

The City EOC is located in the City's Police Department, Community Room/EOC. The alternate EOC is located at Parnell Park.

Emergency Operations Plan

ORGANIZATION CHART

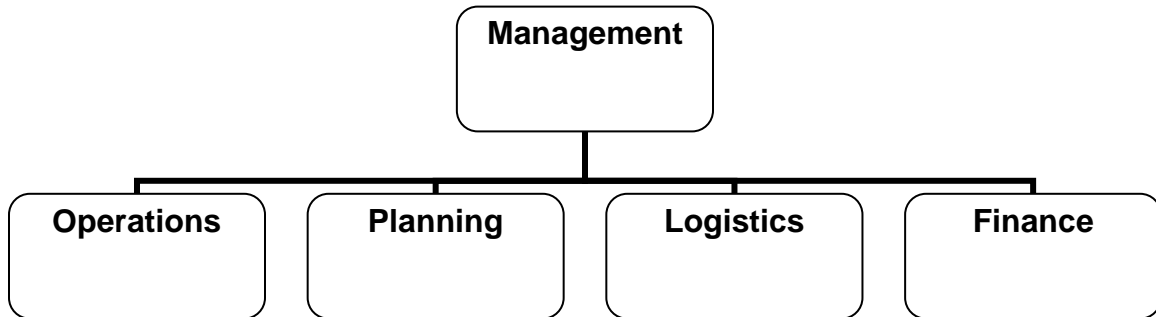


* If all elements are activated, a deputy may be appointed to provide a manageable span of control.

** Contract service/liaison position.

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

RESPONSIBILITIES CHART



Responsibilities:

Management Section

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies and private organizations. Management will either activate appropriate sections or perform their functions as needed.

Operations Section

The Operations Section is responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan.

Planning/Intelligence Section

The Planning/Intelligence Section is responsible for collecting, evaluating, and disseminating information; developing the City's EOC Action Plan in coordination with other sections; initiating and preparation of the City's After Action/ Corrective Action Report and maintaining documentation.

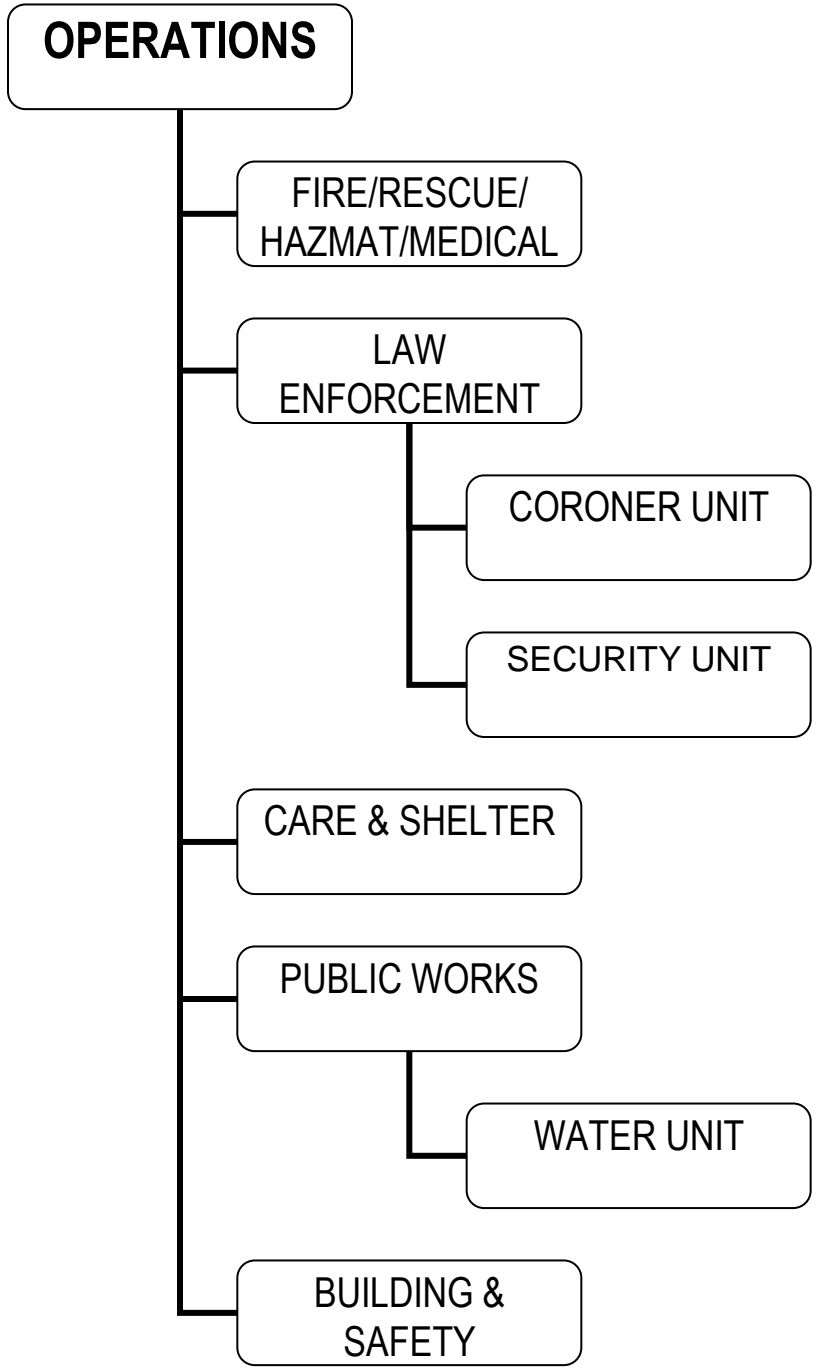
Logistics Section

The Logistics Section is responsible for providing communications, facilities, services, personnel, equipment, supplies, materials and tracking resources.

Finance/Administration Section

The Finance/Administration Section is responsible for financial activities and other administrative aspects.

OPERATIONS SECTION ORGANIZATION CHART



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OPERATIONS SECTION STAFF

The Operations Section Chief will determine, based on present and projected requirements, the need for establishing specific and/or specialized branches. The following branches may be established as the need arises:

- Law Enforcement Branch
 - Coroner Unit
 - Security Unit
- Fire/Haz Mat/Medical Branch
- Care & Shelter Branch
- Public Works Branch
 - Water Unit
- Building and Safety Branch

The Operations Section Chief may activate additional units as necessary to fulfill an expanded role.

Operations Section Chief

The Operations Section Chief, a member of the Deputy EOC Director's General Staff, is responsible for coordinating the City's operations in support of the emergency response through implementation of the City's EOC Action Plan and for coordinating all requests for mutual aid and other operational resources. The Chief is responsible for:

- Understanding the current situation.
- Predicting probable resource needs.
- Preparing alternative strategies for procurement and resources management.

Fire/Rescue/Haz Mat/Medical Branch (Contract Service)

The Fire Branch is responsible for coordinating personnel, equipment, and resources committed to the fire, search and rescue, hazardous materials elements of the incident. Standard Operating Procedures are maintained and followed by the Los Angeles County Fire Department.

Law Enforcement Branch

This Branch is responsible for alerting and warning the public, coordinating evacuations, enforcing laws and emergency orders, establishing safe traffic routes, ensuring that security is provided at incident facilities, ensuring access control to damaged areas, ordering and coordinating appropriate mutual aid resources, assuming responsibility for the Coroner function in the absence of the Los Angeles County Medical Examiner (Coroner), and activating crisis counseling for emergency responders.

Security Unit

This Unit is responsible for security of all EOC facilities and personnel access.

Coroner Unit

Coroner function in the absence of the Los Angeles County Medical Examiner, and activating crisis counseling for emergency responders.

Care and Shelter Branch

The Care and Shelter Branch is responsible for providing care and shelter for disaster victims and will coordinate efforts with the American Red Cross and other volunteer agencies.

Public Works Branch

The Public Works Branch is responsible for coordinating all Public Works operations; maintaining public facilities, surviving utilities and services, as well as restoring those that are damaged or destroyed; assisting other functions with traffic issues, search and rescue, transportation, inspections, etc. as needed.

Water Unit

The Water Unit is responsible for coordinating all Water operations; surviving utilities and services, as well as restoring those that are damaged or destroyed; assisting other functions as needed.

Building and Safety Branch

The Building and Safety Branch is responsible for the evaluation and inspection of all City-owned and private structures damaged in an incident. The Building and Safety Branch will also identify and mitigate safety hazards and situations of potential City liability during EOC operations and ensure a safe working environment in the EOC.

EOC RESPONSIBILITIES

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

- Check-in with EOC Security Unit upon arrival at the EOC.
- Report to your EOC organizational supervisor.
- Pick up your colored position sign and post on wall under "EOC Positions Activated" (cluster by EOC Section color).
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Identify yourself by putting your title on your person (vest, name tag). Print your name on the EOC organization chart next to your assignment.
- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Open and maintain a position activity log.
- Determine 24-hour staffing requirements and request additional support as required.
- Note your check-in time on the Section Time Log.
- Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center/Joint Information Center.
- Request additional resources through the appropriate Logistics Section Unit.
- Based on the situation as known or forecast determine likely future Section needs.
- Think ahead and *anticipate* situations and problems before they occur.
- Using activity log, maintain all required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

General Operational Duties

- Keep up to date on the situation and resources associated with your position.
- Maintain current status reports and displays.
- Keep your EOC organizational supervisor advised of your status and activity and on any problem areas that now need or will require solutions.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.
- Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.

- Determine and **anticipate** support requirements and forward to your EOC organizational supervisor.
- Monitor your position activities and adjust staffing and organization to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your EOC organizational supervisor at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- Do **NOT** throw any paperwork (notes, memos, messages, etc.) away. This documentation can be used for FEMA reimbursement.

Deactivation

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Brief your replacement and/or your Section Chief regarding any outstanding or significant items
- Deactivate your position and close out logs when authorized by your EOC organizational supervisor.
- Leave forwarding phone number where you can be reached.
- Sign out with your Section Chief and on large EOC organization/sign-in sheet.
- If your replacement has not arrived, remove colored position sign from wall and return to Security Unit.

OPERATIONS SECTION CHIEF**SUPERVISOR: Deputy EOC Director****GENERAL DUTIES:**

- Ensure that the Operations Section function is carried out, including the coordination of response for Law Enforcement, Fire/Rescue/HazMat/Medical/Health, Care and Shelter, Public Works and Building and Safety.
- Establish and maintain mobilization areas for incoming mutual aid resources.
- Develop and ensure that the EOC Action Plan's operational objectives are carried out.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Exercise overall responsibility for the coordination of activities within the Section.
- Report to the Deputy EOC Director on all matters pertaining to Section activities.

RESPONSIBILITIES:

Coordinate the City's operations in support of the emergency response through implementation of the City's EOC Action Plan and coordinate all requests for mutual aid and other operational resources.

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

- See Common EOC responsibilities on page O-11.

Section Duties

- Establish field communications with affected areas.
- Evaluate the field conditions associated with the disaster/emergency and coordinate with the Situation Status Unit of the Planning/Intelligence Section.
- Determine the need to evacuate and issue evacuation orders.
- Determine the need for In-Place Sheltering and issue notification orders. (see **Part Two, Operations Support Documentation – Shelter-In-Place**)
- In coordination with the Situation Status Unit of the Planning/Intelligence Section, designate primary and alternate evacuation routes for each incident.
- Display on maps the primary and alternate evacuation routes which have been determined for the incident.
- Identify, establish and maintain mobilization centers for Operations-related equipment and personnel. Authorize release of equipment and personnel to incident commanders in the field.
- Identify, establish, and maintain mobilization areas for Operations-related equipment and personnel that come through Mutual Aid.

- Participate in the Deputy EOC Director's action planning meetings.
- Direct Operations Branch Chiefs to maintain up-to-date Incident Charts, Incident Reports, and Branch specific maps. Ensure that only ACTIVE, ESSENTIAL information is depicted on the charts and maps. All Branch related items of interest should be recorded on an Incident Report.
- Provide copies of the daily Incident Report to the Documentation Unit of the Planning/Intelligence Section at end of each operational period.
- Coordinate the activities of all departments and agencies involved in the operations.
- Determine resources committed and resource needs.
- Receive, evaluate, and disseminate information relative to the Operations of the disaster/emergency.
- Provide all relevant emergency information to the Public Information Officer.
- Conduct periodic Operations Section briefings and work to reach consensus for forthcoming operational periods.
- Work closely with the Planning/Intelligence Section Chief in the development of the EOC Action Plan. Ensure the development Operations Section objectives. (see **Part Two, Planning/Intelligence Support Documentation – Action Planning**)
- Work closely with Logistics Section-Information Systems Branch in the development of a Communications Plan.
- Work closely with each Branch leader to ensure Operations Section objectives as defined in the current EOC Action Plan are being addressed.
- Ensure that intelligence information from Branch leaders is made available to the Planning/Intelligence Section.
- Ensure that **unusual** weather occurrences within the jurisdiction are reported to the National Weather Service (NWS) (see **Part Two, Operations Support Documentation – NWS**)
- Ensure Care and Shelter Branch works with the Los Angeles County Animal Care and Control for animal care issues.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section, i.e., notification of any emergency expenditures.
- Review suggested list of resources to be released and initiate recommendations for their release. Notify the Resources Unit of the Logistics Section.

Deactivation

- Authorize deactivation of organizational elements within your Section when they are no longer required.

LAW ENFORCEMENT BRANCH DIRECTOR**SUPERVISOR:** **Operations Section Chief****GENERAL DUTIES:**

- Coordinate movement and evacuation operations during the disaster.
- Alert and notify the public of the pending or existing emergency.
- Activate any public warning systems.
- Coordinate all law enforcement and traffic control operations during the disaster.
- Ensure the provision of security at incident facilities.
- Coordinate incoming law enforcement mutual aid resources during the emergency.
- Coordinate and assume responsibility as necessary for Coroner Operations.

RESPONSIBILITIES:

Alert and warn the public, coordinate evacuations, enforce laws and emergency orders, establish safe traffic routes, ensure that security is provided at incident facilities, ensure access control to damaged areas, order and coordinate appropriate mutual aid resources and assume responsibility for the Coroner function in the absence of the Los Angeles County Coroner. Necessary units or groups may be activated as needed to carry out these functions.

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

- See Common EOC responsibilities on page O-11.

Branch Duties

Branch Operational Duties are organized into categories: Mobilization, Initial Response, Alerting/Warning, Evacuation, Security, Other, and Additional Actions in Response to Hazardous Materials, Air Crash, or Flooding/Dam Failure.

Mobilization

- Ensure that all on-duty Law Enforcement and Public Safety personnel have been alerted and notified of the current situation.
- Ensure that all off-duty Law Enforcement and Public Safety personnel have been notified of call-back status, (when they should report) in accordance with current department emergency procedures.
- Ensure that Law Enforcement and Public Safety personnel have completed status checks on equipment, facilities, and operational capabilities.
- Alter normal patrol procedures to accommodate the emergency situation.

Initial Response

- Ensure that field units begin safety/damage assessment survey of critical facilities and report status information to the Planning/Intelligence Section through the Operations Section.
- Notify Watch Commander of status.
- Coordinate with the appropriate units of the Logistics Section for supplies, equipment, personnel, and transportation for field operations.
- Establish a multi-purpose staging area as required.
- Maintain contact with dispatch center to coordinate resources and response personnel.
- Direct field units to report pertinent information (casualties, damage observations, evacuating status, radiation levels, chemical exposure, etc.) to the appropriate EOC Operations Branch.

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

- Designate area to be warned and/or evacuated.
- Develop the warning/evacuation message to be delivered. At a minimum the message should include:
 - Nature of the emergency and exact threat to public
 - Threat areas
 - Time available for evacuation
 - Evacuation routes
 - Location of evacuee assistance center
 - Radio stations carrying instructions and details
- Coordinate all emergency warning and messages with the EOC Director and the PIO. Consider following dissemination methods:
 - Notifying law enforcement units to use loudspeakers and sirens to announce warning messages.
 - Determining if helicopters are available and/or appropriate for announcing warnings.
 - Using cable TV, local radio stations, local low-power radio stations, and social media to deliver warning or emergency messages upon approval of the EOC Director.
 - Using the Emergency Alert System (EAS) for local radio and television delivery of warnings. (see **Part Two, Operations Support Documentation – Alerting and Warning**)
 - Using explorers, volunteers, reserves, and other City personnel as necessary to help with warnings. Request through the Logistics Section.
- Ensure that dispatch notifies special facilities requiring warning and/or notification (i.e., hospitals, schools, government facilities, special industries, etc.)
- Warn all non-English speaking; hearing, visually or mobility impaired persons; and other special needs populations of the emergency situation/hazard by:
 - Using bilingual employees, whenever possible.
 - Translating all warnings, written and spoken, into appropriate languages.
 - Contacting media outlets (radio/television) that serve the languages you need.
 - Utilizing TDD machines and 9-1-1 translation services to contact the deaf.
 - Using pre-identified lists of disabled and hearing impaired persons for individual contact.

- Check vacated areas to ensure that all people have received warnings.

Evacuation

- Implement the evacuation portion of the EOC Action Plan and/or support field operations.
- Establish emergency traffic routes in coordination with the Public Works Branch, utilizing the County Operational Area Disaster Route Priority Plan.
- Coordinate with the Public Works Branch traffic engineering to determine capacity and safety of evacuation routes and time to complete evacuation.
- Ensure that evacuation routes do not pass through hazard zones.
- Assist Public Works with identifying and clearing debris from critical routes required to support emergency response vehicles.
- Identify alternate evacuation routes where necessary.
- Through field unit requests, identify persons/facilities that have special evacuation requirements; i.e., disabled, hospitalized, elderly, institutionalized, incarcerated etc. Check status. Evacuate if necessary. Coordinate with the Transportation Unit of the Logistics Section for transportation.
- Consider use of City vehicles if threat is imminent. Coordinate use of City vehicles (trucks, vans, etc.) with the Transportation Unit of the Logistics Section. Encourage the use of private vehicles if possible.
- Establish evacuation assembly points.
- Coordinate the evacuation of hazardous areas with neighboring jurisdictions and other affected agencies.
- Coordinate with Care and Shelter Branch to open evacuation centers.
- Establish traffic control points and provide traffic control for evacuation and perimeter control for affected areas.
- Place towing services on stand-by to assist disabled vehicles on evacuation routes.
- Monitor status of warning and evacuation processes.
- Coordinate with the Public Works Branch to obtain necessary barricades and signs.

Security

- Determine current security requirements and establish staffing as needed.
- Establish or relocate security positions as dictated by the situation.
- Coordinate security for critical facilities and resources.
- Enforce curfew and other emergency orders, as identified in the EOC Action Plan.
- Request mutual aid assistance through the Los Angeles County Sheriff's Pico Rivera Station or Watch Commander.
- Coordinate security in the affected areas to protect public and private property by establishing access controls and screening traffic entering the City, as required.
- Determine needs for special access facilities. Consider need for vehicle traffic control plan. Develop if required.
- Assist in any EOC evacuation.
- Assist in sealing off any danger areas. Provide access control as required.
- Provide executive security as appropriate or required.

- Provide security input and recommendations as appropriate to conditions to Deputy EOC Director.
- Assist fire units/ambulances/medical teams/emergency supply vehicles in entering and leaving incident areas.
- Coordinate the assisting fire units/ambulances/medical teams/emergency supply vehicles in entering and leaving incident areas, when needed.
- Coordinate with the Public Works Branch for street closures and board up of buildings.
- Coordinate law enforcement and crowd control services at mass care and evacuation centers.
- Provide information to the PIO on matters relative to public safety.
- Ensure that detained inmates are protected from potential hazards. Ensure adequate security, and relocate if necessary.
- Consider vehicle security and parking issues at incident facilities and coordinate security if necessary.
- Develop procedures for safe re-entry into evacuated areas.
- Coordinate with Los Angeles Animal Care and Control Department and the Facilities and Procurement Units of the Logistic Section. Take required animal control measures as necessary.
- If requested, assist the Los Angeles County Coroner with removal and disposition of the dead.
- Activate the Critical Incident Stress Management teams if necessary. Make request through Logistics Section.

Additional Actions in Response to a Major Air Crash

- Notify the Federal Aviation Agency or appropriate military command for all air crash incidents.
- In response to a major air crash, request temporary flight restrictions.

Additional Actions in Response to Hazardous Materials Incidents

- Ensure that all personnel remain upwind or upstream of the incident site. This may require repositioning of personnel and equipment as conditions change.
- Notify appropriate local, state, and federal hazard response agencies.
- Consider wind direction and other weather conditions. Contact the Situation Status Unit of the Planning/Intelligence Section for updates.
- Assist with the needs from the Incident Command/Unified Command Post as requested.
- Assist in efforts to identify spilled substances, including locating shipping papers and placards, and contacting as required: County Health, Cal OES, shipper, manufacturer, CHEMTREC, etc.

Additional Actions in Response to Flooding and/or Dam Failure

- Notify all units in and near inundation areas of flood arrival time.
- Direct mobile units to warn public to move to higher ground immediately. Continue warning as long as needed.
- Coordinate with PIO to notify radio stations to broadcast warnings.

SECURITY UNIT LEADER**SUPERVISOR:** Law Enforcement Branch Director**GENERAL DUTIES:**

- Provide twenty-four hour a day security for EOC facilities.
- Control personnel access to facilities in accordance with policies established by the EOC Director.

RESPONSIBILITIES:

Security of all EOC facilities and personnel access.

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

- See Common EOC responsibilities on page O-11.

Duties:

- Determine current security requirements and establish staffing as needed.
- Determine needs for special communications. Make needs known to the Information Systems Branch of the EOC Logistics Section.
- Complete a radio or communications check with all on-duty security personnel as appropriate.
- Establish or relocate security positions as dictated by the situation.
- Determine needs for special access facilities. Consider need for vehicle traffic control plan. Develop if required.
- Assist in any EOC evacuation.
- Assist in sealing off any danger areas. Provide access control as required.
- As requested, provide security for any EOC critical facilities, supplies or materials.
- Provide executive security as appropriate or required.
- Provide security input and recommendations as appropriate to conditions to EOC Director.

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CORONER UNIT LEADER**SUPERVISOR:** Law Enforcement Branch Director**GENERAL DUTIES:**

- Assume responsibility in the event the County Coroner is unable to respond.
- Coordinate resources for collection, identification and disposition of deceased persons and human tissue. Select qualified personnel to staff temporary morgue sites. Identify mass burial sites. Establish and maintain records of fatalities.
- Request the County Operational Area to activate the Emergency Mortuary Response Plan as necessary to supplement Coroner Operations. Assist as needed.

RESPONSIBILITIES:

The County of Los Angeles Chief Medical Examiner-Coroner has Coroner responsibilities in the City of Whittier. In a wide-scale disaster within Los Angeles County, it may be several hours or days before the dead can be collected and processed by the Department of the Chief Medical Examiner-Coroner. Law Enforcement has the ultimate responsibility for carrying out this function if the County Coroner cannot respond. In addition, the Law Enforcement Branch may assist the County Coroner in coordinating the Emergency Mortuary Response Plan if the County Coroner is not available. Law Enforcement will proceed only with the instructions and authorization of the County Coroner.

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

- See Common EOC responsibilities on page O-11.

Duties:

- Ensure that Coroner notification has been made to the Los Angeles County Operations Area. Determine the expected time of arrival.
- Coordinate resources for collection, identification and disposition of deceased persons and human tissue. Select qualified personnel to staff temporary morgue sites, identify mass burial sites, establish and maintain records of fatalities. Coordinate the removal and disposition of the dead if requested by the County Coroner.
- Coordinate the removal and disposition of the dead if requested by the County Coroner.
- Continually attempt to contact the County Coroner to advise of condition and needs and return control of function as soon as possible to that office.
- Establish temporary morgue facilities.
- Coordinate with local morticians for assistance.
- Coordinate with the Supply/Procurement and Transportation Units of the Logistics Section to arrange for cold storage locations and transportation for temporary body storage.
- Coordinate with the Supply/Procurement Unit of the Logistics Section for Procurement of body bags, tags, gloves, masks, stretchers, and other support items.

- Coordinate with Public Works and Fire Branches on removal procedures for bodies within unstable or hazardous structures. Do not move any bodies without Coroner's authorization.
- Advise all personnel involved in body recovery operations of the specific documentation requirements. See Coordinate all body recovery operations with the Coroner's Office. (see **Part Two, Operations Support Documentation – Procedures for Handling the Dead**)
- Ensure that assigned personnel and volunteers are monitored for stress, morale or psychological problems relate to body recovery operations.
- Consider changing shifts at 6 hours if involved in body recovery.
- Arrange for Critical Incident Stress Debriefing for all personnel involved in coroner operations through the Personnel Unit of the Logistics Section.
- Maintain list of known dead. Maintain a log of body recovery operations to be provided to the County Coroner as requested or upon conclusion of the emergency.
- Provide assistance to the County Coroner in the identification of remains if requested.
- Notify next of kin as advised by the County Coroner.
- Provide data on casualty counts to the Los Angeles County Operational Area via the Pico Rivera Sheriff's Station EOC or Watch Commander.
- In a hazardous materials incident, determine if special body handling procedures will be required to avoid contamination. Receive instructions from County Coroner.
- Be prepared to relocate morgue facilities if they are located in flood-prone areas.
- Assist and coordinate the reburial of any coffins that may be washed to the surface of inundated cemeteries.
- Maintain contact with established DOCs and dispatch centers to coordinate resources and response personnel.
- Direct field units to report pertinent information (casualties, damage observations, evacuation status, radiation levels, chemical exposures, etc.) to the appropriate EOC Operations Branch.

FIRE/HAZ MAT/MEDICAL BRANCH DIRECTOR (Contract Service)

SUPERVISOR: **Operations Section Chief**

DUTIES:

- Evaluate and process requests for fire and rescue resources or reports of hazardous materials spills or releases.
- Coordinate search and rescue and fire operations.
- Coordinate the prevention, control and suppression and hazardous materials incidents.
- Coordinate the provision of emergency medical care.
- Assess medical casualties and needs. (Number of injuries and/or deaths).
- Coordinate resources and communication with medical/health care facilities and transportation companies for the evacuation and continual patient care consistent with the EOC Action Plan.
- Assist and serve as an advisor to the Operations Section Chief and other Branches as needed.
- Coordinate mobilization and transportation of all City resources through the Logistics Section.
- Implement that portion of the EOC Action Plan appropriate to the Fire Branch.
- Monitor and coordinate all tactical operations of triage, emergency medical care and treatment of the sick and injured resulting from the incident.
- Coordinate preventive health services and other health-related activities and advise on general sanitation matters.
- Disease surveillance and detection and epidemiological investigation.
- Environmental control measures.
- Provide health education to the public.
- Provide medical expertise to first responders regarding health hazards, as needed.

RESPONSIBILITIES:

The Fire/Haz Mat/Medical Branch will provide for the timely and adequate response to fire and rescue requests and hazardous materials spills or releases. This Branch will coordinate personnel, equipment and resources to provide the best fire/hazmat response possible consistent with the EOC Action Plan. Priorities of importance are: protection of life, environment, property and equipment.

Until the Los Angeles County Health Services are able to respond to the EOC, the Fire/HazMat/Medical Branch will manage personnel, equipment and resources to provide the best patient care possible consistent with the EOC Action Plan. Coordinate the provision of public health and sanitation consistent with the EOC Action Plan.

***Note:** The Los Angeles County Fire Department (LACoFD) is the lead agency in Whittier in the event of wildland or structure fires, hazardous materials incidents, and search and rescue operations. Whittier is served by LACoFD's Battalion 8 and with 4 Fire Stations within the City boundaries. Fire Station #28 on Greenleaf Avenue serves as the Headquarters for this area. During an emergency involving the City of Whittier the*

LACoFD will assign a Chief Officer to the City's EOC. Once there, the Chief Officer will follow the department's own policies, procedures, plans and checklists.

The Medical/Health actions are the responsibility of Los Angeles County Health Services. In the event of a major disaster, there may be an extended period of time before the County service can be provided. As resources allow, the Fire/Haz Mat/Medical Branch will coordinate the appropriate actions until the County responds.

Los Angeles County Health Services in coordination with the private hospitals designated as Casualty Collection Points (CCP) sites is responsible for assigning medical staff to CCPs.

CARE AND SHELTER BRANCH DIRECTOR**SUPERVISOR: Operations Section Chief**

The City of Whittier is within the jurisdiction of the Rio Hondo Chapter of the American Red Cross.

<u>Address</u>	<u>Business Hour Telephone</u>	<u>After-hours Telephone</u>
6706 S. Friends Avenue, Whittier, CA 90601	(562) 945-3944 (M-Fri., 8 a.m. to 5 p.m.)	(855) 891-7325

If the disaster is large enough, the affected American Red Cross chapter(s) may consolidate operations into a disaster operations headquarters at a site to be determined.

The Care and Shelter Branch shall ensure that plans are in place to open and operate evacuation centers and mass care facilities until, the American Red Cross assumes responsibility. Thereafter, the Care and Shelter Branch will work closely with and support the American Red Cross and any other volunteer services agencies providing assistance to disaster victims.

The Los Angeles County Department of Public Social Services has the Operational Area responsibility for Care and Shelter.

POTENTIAL SHELTER SITES

Potential shelter facilities should:

- Be pre-identified as potential sites with Site Surveys completed (see **Part Two, Operations Support Documentation – Care and Shelter**).
- In conjunction with the Whittier Service Center of the American Red Cross of Greater Los Angeles, have permission and Memos of Understanding secured for shelter usage.
- In conjunction with the American Red Cross, have procedures for the following inspections and access, both during regular and after hour use, before a shelter is established.
 - Structural safety inspection arranged with City's Building and Safety Branch.
 - OSHA safety inspection for safety of shelterees and workers.
 - Facility Walk-Through Survey prior to use (to protect owner and user against damage claims).

Examples of suitable potential shelter sites:

- City-owned facilities such as community centers, recreational facilities or auditoriums
- Churches and other privately owned facilities
- School multi-purpose buildings and gymnasiums.
- Convention Centers or conference centers

Care and Shelter Branch should coordinate with the American Red Cross in identifying potential sites. Potential shelters should have the following and meet all Americans with Disabilities Act (ADA) requirements:

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

See Operations Support Documentation/Care and Shelter for City Whittier pre-identified shelter sites and for Disability and Aging Specific Considerations

Depending upon the scope of the emergency, additional shelter sites may need to be obtained and/or existing shelters upgraded. All suitable buildings, other than those used for other emergency functions, may be used for sheltering.

Community centers and other city-owned facilities have become the most preferred facilities for shelter operations as they are public facilities and can usually accommodate large numbers of people. Churches are also appropriate as they are often large and have kitchen facilities on the premises. Because it is important that a community return to normal activities as soon after a disaster as possible, schools should be used in shelter operations only when other resources are unavailable.

GENERAL DUTIES:

- Identify the care and shelter needs of the community.
- Coordinate with the American Red Cross and other emergency welfare agencies to identify, set up, staff and maintain evacuation centers and mass care facilities for disaster victims.
- Via the media, encourage residents to go to the shelter nearest their residence.

RESPONSIBILITIES:

Provide care and shelter for disaster victims and coordinate efforts with the American Red Cross and other volunteer agencies. If necessary establish a Dependent Care Center for emergency worker family members and dependents.

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

- See Common EOC responsibilities on page O-11.

Duties

- Contact the Rio Hondo Chapter of the American Red Cross and request an ARC liaison for the City of Whittier's EOC. (The Rio Hondo Chapter of the American Red Cross will arrange for a liaison at the Operational Area EOC which may satisfy local government needs.)
- Identify the care and shelter needs of the community, in coordination with the other Operations Branches.

- Determine the need for an evacuation center or mass care shelter.
- The Rio Hondo Chapter of the American Red Cross should be contacted when considering opening a mass care facility.
- Identify and prioritize which designated mass care facilities will be needed and if they are functional.
- Ensure that Building and Safety Branch has inspected each shelter site prior to occupancy following an earthquake and after each significant aftershock.
- If evacuation is ordered, in conjunction with the American Red Cross if available, open evacuation centers in low risk areas and inform public of locations.
- In coordination with the American Red Cross, ensure that mass care facilities and staff can accommodate unaccompanied children, handicapped and aged individuals.
- In conjunction with the American Red Cross, manage care and shelter activities (staffing, registration, shelter, feeding, pertinent evacuee information, etc.)
- Ensure shelter management teams are organized and facilities are ready for occupancy meeting all health, safety and ADA standards, in conjunction with the American Red Cross.
- Coordinate with the Personnel Unit of the Logistics Section to contact volunteer agencies and recall City staff to assist with mass care functions including basic first aid, shelter and feeding of evacuees and sanitation needs.
- Coordinate with the Los Angeles County Operational Area Care and Shelter Branch for sheltering of residential care and special needs populations.
- Provide and maintain shelter and feeding areas that are free from contamination and meet all health, safety and ADA standards.
- Coordinate with the Rio Hondo Chapter of the American Red Cross and other volunteer agencies for emergency mass feeding operations.
- Coordinate with the Los Angeles County Operational Area Care and Shelter Branch, the American Red Cross, other volunteer organizations and private sector if mass feeding or other support is required at spontaneous shelter sites, e.g., in parks, schools, etc.
- Coordinate with the Information Systems Branch of the Logistic Sections to provide communications where needed to link mass care facilities, the EOC and other key facilities.
- Coordinate with the Los Angeles County Animal Care and Control for the care of shelterees' animals.
- Notify the Post Office to divert incoming mail to designated relocation areas or mass care facilities, as necessary.
- Coordinate with the Transportation Unit of the Logistics Section for the transportation needs of shelterees.
- Ensure shelter managers make periodic activity reports to the EOC including requests for delivery of equipment and supplies, any City expenditures, damages, casualties and numbers and types of persons sheltered. The reporting period will be determined by the Operations Section.
- Assist the American Red Cross to ensure adequate food supplies, equipment and other supplies to operate mass care facilities. Coordinate procurement and distribution

through the American Red Cross or the Procurement Unit of the Logistics Section if requested by American Red Cross.

- Coordinate with the Facilities Unit of the Logistics Section in the evacuation and relocation or shelter-in-place of any mass care facilities which may be threatened by any hazardous condition.
- Request that the American Red Cross establish Reception Centers as required to reunite rescued individuals with their families and to provide other necessary support services.
- Coordinate with the American Red Cross in the opening, relocating and closing of shelter operations. Also coordinate the above with adjacent communities if needed.

PUBLIC WORKS BRANCH DIRECTOR**SUPERVISOR:** Operations Section Chief**DUTIES:**

- Receive and process all field resource requests for Public Works resources. Coordinate those requests internally and externally as necessary to make sure there are no duplicate orders.
- Coordinate with the Logistics Section on the acquisition of all resources and support supplies, materials and equipment.
- Determine the need for and location of general staging areas for unassigned resources. Coordinate with the Facilities Unit of the Logistics Section and participate in any action planning meetings pertaining to the establishment of additional locations.
- Prioritize the allocation of resources to individual incidents. Monitor resource assignments. Make adjustments to assignments based on requirements.
- Ensure the procurement and distribution of potable water supplies and coordinate with the Fire/Haz Mat/Medical/Health on water purification notices. (see **Operations Support Documentation – Water Distribution**)

RESPONSIBILITIES:

Coordinate all Public Works operations; maintain public facilities, surviving utilities and services, as well as restore those that are damaged or destroyed; assist other functions with traffic issues, search and rescue, transportation, etc. as needed.

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

- See Common EOC responsibilities on page O-11.

Duties

- Receive and process all requests for Public Works resources. Allocate personnel and equipment in accordance with established priorities.
- Maintain back-up power in the EOC.
- Assure that all emergency equipment has been moved from unsafe areas.
- Mobilize personnel, heavy equipment and vehicles to designated general staging areas.
- Obtain Public Works resources through the Logistics Section, utilizing mutual aid process when appropriate.
- Coordinate with the Building and Safety Branch to determine priorities for identifying, inspecting and designating hazardous structures to be demolished.
- Ensure that sources of potable water and sanitary sewage systems are available and protected from potential hazards. (see **Operations Support Documentation - Water Distribution**)

- Develop priorities and coordinate with utility companies for restoration of utilities to critical and essential facilities.
- Coordinate with the Los Angeles County Public Works to determine status of the Disaster Routes and other transportation routes into and within the affected area. Identify present priorities and estimated times for restoration.
- Maintain priority transportation routes clear of debris.
- Monitor transportation corridors.
- Advise Operations Section of transportation problems.
- Notify transportation officials (Caltrans) of City's emergency status. Coordinate assistance as required.
- Coordinate with the Law Enforcement Branch to ensure the safety of evacuation routes following a devastating event.
- Coordinate with Law Enforcement Branch when implementing any traffic control management strategies.
- Coordinate with the Procurement Unit of the Logistics Section for sanitation service during an emergency.
- Support clean-up and recovery operations during disaster events. Coordinate with County's Disaster Debris Management Team.
- Clear debris from waterways to prevent flooding. Drain flooded areas, as needed.
- Activate City's Debris Management Team to develop a debris removal plan to facilitate city clean-up operations, which addresses:
 - Disaster Event Analysis/Waste characterization analysis.
 - Conduct field assessment survey
 - Use video and photographs
 - Quantify and document amounts and types of disaster debris
 - Coordinate with Building and Safety Branch and track their information on damaged buildings inspected to determine the location, type and amount of potential debris
 - Expect normal refuse volumes to double after a disaster
 - Develop a list of materials to be diverted
 - Make diversion programs a priority
 - Get pre-approval from FEMA, if federal disaster, for recycling programs. Coordinate this with County Office of Emergency Management (OEM).
 - Determine debris removal/building deconstruction and demolition needs.
 - Coordinate with Building and Safety Branch to determine if a city contractor will be needed to remove debris from private property or perform demolition services. (Refer to Public Works Standard Operating Procedures for Waiver Liability)
 - Request a Policy decision to be made regarding deconstruction or demolition services at no cost as most residents do not have earthquake insurance.
 - Building and Safety Branch should seek reimbursement if property owner does have to coordinate with Building and Safety Branch to include separation and salvaging.

- Select debris management program(s) from the following:
 - Curbside collection – source separation of wood, concrete, brick, metals and Household Hazardous Waste
 - Drop-off sites for the source separation of disaster debris
 - Household Hazardous Waste – collection event or curbside program
- Identify temporary storage/processing sites, if necessary.
 - Coordinate with surrounding cities and the County
 - Determine capacity needs
 - Selection of sites will depend on type of debris and proximity to where debris is generated
 - Coordinate with FEMA regarding reimbursement for temporary sites and sorting which may require moving materials twice. Coordinate this activity with the Deputy EOC Director
- Identify facilities and processing operations to be used
- Determine contract needs
 - Develop estimates of types and quantities of debris, location of debris and unit cost data for contracts
 - Document how contract price was developed
- Work with the Public Information Officer to establish a public information program for debris removal. Establish program length and develop monitoring and enforcement program
- Prepare report of program activities and results
- Prepare documentation for reimbursement

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WATER UNIT LEADER**SUPERVISOR: Public Works Branch Director****GENERAL DUTIES:**

- Assess impact of incident based on Local Health Department, Department of Health Services (DHS) District Office of Drinking Water, and Utility emergency situation reports and other available information.
- Identify need for and prioritize locations for water distribution (include needs of critical facilities).
- Provide for water quality assurance.
- Evaluate, plan and implement actions to acquire and distribute alternative potable water.
- Determine the need to staff a water task group and secure resources through the Logistics Section. (see **Operations Support Documentation – Water Task Group**)
- If situation requires resources beyond the capability of the EOC, notify the Los Angeles County Operational Area EOC via the Pico Rivera Sheriff's Station EOC or Watch Commander.
- Provide water utilities in the affected area and the Los Angeles County Operational Area EOC with situation status and information related to actions to provide alternative water supply.
- Provide information to media as appropriate.

RESPONSIBILITIES:

Coordinate all Water and Power operations; surviving utilities and services, as well as restore those that are damaged or destroyed; assist other functions as needed.

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

Duties:

- Determine the need to staff a Water Task Group and secure resources through the Logistics Section.
- Contact DHS District Office of Drinking Water, Fire Department, law enforcement and other sources to compile situation information including:
 - Cause and extent of water system damage
 - Estimated duration of system outage
 - Geographical area affected
 - Population affected
 - Actions taken to restore system
 - Resources needed to reactivate system
 - Emergency potable water needs (quantity and prioritized areas)

- Notify the Los Angeles County Operational Area EOC (OAEOC) of the situation and need for mutual aid and participate in OAEOC Water Chief conference calls as requested.
- Evaluate and prioritize potable water needs (quantity/location/duration: minimum 1 gallon per person per day).
- In coordination with the Logistics Section, identify and obtain potable water resources. (If necessary, recommend that the Deputy EOC Director request mutual aid to identify and/or obtain water resources. (A list of approved commercial vendors is maintained by the Food and Drug Branch of DHS and is available through the Regional EOC [REOC] Water Chief.)
- Identify and secure locations for water distribution points (e.g., parks, city halls, shelters, etc.).
- In coordination with the Logistics Section, identify and secure staff resources needed to operate water distribution points. (If necessary recommend that the Deputy EOC Director request mutual aid to obtain required staff resources.)
- Consult with DHS District Office, and PIO for appropriate public information announcements and media interface.
- Transmit to Finance/Administration Section data on costs incurred in EOC effort to purchase and distribute potable water.

Please note: Going directly to the State agency (DHS District Office of Drinking Water) is not the normal channel of coordination. However, the local level must coordinate directly with and obtain approval of the State water quality agency for water system restoration.

BUILDING AND SAFETY BRANCH DIRECTOR**SUPERVISOR:** **Operations Section Chief****GENERAL DUTIES:**

- Monitor all EOC and related facility activities to ensure that they are being conducted in as safe a manner as possible under the circumstances that exist.
- Stop or modify all unsafe operations.
- Begin the immediate inspection for re-occupancy of key City facilities by departments responsible for emergency response and recovery.
- Provide inspections of each shelter site prior to occupancy.
- Provide the technical, engineering support as requested for other Operations Section Branches; i.e., Urban Search and Rescue teams.
- Coordinate investigation and safety assessment of damage to buildings, structures and property within the City for the purpose of:
 - Identifying life-threatening hazardous conditions for immediate abatement.
 - Inspecting and identifying buildings and property for re-occupancy and posting and declaring unsafe conditions.
 - Determining the cost and percentage of damage to all buildings, structures and properties.
- Provide safety assessment information and statistics to the Damage Assessment Unit of the Planning/Intelligence Section.
- Impose emergency building regulations as determined from performance of structures.
- Coordinate investigation of building code performance. Determine the extent of damage to buildings and structures and develop recommendations for building code changes.
- Ensure that all facilities used in support of EOC operations have safe operating conditions.

RESPONSIBILITIES:

The Building and Safety Branch is responsible for the evaluation of all City-owned and private structures that may have been damaged in an incident. The Building Official in the City is the ultimate authority in determining whether or not a building is inhabitable or safely accessible, and those orders will be enforced by local law enforcement. The Building and Safety Branch will also identify and mitigate safety hazards and situations of potential liability during operations and ensure a safe working environment in the EOC.

In a large incident, the need for outside resources to accomplish building inspection will be required. The coordination of such incoming resources is handled by this branch.

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

- See Common EOC responsibilities on page O-11.

EOC Duties

- Tour the entire facility area and determine the scope of on-going operations.
- Evaluate conditions and advise the Deputy EOC Director of any conditions and actions which might result in liability — e.g., oversights, improper response actions, etc.
- Study the facility to learn the location of all fire extinguishers, fire hoses and emergency pull stations.
- Be familiar with particularly hazardous conditions in the facility.
- Ensure that the EOC location is free from environmental threats (i.e., radiation exposure, air purity, water potability, etc.).
- If the events that caused activation is an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Coordinate with EOC Security to obtain assistance for any special safety requirements.
- Keep the Deputy EOC Director advised of safety conditions.
- Coordinate with Compensation/Claims in the Finance/Administration Section on any personnel injury claims or records preparation as necessary for proper case evaluation and closure.

Duties

- Coordinate with Los Angeles County Building and Safety regarding local jurisdictional needs.
- Activate the Operational Area Safety/Damage Assessment Plan. It should include inspection of the following critical facilities (priority) and other facilities:
 - EOC
 - Police stations
 - Fire Stations
 - *Hospital
 - *Congregate care facilities (including private schools, convalescent care hospitals, board and care facilities, day care centers, etc.)
 - *Public schools
 - City facilities
 - Potential HazMat facilities, including gas stations
 - Designated shelters
 - Unreinforced masonry buildings
 - Concrete tilt-up buildings
 - Multi-story structures-commercial, industrial and residential
 - *Mobile homes/modular structures
 - Single-family dwellings

**Note: Certain facilities may fall under the jurisdiction of State or County inspectors. These agencies may exercise their jurisdictional authority to inspect these facilities. As a practical matter, there are very few State inspectors available and they may not be able to respond in a timely during the initial stages of the emergency/disaster.*

- Use a three-phase approach to inspection based upon existing disaster intelligence:
 - General Area Survey of structures
 - ATC-20 Rapid Inspection
 - ATC-20 Detailed Inspection

Be prepared to start over due to aftershocks.

- After completion of the safety/damage survey, develop a preliminary estimate of the need for mutual aid assistance.
- Determine priorities for identifying, inspecting and designating hazardous structures to be demolished.
- Track the information on damaged buildings inspected to determine the location, type and amount of potential debris.
- Determine if a city contractor will be needed to remove debris from private property or perform demolition services. (Refer to Public Works Standard Operating Procedures for Waiver Liability). Seek reimbursement if property owner has to coordinate with Building and Safety to include separation and salvaging.
- Assess the need and establish contacts for requesting or providing mutual aid assistance.
- Alert and stage safety assessment teams as needed.
- Implement procedures for posting of building occupancy safety status using ATC-20 guidelines.
- Activate data tracking system to document and report safety assessment information and forward to the Damage Assessment Unit of the Planning/Intelligence Section.
- Arrange for necessary communications equipment from the Information Systems Branch of the Logistics Section and distribute to all field personnel (e.g., radios, cellular phones, etc.)
- Brief all personnel on Building and Safety procedures and assignments.
- Coordinate with the Personnel Unit of the Logistics Section to ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements.
- Assess the need to require potentially unsafe structures to be vacated.
- Provide structural evaluation of mass care and shelter facilities to the Shelter Branch.
- Provide public school inspection reports to the State Architect.
- Consider establishing an area field site to direct and coordinate safety assessment and inspection teams.
- Support Building Inspectors and Safety Officers in the field to ensure safety of field operations for employees and volunteers.
- Coordinate with the Public Works Branch on immediate post-event issues (i.e., debris removal, demolition, fences, etc.)
- Provide policy recommendations to appropriate City officials for:

- Emergency Building and Safety ordinances.
- Expediting plan checking and permit issuance on damaged buildings.
- Coordinate with the PIO to establish public information and assistance hotlines.
- Consider using 24-hour inspection call-in lines to take damage reports and requests for safety inspections.
- Direct field personnel to advise property owners and tenants that multiple inspections of damage property will be required by various assisting agencies, including American Red Cross; FEMA; Cal OES; local Building and Safety; insurance carriers and other local, state and federal agencies.
- If needed, request law enforcement escort of safety assessment and inspection personnel.

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WHITTIER POLICE DEPARTMENT – THREAT LEVEL RESPONSE PLAN

The following protective measures will be implemented at various Threat Condition levels:

PROTOCOLS	RESPONSIBLE PARTIES
<p>Low Condition (Green) This condition is declared when there is a low risk of terrorist attack. Emergency Operations Center activation level is inactive.</p>	
<ul style="list-style-type: none"> Investigative follow up of all terrorism related information and leads 	<p>Detective Bureau TLO</p>
<ul style="list-style-type: none"> Ongoing checking and inventory of response equipment and protective gear 	<p>TLO</p>
<ul style="list-style-type: none"> Ongoing response training for SORT and Entry Team members 	<p>Team Leaders</p>
<p>Guarded Condition (Blue) This condition is declared when there is a general risk of terrorist attacks. Emergency Operations Center activation level is inactive.</p>	
<ul style="list-style-type: none"> Continual contact with CATIC, TEW, JTTF, and Department of Homeland Security 	<p>TLO</p>
<ul style="list-style-type: none"> Evaluate and analyze the need for additional security measures at specific locations or events as needed 	<p>Watch Commander TLO</p>
<ul style="list-style-type: none"> Provide available CATIC, TEW, JTTF, DHS information to all personnel 	<p>TLO</p>
<p>Elevated Condition (Yellow) An elevated condition is declared when there is a significant risk or terrorist attacks. This condition may or may not activate the Emergency Operations Center depending on a regional/local assessment.</p>	
<ul style="list-style-type: none"> Increase patrol to critical locations 	<p>Watch Commander</p>
<ul style="list-style-type: none"> Evaluate and analyze the need for additional security measures at specific locations or events as needed 	<p>Watch Commander TLO</p>
<ul style="list-style-type: none"> Provide available CATIC, TEW, JTTF, DHS information to all personnel 	<p>TLO</p>
<ul style="list-style-type: none"> Investigative follow up of all terrorism related information and leads 	<p>Detective Bureau TLO</p>
<ul style="list-style-type: none"> Ongoing checking and inventory of response equipment and protective gear 	<p>TLO</p>
<ul style="list-style-type: none"> Ongoing response training for SORT and Entry Team members 	<p>Team Leaders</p>
<p>High Condition (Orange) A high condition is declared when there is a high risk of terrorist attacks. This condition may or may not activate the Emergency Operations Center depending on local/regional assessment.</p>	
<ul style="list-style-type: none"> Activate Tactical Alert Level 1 	<p>Chief</p>
<ul style="list-style-type: none"> Personal notification to all SORT and Entry Team members of increased threat level <ul style="list-style-type: none"> Ensure that they monitor their pagers Ensure that they have all assigned equipment ready for deployment 	<p>TLO/Team Leaders</p>
<ul style="list-style-type: none"> Notification to all non-uniformed and sworn personnel to have uniforms and equipment ready 	<p>Watch Commander</p>

EMERGENCY OPERATIONS PLAN

<ul style="list-style-type: none"> • Assign mutual aid response team comprised of on-duty personnel <ul style="list-style-type: none"> ○ 1 Sergeant, 4 Officers ○ SORT members, followed by Entry Team members, followed by patrol personnel 	Watch Commander
<ul style="list-style-type: none"> • Increase patrol to critical locations 	Watch Commander
<ul style="list-style-type: none"> • Provide available CATIC, TEW, JTTF, DHS information to all personnel 	TLO
<ul style="list-style-type: none"> • Review procedures for SEVERE threat level with all personnel 	TLO
<ul style="list-style-type: none"> • Place Press Information Officer on 24-hour call status 	TLO
<p>Severe Condition (Red) A severe condition reflects a severe risk of terrorist attacks. Emergency Operations Center activation may activate from monitoring to full activation; this will depend on the local/regional assessment.</p>	
<ul style="list-style-type: none"> • If needed, activate Tactical Alert Level II or III 	Chief
<ul style="list-style-type: none"> • If needed, activate Terrorism Command Post 	TLO
<ul style="list-style-type: none"> • Prepare to implement 12 hour shift rotation 	Chief
<ul style="list-style-type: none"> • Prepare to cancel all days off and vacations 	Chief
<ul style="list-style-type: none"> • All on-duty sworn personnel may be required to be in uniforms (Class B or BDUs) 	Div. Commanders
<ul style="list-style-type: none"> • If needed, activate SORT/Entry Team squads for immediate City and mutual aid response 	Chief
<ul style="list-style-type: none"> • Consider assigning personnel to guard critical locations 	Watch Commander
<ul style="list-style-type: none"> • Consider modifying response to calls for service – increase awareness of suspicious activities 	Watch Commander
<ul style="list-style-type: none"> • Maintain constant contact for information updates from CATIC, TEW, JTTF, DHS 	TLO
<ul style="list-style-type: none"> • If needed, restrict pedestrian and vehicle movement in high risk areas 	Watch Commander
<ul style="list-style-type: none"> • Monitor local and national news coverage for pertinent information 	Watch Commander
<ul style="list-style-type: none"> • Place Press Information Officer on 24-hour call status 	TLO
<ul style="list-style-type: none"> • Coordinate Whittier and SFS Volunteers, Reserves, and Chaplains for assistance 	Program Coordinator

**CITY OF WHITTIER
LIST OF FACILITIES TO USE AS SHELTERS**

Please refer to the Appendix Section of this Plan for this information. Due to the sensitive nature of this information it has been moved to the restricted use section of the Plan.

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RESIDENTIAL CARE AND SKILLED NURSING FACILITIES

Please refer to the Appendix Section of this Plan for this information. Due to the sensitive nature of this information it has been moved to the restricted use section of the Plan.

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SHELTER-IN-PLACE

These instructions are to give you guidelines if the EOC needs to shelter-in-place due to hazardous materials exposure from outside the EOC. These instructions could also be used by the Public Information Officer to disseminate information about how to shelter in place during a hazardous materials incident.

-Bring people inside and-

1. Close all doors to the outside and close and lock all windows (windows sometimes seal better when locked).
2. Use tape and plastic food wrapping, wax paper, or aluminum wrap to cover and seal bathroom exhaust fan grilles, range vents, dryer vents, and other openings to the outside to the extent possible (including any obvious gaps around external windows and doors).
3. Where possible, ventilation systems should be turned off. Where this is not possible, building superintendents should set all ventilation systems to 100 percent recirculation so that no outside air is drawn into the structure.
4. Turn off all heating systems.
5. Turn off all air conditioners and switch inlets to the “closed” position. Seal any gaps around window-type air conditioners with tape and plastic sheeting, wax paper, or aluminum wrap.
6. Turn off all exhaust fans in kitchens, bathrooms and other areas.
7. Close as many internal doors as possible in your buildings.
8. If the gas or vapor is soluble or even partially soluble in water-hold a wet cloth or handkerchief over your nose and mouth if the gases start to bother you. Do not worry about running out of air to breathe. That is highly unlikely in normal buildings.
9. In case of an earthquake, aftershocks will occur-close drapes, curtains and shades over windows. Stay away from external windows to prevent potential injury from flying glass.
10. Minimize the use of elevators in buildings. These tend to “pump” outdoor air in and out of a building as they travel up and down. Elevators can also fail.
11. Tune in to your local radio news station.

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DISABILITY AND AGING SPECIFIC NEEDS CONSIDERATIONS

(Based on the National Organization on Disability (NOD)
Report on Special Needs Assessment for Katrina Evacuees (SNAKE Project))

TERMINOLOGY

- **“Disability and aging specific”** should be used instead of “special needs”.
- **Shelters**
 - **General Populations Shelter or Shelter**: A facility selected to provide a safe haven equipped to house, feed, provide a first aid level of care, and minimal support services on a short-term basis (e.g. Astrodome).
 - **Special Needs Shelter or Medical Needs Shelter**: Similar to a general population shelter in service, however, can provide a higher than first aid level of care. There is currently no standard or consistency with these types of shelters.
 - **Refuge of Last Resort**: This is a facility not equipped with supplies or staff like a shelter. It is a place to go as a “last resort” when there is no alternative left in which one can get out of harm’s way. These are often spontaneous.
- **Disaster Recovery Center (DRC)** is a facility established in, or in close proximity to, the community affected by the disaster where persons can meet face-to-face with represented federal, state, local, and volunteer agencies to:
 - Discuss their disaster-related needs
 - Obtain information about disaster assistance programs
 - Teleregister for assistance
 - Update registration information
 - Learn about measures for rebuilding that can eliminate or reduce the risk of future loss
 - Learn how to complete the SBA loan application
 - Request the status of their application for Assistance to Individuals and Households

MAJOR ISSUES AND RECOMMENDATIONS

Immediate Issues

I-1: Disability, Activity Limitations and Aging Issues Addressed Through Medical Model

Assistance provided to disability and aging populations often over-emphasizes medicine instead of independent living or advocacy models. This perspective resulted in some

people being separated from families and support networks and transferred unnecessarily to medical shelters or nursing homes. Others were not identified because of the lack of trained eyes as well as the lack of or inadequate screening questions. This caused some individuals' conditions to deteriorate to the point that they did require transfer to a hospital, nursing home, or medical shelter. Early response service coordination offered through disability literate organizations could have prevented many of these transfers.

Disability and aging specific populations who need long-term services must have the right to receive such services in the community. The Katrina aftermath must not lead to a reversal of options where people who have been able to live independently with community-based services are forced into institutions in order to receive necessary services.

Recommendations:

- Utilize the skill sets and expertise of disability specific and aging organizations to help prevent deterioration, expensive hospitalizations, or nursing home placements for some evacuees.
- Assist people in quickly replacing critical durable medical equipment (DME) and essential medications to speed a return of their level of functioning, allowing them to manage independently in a general population shelter and in temporary housing.
- Continue to provide the services, support benefits and programs, including Medicaid, to maintain the integrity of the family unit and to allow individuals to live in the community as they rebuild their lives.
- Add questions during all intake processes (shelter, American Red Cross or FEMA applications, and/or other services) that help to identify needs and/or issues of disability and aging individuals. This will allow for more appropriate assistance, referrals, and long-term solutions.
- Ensure that disaster relief services include Federal financing to provide *medically necessary* long-term services in community settings.

I-2: Fiscal Impact on Disability and Aging Specific Organizations Involved In Response

Disability and aging specific organizations who were heavily involved in the Hurricane Katrina response effort were reporting that their budgets were being depleted.

Recommendation:

- Provide these organizations with supplemental government funding to continue their critical role in the response effort.
- Philanthropic organizations wishing to contribute need to know about the unintended disaster consequences to front line service organizations that are providing necessary services at the risk of financial damage to the long-term health of their own organization. There is a clear need and a gap to be filled. A cautionary lesson from 9/11 addressed by the Disability Funders Network is that

these well intentioned givers need to enlist subject matter experts to assess their giving decisions to be sure that funds are appropriately donated and distributed to organizations providing value-added services in concert with the overall response and recovery system.

I-3: No Use and Under-Use Of Disability and Aging Organizations

The immediate Katrina response reflected no use or, under-use of and sometimes just ignored offers of help from disability and aging specific organizations. There is often no designated entity or individual to “own” and coordinate disability and aging issues.

Each community based organization that was interviewed reported difficulty in gaining access to emergency management authorities to coordinate response and service delivery. This leads to sometimes well-intentioned but misguided actions only adding to the management difficulties on the ground.

Recommendation:

- Create a team that mirrors the management structure of the National Response Plan to be put in place to support disability and senior issues. The federal level must have a designated person for these issues who reports directly to the Principal Federal Officer (PFO). This person must have the operational emergency management experience as they become apparent during the response and recovery operation. He/she must be vested with the responsibility, authority, and resources for providing overall day-to-day leadership, guidance and coordination of all emergency preparedness, disaster relief and recovery operations of the federal government on behalf of disability and senior populations. He/she should be in regular contact with other members of the U.S. Department of Homeland Security (DHS) senior staff, including the Director of FEMA as well as the members of the Interagency Coordinating Council on Emergency Preparedness for People with Disabilities, state and local authorities.¹ He/she should work directly with an Assistant Field Command Officer (FCO), at each established Joint Field Office (JFO), someone who is focused on special needs issues with an operational background, as well as an expertise in the subject matter. This allows for a means and mechanism for issues to be brought up the command chain for resolution. This Assistant FCO would then be supported by a multi-jurisdictional team of similarly qualified experts in the field. Teams should consist of federal, state, and local (or regional) representatives who are knowledgeable in emergency management and disability and aging services.

The teams will oversee information dissemination, resource allocation, and service coordination among disability and aging organizations and address issues such as

¹ The response to Hurricane Katrina was coordinated on many levels of government. As such, while the SNAKE Teams were conducting the research and analysis for this report, several efforts within the disability community were able to become reality. One of these efforts was the agreement of US Homeland Security Secretary Chertoff to send a special needs expert to act as liaison with the PFO located in Baton Rouge and Houston to address the Hurricane Katrina and Hurricane Rita response and recovery issues for the special needs population. The Interagency Coordinating Council on Emergency Preparedness and People with Disabilities was able to see this effort through and it is our hope that a qualified special needs expert becomes a permanent part of the PFO team for disaster response.

accessible transportation, essential durable medical needs, enrolling of students in temporary special education classes and employment, etc.

The team on the ground would include people with expertise/advocacy backgrounds in the state and local communities (and services available in such communities) to which these individuals should have access, and be present in shelters, temporary housing and other assistance centers. The team would institute information systems for people with disabilities and seniors, identify their support/service needs, and their access to needed supports services.

The teams must be skilled in assessing the general health, well-being and access to support and services needed by the disability and aging populations found in shelters and temporary settings.

They must also be able to orient quickly shelter personnel and emergency managers regarding these needs. This is not unprecedented, as this is exactly what was done after 9/11 in the DASC and the DFO so that service agencies and people working face-to-face in the communities had this awareness training.

While there were numerous government and non-profit agencies doing assessments in the field (e.g., Louisiana Department of Health and Hospitals), it is apparent that there is no unified approach for coordinating this work. The above structure would help to coordinate the many resources that can be placed in the field.

I-4: Disaster Recovery Centers

FEMA officials reported a plan to open a disaster recovery center (“mega DRC”) in Houston sometime during the week of September 19, 2005. They are planning to include agencies from all levels of government as well as not-for-profit and community based organizations but must ensure that disability and senior organizations are represented.

Recommendations:

- FEMA, in coordination with local and state authorities, should invite disability and senior groups to participate in the planning, and secure space in the facility. These centers must incorporate local, state, and Federal disability and aging organizations and services into their service delivery process in order to assist with transitioning from shelters to temporary and/or permanent housing, and accessing an array of other services.
- These organizations must develop mechanisms to coordinate with each other to maximize resources and eliminate duplication of effort. One such effort that can be modeled in a DRC is the system established by the 9/11 United Services Group in New York City. Multiple service organizations came together to coordinate casework, service delivery, and to identify and resolve gaps in services. This allowed for the most appropriate assignments while eliminating duplicative efforts and resources.

- Allow opportunities for cross-training so that organizations become familiar with existing programs and can make appropriate referrals.
- Recognizing that not all individuals go to the disaster centers, descriptions of services should be disseminated using multiple communication arteries (radio, TV, internet, fax sheets, posters, etc.).

I-5: Emergency Information Needed In an Accessible Format

Broadcasters and public emergency management agencies continue to fall short in their responsibilities to modify their information procedures. The FCC's rules require that accessible information be made available to members of the disability community in times of emergency. Section 79.2 of the FCC's rules require that emergency information be provided in an accessible format. The rules further require that all critical details must be made accessible. Critical details include, but are not limited to, specific details regarding the areas that will be affected by the emergency, evacuation orders, detailed descriptions of areas to be evacuated, specific evacuation routes, approved shelters or the way to take shelter in one's home, instructions on how to secure personal property, road closures, and how to obtain relief assistance.

Recommendations:

- The FCC must immediately issue strong statements that remind video programming distributors, including broadcasters, cable operators, and satellite television services that they must comply with their obligation to make emergency information accessible to people with hearing and vision disabilities.
- The FCC needs to acknowledge that these requirements (given the scope of Hurricane Katrina) need to continue in the recovery phase because information is still just as crucial in the aftermath as it is during the response and recovery phases. Communication should include impacted states and areas taking in the evacuees.

Long-Term Issues:

LT-6: Service Coordination

Many people need assistance with activities of daily living (i.e., dressing, feeding, toileting, and for some, assistance with activities requiring judgment, decision-making, and planning), as well as, in some cases, primary medical care. Individuals frequently require assistance in arranging services and coordinating among multiple providers. The aftermath of Hurricane Katrina has led to large-scale displacement that has interrupted the networks of support that individuals with disabilities have. People will need knowledgeable help in arranging essential services in new environments with limited contacts and little knowledge of local resources. At the same time individuals seek assistance in arranging and coordinating services while they are scrambling to meet other essential needs such as housing and access to food.

Recommendation: See Issue #4 Recommendations to address this issue.

LT-7: Accessible transportation

To start the recovery process, accessible transportation is critical for some people with disabilities. In many cases, accessible transportation did not appear to be available.

Recommendations:

- Ensure locations selected are serviced by accessible transportation.
- Public transit agencies should ensure that all transportation between shelters, housing and disaster relief centers is accessible.

LT-8: Cross Training

Disability and aging specific advocates and service providers need to strengthen their understanding of emergency management local and state systems. In order to improve effectiveness, they need a quick orientation to emergency management organizations and structure, as well as to the roles of traditional recovery organizations such as FEMA, the American Red Cross, and other Voluntary Agencies Active in Disaster (VOAD).

Likewise, emergency managers need to strengthen their understanding of disability and aging populations. This falls into many different areas including donations management, sheltering, feeding, service delivery, etc.

The misguided impression that aging and disability issues is not of concern to general shelter managers was a stated assumption expressed by several shelter managers. There must be a realization that all shelters, emergency managers and disaster relief centers, serve disability and aging populations even if not specifically articulated in their task assignment or mission statement. People with disabilities do have various disability-specific needs (e.g., transferring from wheelchair to cot, providing guidance to a blind person through crowds to the restroom) that are not burdensome and that shelter staff can be trained to perform. Many of these people do not need a medical shelter or segregated services. However, many of these people are in need of a variety of complex, and sometimes not well understood, community services to reestablish and piece segments of their lives back together.

Recommendation:

- Both emergency managers and disability and aging specific organizations should engage in some quick cross orientation/training meetings.
- Emergency management staff should acquire basic knowledge of the emergency management local and state systems. FEMA courses G197 Emergency Planning and Special Needs Populations (training for local and state emergency planners and organizations serving seniors and people with disabilities) and IS 197 (once available) would be a start.

- Use disability and aging specific organizations to strengthen responders understanding of:
 - Which organizations can offer what services under what conditions.
 - People with disabilities are not a homogenous group but rather have differing capabilities, opinions, needs, and circumstances, and no one individual or organization speaks for all people with disabilities.

LT-9: Durable Medical Equipment (DME)

People with disabilities were sometimes forced to leave expensive DME (augmentative communication devices, wheelchairs, walkers, respirators, etc.) at airports, bus loading areas, shelters, etc. Customized power chairs can cost up \$30,000 - \$40,000.

Recommendations

- When transporting individuals, make every effort not to separate users from their DME's.
- Tag with the owner's name all DME not easily replaced or that must be left behind.
- Attempt to return a DME to an owner as soon as possible. Use systems similar to posting missing children's photos on specific web sites.
- Vendors and responders should look to the National Emergency Resource Registry that was recently expanded as a direct result of the impact of Hurricanes Katrina and Rita.
- Consider creation of a national stockpile of DME or add to the Centers for Disease Control Strategic National Stockpile to ensure readily available supplies of durable medical goods would be available to communities.

LT-10: Finding Accessible, Affordable, Safe Housing and Communities

Finding accessible, affordable, safe housing and communities has never been easy for people who live with mobility and activity limitations. Even before Hurricane Katrina, there was a serious shortage of housing options for people with disabilities. Post Katrina, the task of finding temporary and permanent housing and communities will be even more difficult.

The immediate and long-term rebuilding process offers a unique opportunity to build, on an unprecedented scale, accessible communities and accessible and adaptable housing. This will help thousands of people with disabilities maintain or improve their ability to live independently and will enable hundreds of thousands of people, regardless of disability, to age-in-place as they acquire activity limitations. This includes the wave of baby boomers that began turning 65 in 2006.

Lack of accessible housing opportunities for individuals with disabilities does and will continue to result in unnecessary and expensive institutionalization. Available data discloses that the costs of providing appropriate housing options for people with disabilities is well worth the investment because of the significant savings that results

from enabling people with disabilities to live in the community, find employment, and pay taxes.

Recommendations:

- As a rebuilding measure in the Gulf Coast States, government should make all funding requests contingent on changes in building codes to stress accessibility for persons with disabilities, including:
 - The US Access Board’s new construction and alterations guidelines - ADA Accessibility Guidelines (ADAAG) for Recreation Facilities. The guidelines will ensure that newly constructed and altered recreation facilities meet the requirements of the ADA and are readily accessible to and usable by individuals with disabilities.
 - ADA and ABA Accessibility Guidelines (7/23/04) that update access requirements for a wide range of facilities in the public and private sectors as covered by the law.
 - The US Access Board’s draft guidelines regarding public rights-of-way which cover pedestrian access to sidewalks and streets, including crosswalks, curb ramps, street furnishings, pedestrian signals, parking, and other components of public rights-of-way.
- Offer significant tax incentives for the design and construction of housing and other buildings and facilities that adopt visitability standards.
- Establish regulations that incorporate a basic level of universal access with at least one, zero-step entrance and wide interior doors in every new home and multi-family dwelling units financed in whole or part by Federal funding.
- Facilitate immediate collaboration between disability design experts familiar with universal design concepts and contracting Federal officers who will promulgate and enforce regulations involved in construction of temporary and permanent housing.
- Create significant tax incentives for the design and construction of universally accessible or adaptable temporary and permanent housing GOING BEYOND the minimum requirements found in the Fair Housing Act Amendments of 1988.

Policy Issues:

P-11: Gulf Opportunity Zone

President Bush signed into law the Gulf Opportunity Zone, encompassing the disaster region in Louisiana, Mississippi and Alabama. Within this zone, incentives for job-creation, tax relief for small businesses, and loans and loan guarantees for small businesses, including minority-owned enterprises assist in getting the region up and running again.

P-12: Medicaid Is a Critical Benefit

Medicaid is a critical benefit for a significant number of people with disabilities including individuals with physical or sensory impairments, mental illness, mental retardation, autism and other developmental disabilities, cerebral palsy, epilepsy, traumatic brain injury, HIV/AIDS, diabetes and other chronic conditions. Because Medicaid and its comprehensive benefits package is the predominant provider of disability-related services, it has a unique capacity to meet the needs of people with disabilities in the aftermath of Hurricane Katrina.

Many people with disabilities will need to reestablish support networks in the areas where they have been relocated. This is especially important for people with serious mental illness, many of whom rely on a therapeutic regimen that creates stability in their lives. Given the emotional trauma and toll following Hurricane Katrina, it is wise to anticipate new mental health needs resulting from post-traumatic stress disorder, increased incidence or increased severity of anxiety disorders, depression, alcohol and substance abuse. The variation in Medicaid coverage limits for mental health services from state to state presents additional challenges.

Recommendations:

- Legislation is proposed to provide disaster relief Medicaid to all affected survivors. This approach is critical to people with disabilities. A streamlined application process with self-certification must be included in order to direct Medicaid resources to providing services and not to administering a complex eligibility determination process.
- Federal policy must ensure that broad access is available for current recommended treatments, including access to needed medications and treatment for alcohol and substance abuse. Coverage for these services must be available to survivors even in cases where the need for services is in excess of typical benefit limits.

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ALERT AND WARNING ALERT AND WARNING PROCEDURES

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. Whittier will utilize various modes of alerting and warning the community. The following information describes the various systems and provides an explanation of the "Emergency Conditions and Warning Actions" through which these systems may be accessed.

LOCAL ALERTING AND WARNING SYSTEMS

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

Incident Commander
EOC Director (when EOC is activated)

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

- **Mobile Emergency Vehicle Sirens and Loudspeakers**
Vehicles will be dispatched to specific locations and assignments made as directed by the Whittier Police Department or Incident Commander. All areas of the jurisdiction are accessible by vehicle.

- **Cable TV**
Not only does the City have agreements with local cable companies to provide the public with alerting and notification of various disaster situations, but the City also has its own Government Access Television Channel located on the local cable systems' Channel 6.

- **Emergency Alert System (EAS)** - Refer to the Appendix, a restricted use document, for EAS Activation Procedures. Access to EAS for local emergency events of concern to a significant segment of the population of Los Angeles County is through the Pico Rivera Sheriff's Station.

City officials requesting County-wide activation should first review the following criteria:

- Pertinent data
- Area involved
- Actions desired from citizens
- Urgency of broadcast (immediate or delayed)
- Period of time broadcasting should continue

- **City Website** - Recent emergency information may also be accessed via www.cityofwhittier.org. Find this information under the heading of News and Events.

Other warning systems utilized by the City of Whittier include mobile emergency vehicle sirens and loudspeakers, door-to-door notification by Volunteers in Policing, and other volunteers.

OPERATIONAL AREA ALERTING, NOTIFICATION AND WARNING SYSTEMS

Public Notification System

The Los Angeles County Sheriff's Department uses a mass notification system (Alert LA County) to alert residents and businesses by phone, text, and e-mail of emergencies in their area.

OASIS - Operational Area Satellite Information System

The County of Los Angeles has State Office of Emergency Services OASIS equipment installed in the County EOC. OASIS is a system that consists of a communications satellite, multiple remote sites and a hub. Through this system the County has the capability of contacting any other County in California either through voice or data transmission. The system also allows the County to have direct access to the California Office of Emergency Services and other participating state agencies.

Emergency Alert System (EAS) - Refer to the Appendix, a restricted use document, for EAS Activation Procedures.

The Common Program Control Station (CPCS) is a primary station in an operational area which, preferably, has special communication links with appropriate authorities, (i.e., National Weather Service, Civil Defense, Government authorities, etc.) as specified in the State EAS Operational Plan. The primary CPCS station is responsible for coordinating the carriage of common emergency programs for its area. If it is unable to carry out this function, other Primary Stations in the operational area will be assigned the responsibility as indicated in the State EAS Operational Plan. Los Angeles County Operational Area CPCS stations are:

KFI (AM) 640 KHz	Los Angeles, CA
KNX (AM) 1070 KHz	Los Angeles, CA

Examples of emergencies identified by Los Angeles County Operational Area which may warrant either immediate or delayed response under EAS by the broadcast industry are earthquake, serious fires, heavy rains and flooding, widespread power failures, severe industrial accidents and hazardous material accidents.

EAS activation can be authorized by any one of the following parties:

- Sheriff of Los Angeles County - Director of Emergency Services or designee

- Chairman of the Los Angeles County Board of Supervisors or designee
- Mayor of the City of Los Angeles or designee
- Chief of Police of the City of Los Angeles or designee
- Authorized public official of the incorporated cities of Los Angeles County
- Authorized representative of the National Oceanic and Atmosphere Administration (NOAA)

The Sheriff of Los Angeles County, while not the originator of the EAS material, is responsible for the content and authenticity of the information broadcast over the local EAS. Local broadcast stations have the right to edit or use any or all of an EAS broadcast. Any jurisdiction may make separate programming arrangements with any broadcast station independent of the EAS.

STATE ALERTING AND WARNING SYSTEMS

CALWAS California Warning System

CALWAS is the state portion of NAWAS that extends to communications and dispatch centers throughout the state. The California Office of Emergency Services headquarters ties into the federal system through the Warning Center in Sacramento. Circuits then extend to county warning points. The California Highway Patrol headquarters in Sacramento is the state's alternate warning point. Both state and federal circuits are monitored 24 hours a day at the Warning Center, the alternate point and each of the local warning points. Counties not on this system will receive warning through other means (normally over the California Law Enforcement Telecommunications System [CLETS]).

Immediately following the NAWAS test through the Warning Center, the state conducts the CALWAS test. On alternate Wednesdays, the alternate state warning point, CHP, conducts a test at 10:00 a.m. local time.

Backup systems for CALWAS includes:

- CESFRS California Emergency Services Fire Radio System
- CESRS California Emergency Services Radio System
- CLEMARS California Law Enforcement Mutual Aid Radio System
- CLERS California Law Enforcement Radio System
- CLETS California Law Enforcement Telecommunications System

CESFRS California Emergency Services Fire Radio System

CESFRS is the statewide communications network, available to all fire agencies. The three available channels have been designated Fire White #1, #2 and #3. White #1 is authorized for base station and mobile operations. White #2 and White #3 are for mobile and portable use only. All three white channels are designated by the Federal Communications Commission as "Intersystem" channels and are intended solely for inter-agency fire operations, i.e., mutual aid. White #2 and White #3 are intended for on-scene use only.

CESRS California Emergency Services Radio System

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

CLEMARS California Law Enforcement Mutual Aid Radio System

CLEMARS was established to provide common police radio frequencies for use statewide by state and local law enforcement agencies during periods of man-made or natural disasters or other emergencies where inter-agency coordination is required. It operates under appropriate FCC rules and regulations and is administered by the State of California through the Office of Emergency Services.

Participation in CLEMARS is open to all California Law Enforcement agencies which are eligible to operate on radio frequencies authorized by the FCC for the Police Radio Service. In addition, the agency's political subdivision must be a signatory to the California Disaster and Civil Defense Master Mutual Aid Agreement and have developed a mutual aid response capability with trained personnel who will respond when requested by their operational area or regional mutual aid coordinator to provide required assistance.

The Regional Law Enforcement Coordinator is responsible for coordination of use of the system within the Mutual Aid Region. The City of Whittier participates in CLEMARS through the Whittier Police Department and is licensed for mobile and base station communications.

CLETS California Law Enforcement Telecommunications System

CLETS is a high-speed message switching system which became operational in 1970. CLETS provides law enforcement and criminal justice agencies access to various data bases and the ability to transmit and receive point-to-point administrative messages to other agencies within California or via the National Law Enforcement Telecommunications System (NLETS) to other states and Canada. Broadcast messages can be transmitted intrastate to participating agencies in the Group Bulletin Network and to regions nationwide via NLETS. CLETS has direct interface with the FBI-NCIC, NLETS, DMV, Oregon and Nevada. The State provides the computer hardware, switching center personnel, administrative personnel, and the circuitry to one point in each county. The local agencies provide the circuitry and equipment which link them to their county termination point. The CLETS terminal and Informational Manual for the City of Whittier is located at the Whittier Police Department. The County provides the local interface, known as JDIC (Justice Data Interface Controller).

EAS Emergency Alert System

Each state has been divided into a number of EAS operational areas, consisting of one or more counties within radio reception range of EAS stations serving the area. California has thirty EAS Operational Areas (OA). Almost all AM-FM and TV broadcast stations have national defense emergency authorizations and several of these are protected from fallout. The purpose of EAS in California is to provide warning, emergency information, guidance, instructions and news of a manmade or natural threat to the public safety, health and welfare.

One primary station in each OA assumes the function of the Common Program Control Broadcast Station for the OA. It is called the CPCS-1 station. If for any reason a CPCS-1 is unable to carry out this responsibility, either primary or alternate broadcast stations assigned as CPCS locations, will be activated in descending order. CPCS assignments are made by the FCC, not the State or local governments. OAs are urged to develop EAS systems that employ a system whereby the local OES feeds all the radio stations simultaneously and not just the CPCS-1 station.

See the Federal EAS description for Program Priorities. Message priorities are as follows:

- **Priority One** - Immediate and positive action without delay is required to save lives.
- **Priority Two** - Actions required for the protection of property and instructions to the public requiring expedient dissemination.
- **Priority Three** - Information to the public and all others.

EDIS - Emergency Digital Information System

The EDIS provides local, state and federal agencies with a direct computer link to the news media and other agencies during emergencies. EDIS supplements existing emergency public information systems such as the Emergency Alert System. By combining existing data Input Networks with a digital radio Distribution System, EDIS gives authorized agencies a direct data link to the news media and other agencies.

The main purpose of EDIS is to distribute official information to the public during emergencies. However, a system that is not used day-to-day will not be used with confidence during an emergency. Therefore, certain non-emergency uses of EDIS are permitted so long as they do not interfere with more urgent transmissions.

EDIS may be used to transmit information in the following categories, listed in priority order:

- **FLASH** - Alerts and warning of immediate life-safety value to members of the public.
- **NEWS** - Information of immediate benefit to the public. Releases in this category may include reports of unusual natural, social or technological events; notices of government activities requiring specific action by members of the public; road and traffic information and instructions for those affected by an emergency.

- **INFO** - Advisory messages for coordination between government and the news media. Topics might include: times and locations of news briefings, schedules for media tours of emergency scenes, "pool coverage" arrangements, airspace restrictions.
- **TEST** - Transmissions to verify operation of equipment and for training of originating personnel.

Senders of EDIS messages should bear in mind that almost anyone can obtain the equipment to receive EDIS messages. Confidential or sensitive information should never be transmitted over EDIS. **(Reference: Emergency Digital Information System Plan [EDIS], July 1991, written by the OES Telecommunications Division)**

OASIS Operational Area Satellite Information System

The 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 is the establishment of a system which allows virtually uninterrupted communication between state, regional and operational area level EOCs.

OASIS is a system that consists of a communications satellite, multiple remote sites and a hub.

The satellite is in a stationary or geo-synchronous orbit above the earth's equator. A high frequency (HF) radio system and a satellite communications network were constructed to link all 58 counties with Cal OES and other state agencies for disaster communications as well as day-to-day traffic. The system, which uses technology similar to cellular telephones, has 60 channels. When a user picks up the line, the system automatically searches for the best available channel.

The equipment necessary for the remote sites includes a six-foot diameter dish antenna using Very Small Aperture Terminal or VSAT technology. These sites were originally set up by Cal OES and are capable of conducting six simultaneous voice conversations and one data channel at a rate of 9600 baud.

The final component is the hub. The hub is a large external dish antenna and a network control station which is managed by Cal OES personnel. The hub provides access control for the system and can control up to 800 remote stations. Cal OES personnel will use the hub to define the network, detect trouble and serve as an emergency alert network for other Cal OES personnel.

FEDERAL ALERTING AND WARNING SYSTEMS

EAS Emergency Alert System The Emergency Alert System (EAS) is designed for the broadcast media to disseminate emergency public information. This system

enables the President, and federal, state and local governments to communicate with the general public through commercial broadcast stations.

This system uses the facilities and personnel of the broadcast industry on a volunteer basis. EAS is operated by the broadcast industry according to established and approved EAS plans, standard operating procedures and within the rules and regulations of the Federal Communications Commission (FCC). FCC rules and regulations require all participating stations with an EAS operating area to broadcast a common program. Each broadcast station volunteers to participate in EAS and agrees to comply with established rules and regulations of the FCC.

EAS can be accessed at federal, state, and local levels to transmit essential information to the public. Message priorities under Part 73.922(a) of the FCC's rules are as follows:

- **Priority One** Presidential Messages (carried live)
- **Priority Two** EAS Operational (Local) Area Programming
- **Priority Three** State Programming
- **Priority Four** National Programming and News

Presidential messages, national programming and news will be routed over established network facilities of the broadcast industry. State programming will originate from the state operations center and will be transmitted through the state using the state's CLERS VHF/UHF radio relay stations.

The FCC has established committees of broadcast industry personnel at each governmental level to develop EAS plans. These include:

- **Federal** The EAS Advisory Committee
- **State** State Emergency Communications Co
- **Local** Operational Area Emergency Communications Committee

NAWAS National Warning System

NAWAS is a dedicated wire-line system that provides two-way voice communications between federal warning center, state warning points and local warning points. If the situation ever presents itself, NAWAS is a nationwide system developed to send warnings of impending attack throughout the nation. The system may be activated from two federal facilities that are staffed 24 hours daily: the National Warning Center (North American Air Defense Command, Colorado Springs) and the Alternate National Warning Center (Olney, Maryland).

During major peacetime emergencies, state agencies may use portions of NAWAS augmented by state and local systems. Each state has a warning point that controls the NAWAS connection within the state. See State Level CALWAS for more information.

Tests

NAWAS is tested three times daily at unscheduled times. The state warning point, Cal OES, acknowledges the test for California. If Cal OES does not respond, the alternate, CHP, will acknowledge the test. Immediately following the national test, the state NAWAS test is conducted.

National Weather Service (NWS)

The numbers for the NWS are in the Appendix section of this plan due to the fact that the numbers are restricted and confidential.

National Weather Service

520 North Elevar Street
Oxnard, CA 93030
(805) 988-6610
<http://www.nwsla.noaa.gov/>

The National Weather Service transmits continuous weather information on 162.40, 162.475, and 162.55 MHz frequencies and on the Internet at www.nwsla.noaa.gov.

The City should report any unusual (funnel cloud, etc.) or other potentially hazardous weather situation to the NWS as quickly as possible.

More contact information for NWS is found in the Appendix.

EMERGENCY CONDITIONS AND WARNING ACTIONS

Methods of warning state and local governments of specific emergency conditions are described below:

Earthquake

Earthquakes occur without warning. Cal OES could receive notification of an earthquake as well as subsequent information, including damage reports, from various sources, such as:

- University of California Seismological Observatory, Berkeley
- California Institute of Technology, Pasadena
- Water Resources Department
- Cal OES Regional Offices
- Local Governments
- Federal/State Agencies
- Honolulu Observatory

This information may be received through NAWAS, radio, teletype and/or telephone and would be further disseminated as appropriate using any or all of these means. The State Warning Center has a seismic alarm system that activates during earthquakes, prompting duty personnel to investigate the disturbance.

Earthquake Advisories

Earthquake Advisories are statements by Cal OES regarding scientific assessment that, within a specified period (usually 3-5 days) there is an enhanced likelihood for damaging earthquakes to occur in areas designated in the Advisory. Advisories are not formal predictions and are issued following earthquakes in which there is concern about subsequent damaging earthquakes. The basis of the advisories is existing knowledge of the seismic history and potential of the area under consideration.

Local Government

Upon notification of an Earthquake Advisory from Cal OES, local government should: disseminate information to key personnel, ensure the readiness of systems essential to emergency operations; implement protective and mitigative actions; provide guidance to the public on appropriate precautionary actions.

Notification Process

Cal OES will notify State agencies, local governments and designated Federal agencies of all Earthquake Advisories through a telecommunications and radio fan-out process.

The method of contact to State agencies, local governments and Federal agencies will vary depending upon the availability of communications. Systems to be used may include: The California Warning System (CALWAS), the California Law Enforcement Telecommunications System (CLETS), the California Emergency Services Radio System (CESRS), FAX and commercial telephone service.

Cal OES WILL FOLLOW A FOUR-STEP PROCESS IN ISSUING AND CANCELING ADVISORIES:

1. Information regarding additional seismic activity will be disseminated in the form of an **Earthquake Advisory**. The Advisory will include information on the

background of the Advisory, the areas included in the Advisory and the period of time in which the Advisory is in effect. **The Earthquake Advisory will be issued to jurisdictions determined to be located within the area of enhanced risk.** Advisories are usually issued for a 3-5 day period. Cal OES will keep local governments advised of any updates on the situation as they become available.

In most instances, the notification of the issuance of an Earthquake Advisory will be to the affected counties via CLETS, followed by an announcement over CALWAS. It is the responsibility of county offices that receive the Advisory to forward the information immediately to all cities within the county and county emergency services coordinators. City offices that receive the Advisory should, in turn; forward the information to the City Emergency Operations Manager.

2. Following the issuance of the Earthquake Advisory to jurisdictions within the area of enhanced risk, Cal OES will issue a **Notice of Earthquake Advisory** to State departments, specified Federal agencies and all other counties in the State.

The Notice of Earthquake Advisory is issued for informational purposes. No specific actions are recommended to jurisdictions receiving this notice, except at the discretion of local officials. It will be disseminated via the same telecommunications systems as the Earthquake Advisory.

3. Cal OES will inform the news media and public of an Earthquake Advisory by the issue of an **Earthquake Advisory News Release**.
4. At the end of the period specified in the initial Advisory, Cal OES will issue an **End of Earthquake Advisory Period** message. This cancellation message will be issued over the same telecommunications systems as were used to initially issue the Advisory and Notice of Advisory to State agencies, local government, specified Federal agencies, the news media and the public. An Advisory may be extended if scientific assessments continue to indicate reasons for such a continuation.

Earthquake Prediction (Short-Term)

The Short-Term Earthquake Prediction Response Plan provides direction and guidance to State agencies for responding to (1) a prediction that an earthquake may occur within a few hours to a few days or (2) issuance of an Advisory regarding an increase likelihood that a damaging earthquake may occur. When implemented, the actions recommended within this Plan will result in increased operational readiness and preparedness of Stage agencies to deal effectively with a short-term earthquake prediction and with the predicted earthquake, should it occur.

Formal predictions include specific identification of expected magnitude, location, time and likelihood of occurrence (i.e., probability), that have been rigorously reviewed and confirmed by the California Earthquake Prediction Evaluation Council (CEPEC).

Fire

Initial warnings of major conflagrations are normally issued by the affected area through the Operational Area and/or Cal OES Regional Fire Coordinator, using whatever means

of communications are appropriate and available. Requests for mutual aid follow the same channels.

Flood

A flood emergency is normally preceded by a buildup period that permits marshaling of forces as required to combat the emergency. During the buildup period, Cal OES cooperates with the National Weather Service and the State Department of Water Resources by relaying pertinent weather information and river bulletins to local government officials in the affected areas. Cal OES receives this information over selected circuits and relays it to Cal OES Regions through the Cal OES private line teletype system and to law enforcement agencies via CLETS.

Flood Stages and Bulletins

During periods of potential flooding in Southern California, the National Weather Service, Los Angeles County, will issue the appropriate bulletins typically from San Diego. After receiving these messages, the state Warning Center transmits these messages immediately on CLETS to local governments in areas that are likely to be affected.

Hazardous Materials

Potential hazardous materials situations are identified during the planning phase by the Los Angeles County Fire Department Hazardous Materials Unit. Area Plans address in detail the specifics for hazardous materials planning for the local area. Initial notifications of an incident are made by the responsible party or the responding agency to the **California Warning Center in Sacramento at (800) 852-7550** as soon as the incident occurs. The Warning Center then makes notifications to various state agencies and the regional duty officer.

Homeland Security Advisory System

The Federal Government has implemented the Homeland Security Advisory System (HSAS) to provide a comprehensive and effective means to disseminate information regarding the risk of terrorist acts.

The HSAS is designed to target our protective measures when specific information to a specific sector or geographic region is received. It combines threat information with vulnerability assessments and provides communications to public safety officials and the public.

- **Homeland Security Threat Advisories** contain actionable information about an incident involving, or a threat targeting, critical national networks or infrastructures or key assets. They could, for example, relay newly developed procedures that, when implemented, would significantly improve security or protection. They could also suggest a change in readiness posture, protective actions, or response. This category includes products formerly named alerts, advisories, and sector notifications. Advisories are targeted to Federal, state, and local governments, private sector organizations, and international partners.
- **Homeland Security Information Bulletins** communicate information of interest to the nation's critical infrastructures that do not meet the timeliness, specificity, or significance thresholds of warning messages. Such information may include statistical reports, periodic summaries, incident response or reporting guidelines, common vulnerabilities and patches, and configuration standards or tools. It also

may include preliminary requests for information. Bulletins are targeted to Federal, state, and local governments, private sector organizations, and international partners.

- **Color-coded Threat Level System** is used to communicate with public safety officials and the public at-large through a threat-based, color-coded system so that protective measures can be implemented to reduce the likelihood or impact of an attack. Raising the threat condition has economic, physical, and psychological effects on the nation; so, the Homeland Security Advisory System can place specific geographic regions or industry sectors on a higher alert status than other regions or industries, based on specific threat information.

Refer to the Management Support Documentation for HSAS guidance.

Severe Weather Warning

These include severe weather bulletins and statements relating to special weather conditions. Bulletins are issued by National Weather Service offices in California when severe weather is imminent. By agreement, the National Weather Service office issues the bulletin and transmits the information to the state Warning Center on the National Weather Service teletype circuit. The Warning Center, in turn, relays the information to the affected areas.

NATIONAL WEATHER SERVICE ISSUANCES

TYPES OF ISSUANCES

OUTLOOK - For events possible to develop in the extended period (extended definition depends on the type of event)

ADVISORY - For events that are occurring or are forecast to develop in the short term (generally within the next 6 hours)

WATCH - For the **possibility** of an event happening within the short term (generally refers to the next 6 to 12 hours)

WARNING - The most serious issuance! For life-threatening events occurring or forecast to develop within the short term (generally within the next 6 hours)

STATEMENTS (OR UPDATES) - Issued as updates to the above products

SPECIFIC TYPES OF ISSUANCES

FLASH FLOODING:

Flash Flood Warning: Flash Flooding is occurring or imminent.

Urban and Small Stream Flood Advisory: Flooding is occurring or imminent, but is not life threatening (Nuisance flooding). This may be upgraded to a Flash Flood Warning if conditions worsen.

Flash Flood Watch: There is a good possibility of Flash Flooding, but it is neither occurring nor imminent (generally means the possibility exists within the next 24 hours).

Flash Flood Statement: Updates any of the above three issuances.

TORNADO AND SEVERE THUNDERSTORM WARNINGS: Issued on the observation of a tornado, funnel cloud, or severe thunderstorm (a thunderstorm is defined as severe when it is accompanied by 58 mph winds or 3/4" hail), or the indication of any of the above based on radar data.

TORNADO AND SEVERE THUNDERSTORM WATCHES: Issued (by the National Severe Storms Forecast Center in Kansas City, MO) when there is a likelihood of development of either tornadoes or severe thunderstorms.

OTHER TYPES OF ISSUANCES

Dense Fog Advisory: Issued when dense fog (visibility below 2 mile) is expected to last for three hours or longer)

Dense Fog Warning: Issued when widespread zero or near-zero visibilities are forecast to last three hours or longer.

Refer to the Appendix section for contact numbers for the National Weather Service.

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PROCEDURES TO BE FOLLOWED FOR HANDLING THE DEAD

Overview: The Department of Coroner is responsible for the collection, identification, and disposition of decedents during conditions of disaster or extreme peril. Responsibilities include the following:

1. Identify human remains and provide adequate and decent storage.
2. Determine the cause and manner of death.
3. Inventory and protect personal effects found on the decedent.
4. Locate and notify the next-of-kin.
5. Release of remains.
6. Files and records death certificates.

Additional responsibilities include:

1. Coordinate with all agencies both public and private for the collection, identification, notification and disposition of human remains and their personal property.
2. Recruit additional, qualified personnel to perform those various duties.
3. Establishes collection points and body staging areas for processing the dead.

Assumptions: It is likely that fatalities will occur during a major disaster. Communications and transportation may be disrupted. The Department of Coroner may not be able to provide assistance for 72 hours or longer. Therefore, the City must take action to ensure the safe handling and storage of decedents until the Coroner or Coroner-designated personnel can respond.

In the event of a major disaster within Los Angeles County, it may be several days before the dead can be collected and processed by the Department of the Chief Medical Examiner-Coroner.

Therefore, the following guidelines have been prepared to aid the City in handling the dead until the Coroner can relieve the City of that responsibility

Handling the Dead

When it becomes necessary to remove the dead from disaster sites because rescue work is in progress or the health and safety of the community is threatened, specific procedures **must** be followed:

Procedures:

- I. Handling of decedents who have been located.
 1. Determine if the decedent(s) can be safely moved.
 - a. Structural damage and debris may prevent the safe removal of one or more decedents. If this is the case, clearly mark area for later removal of

- decedent by the Coroner Team and support personnel. Use an indelible marker or spray paint. Write letters DOA and arrow pointing to the location of the decedent.
- b. If decedent or body parts can be removed, refer to body-wrapping procedures before removing to fatality collection area.
2. Set aside an area that can be used as a collection point for fatalities. This can be termed the building mortuary. Cement parking structures, covered areas, nearby parks, etc. are ideal for this purpose. Special care should be taken not to place bodies where following supplies are recommended to be kept on hand for the number of possible fatalities: body bags, heavy duty gloves, rubber gloves, plastic aprons, face masks, household Clorox, and indelible markers.
 3. When handling decedents, follow precautions for infection control. Wear rubber or heavy duty leather gloves, facemask, and protective clothing. Always wash hands with antiseptic solution after handling decedents.
 - a. If a body can be moved, perform the following:
 - (1) **Do not** remove any personal effects from the body at any time. Personal effects must remain with the body **at all times**.
 - (2) Secure body in plastic or vinyl body bag. If a body bag is not available, wrap and secure body with plastic sheet approximately .25mm in thickness. Place body in center of sheet cut 4 ft. X 10 ft. or use two heavy duty lawn debris trash bags. Secure in such a manner that fluids are contained using tie wrap or 3 ply cotton rope. Do not damage body when securing (for example, do not secure rope around the face. This may disfigure the body and hinder identification efforts.).
 - (3) Complete Body Identification Sheet (see attached).
 - a. Attach a tag or label to the body with the following information (see attached sample):
 - b. Record identity, if known, e.g., through personal recognition, and important details on the discovery of the body (i.e., address, location, position).
 - c. Date and time found.
 - d. Exact location where found, including floor/room number, etc.
 - e. Name/address of decedent, if known.
 - f. If identified, how, when and by whom.
 - g. Name/phone number of person filling out tag.
 - e. If body is contaminated, so state with type of contamination.
 - f. Other casualties (living and dead) found nearby.
 - (4) Place each body in a separate disaster pouch or in plastic sheeting and tie securely to prevent unwrapping. Securely attach a second tag with the same information stated in Item No. 2 to the outside of the sheeting or pouch.
 - (5) If personal effects are found and thought to belong to a body, place them in a separate container and labeled as in Item No. 2. **Do not**

EMERGENCY OPERATIONS PLAN

assume any loose effects belong to a body and do not attach loose effects to the body but, store separately.

- (6) Move the properly tagged body with its personal effects to a convenient location, i.e., garage or other cool building, preferably one with refrigeration. In case of extreme heat or direct sunlight, move the body **as soon as possible**.
- (7) Move bagged body to fatality collection area. Establish security to prevent looting of bodies. Keep log sheet for number of bodies stored and a grid showing the location of each body.

II. The putrefaction process is strongly temperature-dependent and also dependent on exposure.

A. Temperature (the season of the year) makes a big difference in the speed of putrefaction of exposed human bodies in Los Angeles County. The following approximations are dependent on the temperatures prevailing at the time:

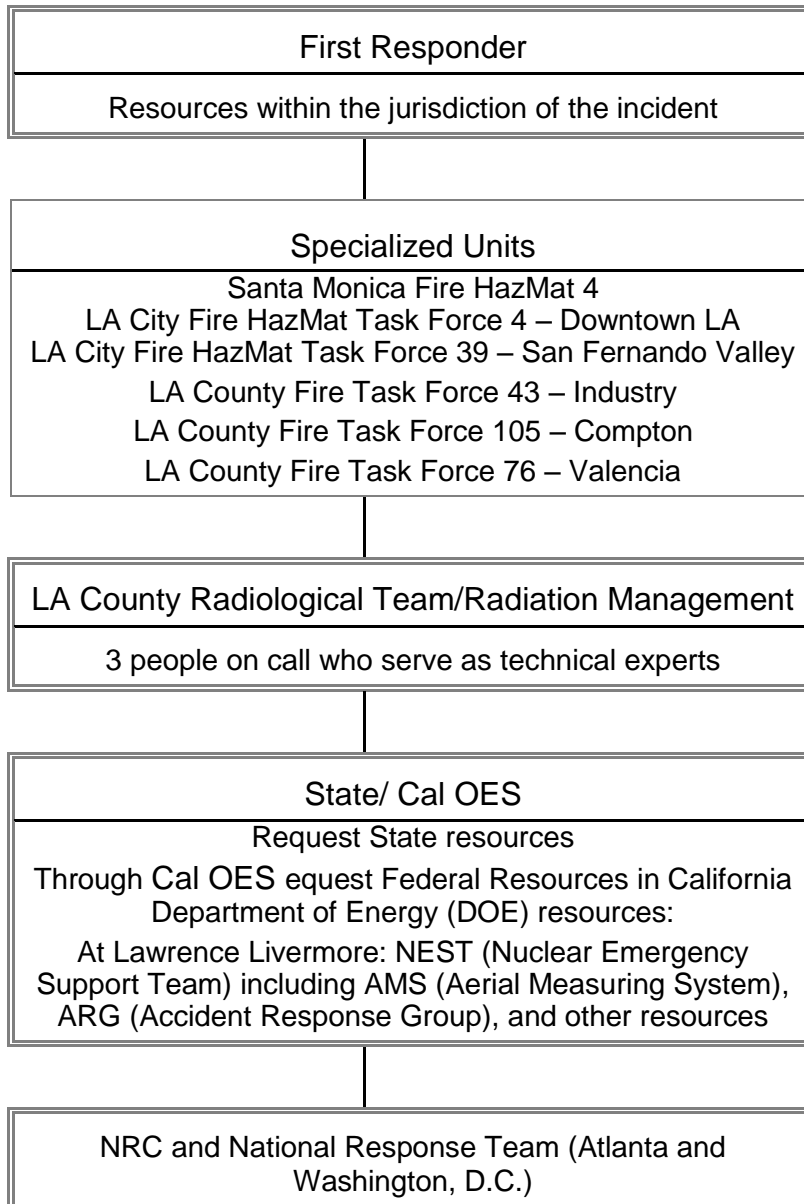
	Summer	Winter
Facially identifiable	day 1	day 5
Bloating	day 2	day 2 - 6
Putrefaction/external maggots	day 3	day 3 - 10
Collapse of face and abdomen/internal maggots	day 4 - 8	week 2 - 3
Skeletonizing	week 2	week 3+
Dismemberment	week 3+	week 6+

FOR MORE INFORMATION, CONTACT THE LOS ANGELES COUNTY DEPARTMENT OF CORONER/DISASTER AND COMMUNITY SERVICES PROGRAM (See Appendix for contact numbers).

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**RADIOLOGICAL PROTECTION PROCEDURES
FOR CITIES IN THE LOS ANGELES COUNTY OPERATIONAL AREA**

RADIOLOGICAL INCIDENTS: TIERED RESPONSE



PROCEDURES

Refer to Los Angeles County Fire Department Emergency Operations Manual.

Refer to Fire Department SOPs for Hazardous Materials/Radiological Incidents.

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EMERGENCY POTABLE WATER PROCUREMENT & DISTRIBUTION

INTRODUCTION

The following procedures are designed to facilitate acquisition and distribution of alternative potable water. They set forth-specific activities that should be considered to evaluate emergency situations and then to procure and distribute potable water to critical locations if needed.

Primary Response Agency Roles and Responsibilities:

Agent:

Function:

Whittier Narrows Water
Treatment Facility

Primary responsibility for purchase and distribution of alternate source of potable water for populations within its boundaries. Operates an Emergency Operations Center: Working with the City of Whittier, Whittier Narrows Water Treatment Facility coordinates resources and manages operations for distribution of alternative potable water to affected populations.

Los Angeles County
(Operational Area)
Dept. of Health

Operates Operational Area Emergency Operations Center (OAEOC): Coordinates county resources and assists LEOC(s) in providing potable water to affected population(s).

Cal OES

Coordinates federal, state, and regional resources to assist OAEOC(s) in providing alternative source of potable water to affected populations. Operates Regional Emergency Operations Center (REOC) and State Operations Center (SOC).

Federal Emergency
Management Agency
(FEMA)

Coordinates federal emergency response resources and provides alternate source of potable water to affected populations, as requested by State.

Note: For the purpose of this document: "alternative potable water" and "emergency potable water" means water that is supplied from an alternative source and/or delivery system. Cal OES will assist local government in pursuing possible Federal reimbursement for costs incurred.

WATER CONCEPT OF OPERATIONS

During the initial hours following an emergency it is especially important to ascertain the scale of the emergency and the areas where the potable water supply and delivery system has been affected.

PROCUREMENT AND DISTRIBUTION PROCESS

Successful implementation of these procedures will require the support of public, private, and volunteer agencies. The following identifies the public, private, and volunteer agencies, which will play a part in the acquisition and distribution of emergency potable water and assigns to them specific roles and responsibilities.

Whittier Narrows Water Treatment Facility

The City will ensure that alternate sources of potable water will be available to affected populations when the water delivery system is damaged. The Water Treatment Facility will deploy field response personnel, activate an Emergency Operations Center (EOC) and coordinate and communicate with the City of Whittier's EOC.

OPERATIONAL AREA

The Los Angeles County Department of Health is the primary agency responsible for the purchase and distribution of emergency potable water to populations within its jurisdiction.

CALIFORNIA OFFICE OF EMERGENCY SERVICES (Cal OES)

If the Operational Area cannot provide enough alternate source of potable water to affected populations Cal OES will activate Regional Emergency Operations Center(s) (REOC) and State Operations Center (SOC). Implement duties pursuant to REOC and SOC roles and responsibilities.

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

Provide alternate source of potable water to affected populations, as requested by State. Implement duties pursuant to FEMA roles and responsibilities.

RESPONSIBILITY

The Department of Public Works is responsible for evaluating situation assessments and prioritizing resource allocation. When necessary, the water coordinator will activate a water task group to help establish or assist in the establishment and operation of the alternative potable water procurement and distribution program. The size, makeup and specific assignment of the water task group will be dependent on the magnitude of the problem at hand.

The Water Coordinator and Water Task Group will be staffed by the City of Whittier, Department of Public Works. The unit will report to the Public Works Branch.

EMERGENCY OPERATIONS PLAN

Duties of the water coordinator/water task group are as follows:

1. Serve as EOC primary contact for all potable water procurement and distribution matters.
2. Coordinate conference calls with other level EOC water coordinators to assess potable water needs.
3. Obtain consolidated situation information compiled by the Planning/Intelligence Section and other sources. This information would include:
 - cause and extent of water system damage
 - estimated duration of system outage
 - geographical area affected
 - population affected
 - actions taken to restore system
 - resources needed to reactivate system
 - emergency potable water needs (quantity and prioritized areas)
4. Prioritize distribution locations (include needs of critical facilities) and make recommendations to Public Works Branch Director who will discuss with the Operations Section Chief.
5. Identify and secure potable water resources with assistance from the Logistics Section, Procurement Unit.
6. Identify transportation and equipment needs and secure required resources through the Logistics Section, Procurement Unit.
7. Coordinate with DHS, water utilities, and EOC Public Information Officer for appropriate public information announcements and Media interface.
8. Document all information related to expenditures, resource commitments, contracts and other costs related to procurement and distribution of potable water and provide such information to the Finance and Administration Section.

EMERGENCY POTABLE WATER SUPPLY CONSIDERATIONS

When there is a need for emergency potable water, everyone should work with the Operational Area and with the State Department of Health Services, Division of Drinking Water and Environmental Management. When there is a "Boil Water" advisory, the public should be advised to bring water to a rapid boil for 1-2 minutes. In the event of any other situation that may require supplying potable water, the Local Emergency Operations Center (LEOC) and Operational Area Emergency Operations Center (OAEOC) will utilize the following options in the order listed below. All City requests should go through the Operational Area EOC.

Bottled Water

Water in one-gallon plastic containers is by far the most convenient and effective way to initially provide emergency water to the public. A list of approved commercial vendors is maintained by the State Department of Health Services, Food and Drug Branch, is available through the REOC Operations Section Water Coordinator.

EMERGENCY OPERATIONS PLAN

The Regional Emergency Operations Center (REOC) can arrange transportation, if necessary, with state assets. Water and beverage bottlers sometimes offer free bottled water and delivery.

Bulk Potable Water Deliveries: (If bottled water is not a viable option)

Bulk potable water deliveries are for limited use and should only be employed for immediate crisis situations when the first option is not available. Bulk potable water may also be needed for critical facilities such as hospitals, clinics and other health facilities.

Portions of the existing potable water system, or near by systems, may continue to have potable water in their normal distribution systems. These sources are closest and easiest to access and should be used for bulk water deliveries.

National Guard water buffaloes (500 gallon trailers) are available in limited numbers and should only be used to support evacuation efforts and immediate crisis situations. The small volume necessitates that water tenders keep buffaloes filled.

Water Purification Systems: (If bulk potable water deliveries are not a viable option):

Commercial portable water purification systems are available where connection to an approved water source and some means of storing or distributing water is available. Approved and licensed commercial vendors can provide limited water storage (approximately 1,000 gallons). The State Department of Health Services Drinking Water Program or County Health Department must approve the water source to assure that the treatment is sufficient to deal with the level of contamination, and confirm the integrity of the system. The National Guard has limited purification capability, which should only be requested when all other options are exhausted.

Emergency Water Supply Plan for City Staff: The Deputy EOC Coordinator will oversee and coordinate emergency water supplies for City staff. Refer to Appendix 25 (Emergency Water Supply Plan for Staff).

DISASTER ROUTE PRIORITY PLAN

WHAT IS THE DISASTER ROUTE PRIORITY PLAN?

The Disaster Route Priority Plan is a Countywide multijurisdictional plan to quickly assess the condition of the highway system, identify emergency access into heavily damaged areas, critical facilities, and prioritize the clearing, repair, and restoration of key regional highway routes following a major disaster, such as a large earthquake. The Disaster Routes would also serve as alternate interim transportation routes to the freeway system should portions of the freeway system be destroyed or damaged.

The Plan was developed by public works directors and city engineers from throughout the County of Los Angeles and its neighboring counties following the 1971 Sylmar earthquake. It has been approved by the County of Los Angeles Board of Supervisors, most of the cities in the County and the Los Angeles Emergency Preparedness Commission.

WHY DO WE NEED IT?

The Disaster Route Plan is critically needed by first-line emergency responders such as fire, search and rescue, and emergency medical personnel in the early period immediately following the disaster to gain access to the impacted areas to save lives and protect property. It is also critically needed to provide access to these areas as the recovery and restoration efforts begin, so that the needed resources can be brought in as quickly as possible.

WHAT DOES THE PLAN CONSIST OF?

The Disasters Route Priority Plan consists of a network of key major highways providing access to all areas of the County. A critical element of the Plan is that it calls upon the public work's/city engineer departments of the County and all the cities to work together in a **coordinated** effort to assess the condition of the selected Disaster Routes and clear and reopen them on a priority basis.

WHAT ARE THE COUNTY'S AND CITIES' ROLES IN CARRYING OUT THE PLAN?

The State of California by-law requires that the Counties and cities throughout the State respond to disasters under the adopted Standardized Emergency Management Systems (SEMS) Operational Area concept in order to be eligible for State disaster reimbursement of personnel costs. Under this concept, the County is to act as the coordinator of emergency response and point of contact for State emergency assistance. The Disaster Route Priority Plan carries out this concept by designating the Director of the County of Los Angeles Department of Public Works (DPW) to work with the cities in a disaster to quickly determine the condition of the Disaster Routes (and other transportation routes), and to coordinate assistance to those cities who need it in clearing or repairing the Disaster Routes. This assistance would normally be provided under the terms of the Public Works Mutual Aid Agreement.

SPECIFICALLY, HOW WILL THE PLAN WORK IN A DISASTER?

In a major disaster, such as a large earthquake which creates widespread major damage, the County DPW road maintenance force will immediately survey and report the condition of the portions of the Disaster Routes in the unincorporated areas and contract cities. Cities providing their own street maintenance shall report road closures and damages as an Incident in the County's Operational Area Response and Recovery System (OARRS). If OARRS is not available, damage/closure to disaster routes will be reported to the Sheriff Watch Commander or Sheriff Station EOC (if activated) for the area or reported directly to County DPW's Dispatch center by calling (800) 456-HELP (4357). County DPW personnel will also gather information on the status of the freeway system from Caltrans and the California Highway Patrol. All information will all be reported to and analyzed at the County DPW Department Operations Center (DOC), where it will be disseminated immediately to the County EOC for further dissemination to all emergency response agencies, cities' EOCs, and the public.

Note: A large copy of the disaster route map is located in the EOC and Alternate EOC.

EMERGENCY OPERATIONS PLAN

City of Whittier
Daily Shelter Activity Report
Report due into City EOC by 8:00 A.M. each day

Shelter Site: _____ Date: _____

To: City of Whittier

From: _____

Shelter Capacity	Overnight Capacity	Breakfast	Lunch	Dinner

Report Period: _____ Shelter Phone: _____

	Day Shift	Evening Shift
Shelter Manager	_____	_____
Asst. Shelter Manager	_____	_____
Nurse	_____	_____
Workers	_____	_____

Narrative (Day Shift)

Narrative (Evening Shift)

Supplies Needed:

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DISASTER NAME _____

DISASTER # _____

Page _____ of _____

Day S M T W Th F S

City of Whittier - EOC Section/Branch/Unit

Operational Period # _____

Daily Activity Log

Date _____

From _____ AM to _____ PM
From _____ PM to _____ AM

EOC Position: _____

Name: _____

Time of Activity	Decisions, Resource Requests, Messages, Notes	Action Taken/Justification
AM		
PM		
AM		
PM		
AM		
PM		
AM		
PM		
AM		
PM		
AM		
PM		
AM		
PM		
AM		
PM		
AM		
PM		

Originator: All Section/Branch/Unit Coordinators.
Retain copy. Copy to incoming replacement staff.

Routing: Documentation Unit (Planning/Intelligence Section)

Journal to record verbal conversations, decisions made, assignments, completed tasks, etc. Should reflect activity of all personnel in Section/Branch/Unit. Personal record of time should be recorded by the Section Coordinator on Daily EOC Section Time Log (EOC-003).

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POST EARTHQUAKE BUILDING PERMIT AND INSPECTION PROCEDURES

These questions and answers are based on the experience of the City of Whittier after the Whittier Narrows Earthquake in October 1987.

Based upon our experience, someone is going to have to answer the questions below within days (and sometimes hours) of a major earthquake. You can avoid many long and stressful hours spent when you can least afford them by having emergency ordinances on the books addressing these questions before the event!

Carlos Yado
Building Services Manager/Building Official
City of Whittier
13230 Penn Street
Whittier, CA 90602
(562) 567-9320
(562) 567-2872

POST EARTHQUAKE BUILDING PERMIT AND INSPECTION PROCEDURES

1. ***How can I get a permit and start repairing my building?***

(a) REPAIR PERMITS - Within hours of the event our department was issuing repair permits. Priority was given to those structures posted "UNSAFE" or "LIMITED ENTRY". This process was somewhat slower than normal, due to the large allocation of resources to the damage assessment effort.

(b) NO PLANS FOR REPAIR IN KIND - When no foundation or other major structural damage was involved, our policy was to issue permits with no plans. The inspector could require plans if he felt it was necessary, based on the specific site conditions or because the work was not conventional construction.

(c) NO PLANS FOR NON-HABITABLE ACCESSORY BUILDINGS - No plans were required for the repair or reconstruction of garages, carports, storage sheds, etc. less than 1,000 square feet in floor area. Once again, the inspector could require plans if he felt it was necessary, based on the specific site conditions or because the work was not conventional construction.

2. ***Can I repair my unreinforced masonry chimney?***

Where unreinforced masonry chimneys were damaged at or above the roof line, we permitted them to be reconstructed in kind if no more than 3' in height. No permit or inspection was required. Where damage was evident below the roof line, the entire fireplace was required to be removed and reconstructed, or the masonry lowered to a 6' maximum height and extended with an approved metal chimney in an incombustible chase.

3. ***What type of inspection is required on my chimney repair?***

We required an initial inspection after any demolition was done. The inspector would determine that the damaged portions had been removed and that the proposed repair

method was acceptable. Interim inspections were dependent upon the extent of the reconstruction.

4. ***Can I repair-in-kind work that doesn't meet code?***
We required that all new work meet present codes. Existing work could remain unless the new work made the old work unsafe.
5. ***Can I repair my cripple-wall foundation system?***
There were many instances of damage to single family dwellings in our jurisdiction with this type of foundation, largely due to inadequate lateral bracing. We allowed these to be repaired and properly braced with shear paneling — if the supporting foundation was of concrete in good condition and extended at least 6” above grade.
6. ***Can I put a mobile home on my property while doing my repairs?***
We did not permit the use of mobile homes for this purpose.
7. ***Can I live in a detached garage or other non-habitable structure while I repair my building?***
We did not permit this type of use during repairs.
8. ***Can I rebuild a non-conforming structure?***
We passed an emergency ordinance allowing nonconforming structures damaged in the earthquake to be repaired or reconstructed in the present location. That ordinance has since expired.
9. ***I have a violation on the property. Does this affect my permit for earthquake repair?***
The existence of a violation did not necessarily restrict the issuance of a repair permit, unless the repairs were to an illegally existing structure. However, there were numerous instances of repair inspections revealing violations which subsequently required correction.
10. ***Do I need a permit for a temporary repair, such as shoring?***
Temporary repair could be done with no permits. We defined a temporary repair as follows: (1) the work is intended to be replaced later with permanent work and (2) no portions of the work are concealed.
11. ***My building was red tagged (or yellow tagged) and I left. Now the owner is renting to someone else.***
The whole question of what action to take after posting is extremely difficult. The issue of tenancy is beyond the scope of this departments operation. Every effort was made to provide information to tenants, at their request, regarding the status of their building.
12. ***Can I get a permit to partially repair my building, or does the permit have to include all known damage?***
Our policy was to issue permits for partial repairs. The Uniform Building Code (UBC) does not really address this issue, but the proposed OES ordinances do.
13. ***When is your department going to be open for normal business?***
We were open for normal business within a week after the earthquake, but at a reduced personnel level. We dedicated one inspector and a supervisor to ongoing operations, with the rest of our staff assigned to damage investigation and coordination of volunteer inspectors.

14. ***Are you going to take punitive measures when work that was permitted before the earthquake was continued without inspections?***

This was not an issue in 1987, as we were able to keep up with the level of activity after only a short hiatus. This might not be true during a period of heavy development. We were fairly unforgiving toward those owners and contractors who used the circumstances to perform non-repair work without permits or inspection.

15. ***Are you going to charge permit fees?***

Our City Council saw fit to waive building permit fees for earthquake related work for about 18 months after the event. This is a policy which will be determined as circumstances dictate.

The following questions were added by Mike Martinet, Area "G" Coordinator. Questions reviewed by Building and Safety personnel in February 2012.

Recovery Issues

Identify critical policy issues to be considered by the City Council before the disaster.

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Summary of LAC DHS activities for each of the Plan's essential components according to WHO Pandemic phases					
Activity Area	Phase 1 & 2 Interpandemic Period	Phase 3 Pandemic Alert (No, or rare, human-to-human transmission)	Phase 4 Pandemic Alert (Small clusters of human-to-human transmission)	Phase 5 Pandemic Alert (Larger clusters of human to-human transmission)	Phase 6 Pandemic period
Surveillance	Surveillance for illness and resources utilization Monitoring of world/national/state trends	Increase surveillance for influenza-like illness (ILI) among recent travelers to the affected region Continue monitoring of world, national, and statewide trends Disease surveillance to detect a case of novel virus in LAC	Review of death related to ILI/pneumonia Monitoring of international, national and statewide trends Work with agencies to detect influenza in animals	Surveillance efforts increased for both influenza and the circulation of influenza virus	Monitoring demographic characteristics of influenza cases to respond more effectively to the pandemic
Laboratory	Surveillance of hospital lab activity	Subtype influenza A isolates obtained	Report unusual human influenza cases to state, DHS and CDC	Provide guidelines for lab reporting on influenza specimens	Continue working with public health staff, local physicians, and hospital workers to implement safe and effective methods for specimen collection and management

EMERGENCY OPERATIONS PLAN

Activity Area	Phase 1 & 2 Interpandemic Period	Phase 3 Pandemic Alert (No, or rare, human-to-human transmission)	Phase 4 Pandemic Alert (Small clusters of human-to-human transmission)	Phase 5 Pandemic Alert (Larger clusters of human to-human transmission)	Phase 6 Pandemic period
Limiting Transmission	Educate all on recommended strategies to prevent and limit the transmission of influenza	Work with hospitals to develop pandemic influenza response plan in acute care settings Public information campaign emphasizing containment measures such as hand washing, cough and sneeze etiquette, reduced social interactions, and guidelines for those being cared for at home	Continue activities of Phases 1 to 3	Implement containment strategies, including recommendations for control of influenza in schools and health care settings Issue containment measure if cases are detected	Notify hospitals, physicians and health care clinics to restrict visitors and to institute strict cough and sneeze hygiene including masks, wipes, and tissues and hands-free receptacles available in waiting rooms Reduce social interaction Advise people to avoid crowds and large gatherings Monitor the effectiveness of containment measures and if indicated: Close schools, including universities. Cancel large public gatherings Discourage use of public transportation
Vaccine / Antiviral Medications	Review major elements of the vaccine distribution plan, including plans for storage, transport, priorities, and administration of vaccines	Monitor CDC/California DHS recommendations for target groups for vaccine and antiviral administration; update plans accordingly Work with CDC, state and representatives of the private medical sector to plan delivery and administration of vaccines when they become available	Continue to monitor the latest California DHS recommendations for priority groups for vaccine and antiviral allocation and modify as necessary based on current surveillance data	Once vaccine is available, the distribution plans will be activated Review and update distribution plan	Continue to monitor availability of vaccine/antiviral Review vaccine / antiviral distribution plan

EMERGENCY OPERATIONS PLAN

Activity Area	Phase 1 & 2 Interpandemic Period	Phase 3 Pandemic Alert (No, or rare, human-to-human transmission)	Phase 4 Pandemic Alert (Small clusters of human-to-human transmission)	Phase 5 Pandemic Alert (Larger clusters of human to-human transmission)	Phase 6 Pandemic period
Communication	Develop and/or update press release templates Advise health care providers of the state of novel (new) virus alert and latest recommendations regarding target groups for antivirals	Develop a communication infrastructure to address pandemic influenza Establish and continually update as needed we-based information on the LA Public Health website Institute an aggressive influenza containment public information campaign emphasizing hand washing, cough and sneeze etiquette, early recognition of symptoms. In rare human-to-human transmission case or cases technical information public information, and press releases will be disseminated Public information will include travel alerts, guidelines and limiting the spread of the disease, and information about when and where to obtain care. Prepare fact sheets detailing responses to questions coming from the media	Continue activities of Phase 1 to 3 Notify hospitals, EMS, health care providers, emergency responders, coroner, mortuary organization & labs	Continue and increase the information flow to medical providers, public, and local stakeholders	Intensify public information a campaign about containment measures, e.g., cough and sneezing etiquette, keeping ill persons at home and avoiding crowds
Emergency Response	Develop and/or update local response plans Participate with national, state, and local agencies in pandemic influenza guidance efforts	Collaborate with CDC Quarantine station in developing their pandemic influenza response plan Ensure on going coordination among surveillance, epidemiology, laboratory, EMS, and other local response efforts	Continue to assist health care facilities	Activate the emergency response system plan	Continue the emergency response plan to manage the local response at the time of the pandemic

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**PART TWO
PLANNING/INTELLIGENCE SECTION**

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**PLANNING/INTELLIGENCE SECTION
GENERAL SECTION**

PURPOSE

To enhance the capability of the City of Whittier to respond to emergencies by planning application and coordination of available resources. It is the policy of this section that the priorities of responses are to be:

- Protect life, property and the environment.
- Provide planning and direction for the emergency operations and optimize the management of resources.
- Provide support to the other sections of the City's emergency response team.
- At the earliest possible opportunity restore essential services and systems.

OVERVIEW

The Planning/Intelligence Section's primary responsibility is to collect, evaluate, display and disseminate incident information. This Section functions as the primary support for decision-making to the overall emergency organization. This Section also provides anticipatory appraisals and develops plans necessary to cope with changing field events. This Section primarily gathers and documents information to answer critical questions: Where are the incidents? How bad are the incidents? How much worse will the incidents become? How can we best manage the incidents? During a disaster/emergency, other department heads will advise the Planning/Intelligence Section Chief on various courses of action from their departmental level perspective.

OBJECTIVES

The Planning/Intelligence Section ensures that safety/damage assessment information is compiled, assembled and reported in an expeditious manner to the various EOC sections, City departments and the Los Angeles County Operational Area via Operational Area Response and Recovery System (OARRS Internet based); or if OARRS is not available, then all reports are to be sent to the Pico Rivera Sheriff's Station by means coordinated with and agreed to by the Watch Commander and City staff. The Pico Rivera Sheriff's Station will then be responsible for entering the data into OARRS. The Planning/Intelligence Section is also responsible for the detailed recording (Documentation Unit) of the entire response effort and the preservation of these records during and following the disaster. The Planning/Intelligence Section will accomplish the following specific objectives during a disaster/emergency:

- Collect initial situation and safety/damage assessment information.
- Display situation and operational information in the Emergency Operations Center (EOC) using maps and visual aids.
- Disseminate intelligence information to the EOC Director, Deputy EOC Director, Public Information Officer, General Staff and the Los Angeles County Operational Area via OARRS or the Pico Rivera Sheriff's Station EOC or Watch Commander.
- Conduct mapping and recording operations.

- Prepare summary safety/damage assessment reports for dissemination to other sections, City departments, Cal OES, FEMA and the Los Angeles County Operational Area via OARRS or the Pico Rivera Sheriff's Station EOC or Watch Commander.
- Prepare required reports identifying the extent of damage and financial losses.
- Determine the City's post-event condition.
- Provide Planning/Intelligence support to other EOC Sections.
- Ensure accurate recording and documentation of the incident.
- Prepare the City's EOC Action Plan.
- Prepare the City's After-Action/Corrective Action Report.
- Prepare a post-disaster recovery plan.
- Maintain proper and accurate documentation of all actions taken to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements.
- Acquire technical experts for special interest topics or special technical knowledge subjects.

CONCEPT OF OPERATIONS

The Planning/Intelligence Section will operate under the following policies during a disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council or EOC Director.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with adopted policies.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods should be event driven.

SECTION ACTIVATION PROCEDURES

The EOC Director is authorized to activate the Planning/Intelligence Section.

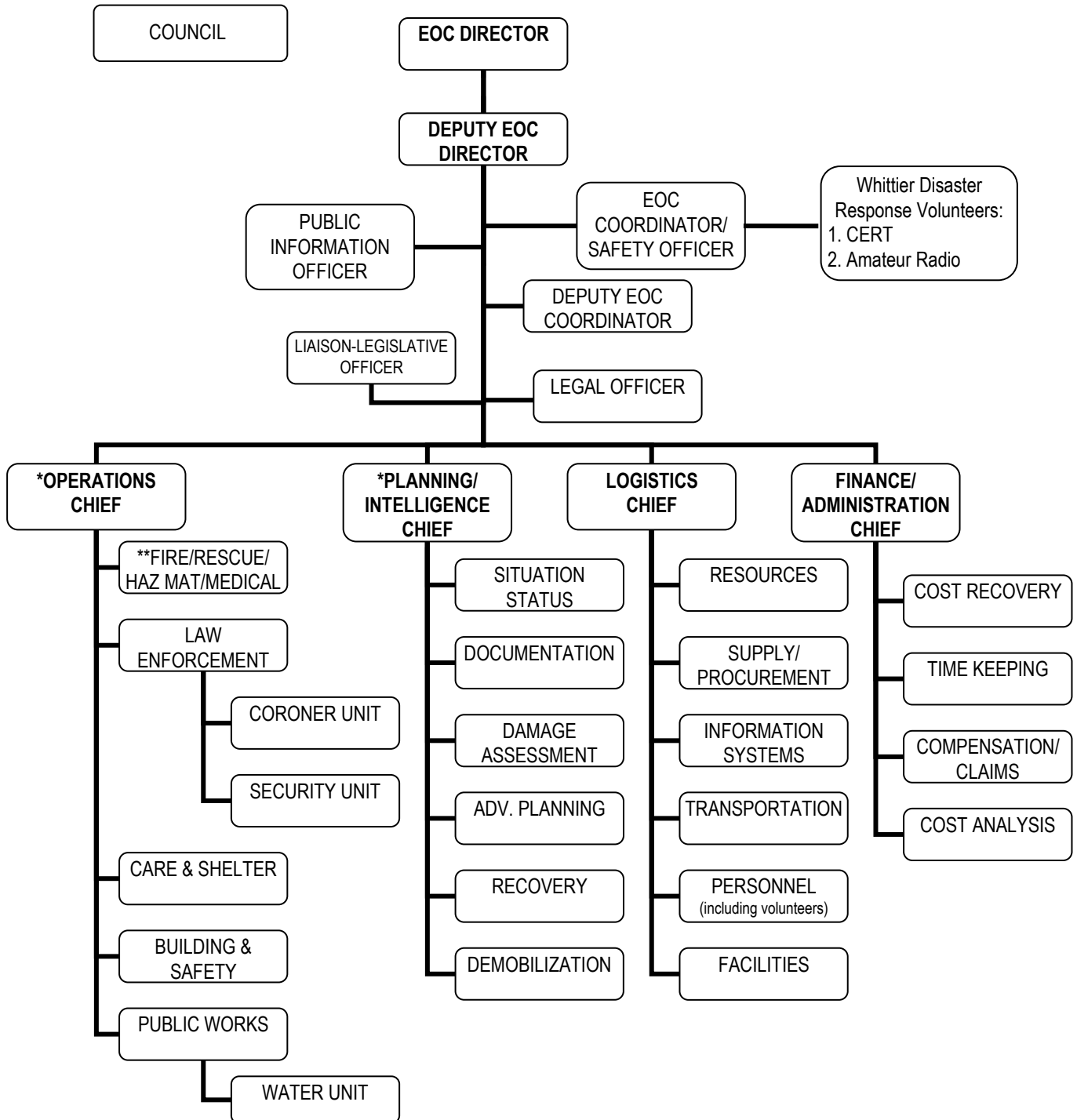
When to Activate

The Planning/Intelligence Section may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the EOC Director. The EOC Director will provide call-back instructions for staff to report to work. If communication systems are damaged due to a disaster, personnel shall assume they are needed and report to work immediately.

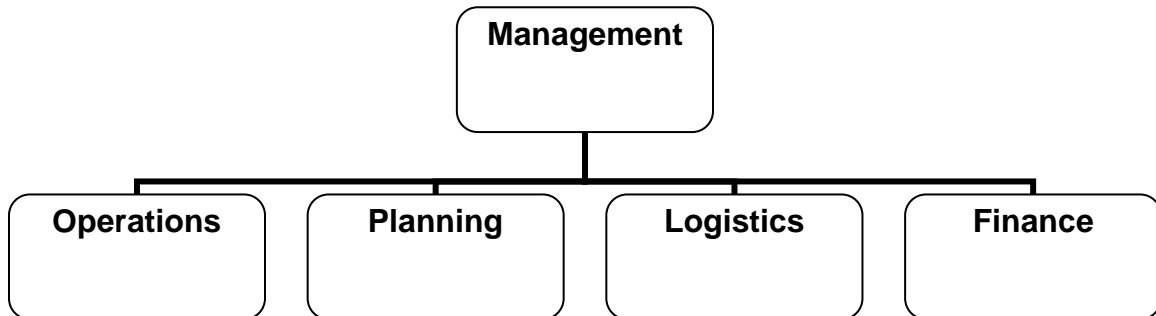
Where to Report

The City EOC is located in the City's Police Department, Community Room/EOC. The alternate EOC is located at Parnell Park.

ORGANIZATION CHART



* If all elements are activated, a deputy may be appointed to provide a manageable span of control.
 ** Contract service/liaison position.
 The Incident Command System will be used in the field. Field units will coordinate and communicate with each of the Branches under the Operations Section.

RESPONSIBILITIES CHART**Responsibilities:****Management Section**

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies and private organizations. Management will either activate appropriate sections or perform their functions as needed.

Operations Section

The Operations Section is responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan.

Planning/Intelligence Section

The Planning Section is responsible for:

- **Collecting, evaluating and disseminating information.**
- **Developing the City's EOC Action Plan in coordination with other sections.**
- **Initiating and preparation of the City's After-Action/Corrective Action Report.**
- **Maintaining documentation.**

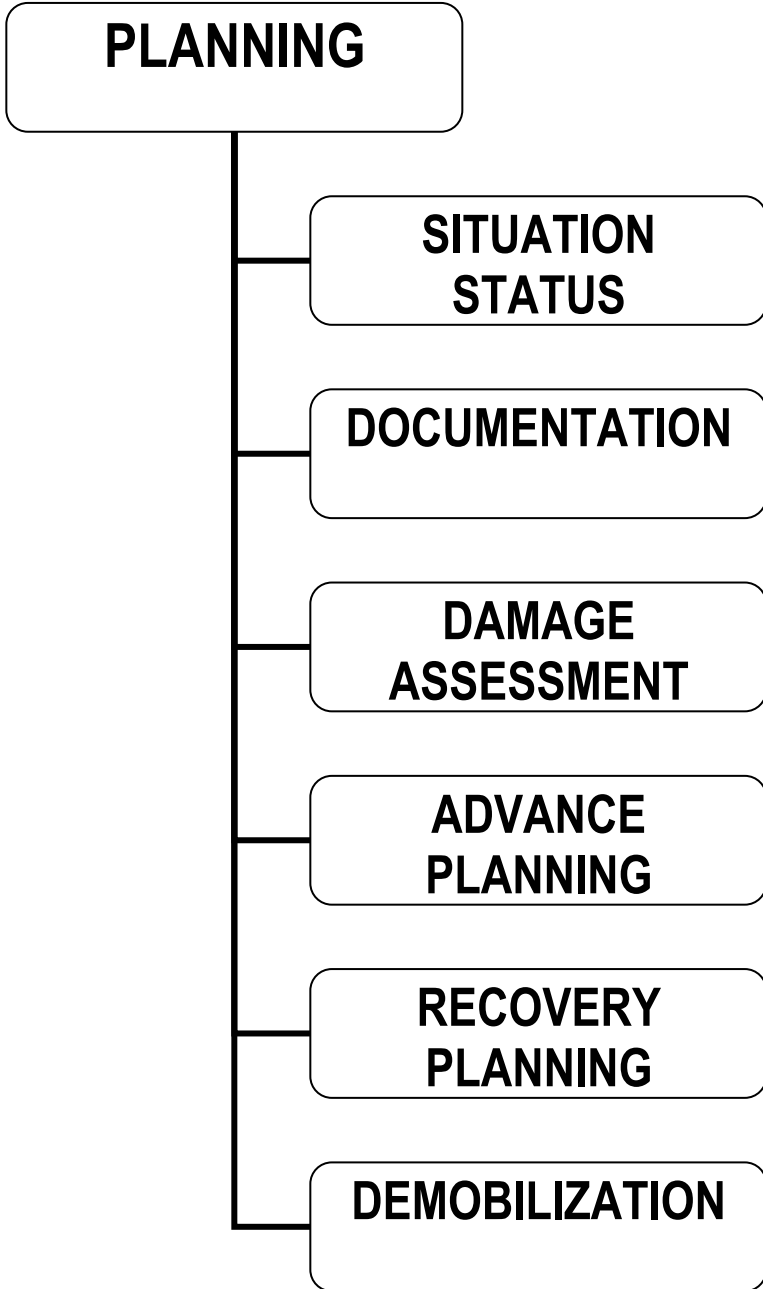
Logistics Section

The Logistics Section is responsible for providing communications, facilities, services, personnel, equipment, supplies and materials.

Finance/Administration Section

The Finance/Administration Section is responsible for financial activities and other administrative aspects.

**PLANNING/INTELLIGENCE SECTION
ORGANIZATION CHART**



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PLANNING/INTELLIGENCE SECTION STAFF

The Planning/Intelligence Section Chief will determine, based on present and projected requirements, the need for establishing specific and/or specialized branches/groups/units. The following may be established as the need arises:

- Situation Status Unit
- Documentation Unit
- Damage Assessment Unit
- Advance Planning Unit
- Recovery Planning Unit
- Demobilization Unit
- Technical Specialist

The Planning/Intelligence Section Chief may activate additional branches/groups/units as necessary to fulfill an expanded role.

The Planning/Intelligence Section Chief is responsible for overseeing all demobilization post-disaster. All Planning/Intelligence staff will account for all equipment, personnel, and supplies at the end of any operation.

Planning/Intelligence Section Chief

The Planning/Intelligence Section Chief, a member of the Deputy EOC Director's General Staff, is responsible for the collection, evaluation, forecasting, dissemination and use of information about the development of the incident. Information is needed to:

- Understand the current situation.
- Predict probable course of incident events.
- Prepare alternative strategies for the incident.

Situation Status Unit

The Situation Status Unit is responsible for the collection and organization of incident status and situation information. The Unit is also responsible for the evaluation, analysis and display of information for use by EOC staff.

Documentation Unit

The Documentation Unit is responsible for initiating and coordinating the preparation of the City's EOC Action Plans and After-Action/Corrective Action Reports; maintaining accurate and complete incident files; establishing and operating an EOC Message Center; providing copying services to EOC personnel and preserving incident files for legal, analytical and historical purposes.

Damage Assessment Unit

The Damage Assessment Unit is responsible for maintaining detailed records of safety/damage assessment information and supporting the documentation process.

Advance Planning Unit

The Advance Planning Unit is responsible for developing reports and recommendations for future time periods and for preparing reports and briefings for use in strategy and/or planning meetings.

Recovery Planning Unit

The Recovery Unit is responsible for ensuring that the City receives all disaster/emergency assistance and disaster recovery costs for which it is eligible. The Unit is also responsible for all initial recovery operations and for preparing the EOC organization for transition to a recovery operations organization to restore the City to pre-disaster condition as quickly and effectively as possible.

Demobilization Unit

The Demobilization Unit is responsible for preparing a Demobilization Plan to ensure an orderly, safe and cost-effective release of personnel and equipment.

Technical Specialist

Technical Specialists are advisors with special skills needed to support a field or function not addressed elsewhere or by any other discipline. Technical Specialists (which may or may not be an employee of a public or private agency) may report to the Planning/Intelligence Section Chief; may function within an existing unit such as the Situation Status Unit; form a separate unit if required or be reassigned to other parts of the organization, i.e., Operations, Logistics, or Finance/Administration.

EOC RESPONSIBILITIES

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

- Check-in with EOC Security Unit upon arrival at the EOC.
- Report to your EOC organizational supervisor.
- Pick up your colored position sign and post on wall under “EOC Positions Activated” (cluster by EOC Section color).
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Identify yourself by putting your title on your person (vest, name tag). Print your name on the EOC organization chart next to your assignment.
- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Open and maintain a position activity log.
- Determine 24-hour staffing requirements and request additional support as required.
- Note your check-in time on the Section Time Log.
- Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center/Joint Information Center.
- Request additional resources through the appropriate Logistics Section Unit.
- Based on the situation as known or forecast determine likely future Section needs.
- Think ahead and *anticipate* situations and problems before they occur.
- Using activity log, maintain all required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

General Operational Duties

- Keep up to date on the situation and resources associated with your position.
- Maintain current status reports and displays.
- Keep your EOC organizational supervisor advised of your status and activity and on any problem areas that now need or will require solutions.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.
- Anticipate potential situation changes, such as severe aftershocks, in all planning.

- Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and **anticipate** support requirements and forward to your EOC Section Chief.
- Monitor your position activities and adjust staffing and organization to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your EOC organizational supervisor at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- Do **NOT** throw any paperwork (notes, memos, messages, etc.) away. This documentation can be used for FEMA reimbursement.

Deactivation

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Brief your replacement and/or your Section Chief regarding any outstanding or significant items.
- Deactivate your position and close out logs when authorized by your EOC Section Chief.
- Leave forwarding phone number where you can be reached.
- Sign out with your Section Chief and on large EOC organization/sign-in sheet.
- If your replacement has not arrived, remove colored position sign from wall and return to Security Unit.

PLANNING/INTELLIGENCE SECTIONS CHIEF**SUPERVISOR:** Deputy EOC Director**GENERAL DUTIES:**

- Ensure that the Planning/Intelligence function is performed consistent with SEMS/NIMS Guidelines, including:
 - Collecting, analyzing and displaying situation information
 - Preparing periodic situation reports
 - Initiating and documenting the City's Action Plan and After-Action/Corrective Action Report
 - Advance planning
 - Planning for demobilization
 - Providing Geographic Information Services and other technical support services to the various organizational elements within the EOC
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional branches/groups/units as dictated by the situation.
- Exercise overall responsibility for the coordination of branch/group/unit activities within the Section.
- Report to the Deputy EOC Director on all matters pertaining to Section activities.

RESPONSIBILITIES:

Collect, evaluate, forecast, formulate, disseminate and use of information about the development of the incident.

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

- See Common EOC responsibilities on P-11.

Section Duties

- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
 - Situation Status Unit
 - Documentation Unit
 - Damage Assessment Unit
 - Advance Planning Unit
 - Recovery Planning Unit
 - Demobilization Unit
 - Technical Specialist
- Brief incoming Section personnel prior to their assuming their duties. Briefings should include:

- Current situation assessment.
 - Identification of specific job responsibilities.
 - Identification of co-workers within the job function and/or geographical assignment.
 - Availability of communications.
 - Location of work area.
 - Identification of eating and sleeping arrangements as appropriate.
 - Procedural instructions for obtaining additional supplies, services, and personnel.
 - Identification of operational period work shifts.
- Inform the Deputy EOC Director and General Staff when your Section is fully operational.
 - Review responsibilities of branches in your Section. Develop plan for carrying out all responsibilities.
 - Meet with other Section Chief.
 - Review major incident reports and additional field operational information that may pertain to or affect Section operations.
 - Prepare work objectives for Section staff and make staff assignments.
 - Obtain and review major incident reports and other reports from adjacent areas that have arrived at the EOC.
 - Direct the Situation Status Unit leader to initiate collection and display of significant disaster events.
 - Direct the Documentation Unit leader to initiate collection and display of disaster information.
 - Based on the situation as known or forecast, determine likely future Planning/Intelligence Section needs.
 - Think ahead and **anticipate** situations and problems before they occur.
 - Request additional resources through the appropriate Logistics Section Unit, as needed.

Duties:

- Carry out responsibilities of the Planning/Intelligence Section branches/groups/units that are not currently staffed.
- Evaluate the need for Critical Incident Stress Debriefing for all affected personnel, victims and bystanders. Arrange debriefings through the Personnel Unit of the Logistics Section.
- Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.
- Brief the Deputy EOC Director on major problem areas that need or will require solutions.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, data and radio systems. Make any priorities or special requests known.

- Determine status of transportation system into and within the affected area in coordination with the Transportation Unit of the Logistics Section. Find out present priorities and estimated times for restoration of the disaster route system. Provide information to appropriate Branches/Units.
- Ensure that your Section logs and files are maintained.
- Monitor your Section activities and adjust Section organization as appropriate.
- Ensure internal coordination between branch/group/unit leaders.
- Update status information with other sections as appropriate.
- Resolve problems that arise in conducting your Section responsibilities.
- Develop a backup plan for all plans and procedures requiring off-site communications.
- Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.
- Make sure that all contacts with the media are fully coordinated first with the Public Information Officer (PIO).
- Participate in the Deputy EOC Director's action planning meetings.
- Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- Assess the impact of the disaster/emergency on the city, including the initial safety/damage assessment by field units.
- Develop situation analysis information on the impact of the emergency from the following sources:
 - Los Angeles County Fire Department
 - Whittier Police Department
 - Whittier Public Works Department
 - Whittier Narrows Water Treatment Plant
 - Southern California Edison
 - The Gas Company
 - School Districts
 - Caltrans
 - Rio Hondo Chapter of the American Red Cross
 - Disaster Communication Services (DCS)
 - Media (Radio and Television)
- Ensure that pertinent emergency information is disseminated through appropriate channels to response personnel, City EOC section staff, City departments, Los Angeles County Operational Area via OARRS or through the Pico Rivera Sheriff's Station EOC or Watch Commander. Also ensure that the public is kept informed through the PIO.
- Review and approve incident reports, City status and safety/damage assessment reports for transmission by the Situation Status Unit to the Los Angeles County Operational Area via OARRS or through the Pico Rivera Sheriff's Station EOC or Watch Commander.
- Working with the EOC management team and the Documentation Unit, prepare an EOC Action Plan to identify priorities and objectives. (see **Part Two , Planning/Intell.- Support Documentation - Action Planning**)
- Assemble information on alternative strategies.

- Identify the need for use of special resources.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Direct the coordination of periodic disaster and strategy plans briefings to the Deputy EOC Director and General Staff, including analysis and forecast of incident potential.
- Ensure coordination of collection and dissemination of disaster information and intelligence with other sections.
- Begin planning for recovery.

SITUATION STATUS UNIT**SUPERVISOR:** Planning/Intelligence Section Chief**GENERAL DUTIES:****Situation Status**

- Collect, organize and analyze situation information from EOC sources.
- Provide current situation assessments based on analysis of information received from a variety of sources and reports.
- Develop situation reports for dissemination to Planning/Intelligence Section Chief, EOC Director, Deputy EOC Director and other section chiefs to initiate the action planning process.
- Transmit approved reports to the Los Angeles County Operational Area via OARRS or the Pico Rivera Sheriff's Station EOC or Watch Commander.
- Develop and maintain current maps and other displays (locations and types of incidents).
- Assess, verify and prioritize situation information into situation intelligence briefings and situation status reports.
- Seek from any verifiable source available information which may be useful in the development of current situation assessments of the affected area.
- Evaluate the content of all incoming field situation and major incident reports. Provide incoming intelligence information directly to appropriate EOC Sections, summarize and provide current information on central maps and displays.
- Monitor and ensure the orderly flow of disaster intelligence information within the EOC.

RESPONSIBILITIES:

Collect and organize incident status and situation information and evaluate, analyze and display information for use by EOC staff.

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

- See Common EOC Duties on P-11.

Duties:

- Direct the collection, organization and display of status of disaster events according to the format that the Documentation Unit is utilizing, including:
- Location and nature of the disaster/emergency.
 - Special hazards.
 - Number of injured persons.
 - Number of deceased persons.
 - Road closures and disaster routes.
 - Structural property damage (estimated dollar value).

- Personal property damage (estimated dollar value).
- Whittier resources committed to the disaster/emergency.
- Whittier resources available.
- Assistance provided by outside agencies and resources committed.
- Shelters, type, location and number of people that can be accommodated.
- Possible Information Sources include:
 - Disaster briefings
 - EOC Action Plan
 - Section Reports
 - Intelligence Reports
 - Field Observations
 - Casualty Information
 - Resource Status Reports
 - Aerial Reports and Photographs
 - Values and Hazards Information
 - On Duty Personnel from other Sections
- Direct the collection of photographs, videos, and/or sound recordings of disaster events, as appropriate.
- Prepare and maintain EOC displays.
- Post to the significant events log casualty information, health concerns, property damage, fire status, size of risk area, scope of the hazard to the public, number of evacuees, etc.
- Contact the L.A. County Coroner's Office, Law Enforcement, Fire Department and Red Cross for casualty information.
- Develop sources of information and assist the Planning/Intelligence Section Chief in collecting, organizing and analyzing data from the following:
 - Management Section
 - Operations Section
 - Logistics Section
 - Finance/Administration Section
- Provide for an authentication process in case of conflicting status reports on events.
- Meet with the Planning/Intelligence Section Chief and Deputy EOC Director to determine needs for planning meetings and briefings. Determine if there are any special information needs.
- Meet with the PIO to determine best methods for exchanging information and providing the PIO with Situation Status Unit information.
- Provide information to the PIO for use in developing media and other briefings.
- Establish and maintain an open file of situation reports and major incident reports for review by other sections/units.
- Determine weather conditions, current and upcoming. Keep current weather information posted.
- Prepare an evaluation of the disaster situation and a forecast on the potential course of the disaster event(s) at periodic intervals or upon request of the Planning/Intelligence Section Chief.

- Prepare required Operational Area reports. Obtain approval from the Planning/Intelligence Section Chief and transmit to the Los Angeles County Operational Area via OARRS or the Pico Rivera Sheriff's Station or Watch Commander.
- Prepare written situation reports at periodic intervals at the direction of the Planning/Intelligence Section Chief.
- Assist at Planning Meetings as required.
- As appropriate, assign "field observers" to gather information.

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DOCUMENTATION UNIT**SUPERVISOR:** Planning/Intelligence Section Chief**GENERAL DUTIES:**

- Maintain an accurate and complete record of significant disaster events.
- Assist other parts of the EOC organization in setting up and maintaining files, journals and special reports.
- Collect and organize all written forms, logs, journals and reports at completion of each shift from all sections.
- Establish and operate a Message Center at the EOC, and assign appropriate internal and external message routing.
- Provide documentation and copying services to EOC staff.
- Maintain and preserve disaster files for legal, analytical and historical purposes.
- Compile, copy and distribute the EOC Action Plans as directed by the Section Chief.
- Compile, copy and distribute the After-Action Report with input from other sections/units.

RESPONSIBILITIES:

Compile and distribute the City's EOC Action Plans and After-Action/Correction Action Reports; maintain accurate and complete incident files; establish and operate an EOC Message Center; provide copying services to EOC personnel and preserve incident files for legal, analytical and historical purposes.

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

- See Common EOC responsibilities on P-11.

Duties:

- Meet with the Planning/Intelligence Section Chief to determine what EOC materials should be maintained for official records.
- Contact other EOC sections and units and inform them of the requirement to maintain official records. Assist them as necessary in setting up a file records system.
- Coordinate documentation with the Situation Status Unit.
- Following planning meetings, assist in the preparation of any written action plans or procedures.

- Ensure that the EOC Action Plans and After-Action Report/Correction Action are compiled, approved, copied and distributed to EOC Sections and Units. (see **Part Two, Planning/Intelligence Support Documentation – Action Planning After Action/Corrective Action Reports**)
- Ensure distribution and use of Message Center forms to capture a written record of actions requiring application of resources, requests for resources or other directions/information requiring use of the Message Center form.
- Ensure the development of a filing system to collect, log and compile copies of message center forms according to procedures approved by the Planning/Intelligence Section Chief.
- Identify and establish a “runner” support system for collecting, duplicating journals, logs and message center forms throughout the EOC.
- Establish copying service and respond to authorized copying requests.
- Establish a system for collecting all section and unit journal/logs at completion of each operational period.
- Periodically collect, maintain and store messages, records, reports, logs, journals and forms submitted by all sections and units for the official record.
- Verify accuracy/completeness of records submitted for file – to greatest extent possible; correct errors by checking with EOC personnel as appropriate.
- Prepare an overview of the documented disaster events at periodic intervals or upon request from the Planning/Intelligence Section Chief.

DAMAGE ASSESSMENT UNIT**SUPERVISOR:** Planning/Intelligence Section Chief**GENERAL DUTIES:**

- Collect safety/damage assessment information from the Operations Section and other verifiable sources and prepare appropriate reports.
- Provide safety/damage assessment information to the Planning/Intelligence Section Chief.
- Coordinate with the Public Works Branch of the Operations Section for exchange of information.
- Utilize the Los Angeles County Operational Area safety/damage assessment procedures and forms. (see **Planning Support Documentation – Safety/Damage Assessment Forms**)

RESPONSIBILITIES:

Maintain detailed records of safety/damage assessment information and support the documentation process.

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

- See Common EOC responsibilities on P-11.

Duties:

- Coordinate collection of safety/damage assessment information with the Building and Safety Branch of the Operations Section. (see **Planning Support Documentation – Safety/Damage Assessment Forms**)
- Prepare safety/damage assessment information and provide to the Planning/Intelligence Section Chief for approval.
- Collect, record and total the type, location and estimate value of damage.
- Document those structures requiring immediate demolition to ensure the public safety through inspection records, videos, photographs, etc.
- Provide documentation to Legal Officer of the Management Section on those structures which may need to be demolished in the interest of public safety.
- Coordinate with the American Red Cross, utility companies and other sources for additional safety/damage assessment information.
- Coordinate with all Operations branches (Law Enforcement, Fire, Public Works, Care and Shelter and Building and Safety) for possible information on damage to structures.
- Provide final safety/damage assessment reports to the Documentation Unit.

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ADVANCE PLANNING**SUPERVISOR:** Planning/Intelligence Section Chief**GENERAL DUTIES:**

- Develop issues and requirements related to a time period, normally 36 to 72 hours in advance.
- Prepare special reports and briefings as necessary for use in strategy and/or planning meetings.
- Monitor action-planning activity to determine the shift in operational objectives from response to recovery. (see **Planning Support Documentation – Action Planning**)

RESPONSIBILITIES:

Develop reports and recommendations for future time periods and prepare reports and briefings for use in strategy and/or planning meetings.

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

- See Common EOC responsibilities on P-11.

Duties:

- Obtain current briefing on the operational situation from the Situation Status Unit.
- Determine best estimate of duration of the situation from available information.
- Determine current priorities and policies from the EOC Planning/Intelligence Section Chief and Deputy EOC Director.
- In coordination with other EOC sections, develop written forecasts for future time periods as requested. These should include any or all of the following:
 - Best estimate of likely situation in 36 to 72 hours given current direction and policy.
 - Determine top priorities for actions and resources.
 - Identify any recommended changes to EOC policy, organization or procedures to better address the possible situation.
 - Identify any issues and constraints that should be addressed now in light of the probable situation in 36-72 hours.
- Provide reports to the EOC Planning/Intelligence Section Chief and/or Deputy EOC Director and others as directed.
- Develop specific recommendations on areas and issues that will require continuing and/or expanded City involvement.
- Identify potential problem areas along evacuation routes, i.e., weight restrictions, narrow bridges, road sections susceptible to secondary effects of an incident, etc.

- In coordination with the Operations Section, estimate the number of people who will require transportation out of the risk areas. Coordinate with the Transportation Unit of the Logistics Section on transportation methods.
- As needed, develop methods for countering potential impediments (physical barrier, time, lack of transportation resources, etc.) to evacuation.
- Periodically evaluate the operational situation and assist the Planning/Intelligence Section staff in making recommendations on priority response and recovery actions.

RECOVERY PLANNING**SUPERVISOR:** Planning/Intelligence Section Chief**GENERAL DUTIES:**

- Ensure that the City of Whittier receives all emergency assistance and disaster recovery costs for which it is eligible.
- Ensure that the City of Whittier is prepared to participate jointly with FEMA, Cal OES, Los Angeles County Operational Area and non-profit organizations to expedite disaster assistance for individuals, families, businesses, public entities and others entitled to disaster assistance. (see **Types of Recovery Programs in the Planning/Intelligence Support Documentation**)
- Ensure that required and/or approved mitigation measures are carried out.
- Consider taking advantage of disaster-caused opportunities to correct past poor land-use practices, while ensuring that legal safeguards for property owners and the jurisdiction are observed.

RESPONSIBILITIES:

Ensure that the City receives all emergency assistance and disaster recovery costs for which it is eligible; conduct all initial recovery operations and prepare the EOC organization for transition to a recovery operations organization to restore the City to pre-disaster conditions as quickly and effectively as possible.

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

- See Common EOC responsibilities on P-11.

Duties:

- Identify issues to be prioritized by the Deputy EOC Director on restoration of services to the City.
- Be alert for opportunities to implement actions to alleviate/remedy previous zoning practices that have caused incompatible land uses.
- Maintain contact with Los Angeles County Operational Area and Cal OES and FEMA sources for advice and assistance in obtaining maximum eligible funds for disaster costs.
- In coordination with the Building and Safety Branch of the Operations Section, establish criteria for temporary entry of posted buildings so owners/occupants may retrieve business/personal property.

- In coordination with the Building and Safety Branch of the Operations Section, establish criteria for re-occupancy of posted buildings. Posting includes, as a minimum, the categories of Inspected, Restricted Access and Unsafe.
- In coordination with Building and Safety Branch of the Operations Section, establish criteria for emergency demolition of buildings/structures that are considered to be an immediate and major danger to the population or adjacent structures. Ensure that homeowners' and business owners' rights are considered to the fullest extent and that arrangements are made for appropriate hearings, if at all possible.
- Ensure that buildings considered for demolition that come under Historical Building classification follow the special review process which should be adopted as part of the emergency procedures. (Demolition of historic structures requires a "Certificate of Appropriateness" from the Planning Commission. An alternate process should be adopted after proclamation of a disaster giving this authority to the City Planner.)
- With Section Chiefs, develop a plan for initial recovery operations.
- Prepare the EOC organization for transition to Recovery Operations.
- Coordinate with Planning and Development for all land use and zoning variance issues; permits and controls for new development; revision of building regulations and codes; code enforcement; plan review; and building and safety inspections.
- Coordinate with L.A. County Department of Health Services for restoration of medical facilities and associated services; continue to provide mental health services; and perform environmental reviews.
- Coordinate with Public Works for debris removal; demolition; construction; management of and liaison with construction contractors; and restoration of utility services.
- Coordinate with Public Works and Care and Shelter for housing for the needy; oversight of care facility property management; and low income and special housing needs.
- Coordinate with Finance Department for public finance; budgeting; contracting; accounting and claims processing; taxation; and insurance settlements.
- Coordinate with Community Development for redevelopment of existing areas; planning of new redevelopment projects; and financing new projects.
- Coordinate applications for disaster financial assistance; liaison with assistance providers, onsite recovery support; and disaster financial assistance project manager with the Finance Department.
- Coordinate with City Attorney on emergency authorities; actions, and associated liabilities; preparation of legal opinions; and preparation of new ordinances and resolutions.
- Coordinate with FEMA, Cal OES, Los Angeles County Operational Area and non-profit organizations to expedite disaster assistance for individuals, families, businesses, public entities and others entitled to disaster assistance.
- Coordinate with City Manager's Office for continuity of operations and communications; space acquisition; supplies and equipment; vehicles; personnel; and related support.

DEMOBILIZATION UNIT**SUPERVISOR: Planning Section Chief****GENERAL DUTIES:**

- Provide assistance to the EOC Planning/Intelligence Section Chief and Deputy EOC Director in planning for the EOC demobilization.
- Develop demobilization strategy and plan with Section Chiefs.
- Prepare written demobilization plan or procedures for all responding departments and agencies if necessary.
- Follow through on the implementation of the plan and monitor its operation.

RESPONSIBILITIES:

Prepare an EOC Demobilization Plan to ensure the orderly, safe and cost-effective release of personnel and equipment.

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

- See Common EOC responsibilities on P-11.

Duties:

- Coordinate with the field level Demobilization Unit Leader.
- Review the organization and current staffing to determine the likely size and extent of demobilization effort.
- Request the General Staff to assess long-term staffing needs within their sections and provide listing of positions and personnel for release by priority.
- Coordinate with the Agency Representatives to determine:
 - Agencies not requiring formal demobilization
 - Personal rest and safety needs
 - Coordination procedures with cooperating/assisting agencies
- Evaluate logistics and transportation capabilities to support the demobilization effort.
- Prepare a Demobilization Plan to include the following:
 - Release plan strategies and general information
 - Priorities for release (according to agency and kind and type of resource)
 - Phase over or transfer of authorities
 - Completion and submittal of all required documentation
- Obtain approval of the Demobilization Plan from the Deputy EOC Director.
- Ensure that all sections and branches/groups/units understand their specific demobilization responsibilities.

- Supervise execution of the Demobilization Plan.
- Brief EOC Planning/Intelligence Section Chief on demobilization progress.
- Obtain identification and description of surplus resources.
- Establish “check-in” stations, as required, to facilitate the return of supplies, equipment and other resources.

TECHNICAL SPECIALIST**SUPERVISOR:** Planning/Intelligence Section Chief**GENERAL DUTIES:**

- Provide technical expertise to the EOC Planning/Intelligence Section and others as required.
- Provide mapping and Systems support to EOC operations.

RESPONSIBILITIES:

Provide support specific to a field or function not addressed elsewhere or by any other discipline. A Technical Specialist may or may not be an employee of a public or private agency.

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

- See Common EOC responsibilities on P-11.

Duties:

- Act as a resource to members of the EOC staff in matters relative to your technical specialty.

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**PLANNING/INTELLIGENCE SECTION
SUPPORTING DOCUMENTATION**

REFERENCE DOCUMENTS BY POSITION

PLANNING/INTELLIGENCE SECTION CHIEF

ACTION PLANNING PS-3
AFTER ACTION/CORRECTIVE ACTION PLANS PS-9

RECOVERY UNIT

TYPES OF RECOVERY PROGRAMS PS-15

FORMS

EOC ACTION PLAN TEMPLATE PS-17
 EOC Assignment List PS-25
 EOC Radio Communications Plan..... PS-26

AFTER ACTION/CORRECTIVE (AA/CA) REPORT SURVEY TEMPLATE..... PS-27

ACTIVITY LOG PS-35

MESSAGE FORM..... PS-37

OTHER INSTRUCTIONAL – Operational Area Response and Recovery System (OARRS)

LOS ANGELES COUNTY OPERATIONAL AREA DISASTER REPORTING
PROCEDURES..... PS-39
 L.A. County Operational Area Coordination/Reporting Protocols PS-40
 OARRS Step-by Step Quick Reference Guide PS-41

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ACTION PLANNING

Action plans are an essential part of SEMS/NIMS at all levels. Action planning is an effective management tool involving three essential items:

- A process to identify objectives, priorities and assignments related to emergency response or recovery actions
- Plans which document the priorities, objectives, tasks and personnel assignments associated with meeting the objectives
- A basis for measuring work and cost effectiveness, work progress and providing accountability

There are two kinds of action plans: Incident Action Plans and EOC Action Plans. EOC Action Plans should focus on citywide related issues. The format and content for action plans at the incident level and at EOC levels will vary. The process for developing action plans is quite similar for all SEMS levels.

INCIDENT ACTION PLANS (FIELD LEVEL)

At the field level, action plans developed for use at incidents are called Incident Action Plans (IAP). Incident Action Plans are required for each operational period. (An operational period is the length of time scheduled for the execution of a given set of operational actions as specified in the IAP.) Incident Action Plans may be either verbal or written.

Written Incident Action Plans are recommended for:

- Any multi-department and multi-jurisdictional incident
- Complex incidents
- Long-term incidents when operational periods would span across shift changes

Special forms are used within ICS to record information for written Incident Action Plans. These forms should be used whenever possible. The format for an Incident Action Plan will generally include the following elements:

- Incident objectives and priorities (overall, what do we want to achieve?)
- Primary and alternative strategies (as appropriate) to achieve incident objectives (what are the ways in which we can achieve the objectives? How do the strategies compare in safety, speed, environmental impact, cost, etc.? Is current resource availability a limiting or dictating factor in strategy selection?)
- Tactics appropriate to the selected strategy (given a selected strategy, what are the specific tactics necessary to implement the strategy?)
- The kinds and number of resources to be assigned (determined by the tactics to be used)
- The operations organization necessary for the selected strategy and tactics (can include describing the incident geographically or functionally)
- Overall support organization including logistical, planning and finance/administration functions
- A communications plan

- Safety messages
- Other supporting documentation needed, e.g., an incident map showing access, key facilities, etc.; a medical support plan, etc.

EOC ACTION PLANNING (EOC)

The Action Planning process is an essential tool for the City, particularly in managing sustained emergency operations. If the City is to have a well planned and executed approach to resolving the problems posed by the disaster, the City must remain focused and unified in its efforts. The Action Planning process is a key element in ensuring that the entire City will be focused and acting as a unified, coordinated body. If the City is going to move forward in a unified manner, there must be clear understanding of what goals are being pursued, what time frame is being used (the Operational Period) and how individual unit efforts are a part of the overall City efforts.

For the City to continue its efforts, it is important that common City organizational goals are maintained and pursued. These goals are set by Management. For the Management Section to draft appropriate goals, it must have a good understanding of the current situation and some idea of where the situation is going. They need to know not only what has happened in the last operational period, but also what is likely to occur in the next and future operational periods. The overall EOC Action Plan should be developed by the Planning/Intelligence Section and provided to the Deputy EOC Director.

Once the EOC Action Plan has been delivered, the Management Section shall determine the Strategic Goals for the next operational period. These may or may not be different from the operational goals from the last period. This short list of organizational goals must be verifiable and measurable.

Once the City goals are set, they should be communicated to the other sections, which in turn should communicate to their departments!! The Policy Group must receive copies of the EOC Action Plan.

SUMMARY OF ACTIVITIES BY SECTION

- | | |
|----------------------------------|---|
| 1. PLANNING/INTELLIGENCE | Presents the verbal Action Report or the situation status report |
| 2. MANAGEMENT | Sets goals |
| 3. PLANNING/INTELLIGENCE | Posts goals for organization's use |
| 4. OPERATIONS | Determines tactics to achieve goals |
| 5. LOGISTICS | Determines how it will support operations |
| 6. FINANCE/ADMINISTRATION | Determines how it will support operations |
| 7. PLANNING/INTELLIGENCE | Prepares Action Plan (document); continues collecting, analyzing and displaying information and continues Action Planning process |

ACTION PLANNING AT SEMS EOC LEVELS

Action planning at all EOC levels, like that of the field level, is based around the use of an operational period. The length of the operational period for the EOC is determined by first establishing a set of objectives and priority actions that need to be performed and then establishing a reasonable time frame for accomplishing those actions. Generally, the actions requiring the longest time period will define the length of the operational period.

Typically, operational periods at the beginning of an emergency are short, sometimes only a few hours. As the emergency progresses, operational periods may be longer, but should not exceed twenty-four hours. Operational periods should not be confused with staffing patterns or shift change periods. They may be the same, but need not be.

The initial EOC Action Plan may be a verbal plan put together in the first hour after EOC activation. It is usually done by the EOC Director in concert with the general staff. Once the EOC is fully activated, EOC Action Plans should be written.

EOC Action Plans should not be complex or create a time-consuming process. The format may vary somewhat within the several EOC SEMS levels, but the EOC Action Plan should generally cover the following elements:

- Listing of objectives to be accomplished (should be measurable)
- Statement of current priorities related to objectives
- Statement of strategy to achieve the objectives (identify if there is more than one way to accomplish the objective, and which way is preferred.)
- Assignments and actions necessary to implement the strategy
- Operational period designation: the time frame necessary to accomplish the actions
- Organizational elements to be activated to support the assignments (also, later EOC action plans may list organizational elements that will be activated during or at the end of the period.)
- Logistical or other technical support required

FOCUS OF THE EOC ACTION PLAN

The primary focus of the EOC Action Plan should be on citywide issues. The plan sets overall objectives for the City and establishes the citywide priorities as determined by the EOC Director. It can also include mission assignments to departments, provide policy and cost constraints, and include inter-agency considerations, etc. Properly prepared, the EOC Action Plan becomes an essential input to developing departmental action plans.

ACTION PLAN MEETING

This meeting is critical. The status of the incident and action plan should be discussed. The Planning & Intelligence Section Chief is responsible for holding this meeting.

THE PLANNING “P” TOOL (see page PS-7)

The Planning “P” is a guide to the process and steps involved in planning for an incident. The leg of the “P” describes the initial response period: Once the incident/event begins, the steps are Notifications, Initial Assessment, Incident Briefing (using the EOC Action Plan pages 1 and 2), and Initial Management Meeting.

- At the top of the leg of the “P” is the beginning of the first operational planning period cycle. In this circular sequence, the steps are Setting Management Priorities, Section Meetings (to develop Section Objectives), preparing for the Chief/Command Meeting, Section Chiefs/Chiefs Meeting, Preparing for the Planning Meeting, Planning Meeting, EOC Action Plan Prep & Approval, and Section Briefing (briefing of new shift coming on).
- At this point a new operational period begins. The next step is Execute Plan & Assess Progress, after which the cycle begins again.

Initial Assessment

Planning begins with a thorough size-up that provides information needed to make initial management decisions. The EOC Action Plan pages 1 and 2 provide Management Staff with information about the incident situation and the resources allocated to the incident. This form serves as a permanent record of the initial response to the incident and can be used for transfer of command.

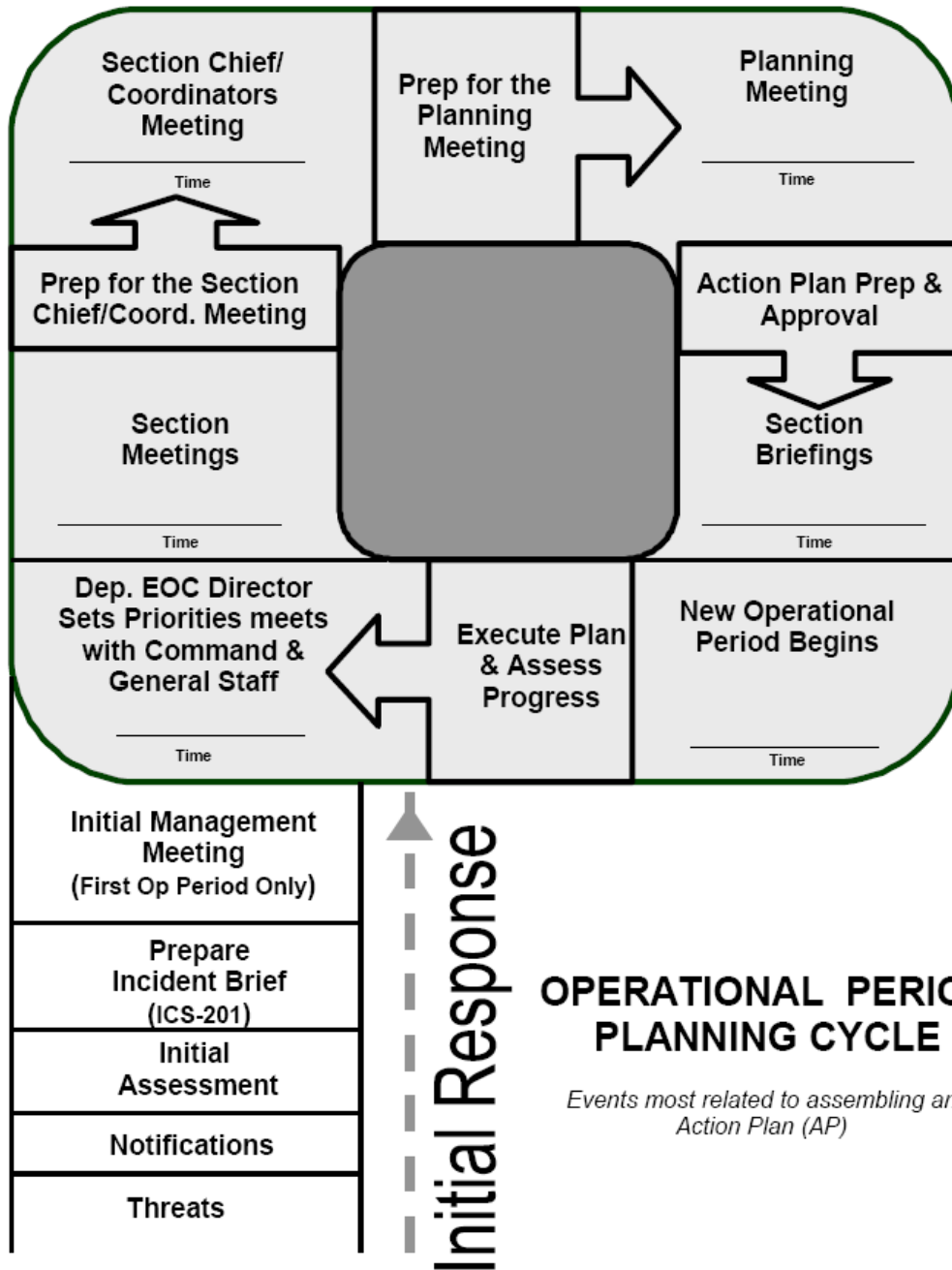
The Start of Each Planning Cycle

- **Setting Management Priorities:** The EOC Director with input from the General Staff establishes incident priorities and General Objectives for the incident.
- **Section Meetings:** Each Section Chief will meet with their staff and develop Section-specific objectives to accomplish the EOC priorities and General Objectives for the Operational Period. Each Section will fill-out the appropriate page in the EOC Action Plan for their specific Section. Objectives should be Specific, Measurable, Attainable, Realistic and Time Oriented.
- **Preparing for the Chief/Command Meeting:** The Planning Section will compile all of the Section Objectives submitted by each Section Chief and have it ready for the Section Chief/Chiefs Meeting.
- **Section Chief/Chiefs Meeting:** EOC Director and General Staff will review completed objectives for all Sections and fine tune them for the upcoming Planning Meeting.
- **Prep for the Planning Meeting:** The Planning Section will compile the entire EOC Action Plan with any attachments and have it ready for the Planning Meeting.
- **Planning Meeting and Action Plan Prep & Approval:** Management and General Staff attend the Planning Meeting to review and validate the EOC Action Plan. The Planning Section Chief facilitates this meeting. The Agenda for the Planning Meeting is:
 - Give situation and resource briefing; conduct planning meeting – Planning Intelligence Chief
 - Provide priorities and policy issues – EOC Director
 - Provide Section Objectives and/or Objective Status – Management and General Staff
 - Provide a status on resources – Logistics Section Chief
 - Provide a Safety & Security Briefing – Safety Officer and Security Officer
 - Finalize, approve and implement the EOC Action Plan – Planning Section Chief finalizes the EOC Action Plan, EOC Director approves the EOC Action Plan,

Management and General Staff implement the EOC Action Plan

- **Section Briefing:** The Section Briefing may be referred to as the shift briefing. This briefing is conducted at the beginning of each Operational Period.
- **New Operational Period Begins:** After the Section Briefing a new Operational Period begins and the EOC Action Plan process starts all over.

PLANNING P TOOL



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AFTER ACTION/CORRECTIVE ACTION

(This information is based on the *California Implementation Guidelines for the National Incident Management System, Workbook and User Manual*, May, 10 2006)

Introduction

The SEMS Technical Group established the After Action/Corrective Action (AA/CA) SEMS Specialist Committee to address the NIMS requirements for After Action, Corrective Actions, and plans within the framework of SEMS. Products developed by this committee will be for use by state, local and tribal governments in order to support efforts towards NIMS compliance.

Legal Authorities

Local and State Agency requirement to transmit AAR to OES for declared events.

Section 2450 (a) of the SEMS Regulations states “Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an after action report to OES within ninety (90) days of the close of the incident period as specified in the California Code of Regulations, Title 19, §2900(j).”

The completion of an AAR is a part of the required SEMS reporting process. The Emergency Services Act (*Chapter 7 of Division 1 of Title 2 of the Government Code*), Section 8607 (f) specifies that the Office of Emergency Services (OES) shall in cooperation with involved state and local agencies complete an AAR within 120 days after each declared disaster. It also states “This report shall review public safety response and disaster recovery activities and shall be made available to all interested public safety and emergency management organizations.”

Tribal Governments

While tribal governments are not required by law to comply with SEMS, they are encouraged to submit AARs to Cal OES; this provides for the statewide AAR to reflect a comprehensive collective response of local, state, and Tribal governments. As such, tribal governments have been included in this guidance.

AAR Contents

Section 2450 (b) of the SEMS Regulations states, “The after action report shall, at a minimum, be a review of response actions taken, application of SEMS, suggested modifications to SEMS, necessary modifications to plans and procedures, identified training needs, and recovery activities to date.”

AARs for non-declared disasters / AARs as tools

AARs are used to document an event and to identify “corrective actions” that need to be completed. Overall, the AA/CA process improves the quality of emergency management in California. AA/CA reports should be completed for both declared and non-declared disasters, for training/ exercises, and pre-identified planned events consistent with NIMS requirements.

For exercises conducted using federal funding, such as DHS Office of Domestic Preparedness, Grants and Training funding, complete an After Action Report and

Improvement Plan within the grant required timeframe of the event, and post the report on the ODP Grants and Training secure portal, or attach the Word version of the After Action/Corrective Action Report to the portal.

AAR/CA Process

The complete AAR/CA process involves five (5) basic components:

1. Compile and sort all documentation from the response and recovery activities.
2. Analyze and triage emergency response and recovery activities data by SEMS functions.
3. Prepare and submit the AAR, including corrective actions. [In many cases, the AAR will have corrective actions. These may not be final corrective actions, and they may not be the ones that become action items in a corrective action plan.]
4. Identify corrective action planning activities necessary based on the AAR.
5. Implement and track to completion the identified CAs.

Function of AA/CA Reports

The SEMS required OES AAR is the only one mandated to be available to state and local agencies. Non-OES agencies have no mandated need to share their reports with any agency except Cal OES. It should be noted that state and local government agencies are required to comply with requests under the California Public Records Act.

OES' AA/CA reports are available to all interested public safety and emergency management organizations and serve the following important functions:

- Provide a source for documentation of response and recovery activities
- Identify problems and successes that occurred during emergency operations
- Analyze the effectiveness of components of the SEMS
- Describe and defines a plan of action for implementing improvements, including mitigation activities

Importance of Documentation

Documentation is critical for developing AARs and must be initiated early in the response phase of a declared or non-declared event, a training/exercise, or a pre-identified planned event. Documentation:

- Is essential to operational decision-making
- May have future legal ramifications
- May have implications for determining reimbursement eligibility
- Is essential for the continual improvement of the emergency management system.

Initiate documentation process

Assign Responsibility for AAR:

- Initiate early during response phase
 - Assign responsibility to Planning/Intelligence Function
 - Assign the responsibility for collecting and filing all documents and data pertaining to the event
 - Emphasizes the importance of documentation
 - Allows for early identification of possible system improvements and facilitates possible on-the-spot improvements
 - Allows data to be compiled before too much time has elapsed and participants have returned to their normal duties
 - Allows for establishing timelines and expedites the actual preparation of the AAR

- Designated person assigned should have background in
 - Planning function
 - Emergency management organizational functions
 - SEMS
 - NIMS
- Continuance of documentation following Field and EOC deactivations.
 - Follow-up AAR function may be assigned to the same person involved early in the event to provide continuity.

Sources of Documentation

Documentation sources include, but are not limited to:

- Planning function reports and forms
- Data from all functions of the emergency organization
- Action plans developed to support operational period activities
- Forms used in the SEMS field level Incident Command Systems
- Unit activity logs and journals
- Response Information Management System (RIMS) forms and locally developed forms/reports that support the RIMS forms (Operational Area Response and Recovery System, OARRS)
- Written messages
- Function and position checklists
- Public information and media reports
- FEMA-developed forms
- Other forms or documentation.

Supplemental Documentation

Documentation developed during emergency operations can be supplemented with the following:

- Exit interview or critique forms completed as personnel rotate out of a function.
- Critiques performed at various time frames during and after emergency operational activities.
- Critiques may be conducted informally or with more formal, structured workshops.
- Surveys distributed to individuals and organizations after the event which can be used either for direct input to the AAR or as a basis for workshop discussions.
- Research teams can gather information and write the applicable portions of the AAR.
- Other AARs prepared by participating agencies and organizations may be utilized as a data gathering tool.

Data Organization and Structuring

There are many approaches to structuring and organizing compiled data.

Some questions to consider before preparing the AAR include:

- What is the purpose of the critique or survey?
- Who is the survey's audience?
- Have all key "players," for example, all activated personnel, been included in the survey/workshop?
- Does the survey/workshop process permit identification of internal, agency-specific improvements and corrective actions to be taken?

- Does the survey/workshop process permit identification of needed external improvements?
- Do the needed improvements involve the SEMS levels?
- Are the identified issues or problems linked to the appropriate corrective actions?
- Are SEMS functions (planning/intelligence, logistics, etc.) being assessed?
- Are all phases of emergency management reflected in the data collection process, including response, recovery, mitigation, and preparedness?
- Does the critique/survey format coincide with the after action report format?
- Does the designated person understand the assignment and tasks?

AAR Preparation

An eight step process to prepare the AAR is recommended.

1. Compile and sort by SEMS functions the information from surveys, critiques, and after action workshops.
2. Review and analyze documentation based on SEMS functional areas.
3. Evaluate lessons learned, areas needing improvement, corrective action recommendations, and use this information to develop proposed CAs.
4. Prepare draft AA/CA Report and distribute to participating state, local and tribal jurisdictions and private and volunteer organizations for review and comments.
5. Incorporate reviewer's comments as appropriate to develop a final draft report.
6. Redistribute the final draft to all previously identified reviewers for official approval.
7. Review and incorporate final comments from reviewers.
8. Prepare final AA/CA Report, obtain appropriate executive management approval, and forward the report to all participating jurisdictions, private and volunteer organizations, OES Regions, and OES Headquarters. For all events, tribal governments are invited to forward the approved AA/CA report to the next higher SEMS organization level.

Identification of CA planning activities

Corrective Action planning activities describe the actions that must be completed to alleviate the issue or problem identified in the AAR. This will require a system or method of following through, or tracking, the identified corrective action to ensure its completion. Depending on the complexity and severity of the identified issue or problem in the AAR, CAs could be briefly described in a matrix or may require the development of an integrated plan of action. Regardless of the complexity, each CA should contain:

- Description of the system and method of tracking the CA, that is, spreadsheet, database, etc., that will be used to ensure implementation of the CA
- Brief description of the issue or problem, and the needed corrective action or activity
- Party or organization(s) responsible for completing the CA
- Expected end product
- Expected completion date
- Funding source and justification of the need for funding in order to carry out CAs.
- Identification of cross-jurisdictional or multi-agency working groups needed to implement the CAs, if appropriate.

Tracking and Implementing Corrective Actions

Implementation of CAs frequently requires a significant amount of time and commitment that could continue well into the Recovery stage. In some instances, the corrective action plans may require several years to fully implement. The EOC Director will have the overall responsibility for following through that the Corrective Action plan is implemented and completed as written.

For declared events:

Statewide AAR/CA

Cal OES will compile a consolidated statewide AAR for declared events in compliance with the SEMS statute and regulations. This consolidated AAR will also include proposed CAs, based upon input from the appropriate agencies and jurisdictions. This consolidated report is referred to as the AAR.

OES Coordination of Local, Tribal, and State Agency Input

To facilitate timely completion of the Statewide AAR and to provide assistance for state and local agencies with reporting requirements, OES, in accordance with its procedures, will do the following:

1. Notify the appropriate jurisdictions, agencies, and other interested parties of the Statewide AAR requirements and 90-day timeframe for submission of their AARs.
2. Establish a work group and work plan for developing the Statewide AAR.
3. Gather data for the Statewide AAR using a variety of methods, including, but not limited to workshops, hot-washes, interviews, and AARs from the appropriate agencies/departments, and jurisdictions.
4. Prepare a draft Statewide AAR that includes the proposed CAs and circulate it for review and comment among the appropriate interested parties. As part of this review process, state agencies and/or departments may be requested to obtain approval of their AAR input from their agency/department, or branch for their component of the consolidated Statewide AAR.
5. Prepare a final AAR using comments obtained during the review process. The final AAR will be distributed both electronically and in hardcopy format to the appropriate interested parties. CAs will be shared with the emergency management community and strategies will be developed for implementing the CAs. Strategy development or event specific CA plans will be a collaborative effort among the organizations involved in an event.

For non-declared events:

Note: A similar process as that described in the previous section for declared events, may be followed for non-declared events, exercises/trainings, or pre-identified planned events, based upon OES' determination that an AAR process is appropriate and would benefit emergency management in California.

After Action/Improvement Plan reporting for federally funded exercises:

For federally funded exercises, follow the applicable grant guidelines/conditions.

Corrective Action Components

Plans for improving and/or correcting items identified in the AAR should address multiple areas. For each principal corrective action identified, include the following information:

- Issue Description (identified issue or problem)
- Description of corrective actions to be taken and/or recommendations
- Identify the SEMS level and function that connects with the CA

- Assignments – Identify agencies/departments/ jurisdictions/ positions that would be involved with correcting the issue or problem
- Associated costs and budget for carrying out corrective actions, if available
- Timetable for completion of the identified corrective actions, if known
- Follow-up responsibility (identify agencies/ jurisdictions/ positions that will be involved with following-up on or tracking the corrective action to completion, if known)
- Documentation to verify the corrective actions taken to completion

AA/CA in Recovery Phase

SEMS regulations call for identifying “Recovery activities to date.” The Recovery activities listed in the AAR are the likely areas that will fall within the 120 day scope. The Joint Field Office (JFO) may develop a separate AAR to address Recovery activities.

It is the responsibility of the key stakeholders to develop the CA measures needed to remedy any problems identified in the JFO AAR.

Recovery Activities

The description of Recovery Activities should include the following information:

- General background and description of recovery activities performed by participating agencies
- Proclamation/Declaration process
- Joint Field Office (description of locations and services offered to public)
- Damage Assessment (description of assessed damages)
- Safety Assessment Program activities
- Public Assistance Programs (description of activities and services provided to government agencies that were adversely impacted by the disaster)
- Applicant Briefings
- Individual Assistance Program (description of services/programs offered to individuals adversely affected by the disaster)
- Activation of Assistance Centers (description of services offered to public)
- Hazard Mitigation Program (description of services offered)

Based on the number of agencies involved in the response, recovery, and mitigation activities, those activities identified by participating agencies may be displayed in the body of the report, or they may be displayed in an attachment that delineates the information by each participating agency.

TYPES OF RECOVERY PROGRAMS

Program and Type of Assistance	Local	State	Federal	Program Implementation Criteria
FMAG: fire suppression	No	No	Yes	The uncontrolled fire must threaten such destruction as would constitute a major disaster.
State PA - Director's Concurrence: restoration of public infrastructure only	Yes	No	No	The event must be beyond the control/capabilities of the local jurisdiction.
State PA - Governor's Proclamation: response and restoration costs	Yes	Yes	No	The event must be beyond the control/capabilities of the local jurisdiction.
Federal PA - Major Disaster: response and restoration costs	Yes	Yes	Yes	The state must request within 30 days of the occurrence; demonstrate that necessary actions are beyond the state's capability and damages must meet the per capita threshold and/or other criteria defined in federal regulations.
Federal PA - Emergency: response costs only	Yes	Yes	Yes	The state must request within 5 days after the need becomes apparent; must demonstrate that effective response is beyond the state's capability and that federal assistance is necessary to save lives and protect health, safety, and property.
Federal IHP: grants to individuals for necessary expenses or serious needs	Yes	Yes	Yes	May be implemented upon a Presidential declaration. There is no set threshold; however, FEMA considers such criteria as concentration of damages, trauma, special populations, etc.
SSGP: supplemental grants beyond IHP	Yes	Yes	Yes	Administered by DSS and only implemented when Federal IHP is activated.
SBA EIDL: working capital loans for small businesses	No	No	Yes	May be independently implemented when at least 5 small businesses have suffered economic injury and other assistance is not otherwise available; may be implemented under an USDA designation; and may be implemented under SBA physical declarations.
SBA Physical Disaster Loan Program: real and personal property loans	No	No	Yes	May be independently implemented when at least 25 homes and/or 3 businesses have suffered 40% uninsured losses; may also be implemented upon a Presidential declaration.
USDA Disaster Designation: crop production loss loans	No	No	Yes	May be made available to farmers/ranchers who have suffered at least 30% crop production loss or a physical loss to livestock products, real estate or chattel property. USDA can implement this program when requested by OES on behalf of a local agricultural commissioner or local government authority.
Crisis Counseling Programs: referral services and short-term counseling	Yes	Yes	Yes	Funded by FEMA and administered by DMH to provide short- or long-term (up to 9 months) benefits.
Disaster Unemployment Assistance: weekly benefits	Yes	Yes	Yes	May be implemented by the Department of Labor upon a Presidential declaration to provide up to 26 weeks of unemployment benefits.

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EMERGENCY OPERATIONS PLAN

**CITY OF WHITTIER
EOC ACTION PLAN**

Disaster/Event Name:	Date	Time	Prepared:
Plan Prepared by:			
Plan Reviewed by: (Plans/Intel Chief)			
Plan Approved by: (Director Emergency Operations)			
Operational Period:	From:	To:	Page 1 of 8

The City's Emergency Management Policy is to provide effective life safety measures, reduce property loss, and protect the environment; provide a basis for the direction and control of emergency operations; plan for continuity of government, provide for the rapid resumption of impacted businesses and community services; provide accurate documentation and records required for cost recovery efforts; provide for the protection, use and distribution of remaining resources; coordinate operations with the emergency service organizations of other jurisdictions, if necessary.

Current Situation Summary:

-
-
-
-
-
-
-

Major Events/Incidents:

-
-
-
-
-
-

Safety Issues:

Resources Needed:

-
-
-
-
-

Summary of Section Objectives for Period # ___ (Date and Time)

#	Objective	Branch/Unit/ Position	Est Completed Date/Time
Management			
1			
2			
3			
Operations Section			
1			
2			
3			
4			
5			
Planning & Intelligence Section			
1			
2			
3			
Logistics Section			
1			
2			
3			
Finance Administration			
1			
2			
3			

Attachments:

- () Organization Chart () Telephone Numbers () Weather Forecast () Maps
- () LAC Locations () Incident Map () Safety Plan () Transportation Plan
- () Medical Plan () Operating Facilities Plan () Communication Plan () Other_____

Based on situation and resources available, develop an Action Plan for each Operational Period.

Disaster/Event Name:			
Plan Prepared by:			
Plan Approved by: (EOC Director, Deputy EOC Dir.)			
Operational Period:	Date:	From:	To:

MANAGEMENT			
Objective	Section, Branch or Unit Assigned	Time Required or To Completion	Resource Support
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
Attachments: <input type="checkbox"/> PIO phone numbers <input type="checkbox"/> EOC Organizational Chart			

Disaster/Event Name:			
Plan Prepared by:			
Plan Reviewed by: (Section Chief)			
Operational Period:	Date:	From:	To:

OPERATIONS			
Objective	Section, Branch or Unit Assigned	Time Required or To Completion	Resource Support
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
Attachments: <input type="checkbox"/> City Map w/major incidents, street closures, evacuation areas, etc. <input type="checkbox"/> Weather			

Disaster/Event Name:			
Plan Prepared by:			
Plan Reviewed by: (Section Chief)			
Operational Period:	Date:	From:	To:

PLANNING/INTELLIGENCE			
Objective	Section, Branch or Unit Assigned	Time Required or To Completion	Resource Support
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
Attachments: () ()			

Disaster/Event Name:			
Plan Prepared by:			
Plan Reviewed by: (Section Chief)			
Operational Period:	Date:	From:	To:

LOGISTICS			
Objective	Section, Branch or Unit Assigned	Time Required or To Completion	Resource Support
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
Attachments: () ()			

Disaster/Event Name:			
Plan Prepared by:			
Plan Reviewed by: (Section Chief)			
Operational Period:	Date:	From:	To:
Finance/Administration			
Objective	Section, Branch or Unit Assigned	Time Required or To Completion	Resource Support
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
Attachments: () ()			

EMERGENCY OPERATIONS PLAN

1. Incident Name		2. Operational Period (Date/Time) From:		ORGANIZATION ASSIGNMENT LIST SEMS/NIMS 203-OS	
3. Management	Section	4. Name	5. Operations Section	6. Name	
EOC Director Deputy EOC Director Public Information Officer: Liaison Officer: EOC Coordinator/Safety Officer: Security Officer Legal Officer Legal Officer Deputy EOC Coordinator			Section Chief: Law Enforcement: Fire/HazMat/Medical/Rescue: Public Works: Care and Shelter: Building and Safety:		
7. Planning Section	8. Name		9. Logistics Section	10. Name	
Situation Status: Documentation: Damage Assessment: Adv. Planning: Recovery: Demobilization:			Information Systems: Transportation Unit: Personnel Unit: Facilities Unit: Procurement/Purchasing: Resources:		
11. Finance Section	12. Name		12. Agency Representatives	13. Name	
Time Keeping: Cost Analysis: Cost Recovery: Compensation Rec. Unit					
14. Prepared By: (Resources Unit)			Date/Time		
ORGANIZATION ASSIGNMENT LIST			SEMS/NIMS 203-OS		April 2003

EMERGENCY OPERATIONS PLAN

Sample Reporting Form

AFTER ACTION/CORRECTIVE ACTION (AA/CA) REPORT SURVEY TEMPLATE

for response to

(EVENT NAME)

(This AA/CA Report template can be used for a declared, un-declared, or pre-planned event, an exercise, and/or training for SEMS/NIMS compliance).

Federally funded exercises: Completed AA/CA reports completed in this Word template can be attached to the Department of Homeland Security, Grants and Training, ODP Secure Portal.

GENERAL INFORMATION

Information Needed	Text goes in text boxes below.
Name of Agency:	
Type of Agency:* (Select one) * City, County, Operational Area (OA), State agency (State), Federal agency (Fed), special district, Tribal Nation Government, UASI City, non-governmental or volunteer organization, other.	
OES Admin Region: (Coastal, Inland, or Southern)	
Completed by:	
Date report completed:	
Position: (Use SEMS/NIMS positions)	
Phone number:	
Email address:	
Dates and Duration of event: (Beginning and ending date of response or exercise activities - using mm/dd/yyyy)	
Type of event, training, or exercise:* * Actual event, table top, functional or full scale exercise, pre-identified planned event, training, seminar, workshop, drill, game.	
Hazard or Exercise Scenario:* *Avalanche, Civil Disorder, Dam Failure, Drought, Earthquake, Fire (structural), Fire (Woodland), Flood, Landslide, Mudslide, Terrorism, Tsunami, Winter Storm, chemical, biological release/threat, radiological release/threat, nuclear release/threat, explosive release/threat, cyber, or other/specify.	

EMERGENCY OPERATIONS PLAN

SEMS/NIMS FUNCTION EVALUATION**MANAGEMENT (Public Information, Safety, Liaison, etc.)**

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:

Planning	
Training	
Personnel	
Equipment	
Facilities	

FIELD COMMAND (Use for assessment of field operations, i.e., Fire, Law Enforcement, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:

Planning	
Training	
Personnel	
Equipment	
Facilities	

OPERATIONS (Law Enforcement, Fire/Rescue, Medical/Health, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:

Planning	
Training	
Personnel	
Equipment	
Facilities	

EMERGENCY OPERATIONS PLAN

PLANNING/INTELLIGENCE (Situation Analysis, Documentation, GIS, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:

Planning	
Training	
Personnel	
Equipment	
Facilities	

LOGISTICS (Services, Support, Facilities, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:

Planning	
Training	
Personnel	
Equipment	
Facilities	

FINANCE/ADMINISTRATION (Purchasing, Cost Unit, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:

Planning	
Training	
Personnel	
Equipment	
Facilities	

EMERGENCY OPERATIONS PLAN

AFTER ACTION REPORT QUESTIONNAIRE

(The responses to these questions can be used for additional SEMS/NIMS evaluation)

<i>Response/Performance Assessment Questions</i>	<i>yes</i>	<i>no</i>	<i>Comments</i>
1. Were procedures established and in place for responding to the disaster?			
2. Were procedures used to organize initial and ongoing response activities?			
3. Was the ICS used to manage field response?			
4. Was Unified Command considered or used?			
5. Was the EOC and/or DOC activated?			
6. Was the EOC and/or DOC organized according to SEMS?			
7. Were sub-functions in the EOC/DOC assigned around the five SEMS functions?			
8. Were response personnel in the EOC/DOC trained for their assigned position?			
9. Were action plans used in the EOC/DOC?			
10. Were action planning processes used at the field response level?			
11. Was there coordination with volunteer agencies such as the Red Cross?			
12. Was an Operational Area EOC activated?			
13. Was Mutual Aid requested?			
14. Was Mutual Aid received?			
15. Was Mutual Aid coordinated from the EOC/DOC?			
16. Was an inter-agency group established at the EOC/DOC level? Were they involved with the shift briefings?			
17. Were communications established and maintained between agencies?			
18. Was the public alert and warning conducted according to procedure?			
19. Was public safety and disaster information coordinated with the media through the JIC?			
20. Were risk and safety concern addressed?			
21. Did event use Emergency Support Function (ESFs) effectively and did ESF have clear understanding of local capability?			
22. Was communications inter-operability an issue?			

EMERGENCY OPERATIONS PLAN

Additional Questions

23. What response actions were taken by your agency? Include such things as mutual aid, number of personnel, equipment and other resources. **Note: Provide statistics on number of personnel and number/type of equipment used during this event. Describe response activities in some detail.**

24. As you responded, was there any part of SEMS/NIMS that did not work for your agency? If so, how would (did) you change the system to meet your needs?

25. As a result of your response, did you identify changes needed in your plans or procedures? Please provide a brief explanation.

26. As a result of your response, please identify any specific areas needing training and guidance that are not covered in the current SEMS Approved Course of Instruction or SEMS Guidelines.

27. If applicable, what recovery activities have you conducted to date? Include such things as damage assessment surveys, hazard mitigation efforts, reconstruction activities, and claims filed.

NARRATIVE

Use this section for additional comments.

POTENTIAL CORRECTIVE ACTIONS

Identify issues, recommended solutions to those issues, and agencies that might be involved in implementing these recommendations. Address any problems noted in the SEMS/NIMS Function Evaluation.

Indicate whether issues are an internal agency specific or have broader implications for emergency management. (Code: I=Internal; R=Regional, for example, OES Mutual Aid Region, Administrative Regions, geographic regions, S=Statewide implications)

Code	Issue or Problem Statement	Corrective Action / Improvement Plan	Agency(s)/ Depts. To Be Involved	Point of Contact Name / Phone	Estimated Date of Completion

EMERGENCY OPERATIONS PLAN

**ONLY USE THE FOLLOWING FOR RESPONSE ACTIVITIES RELATED TO EMAC
EMAC / SEMS After Action/Corrective Action Report Survey**

NOTE: Please complete the following section **ONLY** if you were involved with EMAC related activities.

1. Did you complete and submit the on-line EMAC After Action Survey form for (Insert name of the disaster)?

2. Have you taken an EMAC training class in the last 24 months?

3. Please indicate your work location(s) (State / County / City / Physical Address):

4. Please list the time frame from your dates of service (Example: 09/15/05 to 10/31/05):

5. Please indicate what discipline your deployment is considered (please specify):

6. Please describe your assignment(s):

Questions:

You may answer the following questions with a “yes” or “no” answer, but if there were issues or problems, please identify them along with recommended solutions, and agencies that might be involved in implementing these recommendations.

#	Questions	Issues / Problem Statement	Corrective Action / Improvement Plan	Agency(s)/ Depts. To Be Involved	Point of Contact Name / Phone	Estimated Date of Completion
1	Were you familiar with EMAC processes and procedures prior to your deployment?					
2	Was this your first deployment outside of California?					
3	Where your travel arrangements made for you? If yes, by whom?					
4	Were you fully briefed on your assignment prior to deployment?					
5	Were deployment conditions (living conditions and work environment) adequately described to you?					
6	Were mobilization instructions clear?					

EMERGENCY OPERATIONS PLAN

#	Questions	Issues / Problem Statement	Corrective Action / Improvement Plan	Agency(s)/ Depts. To Be Involved	Point of Contact Name / Phone	Estimated Date of Completion
7	Were you provided the necessary tools (pager, cell phone, computer, etc.) needed to complete your assignment?					
8	Were you briefed and given instructions upon arrival?					
9	Did you report regularly to a supervisor during deployment? If yes, how often?					
10	Were your mission assignment and tasks made clear?					
11	Was the chain of command clear?					
12	Did you encounter any barriers or obstacles while deployed? If yes, identify.					
13	Did you have communications while in the field?					
14	Were you adequately debriefed after completion of your assignment?					
15	Since your return home, have you identified or experienced any symptoms you feel might require "Critical Stress Management" (i.e., debriefing)?					
16	Would you want to be deployed via EMAC in the future?					

Please identify any ADDITIONAL issues or problems below:

#	Issues or Problem Statement	Corrective Action / Improvement Plan	Agency(s)/ Depts. To Be Involved	Point of Contact Name / Phone	Estimated Date of Completion

EMERGENCY OPERATIONS PLAN

Additional Questions

Identify the areas where EMAC needs improvement (check all that apply):

- Executing Deployment
- Command and Control
- Logistics
- Field Operations
- Mobilization and Demobilization

Comments:

Identify the areas where EMAC worked well:

Identify which EMAC resource needs improvement (check all that apply):

- EMAC Education
- EMAC Training
- Electronic REQ-A forms
- Resource Typing
- Resource Descriptions
- Broadcast Notifications
- Website

Comments:

As a responder, was there any part of EMAC that did not work, or needs improvement? If so, what changes would you make to meet your needs?

Please provide any additional comments that should be considered in the After Action Review process (use attachments if necessary):

OES Only: Form received on: _____ Form reviewed on: _____ Reviewed By: _____

DISASTER # _____ Page _____ of _____

City of Whittier - EOC Section/Branch/Unit
Daily Activity Log

Operational Period # _____
 From _____ AM to _____ PM
 From _____ PM to _____ AM

Day S M T W Th F S _____
 Date _____

EOC Position: _____ Name: _____

Time of Activity	Decisions, Resource Requests, Messages, Notes	Action Taken/Justification
AM		
PM		
AM		
PM		
AM		
PM		
AM		
PM		
AM		
PM		
AM		
PM		
AM		
PM		
AM		
PM		
AM		
PM		

Originator: All Section/Branch/Unit Coordinators.
 Retain copy. Copy to incoming replacement staff.
Routing: Documentation Unit (Planning/Intelligence Section)

Journal to record verbal conversations, decisions made, assignments, completed tasks, etc. Should reflect activity of all personnel in Section/Branch/Unit. Personal record of time should be recorded by the Section Coordinator on Daily EOC Section Time Log (EOC-003).

EOC-001

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City of Whittier EOC Message Form

Message #:

Message Taken By (Please Print)
Route ALL copies to Operations

<p>Incoming:</p> <p><input type="checkbox"/> Life Threatening/ Critical <input type="checkbox"/> Important <input type="checkbox"/> Non-Critical</p> <p><input type="checkbox"/> Update to Previous Message or Incident</p>	<p>Date: _____</p> <p>Time: _____ (circle one) AM PM</p>
--	--

Problem (Ask “What,” “When,” “Where,” and “How many”) **or Updated Information** (Previous Message # _____):

Incident Address or Location:

<p>Reporting Party Name:</p> <p><input type="checkbox"/> Non-English speaking (Language: _____)</p>	<p>Phone #'s:</p> <p>()</p> <p>()</p>
--	--

Damage to Property

Evacuees Estimated # (if known): _____

Injuries Estimated # (if known): _____

Action Taken:

ROUTING: Route all copies to Operations

OPERATIONS:

1. Verify information and immediately route PINK copy to Planning & Intelligence.
2. When closing out form, route WHITE and YELLOW copies to Planning & Intelligence.

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DISASTER INFORMATION REPORTING PROCEDURES (Using the Operational Area Response and Recovery System [OARRS])

The Los Angeles County Operational Area (OA) is subject to a wide range of natural and man-made disasters. For purposes of these procedures, a disaster is an event that has the potential to cause loss of life and/or property and overwhelm a jurisdiction's ability to quickly respond effectively. Regardless of the size or type of disaster, knowledge of where problems/damage has impacted the OA is essential so that assistance can be properly deployed.

The County's Operational Area Response and Recovery System (OARRS) is the primary means of communicating disaster information and requests. OARRS is a computer system that includes a relational data base and Geographic Information System (GIS) with several pre-formatted reports. OARRS is accessed through the Internet by persons who have previously registered with the County Office of Emergency Management (OEM) as an OARRS user and been provided with an OARRS user name and password. If OARRS is not available, paper copies of OARRS reports can be faxed, or telephone or radio messages can be used to transfer data. Paper copies of OARRS forms are available in a separate Operational Area Forms document issued with the Disaster Information Reporting Procedures.

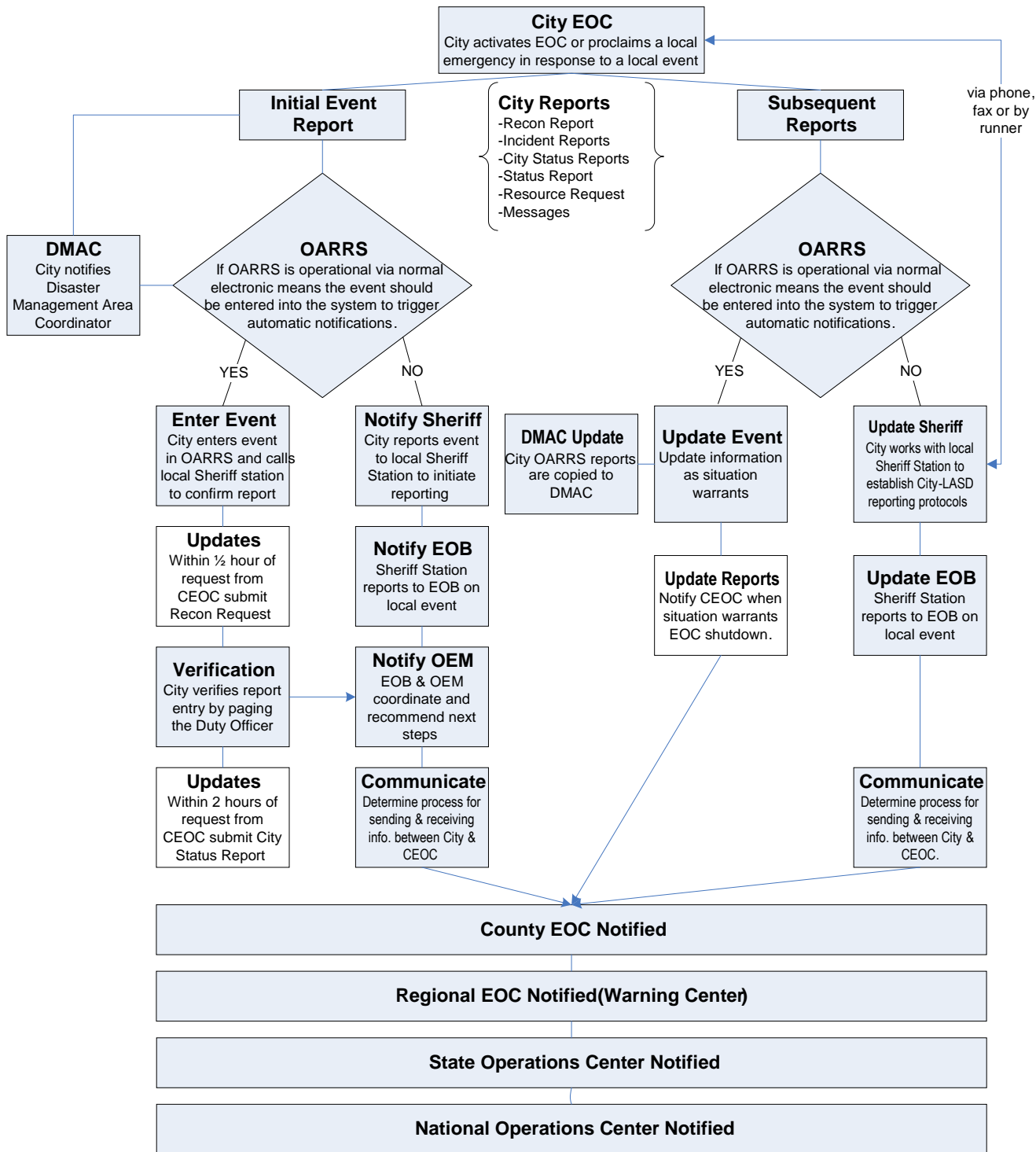
Impacted jurisdictions/agencies/county departments notify the OAEOC of the occurrence of an "event." An event is an occurrence of such magnitude that it may require multiple agencies or jurisdictions to resolve and thus, the jurisdiction will activate their EOC to provide the centralized management that will facilitate saving of lives and property.

The notification goes from the City to the OA through the Internet or the Pico Rivera Sheriff's Station. The notification may take the form of a phone call or other means that will ensure that the Pico Rivera Sheriff's Station Watch Commander is aware of the problem and has acknowledged that the information will be transmitted to the OA through the Sheriff's EOB. Additionally, City staff should indicate the availability of the OARRS at the City and whether the City will use OARRS or furnish data to the Pico Rivera Sheriff's Station for entry into OARRS. OARRS is the preferred method of communicating disaster information, but, if for some reason OARRS cannot be used, the Watch Commander and City staff must agree on the method for the City to use to communicate data between the City and the Pico Rivera Sheriff's Station. City staff should always advise their Disaster Management Area Chief (DMAC) of any notifications.

Once the OAEOC has been notified of an event and additional assessments have been made, the OAEOC will alert appropriate (this may be all for a large event or only those in a local area for a smaller event) county departments, Board offices, DMAC's, and cities that an event has occurred, the areas impacted, and the potential for a proclamation of a local emergency. Users of OARRS will be instructed to monitor the system for additional information. The sequence of desired reports is established by the OAEOC.

The Sheriff's Stations are alerted by the Sheriff's Department Operations Center (DOC) (or Sheriff's EOB), using multiple means of communications. The Sheriff's Stations alert their Contact cities through an agreed point-of-contact (the City Emergency Services Chief [ESC], or City Director of Emergency Services).

Los Angeles County Operational Area Coordination and Reporting Protocol



OARRS STEP-BY-STEP QUICK REFERENCE GUIDE
FILING JURISDICTIONAL (CITY) REPORTS USING THE OPERATIONAL AREA RESPONSE
AND RECOVERY SYSTEM (OARRS)

Go to <https://oarrs.lacounty.gov/oarrs/home/login.jsp>

- Go to the “Login” box at the top center of the OARRS sign in page:
Enter your:
 - Username
 - Password
- (If you have forgotten your password, use the “forgot password” feature immediately below the sign in box).
- *Note: Make sure that you are signed in to the “Operations” section. The box will indicate whether you are in the “Operations” or the “Training” area of OARRS.*
- Once signed in you will be taken to the “Personal Profile” screen. Verify your personal information and select the “Submit” button located in the upper right hand section of the screen.

CREATING A “*JURISDICTION SITUATION*” REPORT (CITIES)

You are now at the “All reports By Event/Incident/Activity Screen. Count down eight tabs to the “Situation” tab. Select the tab by pushing the left button on your mouse.

- On the left hand side of the screen are a series of blue reference tabs.
- Count down eight tabs to the “Situation” tab. Select the tab by pushing the left button on your mouse.

The first underline section indicated is the “*Jurisdiction Sitrep.*” *This is the report that replaces the “City Status Report” from OARRS.* Select “Jurisdiction Sitrep” by pushing the left button on your mouse.

- At the top left portion of the page designated “*Jurisdiction by Event/Incident. Activity*” there is a button that says “Create”. Click on the “create” button using the left button of your mouse. A screen will appear which indicates “Jurisdiction Situation Report”.
- Fill in the requested information available at the time of the submission of your report. You can return to update this report as additional information is made available.
- *Note: An “Event” will be created by the staff at the Los Angeles County Operational Area Emergency Operations Center (CEOC). If an event has not been created at the time of your report submission, please create an incident. (see below). Your incident will be added to the event as soon as the event is created by CEOC staff.*

CREATING AN INCIDENT

- You can create an event by returning to the same series of blue reference tabs that contain your Situation Report.
- Select the “*Event/Incident/Activity*” tab.
- Select the first underlined section indicated, “*Incident.*”
- At the top left portion of the page designated “*Incident by Status*” there is a button that says “*Create*”. Click on the “create” button using the left button of your mouse.
- You have now created an incident that can be used for your Jurisdiction Situation Report.

EMERGENCY OPERATIONS PLAN

This incident can be the basis of your Jurisdiction report if an event has not been created by the CEOC. It can also be used to add incidents to the event if your jurisdiction creates a report regarding an incident related to the current event.

- Fill in the requested information available at the time of the submission of your incident. You can return to update this incident as additional information is made available.

CREATING A RESOURCE REQUEST

- You can create a Resource Request by returning to the same series of blue reference tabs that contain your Situation Report.
- Select the “Resources” tab.
- Select the first underlined section indicated, “Resource Request”.
- At the top left portion of the page designated “Resources by Priority” there is a button that says “Create”. Click on the “create” button using the left button of your mouse.
- Fill out the “Basic Info” screen providing the information requested.
- Select an event or incident as part of the information submitted in the “Basic Info” section.
- Select a resource category which best fits the description of the nature of the request.
- Select a Resource Type/Kind that best fits the description of the nature of the request.
- Select “each” as the unit of measure. CEOC Logistics will determine the actual unit of measurement of your request.
- Select “one” as the quantity of your request. CEOC Logistics will determine the actual quantity of your request.
- Indicate the mission that this resource request will support.
- Place additional information regarding the request in the “Special Instructions” section.

THE VENDOR SELECTION FIELD IS NOT AVAILABLE AT THIS TIME. DO NOT USE!

- Under “Summary of Actions” indicate that you are submitting the request and are awaiting a response.
- Estimated cost – Indicate a “1” no decimals. CEOC Logistics will determine the actual cost of the request.
- Add your Individual contact information.

PRESS “SELECT” BUTTON IN THE UPPER RIGHT HAND CORNER OF THE SCREEN.

**PART TWO
LOGISTICS SECTION**

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LOGISTICS SECTION GENERAL

PURPOSE

To enhance the capability of the City of Whittier to respond to emergencies by establishing logistics protocols in managing personnel and equipment. It is the policy of this section that the priorities of responses are to be:

- Protect life, property and the environment.
- Provide operational and logistical support for emergency response personnel and optimize the utilization of resources.
- Provide support to the other sections of the City's emergency response team.
- Support the restoration of essential services and systems.

OVERVIEW

The Logistics Section's primary responsibility is to ensure the acquisition, transportation, mobilization and tracking of resources to support the response effort at the disaster sites, public shelters, EOCs, etc. This Section provides all necessary personnel, supplies and equipment procurement support. Methods for obtaining and using facilities, equipment, supplies, services and other resources to support emergency response at all operational sites during emergency/disaster conditions will be the same as that used during normal operations unless authorized by the EOC Director or emergency orders of the City Council.

OBJECTIVES

The Logistics Section ensures that all other sections are supported for the duration of the incident. Any personnel, equipment, supplies or services required by the other sections will be ordered through the Logistics Section.

The Logistics Section will accomplish the following specific objectives during a disaster/emergency:

- Collect information from other sections to determine needs and prepare for expected operations.
- Coordinate provision of logistical support with the Deputy EOC Director.
- Prepare and maintain displays, charts and lists which reflect the current status and location of assigned resources (personnel, equipment and vehicles).
- Prepare required reports identifying the activities performed by the Logistics Section.
- Determine the City's logistical support needs and plan for both immediate and long-term requirements.
- Maintain proper and accurate documentation of all actions taken and all items procured to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements.

CONCEPT OF OPERATIONS

The Logistics Section will operate under the following policies during a disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council or EOC Director.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with adopted policies.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods should be event driven.
- Available and accessible resources from neighboring jurisdictions, the private sector, and volunteer organizations will be accessed through the City's own resources and private sector resources. Non-fire and non-law mutual aid will be accessed through the Los Angeles County Operational Area via Los Angeles County Operational Area Response and Recovery System (OARRS Internet based); or if OARRS is not available, then all requests and reports are to be sent to the contact Pico Rivera Sheriff's Station by means coordinated with and agreed to by the Watch Commander and City staff. The Pico Rivera Sheriff's Station will then be responsible for entering the request into OARRS.

SECTION ACTIVATION PROCEDURES

The EOC Director is authorized to activate the Logistics Section.

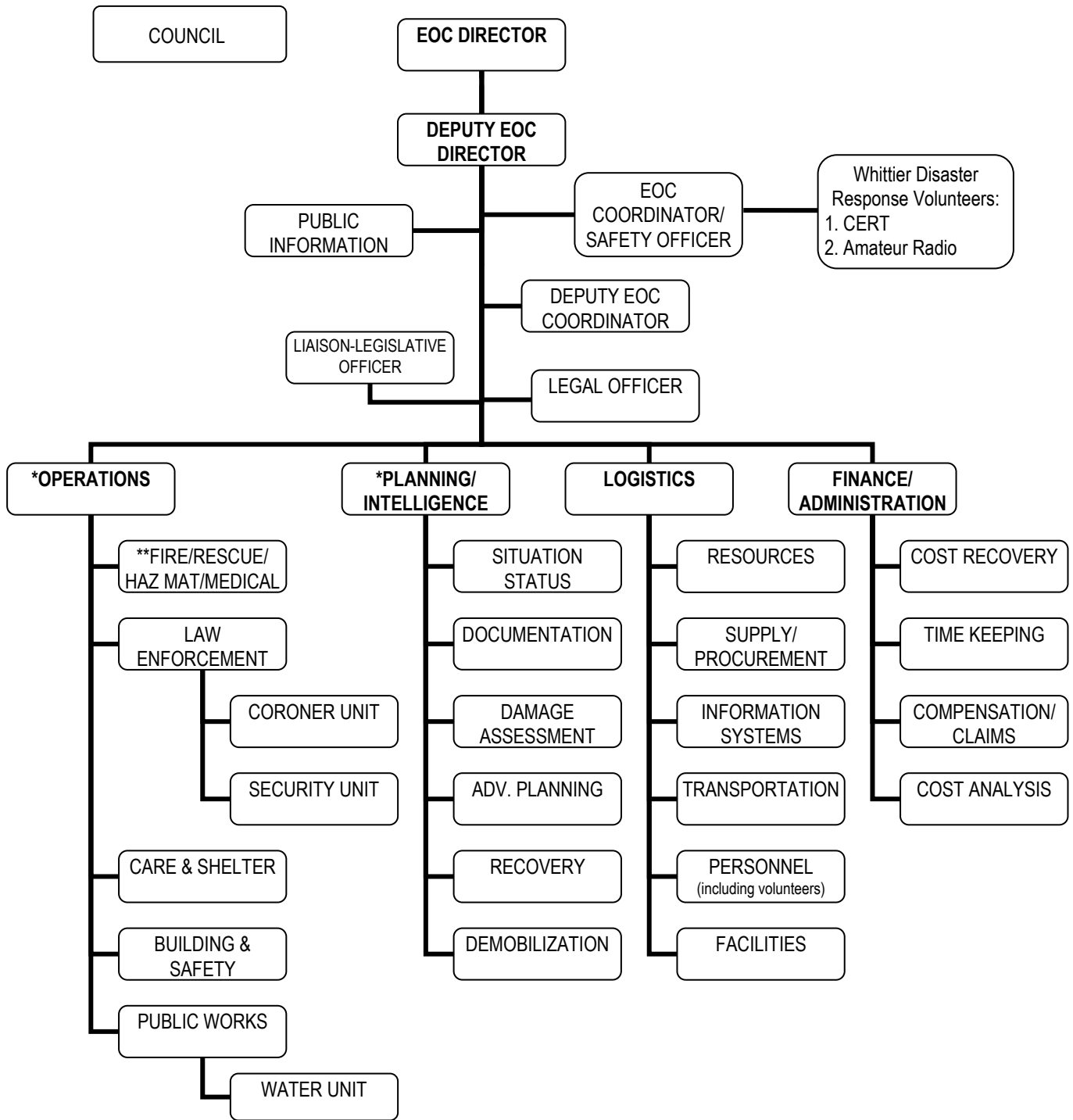
When to Activate

The Logistics Section may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the EOC Director. The EOC Director will provide call-back instructions for staff to report to work. If communication systems are damaged due to a disaster, personnel shall assume they are needed and report to work immediately.

Where to Report

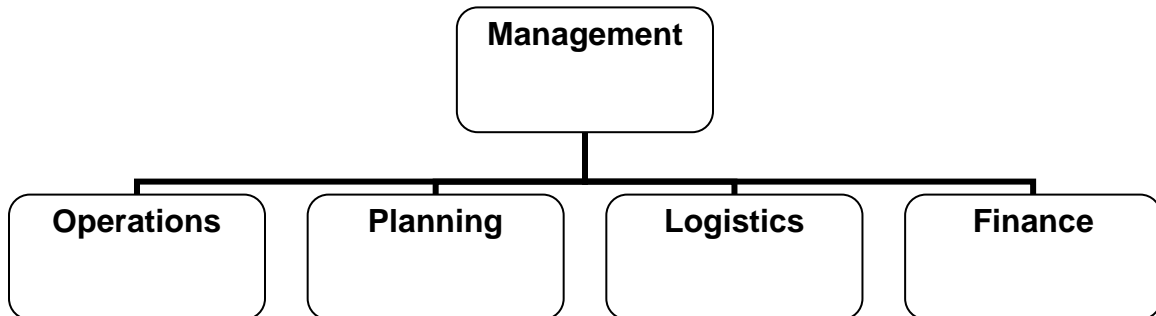
The City EOC is located in the City's Police Department, Community Room/EOC. The alternate EOC is located at Parnell Park.

ORGANIZATION CHART



* If all elements are activated, a deputy may be appointed to provide a manageable span of control.
 ** Contract service/liason position.
 The Incident Command System will be used in the field. Field units will coordinate and communicate with each of the Branches under the Operations Section.

RESPONSIBILITIES CHART



Responsibilities:

Management Section

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies and private organizations. Management will either activate appropriate sections or perform their functions as needed.

Operations Section

The Operations Section is responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan.

Planning/Intelligence Section

The Planning/Intelligence Section is responsible for collecting, evaluating and disseminating information; developing the City's EOC Action Plan in coordination with other sections; initiating and preparation of the City's After-Action/Corrective Action Report and maintaining documentation.

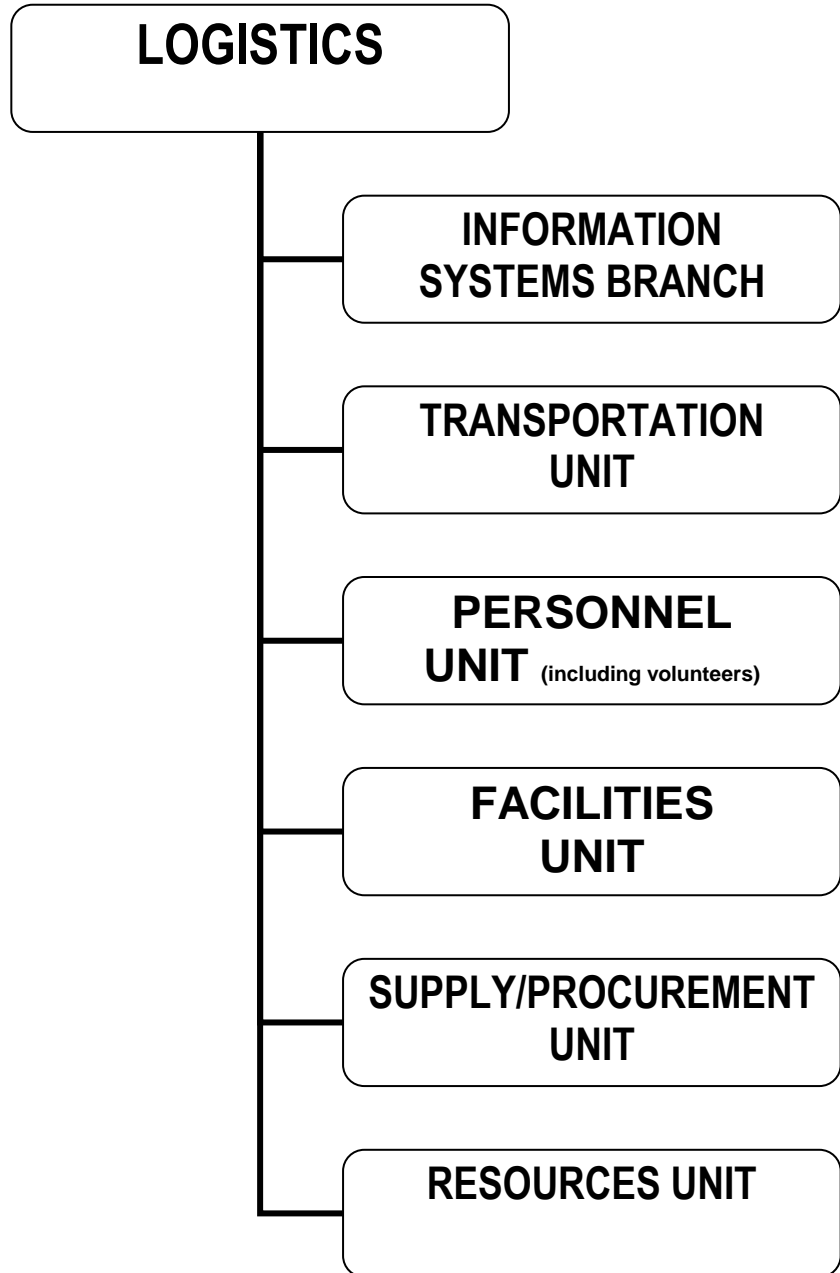
Logistics Section

The Logistics Section is responsible for providing communications, facilities, services, personnel, equipment, supplies and materials.

Finance/Administration Section

The Finance/Administration Section is responsible for financial activities and other administrative aspects.

**LOGISTICS SECTION
ORGANIZATION CHART**



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LOGISTICS SECTION STAFF

The Logistics Section Chief will determine, based on present and projected requirements, the need for establishing specific and/or specialized units. The following units may be established as the need arises:

- Information Systems Branch
- Transportation Unit
- Personnel Unit
- Supply/Supply/Procurement Unit
- Facilities Unit
- Resources Unit

The Logistics Section Chief may activate additional units as necessary to fulfill an expanded role.

Logistics Section Chief

The Logistics Section Chief, a member of the EOC Director's General Staff, is responsible for supporting the response effort and the acquisition, transportation and mobilization of resources. Information is needed to:

- Understand the current situation.
- Predict probable resource needs.
- Prepare alternative strategies for procurement and resources management.

Information Systems Branch

The Information Systems Branch is responsible for managing all radio, data, and telephone needs of the EOC staff.

Transportation Unit

The Transportation Unit is responsible for transportation of emergency personnel, equipment and supplies and for coordinating the Disaster Route Priority Plan.

Personnel Unit

The Personnel Unit is responsible for obtaining, coordinating and allocating all non-fire and non-law enforcement mutual aid personnel support requests received; for registering volunteers as Disaster Services Workers and for managing EOC personnel issues and requests.

Supply/Procurement Unit

The Supply/Procurement Unit is responsible for obtaining all non-fire and non-law enforcement mutual aid materials, equipment and supplies to support emergency operations and arranging for delivery of those resources. The Supply/Procurement Unit is responsible for administering all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements and tracking expenditures. The Supply/Procurement Unit is responsible for identifying sources of equipment, preparation and signing equipment

rental agreements, and processing all administrative paperwork associated with equipment rental and supply contracts, including incoming and outgoing mutual aid resources. The Supply/Procurement Unit is also responsible for ensuring that all records identify scope of work and site-specific work location.

Facilities Unit

The Facilities Unit is responsible for ensuring that adequate facilities are provided for the response effort, including securing access to the facility and providing staff, furniture, supplies and materials necessary to configure the facility in a manner adequate to accomplish the mission.

Resources Unit

The Resources Unit is responsible for maintaining detailed tracking records of resource allocation and use (resources available, resources assigned, resources requested but not yet on scene, “out-of-service” resources and estimates of future resource needs); for maintaining logs and invoices to support the documentation process and for resources information displays in the EOC. This Unit cooperates closely with the Operations Section (to determine resources currently in place and resources needed).

EOC RESPONSIBILITIES

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

- Check-in with EOC Security Unit upon arrival at the EOC.
- Report to your EOC organizational supervisor.
- Pick up your colored position sign and post on wall under "EOC Positions Activated" (cluster by EOC Section color)
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Identify yourself by putting your title on your person (vest, name tag). Print your name on the EOC organization chart next to your assignment.
- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Open and maintain a position activity log.
- Determine 24-hour staffing requirements and request additional support as required.
- Note your check-in time on the Section Time Log.
- Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center/Joint Information Center.
- Request additional resources through the appropriate Logistics Section Unit.
- Based on the situation as known or forecast determine likely future Section needs.
- Think ahead and *anticipate* situations and problems before they occur.
- Using activity log, maintain all required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

General Operational Duties

- Keep up to date on the situation and resources associated with your position.
- Maintain current status reports and displays.
- Keep your EOC organizational supervisor advised of your status and activity and on any problem areas that now need or will require solutions.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.
- Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.

- Determine and **anticipate** support requirements and forward to your EOC organizational supervisor.
- Monitor your position activities and adjust staffing and organization to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your EOC organizational supervisor at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- Do **NOT** throw any paperwork (notes, memos, messages, etc.) away. This documentation can be used for FEMA reimbursement.

Deactivation

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Brief your replacement and/or your Section Chief regarding any outstanding or significant items.
- Deactivate your position and close out logs when authorized by your EOC organizational supervisor.
- Leave forwarding phone number where you can be reached.
- Sign out with your Section Head and on large EOC organization/sign-in sheet.
- If your replacement has not arrived, remove colored position sign from wall and return to Security Unit.

LOGISTICS SECTIONS CHIEF**SUPERVISOR:** Deputy EOC Director**GENERAL DUTIES:**

- Ensure the logistics function is carried out consistent with SEMS/NIMS guidelines, including:
 - Resources management and tracking.
 - Managing all radio, data and telephone needs of the EOC.
 - Coordinating transportation needs and issues and the Disaster Route Priority Plan.
 - Managing personnel issues and registering volunteers as Disaster Services Workers.
 - Obtaining all materials, equipment and supplies to support emergency operations in the field and in the EOC.
 - Coordinating management of facilities used during disaster response and recovery.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional units as dictated by the situation.
- Exercise overall responsibility for the coordination of unit activities within the Section.
- Coordinate the provision of logistical support for the EOC.
- Report to the Deputy EOC Director on all matters pertaining to Section activities.

RESPONSIBILITIES:

Support the response effort and oversee the acquisition, transportation and mobilization of resources.

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

- See Common EOC responsibilities on L-11.

Duties:

- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
 - Information Systems Branch
 - Transportation Unit
 - Personnel Unit
 - Supply/Procurement Unit
 - Facilities Unit
 - Resources Unit

- Brief incoming Section personnel prior to their assuming their duties. Briefings should include:
 - Current situation assessment.
 - Identification of specific job responsibilities.
 - Identification of co-workers within the job function and/or geographical assignment.
 - Availability of communications.
 - Location of work area.
 - Identification of eating and sleeping arrangements as appropriate.
 - Procedural instructions for obtaining additional supplies, services, and personnel.
 - Identification of operational period work shifts.
- Inform the Deputy EOC Director and General Staff when your Section is fully operational.
- Meet with other Section Chiefs.
- From Planning/Intelligence Section Chief, obtain and review major incident reports and additional field operational information that may pertain to or affect Section operations.
- Prepare work objectives for Section staff and make staff assignments.
- Carry out responsibilities of the Logistics Section branches/ groups/units that are not currently staffed.
- Evaluate the need for Critical Incident Stress Debriefing for all affected personnel, victims and bystanders. Arrange debriefings through the Personnel Unit of the Logistics Section.
- Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.
- Brief the Deputy EOC Director on major problem areas that need or will require solutions.
- Provide situation and resources information to the Situation Status Unit of the Planning/Intelligence Section on a periodic basis or as the situation requires.
- Provide briefing to the General Staff on operating procedure for use of telephone, data and radio systems.
- From Planning/Intelligence Section and field sources, determine status of transportation system into and within the affected area. Find out present priorities and estimated times for restoration of the disaster route system. Provide information to other Sections.
- Monitor your Section activities and adjust Section organization as appropriate.
- Ensure internal coordination between branch/group/unit leaders.
- Update status information with other sections as appropriate.
- Resolve problems that arise in conducting your Section responsibilities.
- Develop a backup plan for all plans and procedures requiring off-site communications.
- Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.
- Make sure that all contacts with the media are fully coordinated first with the Public Information Officer (PIO).
- Participate in the Deputy EOC Director's action planning meetings.

- Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- Determine level of purchasing authority to be delegated to Logistics Section.
- Following action planning meetings, ensure that orders for additional resources necessary to meet known or expected demands have been placed and are being coordinated within the EOC and field units.
- Keep the Los Angeles County Operational Area Logistics Chief apprised of overall situation and status of resource requests.
- Identify service/support requirements for planned and expected operations.
- Oversee the allocation of personnel, equipment, services and facilities required to support emergency management activities.
- Resolve problems associated with requests for supplies, facilities, transportation, communication and food.

Deactivation

- Authorize deactivation of organizational elements within your Section when they are no longer required.

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INFORMATION SYSTEMS BRANCH**SUPERVISOR: Logistics Section Chief****GENERAL DUTIES:**

- Notify support agencies and oversee the installation, activation and maintenance of all radio, data and telephone communications services inside of the EOC and between the EOC and outside agencies.
- Determine the appropriate placement of all radio transmitting equipment brought to the EOC to support operations. Approve all radio frequencies to minimize interference conditions.
- Provide necessary communication system operators, and ensure effective continuous 24-hour operation of all communications services.
- Copy and log incoming radio, data and telephone reports on situation reports, major incident reports, resource requests and general messages.
- Make special assignment of radio, data and telephone services as directed by the EOC Director.
- Organize, place and oversee the operation of amateur radio services working in support of the EOC.

RESPONSIBILITIES:

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

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

- See Common EOC responsibilities on L-11.

Duties:

- Coordinate with all sections and branches/groups/units on operating procedures for use of telephone, data and radio systems. Receive any priorities or special requests.
- Provide a briefing on EOC on-site and external communications needs, capabilities and restrictions and operating procedures for the use of telephones, computer and radio systems.
- Monitor operational effectiveness of EOC communications systems. Obtain additional communications capability as needed.
- Coordinate all communications activities.
- Coordinate frequency and network activities with Los Angeles County Operational Area.
- Provide communications briefings as requested at action planning meetings.
- Establish a primary and alternate system for communications. Link with utilities and contracting and cooperating agencies to establish communications as soon as possible.

- Coordinate with all operational units and the EOC to establish a communications plan to minimize communication issues that include radio, data and telephone needs utilizing established communications, the private sector, amateur radio (ham) and volunteers. (see **Logistics Support Documentation – Communications Plan**)
- Coordinate with volunteer and private sector organizations to supplement communications needs, i.e., Disaster Communication Services (DCS).
- Establish a plan to ensure staffing and repair of communications equipment.
- Protect equipment from weather, aftershocks, electromagnetic pulse, etc.
- Coordinate needed telephone data lines with the Communications Unit.
- Support activities for restoration of computer services.

TRANSPORTATION UNIT**SUPERVISOR:** Logistics Section Chief**GENERAL DUTIES:**

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

RESPONSIBILITIES:

Transportation of emergency personnel, equipment and supplies and coordinate the Disaster Route Priority Plan with Operations Section.

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

- See Common EOC responsibilities on L-11.

Duties:

- Coordinate with the Planning/Intelligence and Operations Sections to determine which disaster routes are available for emergency vehicles entering and exiting the City.
- Coordinate use of disaster routes with the Operations Section.
- Coordinate with other sections and branches/groups/units to identify transportation priorities.
- Establish a transportation plan for movement of:
 - Personnel, supplies and equipment to the EOC, field units, shelters and Field Treatment Sites (FTSs).
 - Individuals to medical facilities as requested by Operations Section.
 - Emergency workers and volunteers to and from risk area.
 - Dependents and families of emergency workers as requested by the Care and Shelter Branch.
- Coordinate with the Operations Section on the movement of disabled and elderly persons.
- Coordinate transportation of animals as required.
- Coordinate with local transportation agencies and School Districts to establish availability of resources for use in evacuations and other operations as needed.
- As reports are received from field units and EOC sections and as sufficient information develops, analyze the situation and anticipate transportation requirements.
- Maintain inventory of support and transportation vehicles (staff cars, buses, pick-up trucks, light/heavy trucks).

- Prepare schedules as required to maximize use of available transportation.
- Provide Resources Unit with current information regarding transportation vehicles (location and capacity). Notify Resources Unit of all vehicle status change.
- Arrange for fueling of all transportation resources.
- Establish mobilization areas for vehicles as directed.
- Coordinate with staff and other agency representatives to ensure adherence to service and repair policies.
- Ensure that vehicle usage is documented by activity and date and hours in use.

PERSONNEL UNIT**SUPERVISOR:** Logistics Section Chief**GENERAL DUTIES:**

- Coordinate all personnel support requests received at or within the EOC, including any category of personnel support requested from the EOC functional elements or from City response elements in the field.
- Identify sources and maintain an inventory of personnel support and volunteer resources. Request personnel resources from those agencies as needed.
- Ensure that all Disaster Service Workers and volunteers are registered and integrated into the emergency response system. (see **City of Whittier Emergency Volunteer Management Plan on P Drive or at libraries**).
- Assign personnel within the EOC as needs are identified.
- Coordinate emergency management mutual aid (EMMA) through the Los Angeles County Operational Area EOC.

RESPONSIBILITIES:

Obtain, coordinate and allocate all non-fire and non-law enforcement mutual aid personnel support requests received; register volunteers as Disaster Services Workers and manage EOC personnel issues and requests.

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

- See Common EOC responsibilities on L-11.

Duties:

- Receive and process all incoming requests for personnel support. Identify number of personnel, special qualifications or training, location where needed and person to report to upon arrival. Secure an estimated time of arrival for relay back to the requesting agency.
- Develop a system for tracking personnel/volunteers processed by the Unit. Maintain sign in/out logs. Control must be established for the accountability of personnel used in the response effort. Personnel/volunteers relieved from assignments will be processed through the Demobilization Unit.
- Maintain information regarding:
 - Personnel/volunteers processed.
 - Personnel/volunteers allocated and assigned by agency/location.
 - Personnel/volunteers on standby.
- Special personnel requests by category not filled. Ensure training of assigned response staff and volunteers to perform emergency functions. Coordinate with Safety

Officer to ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements.

- Obtain crisis counseling for emergency workers. (see **Part Two, Logistics Support Documentation-CISM**)
- Coordinate feeding, shelter and care of personnel, employee's families and volunteers with the Supply/Procurement Unit, Facilities Unit and the Care and Shelter Branch.
- Establish a plan for child care for City employees as needed. Coordinate with Facilities Unit for suitable facilities.
- Assist and support employees and their families who are also disaster victims.
- Develop a plan for communicating with those agencies having personnel resources capable of meeting special needs.
- Coordinate with the Los Angeles County Operational Area EOC for additional personnel needs via Los Angeles County Operational Area Response and Recovery System (OARRS Internet based).
- Develop a system for tracking personnel/volunteers processed by the Unit. Maintain sign in/out logs. Control must be established for the accountability of personnel used in the response effort. Personnel/volunteers relieved from assignments will be processed through the Demobilization Unit.
- Maintain information regarding:
 - Personnel/volunteers processed.
 - Personnel/volunteers allocated and assigned by agency/location.
 - Personnel/volunteers on standby.
 - Special personnel requests by category not filled.
- Ensure training of assigned response staff and volunteers to perform emergency functions. Coordinate with Safety Officer to ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements.
- Ensure the recruitment, registration, mobilization and assignment of volunteers.
- Establish Disaster Service Worker and Volunteer registration and interview locations. Assign staff to accomplish these functions (see **City of Whittier Emergency Volunteer Management Plan on P Drive or at libraries**).
- Issue ID cards to Disaster Service Workers.
- Coordinate transportation of personnel and volunteers with the Transportation Unit.
- If the need for a call for volunteers is anticipated, coordinate with the PIO and provide the specific content of any broadcast item desired.
- Keep the PIO advised of the volunteer situation. If the system is saturated with volunteers, advise the PIO of that condition and take steps to reduce or redirect the response.
- Ensure the organization, management, coordination and channeling of the services of individual citizens and volunteer groups during and following the emergency.
- Obtain health/medical personnel, e.g., nurse's aides, paramedics, Red Cross personnel and other trained volunteers to meet health/medical needs.
- Request technical expertise resources not available within the jurisdiction (hazardous materials, environmental impact, structural analysis, geotechnical information, etc.) through established channels, mutual aid channels or the Los Angeles County Operational Area EOC via OARRS.

SUPPLY/PROCUREMENT UNIT

SUPERVISOR: Logistics Section Chief

GENERAL DUTIES:

- Coordinate and oversee the procurement, allocation and distribution of resources not normally obtained through existing mutual aid sources, such as food, potable water, petroleum fuels, heavy and special equipment and other supplies and consumables.
- Identify appropriate supply houses, vendors or contractors who can supply the item, product or commodity if City stocks do not exist.
- Provide supplies for the EOC, field operations and other necessary facilities.
- Determine if the required items exist within the City supply system.
- Manage all equipment rental agreements.
- Initiate vendor contracts associated with EOC activities within purchase authority limits established by City Council or EOC Director.
- Purchase items within limits of delegated authority from EOC Director. Coordinate with the Deputy EOC Director on actions necessary to purchase or contract for items exceeding delegated authority.
- Arrange for the delivery of the items requisitioned, contracted for or purchased.
- Maintain records to ensure a complete accounting of supplies procured and monies expended.
- Support activities for restoration of disrupted services and utilities.

RESPONSIBILITIES:

Obtain all non-fire and non-law enforcement mutual aid material, equipment and supplies to support emergency operations and arrange for delivery of those resources. Responsible for the administration of all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements and tracking expenditures. Identify sources of expendable materials and equipment, prepare and sign equipment rental agreements, and process all administrative paperwork associated with equipment rental and supply contracts, including incoming and outgoing mutual aid resources. ***Ensure that all records identify scope of work and site specific work location.***

PROCUREMENT POLICY:

The procurement of resources will follow the priority outlined below:

1. Resources within the City inventory (City-owned).
2. Other sources that may be obtained without direct cost to the City.
3. Resources that may be leased/purchased within spending authorizations.

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

- See Common EOC responsibilities on L-11.

Duties:

- Meet and coordinate activities with Deputy EOC Director and determine purchasing authority to be delegated to Supply/Procurement Unit. Review emergency purchasing and contracting procedures.
- Review, verify and process requests from other sections for resources.
- Maintain information regarding;
 - Resources readily available.
 - Resources requests.
 - Status of shipments.
 - Priority resource requirements.
 - Shortfalls.
- Coordinate with other branches/groups/units as appropriate on resources requests received from operations forces to ensure there is no duplication of effort or requisition.
- Determine if needed resources are available from City stocks, mutual aid sources or other sources. Arrange for delivery if available.
- Determine availability and cost of resources from private vendors.
- Issue purchase orders for needed items within dollar limits of authority delegated to Unit.
- Notify Deputy EOC Director of procurement needs that exceed delegated authority. Obtain needed authorizations and paperwork from Finance Section Chief.
- Prepare, sign and finalize contracts that are needed for procuring resources. Send documents for payment.
- Arrange for delivery of procured resources. Coordinate with Transportation and Facilities Units.
- Identify to the Logistics Section Chief any significant resource request(s) which cannot be met through local action. Suggest alternative methods to solve the problem if possible.
- Establish contact with the appropriate Operations Section Branches and Red Cross representatives(s) and discuss the food and potable water situation with regard to mass care shelters and mass feeding locations. Coordinate actions.
- Establish a plan for field and EOC feeding operations. Coordinate with EOC Operations Section to avoid duplication. (see **Logistics Support Documentation – Emergency Response Feeding**)
- Be prepared to provide veterinary care and feeding of animals. (see **Logistics Support Documentation - Animal Care**)
- Assemble resource documents that will allow for agency, vendor and contractor contacts; e.g., telephone listings, procurement catalogs, directories and supply locations.

- Continually update communications availability information with the Information Systems Branch. Revise contact methods with suppliers as improved communications become available.
- Review the situation reports as they are received. Determine/anticipate support requirements. Verify information where questions exist.
- Begin disaster documentation and record tracking of disaster-related requests for expenditures of equipment, supplies, personnel, funds, etc.
- Provide updated reports on resource status to Resources Unit.
- Identify and maintain a list of available and accessible equipment and supplies to support response and recovery efforts.
- Arrange for storage, maintenance and replenishment or replacement of equipment and materials.
- Provide and coordinate with Operations Section the allocation and distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities, including mass care shelters.
- Procure and arrange for basic sanitation and health needs at mass care facilities (toilets, showers, etc.) as requested by Operations Section.
- Support activities for restoration of utilities to critical facilities.
- Procure and coordinate water resources for consumption, sanitation and firefighting.
- Coordinate resources with relief agencies (American Red Cross, etc.)
- Obtain and coordinate necessary medical supplies and equipment for special needs persons.
- Obtain necessary protective respiratory devices, clothing, equipment and antidotes for personnel performing assigned tasks in hazardous radiological and/or chemical environments.
- Ensure the organization, management, coordination and channeling of donations of goods from individual citizens and volunteer groups during and following the disaster/emergency.
- Identify supply sources to augment and/or satisfy expanded medical needs during emergency operations.
- In coordination with Operations Section and Los Angeles County Operational Area, maintain essential medical supplies in designated Field Treatment Sites and/or Points of Distribution.
- Ensure that all records identify scope of work and site specific locations.
- Ensure that a system is in place which meets City's property management requirements.
- Ensure proper accounting for all new property.
- Interpret contracts/agreements and resolve claims or disputes within delegated authority.
- Coordinate with Compensation/Claims Unit in Finance Section on procedures for handling claims.
- Verify cost data in pre-established vendor contracts with Cost Analysis Unit in Finance Section.

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FACILITIES UNIT**SUPERVISOR: Logistics Section Chief****GENERAL DUTIES:**

- Coordinate and oversee the management of and support to the EOC and other essential facilities and sites used during disaster operations.
- Coordinate with other EOC branches/groups/units for support required for facilities.
- Support activities for restoration of disrupted services and utilities to facilities.
- Coordinate with Finance/Administration Section on any claims or fiscal matters relating to facilities' operations.
- Close out each facility when no longer needed.

RESPONSIBILITIES:

Ensure that adequate facilities are provided for the response effort, including securing access to the facility and providing staff, furniture, supplies and materials necessary to configure the facility in a manner adequate to accomplish the mission.

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

- See Common EOC responsibilities on L-11.

Duties:

- Maintain information in the Unit regarding:
 - Facilities opened and operating.
 - Facility managers.
 - Supplies and equipment at the various locations.
 - Specific operations and capabilities of each location.
- As the requirement for emergency-use facilities is identified, coordinate the acquisition of required space to include any use permit, agreement or restriction negotiations required.
- In coordination with the Operations Section, provide support to facilities used for disaster response and recovery operations; i.e., staging areas, shelters, local application centers (LACs), etc.
- Identify communications requirements to the Information Systems Branch.
- Identify equipment, material and supply needs to the Supply/Procurement Unit.
- Identify personnel needs to the Personnel Unit.
- Identify transportation requirements to the Transportation Unit. Coordinate evacuation schedules and identify locations involved.
- Identify security requirements to the Security Unit of the Operations Section.

- Monitor the actions at each facility activated and provide additional support requested in accordance with Unit capabilities and priorities established.
- Account for personnel, equipment, supplies and materials provided to each facility.
- Coordinate the receipt of incoming resources to facilities.
- Ensure that operational capabilities are maintained at facilities.
- Oversee the distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities.
- Ensure that basic sanitation and health needs at mass care facilities (toilets, showers, etc.) are met.
- Ensure that access and other related assistance for residential care and special needs persons are provided in facilities.
- Provide facilities for sheltering essential workers, employee's families and volunteers.
- Be prepared to provide facilities for animal boarding as required. (see **Logistics Support Documentation-Animal Care**)
- Coordinate water resources for consumption, sanitation and firefighting at all facilities.

RESOURCES UNIT**SUPERVISOR: Logistics Section Chief****GENERAL DUTIES:**

- Prepare and maintain displays, charts and lists that reflect the current status and location of controlled resources: personnel, equipment and vehicles.
- Establish a resource reporting system for field and EOC units.
- Prepare and process resource status change information.
- Provide information to assist the Situation Status and Documentation Units of the EOC Planning/Intelligence Section in strategy planning and briefing presentations.

RESPONSIBILITIES:

Maintain detailed tracking records of resource allocation and use (resources already in place, resources requested but not yet on scene, "out-of-service" resources and estimates of future resource needs); logs and invoices to support the documentation process and resources information displays in the EOC. Cooperate closely with the Operations Section (to determine resources currently in place and resources needed) and with the Planning/Intelligence Section (to provide resources information to the EOC Action Plan). (see **Planning Support Documentation - Action Planning**)

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

- See Common EOC responsibilities on L-11.

Duties:

- 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 of the Planning/Intelligence Section 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 en-route and projected resources shortfalls.
- Ensure that available resources are not overlooked by the Operations Section staff.
- Make recommendations to the Logistics Section Chief of resources that are not deployed or should be deactivated.

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LOGISTICS SECTION
SUPPORTING DOCUMENTATION

REFERENCE DOCUMENTS BY POSITION

PERSONNEL UNIT

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**PERSONNEL RECALL AND NOTIFICATION POLICY
AND PROCEDURES FOR DISASTER RESPONSE****EMPLOYEE RESPONSIBILITY**

The citizens of Whittier rely on City government for leadership and assistance in the event of a disaster. In response to such occurrences, it is imperative that all City employees be available to assist in this type of emergency response.

The Government Code of the State of California Chapter 8 of Division 4 of Title 1 Section 3100: Declaration; Public Employees as Disaster Workers states:

- It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of **disaster** or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be **disaster service workers** subject to such **disaster service** activities as may be assigned to them by their superiors or by law.

The City's Emergency Operations Plan and Chapter 2.44 of the City's Municipal Code specify that:

- The City Manager (or designee) may require emergency service of any City officer, employee or citizen, and may requisition necessary personnel or material of any City department or agency.
- In any emergency, City employees may be assigned, regardless of their Job Description/Checklist Actions, any duties that they are capable of performing safely.

In the event a disaster occurs during normal working hours:

- All City employees shall remain at work to provide for disaster relief, if required.
- Department heads (or designee) shall be responsible for ensuring employees remain at work.
- Department heads (or designee) shall authorize release of employees.
- Employees who leave without authorization may be subject to disciplinary action.

In the event a disaster occurs beyond normal working hours:

- All employees in public safety operations shall respond to established emergency response procedures for their departments.
- All non-public safety employees will be expected to report to work unless informed otherwise via automated phone systems, the media or the Emergency Alert System that non-essential employees are not required to report to work. Radio stations providing information: KFI 640AM, KFVB 980FM, and KNX 1070AM.
- All employees have an obligation to attempt, and continue to try contacting their department or the employee emergency call-in numbers to determine whether it is necessary to report to work.

Emergency Operations Plan

Refer to the Appendices for the telephone numbers of the City of Whittier Employee Emergency Information Telephone Mail Boxes.

In the event of an emergency in or affecting the City of Whittier, City employees have been instructed in writing to call (562) 567-9600 to receive further information if, when and where they should report to work. The phone number/mail box is capable of allowing ten (10) callers to listen to the recorded message at the same time.

RELEASE OF EMPLOYEES (by City Manager or designee authority)

Only the City Manager (or designee) has the authority to order a general release of City employees in the event of a disaster. However, the City Manager (or designee) may authorize department heads (or their designee) to exercise their judgment in releasing individual employees or work units to return home. Such decisions will consider the total scope of the emergency at hand, including but not limited to, the following factors:

- The condition of local transportation routes; employees will not be permitted to leave work if doing so would exacerbate existing transportation problems;
- The availability of safe work sites and in the event of an extended stay, the availability of food and other support services and facilities;
- The need for City personnel;
- The scope of the disaster and the resources needed to respond; and
- Whether the need to provide support services for City employees would otherwise interfere with or detract from the efforts to respond to the disaster.

RELEASE OF EMPLOYEES (by Department Head or designee authority)

Notwithstanding the release authority of the City Manager (or designee), department heads (or appointed designees) may otherwise release employees by authorizing emergency leave or personal leave in the following cases:

- When an employee is psychologically or physically incapacitated to the degree that he/she is unable to function effectively (provided that no employee will be released unless they are able to care for and transport themselves safely);
- When the City is unable to provide shelter or services to support the continued presence of the employee(s) at work;
- When the City Manager (or designee) has called for a general release of employees in non-disaster response positions and the department head (or designee) is aware that the employees will not be needed for disaster relief; and/or
- When the continued presence of the employee(s) at the work site would present a direct hazard.

DEPARTMENTAL REQUIREMENTS

The primary responsibility for managing City employees during and following a disaster lies with the individual operating departments. It is important for all departments to consider that even though their department may not have direct responsibility for disaster response; all employees represent a valuable resource for disaster relief. All departments are, therefore, required to develop an Emergency Operations Plan (EOP) to be submitted for review by the City's Emergency Operations Manager. Such plans shall assist in the identification of emergency assignments. The departmental EOP will provide City employees with an effective means for responding to emergencies and major disasters.

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EMERGENCY SCHEDULING & NOTIFICATION

In the event of a major disaster, or at the direction of the City Manager or his/her designee, an Emergency Scheduling Plan will be put into effect. It is the responsibility of individual departments to plan for staffing their departments and to provide staff to other departments during a disaster. Departments should have a staff "recall plan." In the event of an earthquake, or other sudden disaster, scheduling will be put into effect automatically by departments. Employees should report for work.

If employees are unable to report to their regular facility or alternate staging area, they are encouraged to report to the closest local jurisdiction to register as a Disaster Services Worker. All employees are declared to be Disaster Services Workers by Section 3100 of Chapter 8 of Division 4 of Title 1 of the Government Code.

Notification:

The Whittier Police Station Watch Commander is the 24-hour point of contact for warnings and emergency notification of City staff. The Watch Commander should contact the City Manager (EOC Director) to advise of the emergency. The EOC Director can, in turn, notify other City staff. On the response level, the Watch Commander or dispatch may call the department's after-hour contact person to activate the response staff.

Shift Assignments/Changes:

Shifts are changed at the listed 12-hour intervals. The EOC Director has the responsibility of ensuring the City and its departments are properly staffed.

Deactivation:

Deactivation is called for by the EOC Director.

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CONSIDERATIONS FOR FEEDING EOC SUPPORT AND FIELD STAFF

- Coordinate all feeding operations for the EOC, support and field personnel.
- Establish a feeding plan, which identifies cost limits, authorized vendors and catering companies, type of food, etc. Ensure everyone is aware of this policy.
- Set meal schedules. Consider the impact of curfews on businesses you may use.
- Set up and manage eating areas for EOC, staff and field personnel. Notify workers of food schedules and locations.
- Pre-identify low-cost vendors and catering companies to maximize efficiency and lower costs (FEMA may question upscale or expensive restaurants or catering).
- Arrange with local catering services or restaurants for in-house feeding.
- Establish a personnel-feeding account for EOC, support and field personnel at local restaurants.
- Brief all EOC personnel as to location, cost limitations and incident number to be used for each restaurant or caterer.
- Coordinate acquisition, preparation and service of meals.
- Be aware of and provide for special diets.
- Provide for on-site employee child-care needs.
- Arrange for and coordinate clean up of eating, food preparation and serving areas.
- Provide snacks/water/coffee/beverages for EOC, support and field personnel.
- Consider a chit or voucher system at the location set up for feeding operations to identify those employees' meals, which are reimbursable under FEMA guidelines. FEMA may not reimburse for all feeding operations. **Currently FEMA will not reimburse for meals provided during an employee's normal working hours unless it is stipulated in the employer's MOU. FEMA will reimburse for meals given to volunteers or unpaid workers and employees working overtime. This may be the individual call/interpretation of the disaster adjuster.**
- Document cost of meals and report daily to the Finance/Administration Section for cost recovery purposes.
- Advise disaster workers regarding agency policy for reimbursement of disaster-related meals.
- Encourage all EOC staff to take regular meal and snack breaks.

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**CONSIDERATIONS FOR ANIMAL CARE
DURING DISASTERS**

Animals will not be kept where their owners are sheltered. They will be sheltered in various locations depending on the disaster and the area of the city affected.

Coordinate plans with Los Angeles County Animal Control to access the Equine Emergency Response Team and small animal volunteer force. **(Area G Veterinary Disaster Team can be accessed through mutual aid channels.)**

Identify within the local jurisdiction:

- Small animal veterinarians
 - Large animal veterinarians
 - Small animal shelters
 - Potential large animal shelters
-
- Determine animal shelter needs.
 - Identify appropriate areas to accommodate animals.
 - Manage animal rescue and care activities.
 - Coordinate rescue of trapped animals.
 - Coordinate evacuation of animals which might be endangered by hazardous conditions.
 - Coordinate transport of animals.
 - Activate an Animal Registration System.
 - Maintain an updated list of animals and their locations.
 - Coordinate disposal of dead animals.
 - Evaluate and relocate any animal shelter areas which become endangered by hazardous conditions.
 - Coordinate return of animals to their owners when disaster has ended.

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REQUESTING CRITICAL INCIDENT STRESS MANAGEMENT (CISM) PROCEDURES

PURPOSE:

Case studies by medical groups of work-related incidents where injuries or fatalities occurred have revealed that significant numbers of employees experience some form of stress-related symptoms following the incident. Many of these symptoms were transitory and most personnel had no long-term detrimental effects. These studies, however, have also revealed that a small percentage of personnel do experience continuing, long-term detrimental effects resulting from exposure to such incidents. Some of these effects have been delayed, surfacing later after a period with no apparent symptoms.

Without professional intervention, these personnel have experienced declining work performance and deterioration of family relationships, as well as increased health problems. The objective of this procedure is to provide professional intervention immediately after major critical incidents or crises to minimize stress-related injuries to city personnel and to provide all necessary support to city personnel during a crisis.

Incident debriefing is not a critique of an incident. Performance issues will **not** be discussed during the debriefing. The debriefing process provides a format where personnel can discuss their feelings and reactions and, thus, reduce the stress resulting from exposure to critical incidents and crisis situations. All debriefings will be **strictly** confidential.

Debriefings may be conducted anywhere that provides ample space, privacy and freedom from distractions. Selection of the site will be determined by the City's CISM coordinator based on the type of debriefing required.

The debriefing team will consist of CISM professionals (mental health counselors specifically trained in stress-related counseling) as well as trained peer counselors. The team members' role in the debriefing process will be to assist and support the professional counselors as necessary. All follow-up care will be approved by the Controller's Office Risk Management Division **prior** to beginning treatment.

ACTIVATION OF CISM

Department directors, managers and supervisors bear the responsibility for identifying/recognizing significant incidents that may qualify for debriefing. When an incident is identified as a critical incident or crisis, a request for debriefing consideration should be made as soon as possible to the CISM coordinator. If additional assistance is required the CISM coordinator will contact Los Angeles County Operational Area via the Pico Rivera Sheriff's Station Watch Commander and request that a CISM team be assembled.

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GUIDELINES FOR UTILIZATION OF VOLUNTEERS

INTRODUCTION

As recent disasters have shown, volunteers play a significant role in both the response and recovery phases of a disaster. Volunteers are among the first to arrive on scene following a major event or disaster. They will be essential to the sheltering, mass feeding, and other operations established in the wake of these disasters.

Volunteers will come forward in every major disaster—whether they emerge spontaneously or have been pre-registered and trained by a response agency. Having a plan in place for how volunteers will be recruited, managed and utilized will assist jurisdictions in improving the overall effectiveness of their disaster response.

Management of the volunteer function is in the Logistics Section of the EOC. The task of registering volunteers will be the responsibility of the Library staff (see **City of Whittier Emergency Volunteer Management Plan on P Drive or at libraries**). Management of claims for Workers' Compensation insurance is handled by the Finance/Administration Section.

PURPOSE

The following materials provide guidelines for registering volunteer Disaster Service Workers in the State Workers' Compensation and Safety Program. It also provides general guidance for managing volunteer workers during an emergency.

BACKGROUND

Workers' Compensation insurance provides benefits for employees injured on the job or who become ill from job related conditions. Damage to artificial limbs, dentures or medical braces is also considered an injury. Workers' Compensation benefits are set by the legislature and spelled out in the Labor Code. The Labor Code defines Disaster Service Workers as "employees" under certain conditions and describes their benefits.

ELIGIBILITY

A Disaster Service Worker is anyone registered with a Disaster Council certified by the California Emergency Council or any person ordered by a person or body having authority to command the aid of citizens to carry out assigned duties to perform services during a State of War Emergency or any State of Emergency or Local Emergency.

A partial list of Disaster Service Workers includes:

- Reserve law enforcement officer
- Auxiliary firefighter
- Emergency welfare worker
- Communications specialist
- Medical worker
- Clerk

Any Disaster Service Worker is eligible for Workers' Compensation benefits while performing duties or undergoing any authorized training activities. Any injury, under these circumstances is covered no matter where it occurs.

Exclusions:

If the Disaster Service Worker is paid for these services, an "employer-employee" relationship exists. A Disaster Service Worker injured while in this relationship would be entitled to Workers' Compensation benefits under their regular employer's program. Members registered as active firefighters of any regularly organized and municipally supported volunteer fire department are excluded from disaster service benefits.

VOLUNTEER DISASTER SERVICE WORKERS

Volunteers active in emergency services and/or disaster relief operations usually belong to one of two categories: organized volunteers or spontaneous (convergent) volunteers. Depending on circumstances, different registration procedures are utilized to serve each group's needs.

ORGANIZED VOLUNTEERS

Organized volunteers are defined as individuals affiliated with specific organizations prior to an emergency or disaster. These organizations are usually chartered to provide volunteer emergency and/or disaster relief services. Members of these organizations usually participate in scheduled exercises to practice their disaster relief skills and integrate with the local community's emergency plan and response effort.

Examples of these organizations include:

- American Radio Relay League
- American Red Cross
- California Rescue Dog Association
- Salvation Army
- Civil Air Patrol

Public safety agencies usually prefer to utilize trained, organized volunteers because their organizations are familiar with working under a unified structure. They also provide their own supervision, transportation and support needs.

Agency Trained Volunteers:

To ensure that they have an adequate pool of organized volunteers, some jurisdictions organize and train teams of civilian volunteers to act as disaster first responders within their own neighborhoods or jurisdictions. These volunteer organizations possess several advantages:

- Familiarity with the disaster area, its hazards and resources
- Knowledge of the jurisdiction's emergency organization
- Opportunity to regularly exercise and drill with the jurisdiction served

SPONTANEOUS (CONVERGENT) VOLUNTEERS

Spontaneous (convergent) volunteers are members of the general public who spontaneously volunteer during emergencies. They are not usually involved with organized volunteer organizations and may lack specific disaster relief training when there is very little time and few resources to train them. They come from all walks of life and comprise the majority of volunteer personnel available to local public safety agencies during a disaster response.

Public safety agencies often form volunteer assembly points for recruiting and classifying volunteers during disaster response operations. To be eligible for Workers' Compensation, the spontaneous volunteer must also be registered as a Disaster Services Worker.

CONSIDERATIONS IN VOLUNTEER UTILIZATION

In order to manage volunteers effectively, there are several issues that need to be addressed. For pre-registered volunteers, the process may be fully organized and accomplished over a period of time. Because this process must be accomplished under extreme conditions with convergent volunteers, it is essential that the planning and execution of the process be thoroughly worked out in advance of the disaster.

Issues to be addressed include:

Recruiting:

Volunteer recruitment may become an issue if the disaster lasts a long time and the initial number of convergent volunteers begins to dwindle. It also may become necessary to recruit volunteers with specific skills, such as heavy equipment operators, medical personnel, translators, etc.

Recruitment avenues include the local media and other organizations. Organizations to contact for recruitment assistance include local labor unions, educational institutions and private companies.

Screening:

Pre-registered volunteers will have been screened in advance. Walk-ins, however, will have to be screened at the time that they appear for assignment prior to duty.

Certain vital information is essential if volunteers are to be properly and efficiently used; and screening teams must be identified and trained in advance on the screening of volunteers. The data or information required regarding the volunteers should also be developed in advance. The actual data requirements should be held to a minimum, consistent with the needs of the local jurisdiction.

Identification:

Once screening is completed, all volunteers must be issued proper I.D. and be required to sign for any equipment issued for their position. Organized volunteers will possess identification issued by their organizations. The jurisdiction is responsible for providing

identification to convergent volunteers. Forms of I.D. include arm bands, vests, patches, and City I.D. cards.

Training:

Before being deployed, it is essential that volunteers receive an adequate amount of training. At a minimum, volunteers must be thoroughly briefed on the legal aspects of the tasks to which they are to be assigned. They should also fully understand their responsibilities and the limits to which they may go in performing their assigned duties.

Records must be established for each volunteer that reflects the training received. Training records should be maintained as part of the permanent record of the emergency response to the specific disaster.

Supervision:

More so than paid staff, volunteers must be supervised according to the task assigned. Ideally, though not always possible, paid staff personnel should supervise all volunteer effort. When this is not possible, skilled, highly trained volunteers should be assigned as supervisors.

Planning:

The jurisdiction must recognize that volunteers will appear after the onset of a major disaster. Established plans are needed for the proper management of volunteer personnel in order to optimize this resource and prevent convergent volunteers from becoming a problem. Properly managed, volunteer resources may mean the difference between success and failure of the emergency response.

Recognition:

The final requirement of the jurisdiction is to ensure that volunteers are properly recognized for their services. Recognition may be in the form of individual commendation by the elected officials, public acknowledgment by the media, or a letter of appreciation from the local emergency manager.

THESE GUIDELINES DO NOT SUPERSEDE GUIDELINES FOR VOLUNTEER UTILIZATION SET FORTH BY THE GOVERNOR'S OFFICE OF EMERGENCY SERVICES. FOR MORE INFORMATION AND REGISTRATION FORMS, SEE "THEY WILL COME—Post-Disaster Volunteers and Local Governments", Dec. 1995 (OES).

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CITY OF WHITTIER - EOC RESOURCE REQUEST

An attempt should be made to fill all resource requests through Operations Branches before sending to Logistics. This form is for internal City requests. This form should not be used for Mutual Aid requests, which should be done through OARRS

Resource Requested:			
Priority:	Critical / Life Safety	Urgent	Routine
Incident Address:		Incident Type:	
Resource Requested by:		Agency / Dept:	
Duration Needed:		Phone:	
Staging/Delivery Location:		Delivery Contact:	
Form Prepared By:		EOC Position:	
Latest Acceptable Delivery: (Date / Time)			
Purpose / Use:			
Suggested Source(s):			
Approval by Section Coordinator:	Signature:		
Filled By Operations?		Send to Logistics?	
Section below to be filled out by supplying agency / dept.			
Resource Ordered From:			
Vendor/Agency Address:			
Vendor/Agency Contact Person:		Phone:	
Date Ordered:		Time Ordered:	
Estimated Date/Time of Arrival:		Inv./ Resource Order #:	
Comments:			
Initialed By Operations:		Logistics:	Finance:
Originator: Any EOC position. Retain copy. Routing: Approval by Section Chief; then send to Logistics.	This form is used to request all resources, for field use and for EOC use.		

Additional Notes:

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**L.A. OPERATIONAL AREA
DISASTER INFORMATION REPORTING PROCEDURES**

RESOURCE REQUEST (To be filled out by the Logistics Section)

Sent by cities, county departments and special districts. If OARRS is available, cities send directly to the Operational Area EOC Logistics Section and county departments/special districts send to their Lead department. If OARRS is not available, send by fax, phone, radio or messenger to: Cities send to their Contact Sheriff's station; county departments and special districts send to their Lead department; Sheriff's stations and Lead departments send to the Operational Area EOC Logistics Section.

Only one type of resource can be requested on a given resource request.

#	ITEM	EXPLANATION	DATA
1	Related Incident	What Incident caused the Resource Request	
1	Jurisdiction	Name of city (or supporting LASD station for county unincorporated areas).	
2	Urgent	Used only if the request is urgent.	URGENT
3	Reply Requested	Should be used indicate you want status information.	REPLY
4	Information only or Action expected	Select Action as County EOC staff are expected to process the request.	INFORMATION ACTION
5	Sender's job	The job held by the sender. Remote sites will only have the remote site title as an option.	
6	Subject	MANDATORY FIELD Key words that will describe the Resource Request. Include name of jurisdiction and what is being requested.	
7	Source	OPTIONAL FIELD Name, phone number and fax number of the person responsible for the request data.	
8	Corroborated	OPTIONAL FIELD Name, phone number and fax number of the person who has verified the data in the request.	
9	Recipients	Duty position of intended recipient(s). Resource Requests go to the County EOC Logistics Section.	
10	Where to deliver	Where are the items to be delivered (use Thomas Brothers page and grid as well as address).	
11	Deliver to Whom	Who (by duty position is preferred but name is acceptable) knows about the request and is expecting delivery.	
12	Purpose	What is the purpose of the resource being requested.	
13	Quantity	Number of items requested.	
14	Resource Requested	What is being requested.	
15	When needed	When the items are needed. Date & time.	

LA CNTY OP AREA FORM 140

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PROCUREMENT FORM

Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
Procured By:		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
Procured By:		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
Procured By:		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
Procured By:		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
Procured By:		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
Procured By:		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
Procured By:		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
Procured By:		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
Procured By:		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
Procured By:		Delivery Location:	
Procured By:		Delivered to Whom:	

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**PART TWO
FINANCE/ADMINISTRATION SECTION**

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**FINANCE/ADMINISTRATION SECTION
GENERAL****PURPOSE**

To enhance the capability of the City of Whittier to respond to emergencies by providing financial support and coordination to City emergency operations and coordinating the recovery of costs as allowed by Federal and State law. It is the policy of this section that the priorities are to be:

- Protect life, property and environment.
- Provide continuity of financial support to the City and community.
- Cooperate with the other sections of the City's emergency response team.
- Document the City's costs and recovery of those costs as allowable.
- Maintain a positive image for the City in its dealings with the community.

OVERVIEW

The Finance/Administration Section's primary responsibility is to maintain to the greatest extent possible the financial systems necessary to keep the City functioning during a disaster/emergency. These systems include:

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

The Section also supervises the negotiation and administration of vendor and supply contracts and procedures.

The extent of the disaster/emergency will determine the extent to which the Finance/Administration Section will mobilize. In a low-level emergency, only part of the section will mobilize. In a wide-spread disaster that damages communications and systems, the entire section will mobilize.

OBJECTIVES

The Finance/Administration Section acts in a support role in all disasters/emergencies to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements through maintenance of proper and accurate documentation of all actions taken. Depending on the type of emergency, the Fire, Law Enforcement, or Public Works departments will have the principal role in directing the City's overall response efforts. To carry out its responsibilities, the Finance/Administration Section will accomplish the following objectives during a disaster/emergency:

A. For all disasters/emergencies:

1. Notify the other sections and City departments that the Disaster Accounting System is to be used for the disaster/emergency.

Emergency Operations Plan

2. Determine the extent to which the City's computer systems are accessible and/or usable.
 3. Determine if the City's bank can continue handling financial transactions.
 4. Maintain, as best possible, the financial continuity of the City (payroll, payments and revenue collection).
 5. Disseminate information about the Disaster Accounting System to other sections and departments as necessary.
 6. Upon declaration of a disaster by the State and/or Federal Governments, coordinate with disaster agencies to initiate the recovery process of the City's costs.
 7. Coordinate with the other sections and departments the collection and documentation of costs pertaining to the disaster/emergency.
 8. Coordinate with the disaster assistance agencies for the required inspections, documentation, audits, and other necessary work in order to recover costs.
- B. For disasters/emergencies where the City's computer systems and bank are accessible and usable:**
1. Inform the other sections and City departments that the payroll and payments processing will be handled on a "business-as-usual" basis except that the Disaster Accounting System will be used for disaster/emergency-related costs.
 2. Continue with objectives A.5. through A.8. above.
- C. For disasters/emergencies where the City's computer systems and/or bank are either inaccessible or unusable for a short period of time; i.e., less than one week:**
1. Inform the other sections and City departments that payroll and payments will be on hold for a short time and that processing will continue on a normal basis as of a specified date.
 2. Continue with objectives A.4. through A.8. above.
- D. For disasters/emergencies where the City's computer and/or bank systems are either inaccessible or unusable for an extended period of time; i.e., one week or more:**
1. Inform the other sections and City departments that disaster accounting procedures will be necessary for the next payroll and all critical payments.
 2. Activate other Finance/Administration Section Units as necessary.
 3. Continue with objectives A.4. through A.8. above.

CONCEPT OF OPERATIONS

The Finance/Administration Section will operate under the following policies during a disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.

Emergency Operations Plan

- All existing City and departmental fiscal operating procedures will be adhered to unless modified by City Council or EOC Director.
- For disasters/emergencies that render the accounting systems either inaccessible or unusable for any period of time, appropriate personnel in the activated units will be on an operational period determined by the Finance/Administration Section Chief. This may be a period of 12 hours.

SECTION ACTIVATION PROCEDURES

Authorization

The EOC Director is authorized to activate the Finance/Administration Section for response to a disaster/emergency.

When to Activate

The Finance/Administration Section will be activated whenever the EOC Director determines that the City of Whittier is involved or may soon be involved in a disaster/emergency that will require a Finance/Administration response. The Finance/Administration Section's Cost Recovery Documentation Unit may continue to function when the EOC is not activated.

In all cases the Cost Recover/Documentation Unit will be activated. Other units will be activated only if necessary. Invariably, these other conditions will mean that the EOC will also be activated.

The Finance/Administration Section Chief will activate the various units of the Finance/Administration Section as the disaster/emergency situation develops. All units may be placed on an alert basis when there is warning of an impending or developing disaster/emergency.

In the event of a major, widespread disaster/emergency that disrupts normal communication channels, all units in the Finance/Administration Section are to assume activation and are to report to their assigned emergency location.

Where to Report

The location to which Finance/Administration Section personnel will report depends on whether their unit is activated and the severity of the disaster/emergency. These conditions are:

- **Level One - EOC not activated.**
All personnel will report to their normal worksite. Instructions will be given by the Finance/Administration Section Chief as necessary.
- **Level One - EOC not activated - Non-business hours - City Hall closed.**
All personnel to be contact the Employee Emergency Information Telephone Mail Boxes for reporting location. (See Appendices for Emergency Information Telephone Mail Boxes Telephone Numbers)

Emergency Operations Plan

- **Level Two/Three - EOC activated but normal communications and accounting systems accessible and usable**

Finance/Administration Section Chief and head of Cost Recovery/Documentation Unit report to their assigned emergency location and communicate with other units as necessary.

Other units report to normal worksite unless instructed otherwise.

- **Level Two/Three - EOC activated but normal communications and accounting systems either inaccessible and/or unusable**

All Finance/Administration Section Units report to their assigned emergency location.

Where to Report

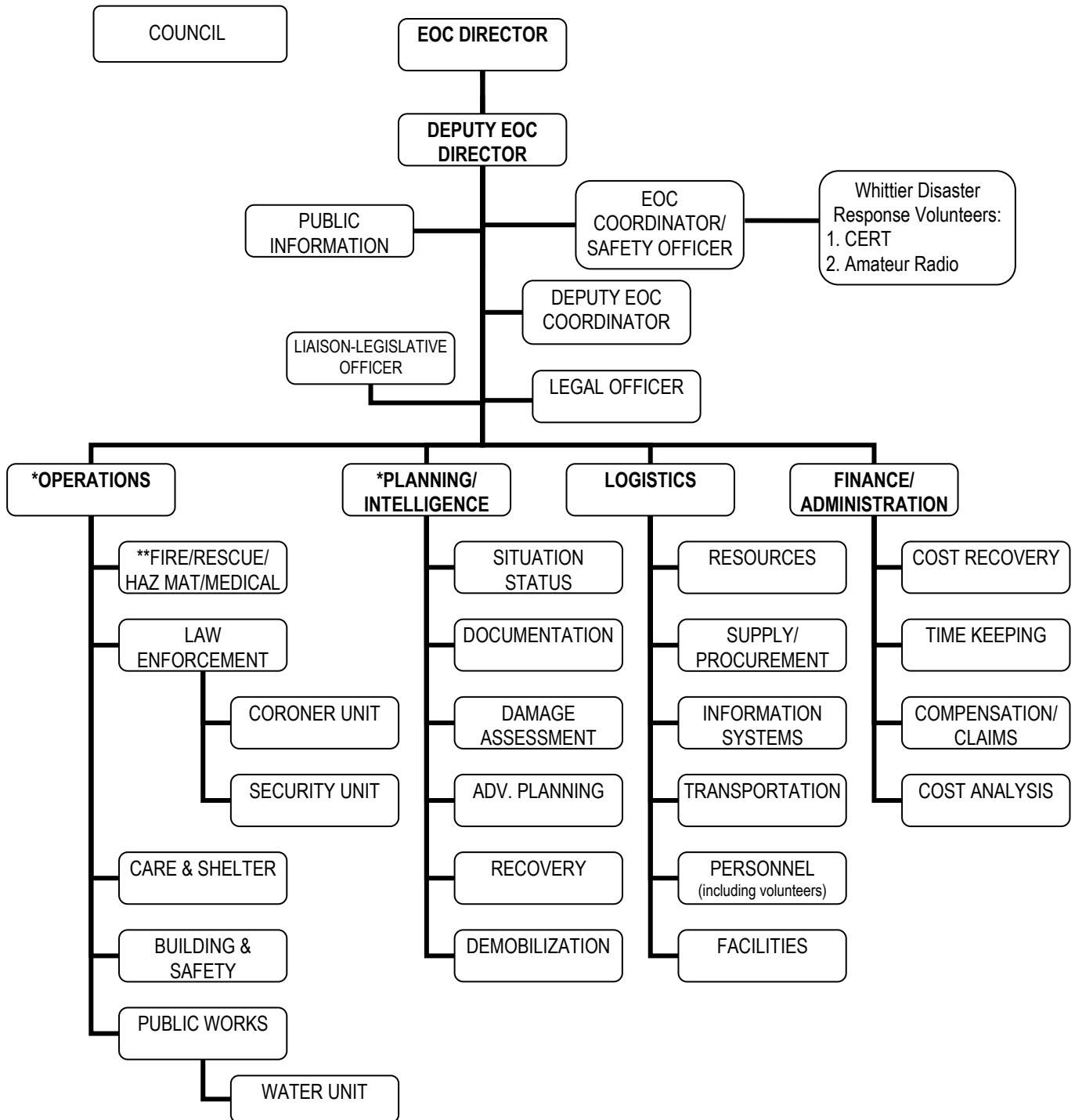
The City EOC is located in the City's Police Department, Community Room/EOC. The alternate EOC is located at Parnell Park.

When to Report

The EOC Director will provide call-back instructions for staff to report to work. If communication systems are damaged due to a disaster, personnel shall assume they are needed and report to work immediately.

Emergency Operations Plan

ORGANIZATION CHART

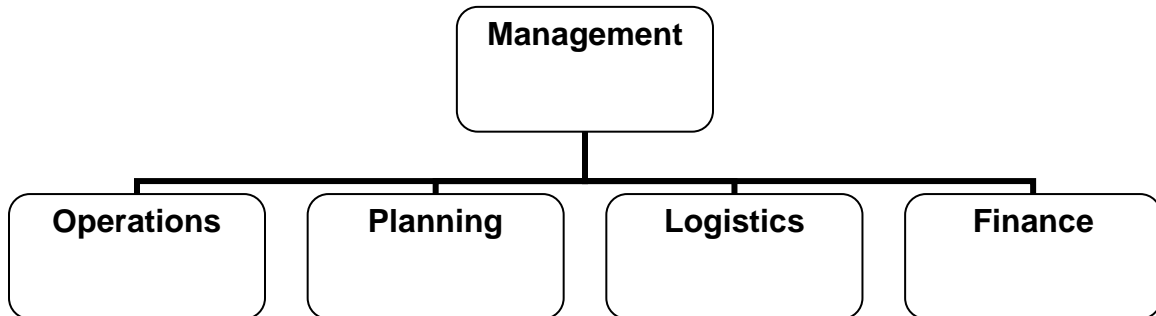


* If all elements are activated, a deputy may be appointed to provide a manageable span of control.

** Contract service/liaison position.

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

RESPONSIBILITIES CHART



Responsibilities:

Management Section

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies and private organizations. Management will either activate appropriate sections or perform their functions as needed.

Operations Section

The Operations Section is responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan.

Planning/Intelligence Section

The Planning/Intelligence Section is responsible for collecting, evaluating and disseminating information; developing the City's EOC Action Plan in coordination with other sections; initiating and preparation of the City's After-Action/Corrective Action Report and maintaining documentation.

Logistics Section

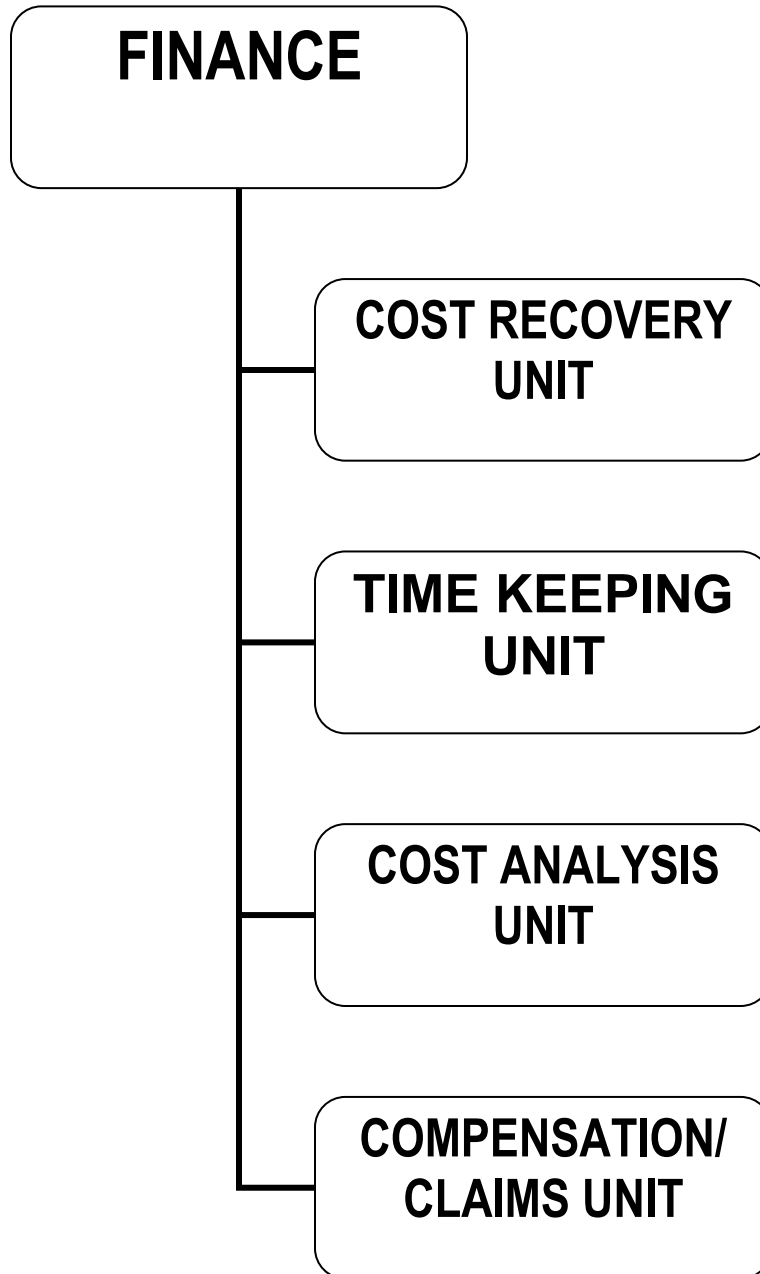
The Logistics Section is responsible for providing communications, facilities, services, personnel, equipment, supplies and materials.

Finance/Administration Section

The Finance/Administration Section is responsible for financial activities and other administrative aspects, including:

- **Activate and maintain Disaster Accounting System.**
- **Provide financial resources necessary for recovery.**
- **Maintain payroll and payments.**
- **Investigate and process claims.**
- **Coordinate documentation for cost recovery.**
- **Work with disaster agencies on cost recovery.**

**FINANCE/ADMINISTRATION SECTION
ORGANIZATION CHART**



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FINANCE/ADMINISTRATION SECTION STAFF

The Finance/Administration Section Chief will determine, based on present and projected requirements, the need for establishing specific and/or specialized branches/groups/units. In certain of the functional areas such as procurement, a functional unit need not be established if only one person would work in the unit. In that case, the normal procurement officer would be assigned rather than designating a unit. The following may be established as the need arises:

- Cost Recovery Documentation Unit
- Time Unit
- Cost Analysis Unit
- Compensation/Claims Unit

The Finance/Administration Section Chief may activate additional units to fulfill an expanded role, if necessary.

Finance/Administration Section Chief

The Finance/Administration Section Chief supervises the financial support, response and recovery for the disaster/emergency; ensures that the payroll and revenue collection process continues and activates the Disaster Accounting System.

Cost Recovery Documentation Unit

The Cost Recovery Documentation Unit should be activated at the onset of any disaster/emergency and is responsible for maintaining the Disaster Accounting System and procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments. The Unit also acts as liaison with the disaster assistance agencies and coordinates the recovery of costs as allowed by law. Maintenance of records in such a manner that will pass audit is also an extremely important task of this Unit. **Accurate and timely documentation is essential to financial recovery.**

Time Unit

The Time Unit is responsible for tracking hours worked by paid personnel, volunteers, contract labor, mutual aid and all others and ensuring that daily personnel time recording documents are prepared and compliance to agency's time policy is being met. The Time Unit is responsible for ensuring that time and equipment use records identify scope of work and site-specific work location consistent with initial safety/damage assessment records, sites and Project Worksheets (formerly known as Disaster Survey Reports).

Personnel time and equipment use records should be collected and processed for each operational period as necessary. Records must be verified, checked for accuracy and posted according to existing policy. Excess hours worked must also be determined and separate logs will be maintained. Time and equipment use records must be compiled in appropriate format for cost recovery purposes.

Cost Analysis Unit

The Cost Analysis Unit is responsible for providing cost analysis data for the incident to help the planning and recovery efforts. The Unit must ensure that all pieces of equipment and personnel that require payment are properly identified; obtain and record all cost data; analyze and prepare estimates of incident costs and maintain accurate records of incident costs.

The Cost Analysis Unit will be increasingly tasked to support the planning function in terms of cost estimates of resources used. The Unit must maintain accurate information on the actual costs for the use of all assigned resources.

Compensation/Claims Unit

The Compensation/Claims Unit is responsible for managing the investigation and compensation of physical injuries and property damage claims involving the City arising out of an emergency/disaster, including completing all forms required by Worker's Compensation programs and local agencies, maintaining a file of injuries and illnesses associated with the incident and for providing investigative support of claims and for issuing checks upon settlement of claims.

EOC RESPONSIBILITIES

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

- Check-in with EOC Security Unit upon arrival at the EOC.
- Report to your EOC organizational supervisor.
- Pick up your colored position sign and post on wall under "EOC Positions Activated" (cluster by EOC Section color)
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Identify yourself by putting your title on your person (vest, name tag). Print your name on the EOC organization chart next to your assignment.
- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Open and maintain a position activity log.
- Determine 24-hour staffing requirements and request additional support as required.
- Note your check-in time on the Section Time Log.
- Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center/Joint Information Center.
- Request additional resources through the appropriate Logistics Section Unit.
- Based on the situation as known or forecast determine likely future Section needs.
- Think ahead and *anticipate* situations and problems before they occur.
- Using activity log, maintain all required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

General Operational Duties

- Keep up to date on the situation and resources associated with your position.
- Maintain current status reports and displays.
- Keep your EOC organizational supervisor advised of your status and activity and on any problem areas that now need or will require solutions.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.
- Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.

- Determine and **anticipate** support requirements and forward to your EOC organizational supervisor.
- Monitor your position activities and adjust staffing and organization to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your EOC organizational supervisor at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- Do **NOT** throw any paperwork (notes, memos, messages, etc.) away. This documentation can be used for FEMA reimbursement.

Deactivation

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Brief your replacement and/or your Section Chief regarding any outstanding or significant items
- Deactivate your position and close out logs when authorized by the EOC Director and/or Deputy EOC Director.
- Leave forwarding phone number where you can be reached.
- Sign out with your Section Head and on large EOC organization/sign-in sheet
- If your replacement has not arrived, remove colored position sign from wall and return to Security Unit.

FINANCE/ADMINISTRATION SECTION CHIEF**SUPERVISOR: Deputy EOC Director****GENERAL DUTIES:**

- Ensure that the Finance/Administration function is performed consistent with SEMS/NIMS Guidelines, including:
 - Implementing a Disaster Accounting System (see **Finance/Administration Support Documentation**)
 - Maintaining financial records of the emergency.
 - Tracking and recording of all agency staff time.
 - Processing purchase orders and contracts in coordination with Logistics Section.
 - Processing worker's compensation claims received at the EOC.
 - Handling travel and expense claims.
 - Providing administrative support to the EOC.
- Supervise the Finance/Administration Section staff.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional units as dictated by the situation.
- Exercise overall responsibility for the coordination of unit activities within the Section.
- Ensure that the Section is supporting other EOC sections consistent with priorities established in the EOC Action Plan.
- Keep the Deputy EOC Director updated on all significant financial developments.

RESPONSIBILITIES:

Supervise the financial support, response and recovery for the disaster/emergency; ensure that the payroll and revenue collection process continues and activate the Disaster Accounting System.

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

- See Common EOC responsibilities on F-13.

Section Start-Up Actions

- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
 - Cost Recovery Documentation Unit
 - Time Unit
 - Cost Analysis Unit
 - Compensation/Claims Unit
- Brief incoming Section personnel prior to their assuming their duties. Briefings should include:
 - Current situation assessment.

- Identification of specific job responsibilities.
 - Identification of co-workers within the job function and/or geographical assignment.
 - Availability of communications.
 - Location of work area.
 - Identification of eating and sleeping arrangements as appropriate.
 - Procedural instructions for obtaining additional supplies, services, and personnel.
 - Identification of operational period work shifts.
- Inform the Deputy EOC Director and General Staff when your Section is fully operational.
 - Meet with other Section Chiefs.
 - From Planning/Intelligence Section Chief, obtain and review major incident reports and additional field operational information that may pertain to or affect Section operations.
 - Prepare work objectives for Section staff and make assignments.

Duties:

- Carry out responsibilities of the Finance Section branches/ groups/units that are not currently staffed.
- Evaluate the need for Critical Incident Stress Debriefing for all affected personnel, victims and bystanders. Arrange debriefings through the Personnel Unit of the Logistics Section.
- Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.
- Brief the Deputy EOC Director on major problem areas that need or will require solutions.
- Provide situation and resources information to the Situation Status Unit of the Planning/Intelligence Section on a periodic basis or as the situation requires.
- Provide briefing to the General Staff on operating procedure for use of telephone, data and radio systems.
- From Planning/Intelligence Section and field sources, determine status of transportation system into and within the affected area. Find out present priorities and estimated times for restoration of the disaster route system. Provide information to other Sections.
- Monitor your Section activities and adjust Section organization as appropriate.
- Ensure internal coordination between branch/group/unit leaders.
- Update status information with other sections as appropriate.
- Resolve problems that arise in conducting your Section responsibilities.
- Develop a backup plan for all plans and procedures requiring off-site communications.
- Make sure that all contacts with the media are fully coordinated first with the Public Information Officer (PIO).

- Participate in the Deputy EOC Director's action planning meetings.
- Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- Authorize use of the Disaster Accounting System. (see **Finance/Administration Support Documentation – Disaster Accounting**)
- Ensure that the payroll process continues.
- Ensure that the revenue collection process continues.
- Collect your Section personnel and equipment time records and record of expendable materials used and provide copies to the Time Unit and the Cost Analysis Unit at the end of each operational period.
- Organize, manage, coordinate, and channel the donations of money received during and following the emergency from individual citizens and volunteer groups.
- Coordinate with the Cost Analysis Unit to make recommendations for cost savings to the general staff.
- Meet with assisting and cooperating agency representatives as required.
- Provide input in all planning sessions on finance and cost analysis matters.
- Ensure that all obligation documents initiated during the emergency/disaster are properly prepared and completed.
- Keep the General Staff apprised of overall financial situation.

Deactivation

- Authorize deactivation of organizational elements within your Section when they are no longer required.
- Ensure that any open actions are handled by your Section or transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action/Corrective Action Report.
- Account for all equipment, personnel, and supplies.
- Deactivate your Section and close out logs when authorized by the Deputy EOC Director.
- Leave forwarding phone number where you can be reached.

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COST RECOVERY UNIT**SUPERVISOR:** Finance/Administration Section Chief**GENERAL DUTIES:**

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

RESPONSIBILITIES:

Develop and activate the Disaster Accounting System and procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments; act as liaison with the disaster assistance agencies and insurance companies, and coordinate the recovery of costs as allowed by law and ensure records are maintained in such a manner that will pass audit. **The Cost Recovery Documentation Unit should be activated at the onset of any disaster/emergency. Accurate and timely documentation is essential to financial recovery.**

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

- See Common EOC responsibilities on F-13.

Duties:

- Activate and maintain the Disaster Accounting System and procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments. (see **Finance/Administration Support Documentation – Disaster Accounting Procedures**)
- Inform all sections and departments that the Disaster Accounting System is to be used.
- Make decisions on cost codes and items to be tracked by the Disaster Cost Accounting System.
- Coordinate cost documentation and make decisions on costs codes and items to be tracked by the Disaster Accounting System.
- Receive and allocate payments.
- Act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law.
- Prepare all required state and federal documentation as necessary to recover all allowable disaster costs.

- Coordinate with the Documentation Unit of the Planning/Intelligence Section.
- Provide analyses, summaries and estimates of costs for the Finance/Administration Section Chief, EOC Director, Deputy EOC Director and the Los Angeles County Operational Area, as required.
- Work with EOC sections and appropriate departments to collect all required documentation.
- Organize and prepare records for final audit.
- Prepare recommendations as necessary.

TIME UNIT**SUPERVISOR:** Finance/Administration Section Chief**GENERAL DUTIES:**

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

RESPONSIBILITIES:

Track hours worked by paid personnel, volunteers, contract labor, mutual aid and all others and ensure that daily personnel time recording documents are prepared and compliance to agency's time policy is being met. **Ensure that time and equipment use records identify scope of work and site-specific work location consistent with initial safety/damage assessment records, sites and Project Worksheets (PWs).**

Personnel time and equipment use records should be collected and processed for each operational period as necessary. Records must be verified, checked for accuracy and posted according to existing policy. Excess hours worked must also be determined and separate logs maintained. Time and equipment use records must be compiled in appropriate format for cost recovery purposes.

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

- See Common EOC responsibilities on F-13.

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

Duties – PERSONNEL TIME RECORDER

- Determine specific requirements for the time recording function.
- Initiate, gather, or update a time report from all applicable personnel assigned to the emergency/disaster for each operational period. (see **Finance/Administration – Disaster Labor Record – Sample**)
- Ensure that all records identify scope of work and site-specific work location.
- Post personnel travel and work hours, assignment to a specific incident (location by

address when possible), transfers, promotions, specific pay provisions, and terminations to personnel time documents.

- Track all travel requests, forms, and claims.
- Ensure that daily personnel time recording documents are accurate and prepared in compliance with City policy.
- Ensure that all employee identification information is verified to be correct on the time report.
- Ensure that all volunteers assigned as Disaster Service Workers maintain detailed and accurate time cards.
- Ensure that time reports are signed.
- Maintain separate logs for overtime hours.
- Establish and maintain a file for employee time records within the first operational period for each person.
- Maintain records security.
- Close out time documents prior to personnel leaving emergency assignment.
- Keep records on each shift (*12-hour shifts recommended*).
- Coordinate with the Personnel Unit of the Logistics Section.

Duties – EQUIPMENT TIME RECORDER

- See Common EOC responsibilities on F-13.
- Assist sections and branches/groups/units in establishing a system for collecting equipment time reports.
- Ensure that all records identify scope of work and site-specific work location. (see **Finance/Administration – Disaster Equipment Records - Sample**)
- Establish and maintain a file of time reports on owned, rented, donated and mutual aid equipment (including charges for fuel, parts, services and operators). Track the type of equipment used, make/model numbers, date and time of usage, operator name/agency affiliation, charges for fuel, parts, and services. Track city-owned equipment separate from rented equipment.
- Maintain records security.

COST ANALYSIS UNIT**SUPERVISOR:** Finance/Administration Section Chief**GENERAL DUTIES:**

- Provide all cost analysis activity associated with EOC operation.
- Obtain and record all cost data for the emergency/disaster.
- Ensure the proper identification of all equipment and personnel requiring payment.
- Analyze and prepare estimates of EOC costs.
- Maintain accurate record of EOC costs.

RESPONSIBILITIES:

Provide cost analysis data for the incident to help the planning and recovery efforts. Ensure that all pieces of equipment and personnel that require payment are properly identified; obtain and record all cost data; analyze and prepare estimates of incident costs and maintain accurate records of incident costs.

This Unit will be increasingly tasked to support the planning function in terms of cost estimates of resources used. This Unit must maintain accurate information on the actual costs for the use of all assigned resources.

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

- See Common EOC responsibilities on F-13.

Duties

- Collect and record all cost data. (see **Finance/Administration Support Documentation – Disaster Records and Forms**)
- Maintain a fiscal record of all expenditures related to the emergency/disaster.
- Prepare and provide periodic cost summaries for the Finance/Administration Section Chief and the EOC Director and Deputy EOC Director.
- Maintain cumulative emergency/disaster cost records.
- Ensure that all financial obligation documents are accurately prepared.
- Prepare resources-use cost estimates.
- Maintain accurate information on the actual cost for the use of all assigned resources.
- With the Time Unit ensure that all pieces of equipment under contract and dedicated personnel are properly identified.
- Ensure that all EOC sections maintain proper supporting records and documentation to support claims.
- Make recommendations for cost savings to the Finance/Administration Section Chief.

COMPENSATION/CLAIMS UNIT**SUPERVISOR:** Finance/Administration Section Chief**GENERAL DUTIES:**

- Coordinate cost recovery with disaster assistance agencies and insurance companies.
- Serve as agent for the City claims resulting from an emergency/disaster.
- Collects information for all forms required for claim's filings.
- Maintain a file of injuries and illness associated with the personnel activity at the EOC and maintains a file of written statements on injuries.
- Manage and direct all Workers' Compensation and claims specialists assigned to the emergency/disaster.
- Provide investigative support in areas of claims for bodily injury and property damage compensation presented to the City.

RESPONSIBILITY:

Manage the investigation, administration and compensation of physical injuries and property damage claims involving the City arising out of an emergency/disaster, including completing all forms required by Worker's Compensation programs and local agencies, maintaining a file of injuries and illnesses associated with the incident, providing investigative support of claims and issuing checks upon settlement of claims.

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

Duties

- Coordinate with the Liaison Officer, Agency Representatives, Personnel Unit of the Logistics Section and ICS Field Level Compensation/Claims Unit Leader.
- Maintain a log of all injuries occurring during the disaster/emergency.
- Develop and maintain a log of potential and existing claims.
- Coordinate cost recovery with disaster assistance agencies and insurance companies.
- Prepare claims relative to damage to City property and notify and file the claims with insurers.
- Periodically review all logs and forms produced by Unit to ensure:
 - Work is complete
 - Entries are accurate and timely
 - Work is in compliance with City's requirements and policies.
- Determine if there is a need for Compensation-for-injury and Claims Specialists and request personnel as needed.
- Ensure that all Compensation-for-injury and Claims logs and forms are complete and routed to the appropriate department for post-EOC processing.
- Ensure the investigation of all accidents, if possible.

- Ensure that the Personnel Unit of the Logistics Section completes claims for any injured personnel or volunteers working at the emergency.
- Provide report of injuries and coordinate with the City's Risk Manager for mitigation of hazards.
- Obtain all witness statements pertaining to claims and review for completeness.

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**FINANCE/ADMINISTRATION SECTION
SUPPORTING DOCUMENTATION**

REFERENCE DOCUMENTS BY POSITION

COST RECOVERY UNIT

DISASTER/EMERGENCY ACCOUNTING RECORDS FS-3
DOS AND DON'TS OF USING THE DISASTER ACCOUNTING SYSTEM FS-5
PROCEDURES FOR APPLYING FOR FINANCIAL ASSISTANCE FS-7
FEMA CATEGORIES OF WORKFS-11
HAZARD MITIGATIONFS-13

FORMS

DESIGNATION OF APPLICANTS AGENT RESOLUTION (OES FORM 130).....FS-17
PROJECT APPLICATION FOR FEDERAL ASSISTANCE FORM (OES FORM 89)FS-19
PROJECT WORKSHEET (FEMA FORM 90-91)FS-21
EOC CHECK-IN LISTFS-23
ACTIVITY LOGFS-25
DISASTER LABOR RECORD (Sample).....FS-27
DISASTER MATERIALS RECORD (Sample).....FS-28
DISASTER FORCE ACCOUNT EQUIPMENT RECORD (Sample).....FS-29
DISASTER RENTED EQUIPMENT RECORD (Sample)FS-30
DISASTER CONTRACT WORK RECORD (Sample)FS-31

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DISASTER/EMERGENCY ACCOUNTING RECORDS

When a disaster or an emergency strikes the City it may be in the form of an earthquake, storm damage, major oil or chemical/hazardous waste spill, civil disturbance, or a fire emergency. Those employees who are assigned work directly associated with the disaster/emergency are to use the Disaster Cost Accounting System numbers for their department. The use of these numbers will enable the City to collect, sort, and document costs associated with the disaster/emergency.

The purpose of separate accounting for these costs is to obtain sufficient backup data in the event the City qualifies for federal and/or state assistance.

Obtaining federal and state assistance requires the City to collect and retain a broad range of original documents that clearly demonstrate that they were used for the disaster/emergency including:

- Employee time cards showing hours (regular and overtime) worked and which indicate the type and location of the work.
- Use of city-owned equipment supported by equipment identification, dates and number of hours used each day, location and purpose for using the equipment.
- Use of city-owned supplies supported by a reasonable basis for determining costs, why the material was necessary, and location of where the material was used.
- Purchases of material supported by invoices showing quantity, description, unit cost, where, when and how the material was used.
- Rental of equipment supported by invoices identifying the type and description of equipment, rate per hour indicating with or without operator, dates and hours used each day, where and why the equipment was used.
- Invoices for work performed by contract must provide detailed breakdown of cost, where, when and why the work was performed.

The above records and documentation must be retained for **AT LEAST THREE YEARS** from the date of final settlement of claim. All such records should be forwarded to the Cost Recovery Unit for audit follow-up.

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Emergency Operations Plan

DO'S AND DON'TS FOR USING THE DISASTER ACCOUNTING SYSTEM

DO:	DO:	DO:	DO:	DO:	DO:
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- **DO** record all regular and overtime hours **WORKED** on the disaster/emergency, categories C through G.
- **DO** record all overtime hours **WORKED** on the disaster/emergency, categories A and B.
- **DO** write on time card the location and brief description of work performed.
- **DO** charge vehicles and equipment used and indicate when and where they were used.
- **DO** charge equipment rentals to the appropriate charge points.
- **DO** charge outside contracts to the appropriate charge points.
- **DO** document how contracts were awarded.
- **DO** place limits on contract with, "Amount not to exceed". If more work needs to be done, then amend contract.
- **DO** use terms such as "Assess risk to public health and safety" instead of "Survey damage."
- **DO** use terms such as "Direct", "Control", "Assign", and "Dispatch" instead of "Administer."
- **DO** report all damage to Cost Recovery Unit.
- **DO** keep all records and unit logs accurately and up to date.
- **DO** ask questions of the Cost Recovery Unit for clarifications.

DO NOT:	DO NOT:	DO NOT:	DO NOT:	DO NOT:	DO NOT:
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- **DO NOT** order **everyone** to charge **all** time to the disaster. Only charge those people and hours actually **WORKED**. (see **above 1st and 2nd Do's**)
- **DO NOT** charge stand-by time to the system. FEMA will only pay for time worked.
- **DO NOT** charge manager overtime to the system. The system will not post it, the City does not pay it, and FEMA will only reimburse what was paid. (If the city does compensate manager overtime, **Do** record this time.)
- **DO NOT** enter into sole source contracts without **explicit documentation** of why it was **necessary**.
- **DO NOT** enter into cost plus contracts.
- **DO NOT** enter into open ended contracts with no cap on expense. Place limits and amend if necessary.
- **DO NOT** use terms such as "Damage Survey": use "Assess for risk to health and safety."
- **DO NOT** use the term "Administer" in place of "Direct", "Control", "Assign", or "Dispatch."
- **DO NOT** assume damage to a City facility is not recoverable. It may be, but let the disaster assistance agencies make that decision. Let's not make it for them.
- **DO NOT** throw away records.
- **DO NOT** forget to ask questions.

NOTE:

While recent FEMA regulations do not allow recovery of straight time for emergency response activities (Categories A and B), **record it anyway**. Allocation for straight time shall be charged to your home function (program) covering categories A and B. The City can recover straight time for other categories and in some cases where we assist other agencies, therefore charge all **Force Account Labor** to the disaster function (program). Better to record and not use, than not record and try to recreate.

**PROCEDURES FOR APPLYING FOR
FINANCIAL ASSISTANCE**

GENERAL INFORMATION

Financial assistance may come from the State alone or both the State and Federal governments. For State assistance, it is necessary for the Governor to proclaim a “**Disaster**” in specified counties. For Federal assistance, it is necessary for the President to declare a “**Disaster**” in those same locations.

In both cases the lead agency is the California Office of Emergency Management (Cal OES). Their address and phone number is:

Cal OES
Disaster Assistance Division
3650 Schriver Avenue
Mather, CA 95655
Phone (916) 845-8510

PRE-DISASTER DECLARATION STEPS

Following a disaster/emergency, the City will report damage and a rough estimate of costs to the Los Angeles County Operational Area.

These estimates should include City personnel and equipment costs, damage to facilities with cost to repair, and cost to replace facilities and equipment damaged beyond repair.

The Los Angeles County Operational Area will transmit the estimates to Cal OES and then the Governor will decide whether to proclaim a State of Emergency in the County. If the Governor does proclaim a State of Emergency, then the State will request a Presidential declaration. If the President declares a Major Disaster, then FEMA will be involved.

POST DISASTER DECLARATION STEPS

At this point, Cal OES will notify the Los Angeles County Operational Area, who will in turn notify the City. There will usually be an orientation meeting where all agencies desiring to participate will be briefed on the application procedures. The Public Assistance Coordinator (PAC) will be introduced to assist the applicants through the reimbursement process.

Several Forms must be submitted. These are:

- 1. Request for Public Assistance Form** This indicates that the City will be applying for assistance. Does not restrict City from making changes, but must be sent within 30 days of the declaration date.

Emergency Operations Plan

2. **Project Listing (OES Form)** This indicates the categories and projects which the City is asking assistance for. It may be revised later on. It gives Cal OES an idea of the scope of the damage.
3. **Designation of Applicants' Agency Resolution (OES Form 130)** This is a resolution passed by the City Council authorizing specified individuals to act as the City's agent in dealing with Cal OES and FEMA. **There is no deadline, but payments cannot be made until Cal OES receives it.** A City usually designates as agents one or more of the following:
 - Director of Finance Services
 - Assistant Director of Finance Services
 - Assistant City Manager
4. **Vendor Data Record (Form STD 204)** For State's 1099 purposes. No deadline, but no payment until submitted.
5. **Project Application for Federal Assistance (OES Form 89)** Formal application for FEMA funding. No specific deadline, but no payment until submitted.
6. **Project Worksheet (PW)** Replaces Damage Survey Report (DSR). The City will fill out this form for all small projects and submit to the Public Assistance Coordinator (PAC). The PAC will assist the city to write the large project PW. The PWs are prepared based on Permanent Work or Emergency Work.

ON-SITE INSPECTIONS

Cal OES and FEMA may send an inspector to visit each applicant. You may get one inspector from one of the organizations or two to make up a team approach. The inspector(s) will meet with the City's Designated Agent who will arrange meetings with other City personnel as necessary. These local representatives should be people who have detailed knowledge of damaged facilities, cost estimates and potential mitigation work that may prevent future damage.

Emergency Operations Plan

Past experience has been that these meetings will be on short notice. Cal OES usually sets up a field office and starts scheduling visits soon after. **A week's notice is the best that can be expected.**

The team may want to see:

- Damaged facilities.
- Pictures or videos of damage/destruction.
- Narratives on work done.
- A broad summary of costs to date with estimates of work to be completed.
- Proposals on repair, reconstruction and mitigation projects.
- These need not be final, they can be changed.

The team will want to discuss:

- How payroll costs are organized and developed.
- How payroll cost relates to time worked.
- How fringe benefit rates are made up.

These last items are why it is so important to use the Disaster Accounting System. When used, it automatically provides a record of who worked for how many hours on which day on what type of task. The Labor Distribution reports can be merged with payroll data to provide the time records that Cal OES and FEMA want. They can also be used to create summary schedules for the inspectors.

There is a sixty-day (60) period in which to bring new damage sites to the attention of the disaster assistance agencies from the date of the team's first on-site visit.

POST PW PROCEDURES

All documentation and costs must be gathered and sorted to support their respective PWs. Thus, if there is one PW for Debris Clearance, all payroll overtime costs and time cards for those personnel working on Debris Clearance must be sorted and organized to document these costs on that PW. Also all equipment costs (use FEMA rates), dump fees, etc. for this work becomes part of the documentation package for this PW.

The PWs for construction projects will require the same specific documentation. Each will require, as appropriate: engineering studies, architectural plans, bid packages, selection records, contracts, contractor's invoices, payment records, and all other costs. Also note that since government money is involved that the Davis Bacon Act and/or state prevailing wage clauses will apply and must also be documented.

HOW PAYMENT IS MADE

The State Public Assistance program is authorized under the California Disaster Assistance Act (CDAA). Cal OES administers this program. CDAA assistance may be obtained following a Local Emergency with the concurrence of the Secretary of Cal OES for permanent repairs only or for all eligible costs including personnel costs following the Governor's proclamation of a State of Emergency. The cost share on eligible costs may be 75% state share and 25% local government share. For example: Cal OES

Emergency Operations Plan

determines that there are \$100,000 in eligible emergency response costs for the City. Cal OES pays \$75,000 and the City must handle the remaining \$25,000. **Failure to follow SEMS, may disqualify the City from receiving all or part of the State's share and accordingly change a \$25,000 loss back to \$100,000.** The CDAA program is coordinated as supplemental to the Federal program following the Declaration of a Major Disaster by the President of the United States.

The Federal Public Assistance program is authorized under the Stafford Act and is administered by FEMA in coordination with Cal OES at the request of the Governor, who has designated the Cal OES Secretary as his representative. FEMA will pay eligible costs to local governments on a 75% federal share and a 25% state and/or local share. If Cal OES finds that the costs covered by FEMA are also eligible under CDAA criteria, then the state may cover 75% of that 25% share. For example: a city is determined to have \$100,000 of eligible emergency personnel costs by FEMA. FEMA will reimburse up to \$75,000, leaving \$25,000 for the state and local governments to handle. Cal OES determines that the costs are eligible under CDAA and may pay \$18,750 which leaves \$6,250 for the local government to handle. **Failure to follow SEMS may jeopardize the State share and cause the \$6,250 loss to increase up to the full \$25,000 state local share.**

State and federal assistance are based upon reimbursements of eligible costs incurred. There are provisions for partial advances for emergency work; however, the amounts and conditions may change. Assistance is based upon uninsured loss and is not a substitute for insurance. The reimbursement process is a lengthy one involving the complete review of damage estimates and documentation. Actual receipt of funds may take weeks or months.

Sometime later, perhaps two years, the State Controller may audit the project. If discrepancies are found, they will require reimbursement of the disallowed costs if the allowable costs are less than what was already paid. If allowable costs are greater than prior payments, then the balance will follow after official sign off on the claim by FEMA and/or Cal OES. This also is a long process.

Remember four important things:

1. **DOCUMENT EACH COST TO A SPECIFIC DISASTER ACTION AND LOCATION.**
2. **DOCUMENT EACH COST TO A SPECIFIC DISASTER ACTION AND LOCATION.**
3. **DOCUMENT EACH COST TO A SPECIFIC DISASTER ACTION AND LOCATION.**
4. **FAILURE TO FOLLOW SEMS MAY COST YOU NDAA ASSISTANCE ON ELIGIBLE EMERGENCY PERSONNEL COSTS.**

FEMA CATAGORIES OF WORK

To facilitate the processing of Public Assistance Program grants, FEMA has divided disaster related work into seven Categories of Work. These categories are listed below and are described in more detail elsewhere in FEMA's *Public Assistance Policy Digest* and other Public Assistance documents.

Emergency Work

Category A: Debris Removal

Clearance of trees and woody debris; building wreckage; sand, mud, silt, and gravel; vehicles; and other disaster-related material deposited on public and, in very limited cases, private property.

Category B: Emergency Protective Measures

Measures taken before, during, and after a disaster to save lives, protect public health and safety, and protect improved public and private property.

Permanent Work

Category C: Roads and Bridges

Repair of roads, bridges, and associated features, such as shoulders, ditches, culverts, lighting and signs.

Category D: Water Control Facilities

Repair of irrigation systems, drainage channels, and pumping facilities. Repair of levees, dams, and flood control channels fall under Category D, but the eligibility of these facilities is restricted.

Category E: Buildings and Equipment

Repair or replacement of buildings, including their contents and systems; heavy equipment; and vehicles.

Category F: Utilities

Repair of water treatment and delivery systems; power generation facilities and distribution lines; and sewage collection and treatment facilities.

Category G: Parks, Recreational Facilities, and Other Items

Repair and restoration of parks, playgrounds, pools, cemeteries, and beaches. This category also is used for any work or facility that cannot be characterized adequately by Categories A-F

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HAZARD MITIGATION

PURPOSE

This section establishes actions, policies and procedures for implementing Section 409 (Minimum Standards for Public and Private Structures) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288, as amended), following a Presidentially declared Emergency or Major Disaster. It also assigns hazard mitigation responsibilities to various elements of federal, state, and local governments in California.

AUTHORITIES AND REFERENCES

Activities enumerated in this enclosure will be conducted in accordance with the enabling legislation, plans, and agreements listed in **Part One, Section Four - Authorities and References.**

GENERAL

Hazard mitigation is defined as any action taken to reduce or eliminate the long-term risk to human life and property from disasters. Section 322 of Public Law 106-390 requires, as a condition of receiving certain federal disaster aid, that local governments develop a mitigation plan that outlines processes for identifying the natural hazards, risks and vulnerabilities in their jurisdiction. Mitigation plans must:

- Describe actions to mitigate hazards, risks and vulnerabilities identified under the plan.
- Establish a strategy to implement those plans.

Specific plan requirements are listed in 44 CFR Section 201.6. Local jurisdictions without an approved hazard mitigation plan will not be eligible to receive funds for the Hazard Mitigation Grant (HMGP), Pre-Disaster Mitigation (PDM) or Flood Mitigation Assistance (FMA) programs

Local mitigation plans are the jurisdiction's commitment to reduce risks from natural hazards and guide decision makers as they commit resources to reduce the damage from natural hazards. Hazard mitigation planning and actions are continuous year-round efforts.

Pre-Disaster Mitigation (PDM)

The Pre-Disaster Mitigation (PDM) grant program may provide financial assistance to local jurisdictions to develop and update plans or identify and mitigate pre-disaster conditions to reduce vulnerability.

PDM funding is provided through the National Pre-Disaster Mitigation Fund and is subject to Congressional appropriations. PDM projects are nationally competitive and opportunities to apply for grants are announced once a year by the Governor's Office of Emergency Services.

Hazard Mitigation Grant Program

Following a disaster, mitigation opportunities and financial assistance may be available through the Hazard Mitigation Grant Program (HMGP). The program funds projects that are cost-effective and which substantially reduce the risk of future damage, hardship, loss or suffering as a result of a natural disaster. The HMGP is funded for each disaster; total allocation is based upon a sliding scale of between 7.5 and 15 percent of the FEMA estimate of all public infrastructure damages (not emergency work) and individual assistance costs in a particular disaster. As an incentive to encourage the development of local plans, DMA2000 permits local government to be eligible for up to a 20 percent share of the total damages estimated in the Public and Individual Assistance programs if they have an approved local hazard mitigation plan. HMGP awards are competitive among jurisdictions that are part of the disaster declaration.

Flood Mitigation Assistance Program (FMA)

FEMA's Flood Mitigation Assistance Program (FMA) provides funding to communities to reduce or eliminate the long-term risk of flood damage to buildings, manufactured homes and other structures insurable under the National Flood Insurance Program (NFIP). The program provides grants for mitigation planning, projects and technical assistance to reduce claims under the NFIP. A priority of the FMA Program is to fund flood mitigation activities that reduce the number of repetitive loss structures insured by the NFIP. Repetitive loss structures are those that have sustained two or more losses, each exceeding \$1000, within a ten year period. FEMA encourages communities to develop plans that address repetitive loss properties.

The federal contribution for an individual HMGP, PDM or FMA project can be up to 75 percent of the cost of the proposed project with applicants providing match funding through a combination of either state, local or private sources. Awards go to projects that best demonstrate the goals and objectives of local mitigation programs. HMGP funding may not be used to fund any mitigation project that is eligible under Public Assistance or other federal programs, though it may be used to complement or enhance mitigation funded under Individual or Public Assistance.

IMPLEMENTATION

Following each Presidentially declared Emergency or Major Disaster, the Regional Director of the FEMA and the Governor execute a document called the Federal/State Agreement. This agreement includes appropriate provisions for hazard mitigation. Under the "typical paragraph" set out to serve this purpose, the State agrees to:

- Evaluate or have the applicant evaluate specific natural hazards in the disaster area, and make appropriate recommendations to mitigate them.
- Follow up with applicants to ensure that the appropriate hazard mitigation actions are taken.
- Follow up with applicants to ensure that the appropriate hazard mitigation plan or plans are developed and submitted to the FEMA Regional Director for concurrence.
- Review and update as necessary disaster mitigation portions of emergency plans.

Emergency Operations Plan

A hazard mitigation officer is appointed for the state and local applicant. These individuals will constitute the hazard mitigation survey team which will:

- Identify significant hazards in the affected areas, giving priority to disaster-related hazards.
- Evaluate impacts of these hazards and recommend mitigation measures.

The hazard mitigation survey team uses information from Project Worksheets (PWs) and visits selected sites where significant damage has occurred. The state and local representatives on the hazard mitigation survey team are responsible for ensuring that there is adequate consultation among interested federal, state, and local parties.

The hazard mitigation survey team also prepares a hazard mitigation plan which is submitted to the FEMA Regional Director through the Governor's authorized representative within 180 days after a Presidential declaration. The plan:

- Recommends hazard mitigation measures for local, state, and federal agencies.
- Establishes short and long-term planning frameworks for implementation of hazard mitigation efforts.

The State sets mitigation priorities and awards for HMGP grants. FEMA conducts the final eligibility review to ensure that all projects are compliant with Federal regulations. This includes the Federal law that requires States and communities to have FEMA-approved mitigation plans in place prior to receipt of HMGP project funds.

Responsibilities

Hazard mitigation measures include avoidance, reduction and land use regulations. Key responsibilities of local governments are to:

- **Participate** in the process of evaluating hazards and adoption of appropriate hazard mitigation measures, including land use and construction standards.
- **Appoint** a Local Hazard Mitigation Officer, if appropriate.
- **Participate** on Hazard Mitigation Survey Teams and Inter-agency Hazard Mitigation Teams, as appropriate.
- **Participate** in the development and implementation of section 409 plans or plan updates, as appropriate.
- **Coordinate and monitor** the implementation of local hazard mitigation measures.

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Emergency Operations Plan

State of California

OFFICE OF
EMERGENCY SERVICES

P.A. No.: _____

DESIGNATION OF APPLICANT'S AGENT RESOLUTION

BE IT RESOLVED BY THE _____ OF THE _____
(Governing Body) (Name of Applicant)

THAT _____, OR
(Title of Authorized Agent)

_____, OR
(Title of Authorized Agent)

(Title of Authorized Agent)

is hereby authorized to execute for and in behalf of the _____, a public entity established under the laws of the State of California, this application and to file it in the Office of Emergency Services for the purpose of obtaining certain federal financial assistance under P.L. 93-288 as amended by the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, and/or state financial assistance under the California Disaster Assistance Act.

THAT the _____, a public entity established under the laws of the State of California, hereby authorizes its agent(s) to provide to the State Office of Emergency Services for all matters pertaining to such state disaster assistance the assurances and agreements required.

Passed and approved this _____ day of _____, 20_____

(Name and Title)

(Name and Title)

(Name and Title)

CERTIFICATION

I, _____, duly appointed and _____ of
(Name) (Title)

_____, do hereby certify that the above is a true and correct copy of a

resolution passed and approved by the _____ of the _____
(Governing body) (Name of Applicant)

on the _____ day of _____, 20_____.

Date: _____

(Official Position)

(Signature)

OES Form 130 (11-02) DAD Form

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Emergency Operations Plan

State of California
OFFICE OF
EMERGENCY SERVICES

P.A. No. _____

PROJECT APPLICATION FOR FEDERAL ASSISTANCE

SUBGRANTEE'S NAME: _____
(Name of Organization)

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

TELEPHONE: _____ FAX NUMBER: _____

AUTHORIZED AGENT: TITLE: _____

ASSURANCES - CONSTRUCTION PROGRAMS

Note: Certain of these assurance may not be applicable to all of your projects. If you have questions, please contact the Governor's Office of Emergency Services. Further, certain federal assistance awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant I certify that the subgrantee named above:

1. Has the legal authority to apply for federal assistance, and the institutional, managerial and financial capability (including funds sufficient to pay the non-federal share of project costs) to ensure proper planning, management and completion of the project described in this application.
2. Will give the awarding agency, the Comptroller General of the United States, and if appropriate, the state, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the assistance; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
3. Will not dispose of, modify the use of, or change the terms of the real property title, or other interest in the site and facilities without permission and instructions from the awarding agency. Will record the federal interest in the title of real property in accordance with awarding agency directives and will include a covenant in the title of real property acquired in whole or in part with federal assistance funds to assure nondiscrimination during the useful life of the project.
4. Will comply with the requirements of the assistance awarding agency with regard to the drafting, review and approval of construction plans and specifications.
5. Will provide and maintain competent and adequate engineering supervision at the construction site to ensure that the complete work conforms with the approved plans and specifications and will furnish progress reports and such other information as may be required by the assistance awarding agency or state.
6. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
7. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gains.
8. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§ 4801 et seq.) which prohibits the use of lead based paint in construction or rehabilitation of residence structures.
9. Will comply with all federal statues relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§ 1681-1683 and 1685-1686) which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794) which prohibit discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§ 6101-6107) which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 93-255) as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616) as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§ 523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. 290 dd-3 and 290 ee-3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. § 3601 et seq.), as amended, relating to nondiscrimination in the sale rental or financing of housing; (i) any other nondiscrimination provisions in the

Emergency Operations Plan

- specific statute(s) under which application for federal assistance is being made, and (j) the requirements on any other nondiscrimination statute(s) which may apply to the application.
10. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provides for fair and equitable treatment of persons displaced or whose property is acquired as a result of federal and federally assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of federal participation in purchases.
 11. Will comply with the flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$5,000 or more.
 12. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.O. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved state management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§ 1451 et seq.); (f) conformity of federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. § 7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended, (P.L. 93-523); and (h) protection of endangered species under the Endangered Species Act of 1973, as amended, (P.O. 93-205).
 13. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§ 1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
 14. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. 470), EO 11593 (identification and preservation of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. 469a-1 et seq).
 15. Will comply with Standardized Emergency Management (SEMS) requirements as stated in the California Emergency Services Act, Government Code, Chapter 7 of Division 1 of Title 2, Section 8607.1(e) and CCR Title 19, Sections 2445, 2446, 2447 and 2448.
 16. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act of 1984 and the Single Audit Act Amendments of 1996.
 17. Will comply with all applicable requirements of all other federal laws, Executive Orders, regulations and policies governing this program.
 18. Has requested through the State of California, federal financial assistance to be used to perform eligible work approved in the subgrantee application for federal assistance. Will, after the receipt of federal financial assistance, through the State of California, agree to the following:
 - a. The state warrant covering federal financial assistance will be deposited in a special and separate account, and will be used to pay only eligible costs for projects described above;
 - b. To return to the State of California such part of the funds so reimbursed pursuant to the above numbered application which are excess to the approved, actual expenditures as accepted by final audit of the federal or state government.
 - c. In the event the approved amount of the above numbered project application is reduced, the reimbursement applicable to the amount of the reduction will be promptly refunded to the State of California.

The undersigned represents that he/she is authorized by the above named subgrantee to enter into this agreement for and on behalf of the said subgrantee.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL

TITLE

DATE

Emergency Operations Plan

**U.S. Department of Homeland Security
FEDERAL EMERGENCY MANAGEMENT AGENCY
PROJECT WORKSHEET**

O.M.B. No. 1660-0017
Expires October 31, 2008

PAPERWORK BURDEN DISCLOSURE NOTICE

Public reporting burden for this form is estimated to average 90 minutes per response. Burden means the time, effort and financial resources expended by persons to generate, maintain, disclose, or to provide information to us. You may send comments regarding the burden estimate or any aspect of the collection, including suggestions for reducing the burden to: Information Collections Management, U.S. Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472, Paperwork Reduction Project (OMB Control Number 1660-0017). You are not required to respond to this collection of information unless a valid OMB number appears in the upper right corner of this form. **NOTE:** Do not send your completed questionnaire to this address.

DISASTER FEMA- -DR-	PROJECT NO.	PA ID NO.	DATE	CATEGORY
------------------------	-------------	-----------	------	----------

DAMAGED FACILITY	WORK COMPLETE AS OF: : _____ %
------------------	-----------------------------------

APPLICANT	COUNTY
-----------	--------

LOCATION	LATITUDE	LONGITUDE
----------	----------	-----------

DAMAGE DESCRIPTION AND DIMENSIONS

SCOPE OF WORK

Does the Scope of Work change the pre-disaster conditions at the site? Yes No
 Special Considerations issues included? Yes No Hazard Mitigation proposal included? Yes No
 Is there insurance coverage on this facility? Yes No

PROJECT COST

ITEM	CODE	NARRATIVE	QUANTITY/UNIT	UNIT PRICE	COST
			/		
			/		
			/		
			/		
			/		
TOTAL COST					

Prepared By:	Title:	Signature:
Applicant Rep.:	Title:	Signature:

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DISASTER NAME _____ Page _____ of _____

DISASTER # _____

Operational Period # _____

City of Whittier - EOC Section/Branch/Unit

From _____ AM to _____ PM
From _____ PM to _____ AM

Daily Activity Log

Day S M T W Th F S

Date _____

Name: _____

EOC Position: _____

Action Taken/Justification

Decisions, Resource Requests, Messages, Notes

Time of Activity

AM
PM
AM
PM
AM
PM
AM
PM
AM
PM
AM
PM
AM
PM
AM
PM
AM
PM

Originator: All Section/Branch/Unit Coordinators.
Retain copy. Copy to incoming replacement staff.
Routing: Documentation Unit (Planning/Intelligence Section)

Journal to record verbal conversations, decisions made, assignments, completed tasks, etc. Should reflect activity of all personnel in Section/Branch/Unit. Personal record of time should be recorded by the Section Coordinator on Daily EOC Section Time Log (EOC-003).

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Emergency Operations Plan

SAMPLE DISASTER MATERIALS RECORD

City of Whittier				Page	(1) of	(1)								
Materials Record				Date Prepared:	(Date)		Time Period:	(Date)		to				
				Location of Work:	(City)			(Date)		(Year)				
				Description of Work:	(Shelter Operations etc)		State DSR No.	(enter #)						
				Record Prepared By:	(Your Name)		Fed DSR No.	(enter #)		Job Site Number:	(enter #)			
				OES No.										
				FEMA-	(#)	-DR	Category	() A	() B	() C	() D	() E	() F	() G
				P.A. No.										
Vendor	Description	Quantity	Unit Price	Extension	Tax	Total Price	Info	From Stock	Date Bought	Date Used				
				0.00	0.00	\$0.00								
				0.00	0.00	\$0.00								
				0.00	0.00	\$0.00								
				0.00	0.00	\$0.00								
				0.00	0.00	\$0.00								
				0.00	0.00	\$0.00								
				0.00	0.00	\$0.00								
				0.00	0.00	\$0.00								
				0.00	0.00	\$0.00								
				0.00	0.00	\$0.00								
				0.00	0.00	\$0.00								
				0.00	0.00	\$0.00								
I certify that this is a true copy: _____						\$0.00								

EOC Form 009 (rev 4/97)

Emergency Operations Plan

SAMPLE DISASTER FORCE ACCOUNT EQUIPMENT RECORD

City of Whittier				Page (1) of (1)									
Force Account Equipment Record				Time Period: (Date) to (Date) (Year)									
Location of Work: (City)		Date Prepared: (Date)		State DSR No. (enter #)		Fed DSR (enter #)		Job Site Number: (enter #)					
Description of Work: (Shelter Operations etc)													
Labor Record Prepared By: (Your Name)													
OES No. (#)	-DR	P.A. No.		Category () A () B () C () D () E () F () G									
Type of Equipment <small>Indicate size, capacity, horsepower, make and model as appropriate</small>	Equipment Reference Number	Date	Hours	Date / Hours Used Each Day						Total Hours	Hourly Rate	Total Cost	
		Hours									0.00		\$0.00
		Hours									0.00		\$0.00
		Hours									0.00		\$0.00
		Hours									0.00		\$0.00
		Hours									0.00		\$0.00
		Hours									0.00		\$0.00
		Hours									0.00		\$0.00
		Hours									0.00		\$0.00
		Hours									0.00		\$0.00
		Hours									0.00		\$0.00
		Hours									0.00		\$0.00
		Hours									0.00		\$0.00

I certify that this is a true copy: _____

EOC Form 007 (Rev 4-97)

This form is based on OES Form 129 (10/89) DAD Form

FEDERAL EMERGENCY MANAGEMENT AGENCY CONTRACT WORK SUMMARY RECORD		Page <input type="text"/> of <input type="text"/>		
1. APPLICANT City of Whittier	2. PA ID <input type="text"/>	3. PW # <input type="text"/>		
		4. DISASTER NUMBER <input type="text"/>		
5. LOCATION/SITE <input type="text"/>	6. CATEGORY <input type="text"/>			
7. PERIOD COVERING <input type="text"/> to <input type="text"/>				
8. DESCRIPTION OF WORK PERFORMED <input type="text"/>				
DATES WORKED	CONTRACTOR	BILLING/INVOICE NUMBER	AMOUNT	COMMENTS—SCOPE
<input type="text"/> to <input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
<input type="text"/> to <input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
<input type="text"/> to <input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
<input type="text"/> to <input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
<input type="text"/> to <input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
<input type="text"/> to <input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
<input type="text"/> to <input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
GRAND TOTAL			↑	
I CERTIFY THAT THE ABOVE INFORMATION WAS OBTAINED FROM PAYROLL RECORDS, INVOICES, OR OTHER DOCUMENTS THAT ARE AVAILABLE FOR AUDIT.				
CERTIFIED <input type="text"/>		TITLE <input type="text"/>		DATE <input type="text"/>

FEMA Form 90-126, NOV 98

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RESTRICTED USE DOCUMENT DUE TO THE SENSITIVE NATURE OF THE INFORMATION

APPENDIX

EOC Notification List Appendix-3
 County, State and Federal Contacts Appendix-7
 School District Superintendents and School Sites Appendix-11
 Private Schools Appendix-13
 Preschools Appendix-15
 Critical Facilities Checklist..... Appendix-17
 Gas Stations..... Appendix-21
 Senior/Board Care/Housing/Hospice Facilities Appendix-23
 Evacuation Centers Appendix-25
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 Whittier Municipal Code, Chapter 2.44 – Emergency Organization ... Appendix-37
 Emergency Water Supply Plan for StaffAppendix-41
 Disaster Response Volunteers Appendix-47
 Alert LA County Activation Procedure.....Appendix-49

RESTRICTED USE DOCUMENT DUE TO THE SENSITIVE NATURE OF THE INFORMATION

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**EOC NOTIFICATION LIST
August 2016**

EOC NOTIFICATION LIST All number (562) unless otherwise stated							
EOC ASSIGNMENT		TITLE	NAME	RESPONSIBLE FOR NOTIFYING:	WORK	HOME	CELL/ PGR
Management - EOC Director	Primary	City Manager	Jeff Collier	City Council	Ext. 9304		
Management - EOC Director	Alternate	City Controller/Dir. of HR & Emergency Mgmt.	Rod Hill	City Council	Ext. 9815		
Management - EOC Director	Alternate	Police Chief	Jeff Piper	City Council	Ext. 9205		
Management - EOC Director	Alternate	Assistant City Manager	Nancy Mendez	City Council	Ext. 9305		
Management - Deputy EOC Director	Primary	City Controller/Dir. of HR & Emergency Mgmt.	Rod Hill	Support Personnel	Ext. 9815		
Management - Deputy EOC Director	Alternate	Police Chief	Jeff Piper	Support Personnel	Ext. 9205		
Management - EOC Coordinator	Primary	Risk/HR & Emergency Operations Mgr.	Yolanda Martinez	Support Personnel	Ext. 9818		
Management - EOC Coordinator	Alternate	Emergency Services Coordinator	Brett Petroff	Support Personnel	Ext. 9819		
Management - Deputy EOC Coordinator	Primary	Emergency Services Coordinator	Brett Petroff	Support Personnel	Ext. 9819		
Management - Deputy EOC Coordinator	Alternate	Risk/HR & Emergency Operations Mgr.	Yolanda Martinez	Support Personnel	Ext. 9818		
Management - Public Information Officer	Primary	Assistant City Manager	Nancy Mendez	Support Personnel	Ext. 9305		
Management - Public Information Officer	Alternate	Business Development Manager	Kathleen Galvin-Surbatovic	Support Personnel	Ext. 9351		
Management - Public Information Officer	Alternate		TBD	Support Personnel			
Management - Liaison-Legislative Officer	Primary	City Clerk-Treasurer	Kathryn Marshall	Support Personnel	Ext. 9855		
Management - Liaison-Legislative Officer	Alternate	Assistant City Clerk-Treasurer	Martin Browne	Support Personnel	Ext. 9856		
Management - Safety Officer	Primary	Risk/HR & Emergency Operations Mgr.	Yolanda Martinez	Support Personnel	Ext. 9818		
Management - Safety Officer	Alternate		TBD	Support Personnel			
Management - Legal Officer	Primary	City Attorney	Richard Jones	Support Personnel	Ext. 9309		

EOC NOTIFICATION LIST							
All number (562) unless otherwise stated							
EOC ASSIGNMENT		TITLE	NAME	RESPONSIBLE FOR NOTIFYING:	WORK	HOME	CELL/ PGR
Management - Legal Officer	Alternate		TBD by Richard Jones	Support Personnel			
OPS Section Chief	Primary	Police Chief	Jeff Piper	Support Personnel	Ext. 9205		
OPS Section Chief	Alternate	Police Captain	Aviv Bar	Support Personnel	Ext. 9265		
OPS Section Chief	Alternate	Police Captain	Mike Davis	Support Personnel	Ext. 9253		
OPS - Fire & Haz Mat & Medical/Health	Primary		LA County Fire Department	Support Personnel			
OPS - Fire & Haz Mat & Medical/Health	Alternate			Support Personnel			
OPS - Law Enforcement	Primary	Watch Commander		Support Personnel	Ext. 9255		
OPS - Law Enforcement	Alternate	Police Lieutenant		Support Personnel	Ext. 9255		
OPS - Care Shelter	Primary	Director of Parks, Recreation & Community Services	Greg Alaniz	Support Personnel	Ext. 9405		
OPS - Care Shelter	Alternate	Community Services Manager	Virginia Santana	Support Personnel	Ext. 9414		
OPS - Building & Safety	Primary	Building Services Manager-Building Official	TBD	Support Personnel			
OPS - Building & Safety	Alternate	Senior Building Inspector	Chris Diercks	Support Personnel	Ext. 9333		
OPS - Pub. Wks.	Primary	Director of Public Works	David Schickling	Support Personnel	Ext. 9504		
OPS - Pub. Wks.	Alternate	Assistant Director of Public Works	Chris Magdosku	Support Personnel	Ext. 9507		
OPS - Water	Primary	Assistant Director of Public Works	Hye Jin Lee	Support Personnel	Ext. 9505		
OPS - Water	Alternate	Water Manager	Jared Macias	Support Personnel	Ext. 9549		
Planning Section Chief	Primary	Director of Community Development	Conal McNamara	Section Branches	Ext. 9325		
Planning Section Chief	Alternate	Police Support Services Manager	Elizabeth Hightower	Section Branches	Ext. 9151		
Plans - Situation Status	Primary	Management Assistant	Diane Hara	Support Personnel	Ext. 9922		
Plans - Situation Status	Alternate	Permit Technician	Brooke Daley	Support Personnel	Ext. 9348		
Plans-Documentation	Primary	Office Supervisor	Leslie Martins	Support Personnel	Ext. 9321		
Plans-Documentation	Alternate	Records Specialist	Sandy DeLuca	Support Personnel	Ext. 9871		

EOC NOTIFICATION LIST							
All number (562) unless otherwise stated							
EOC ASSIGNMENT		TITLE	NAME	RESPONSIBLE FOR NOTIFYING:	WORK	HOME	CELL/ PGR
Plans - Damage Assess.	Primary	Permit Technician	Cora Castillo	Support Personnel	Ext. 9358		
Plans - Damage Assess.	Alternate	Staff Assistant	Vacant	Support Personnel	Ext.		
Plans - Adv. Planning	Primary	Planning Services Manager	Don Dooley	Support Personnel	Ext. 9342		
Plans - Adv. Planning	Alternate	Planning Services Manager	Jeff Adams	Support Personnel	Ext. 9341		
Plans - Recovery	Primary	Redevelopment Manager	Ben Pongetti	Support Personnel	Ext. 9353		
Plans - Recovery	Alternate	Principal Planner	Sonya Lui	Support Personnel	Ext. 9343		
Plans- Demobilization	Primary	Associate Planner	Luis Escobedo	Support Personnel	Ext. 9344		
Plans- Demobilization	Alternate		TBD	Support Personnel			
Logistics Section Chief	Primary	Library Director	Paymaneh Maghsoudi	Section Branches	Ext. 9925		
Logistics Section Chief	Alternate	Public Works Manager	Vicki Smith	Section Branches	Ext. 9506		
Logistics - Supply - Procurement	Primary	Account Specialist (AR)	TBD	Support Personnel	Ext. 9826		
Logistics - Supply - Procurement	Alternate	Accounting Technician (Payroll 2)	Tania Lizama	Support Personnel	Ext. 9822		
Logistics - Info. Systems (computer and radios)	Primary	Information Technology Manager	EJ Boranian	Support Personnel	Ext. 9876		
Logistics - Info. Systems (computer and radios)	Alternate	Police Communication Supervisor	Sheryl Gutierrez	Support Personnel	Ext. 9245		
Logistics - Resources	Primary	PD Management Analyst	Gary Baker	Support Personnel	Ext. 9213		
Logistics - Resources	Alternate	Deputy City Treasurer	Kelley Williams	Support Personnel	Ext. 9866		
Logistics - Transportation	Primary	Transit Manager	Joan Mithers	Support Personnel	Ext. 9482		
Logistics - Transportation	Alternate	Management Assistant	Jeff Lopez	Support Personnel	Ext. 9403		
Logistics - Personnel	Primary	Human Resources Manager	Terry Rubalcava	Support Personnel	Ext. 9836		
Logistics -Personnel	Alternate	Human Resources Secretary	Melanie Baker	Support Personnel	Ext. 9834		
Logistics - Facilities	Primary	Building Maintenance Supervisor	Bryan Petroff	Support Personnel	Ext. 9521		

EOC NOTIFICATION LIST							
All number (562) unless otherwise stated							
EOC ASSIGNMENT		TITLE	NAME	RESPONSIBLE FOR NOTIFYING:	WORK	HOME	CELL/ PGR
Logistics - Facilities	Alternate	Sr. Engineering Tech.	Alfredo Hernandez	Support Personnel	Ext. 9512		
Finance-Administration Section Chief	Primary	Assistant City Controller	Monica Lo	Section Branches	Ext. 9828		
Finance-Administration Section Chief	Alternate	Principal Accountant	Sai Kim	Section Branches	Ext. 9824		
Finance - Time Keeping	Primary	Accountant	Melinda Alvarez	Support Personnel	Ext. 9823		
Finance - Time Keeping	Alternate	Accounting Technician (Payroll 1)	TBD	Support Personnel	Ext. 9821		
Finance - Cost Recovery	Primary	Account Specialist	Rose Ahrendt	Section Branches	Ext. 3322		
Finance - Cost Recovery	Alternate	Account Specialist	Leticia Calderon	Support Personnel	Ext. 3185		
Finance - Cost Analysis	Primary	Account Specialist (AP)	Elissa Arroyo	Section Branches	Ext. 9827		
Finance - Cost Analysis	Alternate	Senior Accounting Technician	Charlaine Rossi	Support Personnel	Ext. 9816		
Finance - Comp./ Claims	Primary	Risk/HR & Emergency Operations Mgr.	Yolanda Martinez	Support Personnel	Ext. 9818		
Finance - Comp./ Claims	Alternate	Secretary	Tiffany Carpenter	Support Personnel	Ext. 9812		

<u>Assist Management Section</u>	Work	Home	Cell
Trina Miller			
Maria Isabel Haro			
<u>Message Center</u>			
Sheryl Dugas			
Capucine Hernandez			
Marsha Morales			
Madeleine Pineda			
Virginia O'Neill			
Veronica Barrios			
Martha Smith			
Ed Fultz			
Jennifer Vicuna			
Angie Zambrano			

COUNTY, STATE AND FEDERAL CONTACTS

Name/Organization	Function	Work number	24 Hour number
COUNTY AGENCIES			
Los Angeles County Operational Area – Office of Emergency Services	Emergency Management	(323) 980-2260	(213) 974-4781
Los Angeles County Operation Area – OARRS	Emergency Management Information System	(323) 980-2213	(323) 459-3779 (213) 508-8023
Los Angeles County Sheriff's Dept., local office (Pico Rivera Station)	Law Enforcement	(562) 949-2421	
Los Angeles County Coroner			(213) 343-0634 (213) 343-0714
Los Angeles County Fire Department – Fire Station #28 – Headquarters (Greenleaf) Fire Station #17 – at City Yard Fire Station #59 – on Scott Avenue	Fire/Hazardous Materials	(562) 698-7661 (562) 698-8455 (562) 698-7333	
Los Angeles County Public Works – (If County EOC is operational, call Op Area contact)	Flooding, Blocked storm drains/catch, Basins/ street flooding, Road closure/signal malfunction, Downed trees/ removal of street debris, Refuse collection, Mudslide reports	(626) 458-4357 Yard Offices	(626) 458-4357 (800) 675-4357 Rio Hondo Spreading Grounds Headworks (flood) 353 S. Van Norman Rd., Montebello (562) 699-3109 RD 446A (road) 13671 Telegraph Rd., Whittier (310) 942-0822 Central Yard (sewer) 12015 Shoemaker Ave., Santa Fe Springs (562) 941-7011 Fax: (562) 946-0860
Los Angeles County Building & Safety – (If County EOC is operational, call Op. Area contact)	Building and Safety	(626) 458-3173	(626) 458-4357 South Whittier Office 13523 Telegraph Rd., Whittier (562) 946-1390 Fax: (562) 906-8425
Los Angeles County Animal Control – (If County EOC is operational, call Op. Area contact)	Animal Control Downey Office		(562) 728-4882 (562) 940-6898
Los Angeles County Public Health – (If County EOC is operational, call Op. Area contact)	Public Health Whittier Office on Painter		(213) 240-8144 (562) 464-5350
Los Angeles County Mental Health Crisis Hotline – (If County EOC is operational, call Op. Area contact)	Mental Health Services		(800) 854-7771
STATE AGENCIES			
State OES - Los Alamitos		(562) 795-2900	(916) 845-8911 Warning Center
CHP, Local Office (Santa Fe Springs)		(562) 868-0503	
State Warning Center			(916) 845-8911

Name/Organization	Function	Work number	24 Hour number
Cal Trans Local office (District 7)		(916) 654-5266 (213) 897-3656	
FEDERAL AGENCIES			
Federal Bureau of Investigation, local office (Los Angeles)			(310) 477-6565
Office of Homeland Security, FEMA, Region IX	Disaster Response Division So. Cal field office	(510) 627-7251 (626) 431-3000	
National Weather Service (Los Angeles/Oxnard) 520 N. Elevar Street Oxnard, CA 93003	Weather – Public Number Public Recorded Weather Wx Warnings – Restricted Use Fax – Restricted Use Admin. – Restricted Use	(805) 988-6610 (805) 988-6610, #1 (805) 988-6615 (805) 988-6623	(805) 988-6618/6619 (805) 988-6613

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**SCHOOL DISTRICT SUPERINTENDENTS AND SCHOOL SITES
2011-2012 SCHOOL YEAR**

Position	FName	LName	District	School	Address	City, Zip	Phone	Fax	Email/Website
Chief Ops. Officer	Vacant		E. Whittier City School		14535 East Whittier Blvd.	Whittier 90605	907-5917	698-6542	www.ewcsd.org
				Evergreen Elem.	12915 Helmer Drive	Whittier 90602	464-2300	698-6951	
				Laurel Elem.	13550 East Lambert Road	Whittier 90605	789-2100	945-3698	http://laurel.ewcsd.org
				Leffingwell Elem.	10625 Santa Gertrudes Av.	Whittier 90603	907-6300	943-2445	www.leffingwellschool.com
				Murphy Ranch Elem.	16021 Janine Drive	Whittier 90603	789-2150	902-0267	
				Ocean View Elem.	14359 East 2 nd Street	Whittier 90605	907-6400	693-7424	
				East Whittier Middle	14421 East Whittier Blvd.	Whittier 90605	789-7220	945-3542	
Dir. of Facilities Main. & Ops.	Anthony	Parada	Whittier City School		10706 E. Orange Grove Ave.	Whittier 90602	789-3076	789-3080	aparada@whittiercity.net www.whittiercity.k12.ca.us
				District Office	7211 Whittier Avenue	Whittier 90602	789-3000		
				Dexter Middle	11532 East Floral Drive	Whittier 90601	789-3090	789-3095	http://dexter-wcsd-ca.schoolloop.com/
				Hoover Elem.	6302 South Alta Avenue	Whittier 90601	789-3150	789-3155	http://hoover-wcsd-ca.schoolloop.com/
				Lydia Jackson Elem.	8015 South Painter Ave.	Whittier 90602	789-3160	789-3165	http://jackson-wcsd-ca.schoolloop.com/
				Longfellow Elem.	6005 South Magnolia	Whittier 90602	789-3180	789-3185	http://longfellow-wcsd-ca.schoolloop.com/
				Orange Grove Elem.	10626 East Orange Grove Avenue	Whittier 90601	789-3200	789-3205	http://orange-wcsd-ca.schoolloop.com/
				Lincoln Elem. closed after the 2007-2008 school year					
Dir. of Business Services	Bob	Whittenberg	Whittier Union High School		9401 South Painter Ave.	Whittier 90605	698-8121	698-8982	Robert.whittenberg@wuhisd.org www.wuhisd.org
				La Serna	15301 Youngwood Dr.	Whittier 90605	698-8121 x 6000	907-6946	
				Whittier	12417 East Philadelphia St.	Whittier 90601	698-8121 x 2000	907-6955	
				Sierra Vista Educational Center/ Frontier HS	9401 South Painter Avenue	Whittier 90605	698-8121		
Superintendent	Bonnie	Bell	Lowell Joint		11019 Valley Home Ave.	Whittier 90603	943-0211		phowell@ljsd.org www.ljsd.org
				Jordan Elem.	10654 Jordan Rd.	Whittier 90603	902-4221		

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**PRIVATE SCHOOLS
2011-2012 School Year**

School	Address	City, Zip	Phone	Fax	Email Website
Broadoaks Children's (K-6) of Whittier College	13514 Olive Drive (behind Shannon Theatre) PO Box 634 (mailing address)	Whittier 90601 90608	907-4250	907-4960	Judith T. Wagner, Ph.D. jwagner@whittier.edu http://www.whittier.edu/broadoaks/index.htm
Calvary Chapel Christian	12817 East Hadley Street	Whittier 90601	907-2130		cccsofwhittier@yahoo.com
Hadley (K-2)	11703 East Hadley Street	Whittier 90601	699-0539	699-6679	hadleypreschool@aol.com Diane and Julia York, Directors
Oralingua School – Hearing Impaired	7056 S. Washington Ave.	Whittier 90602	945-8391	945-0361	kristin.dunton@oralingua.org or info@oralingua.org www.oralingua.org
Primanti Montessori	10947 South Valley Home Avenue	Whittier 90603	943-0246 714-525-2336	947-1900	primantimontessori@yahoo.com www.primantimontessori.com
Plymouth Christian Elementary (K-6)	12058 Beverly Blvd.	Whittier 90601	695-0745	699-3038	contact@plymouthchristianschool.org johnsons@plymouthchristianschool.org (principal) (no www.plymouthchristianschool.org)
Remnant Christian	7346 South Painter Ave.	Whittier 90602	464-2554	464-2556	N/A
St. Bruno Elementary	15700 Citrustree Road	Whittier 90603	943-8812	943-2172	Michele Alvarado, Assist. Principal malvarado@saintbrunoschool.com schooloffice@saintbrunoschool.com www.saintbrunoschool.com
St. Mary of the Assumption Elementary	7218 So. Pickering Ave.	Whittier 90602	698-0253	698-0206	tricialetire@yahoo.com (secretary) www.stmaryswhittier.org
Tri-Cities ROP School	12519 Washington Blvd.	Whittier 90602	698-9571		Tracie Zerpoli, Executive Director tzerpoli@tcrop.k12.ca.us www.tcrop.k12.ca.us/tcrop/site/default.asp
Trinity Lutheran Elementary	11716 Floral Dr.	Whittier 90601	699-7431		school@trinitywhittier.org or principal@trinitywhittier.org Sharon Rivera, Principal www.trinitywhittier.org
Victory Outreach Children's Learning Center (K-5)	6726 Milton Ave.	Whittier 90601	696-5791	698-1804	Norma, Supervisor (626-592-2118)
Whittier Adventist Elementary	8841 Calmada Ave.	Whittier 90605	693-1211	464-0266	Kenneth Timmerman, Principal snowjetmrt@yahoo.com (no www.whittier22.adventistschoolconnect.org)
Whittier Christian	6548 South Newlin Ave.	Whittier 90601	698-0527	698-2859	Mike Ely, Elementary Principal ely@whittierchristian.org Debbie Pereda, Secretary, Elementary School dpereda@whittierchristian.org www.whittierchristian.org
Whittier College	13406 Philadelphia St.	Whittier 90608	907-4211 (Campus Safety) 907-4911 (Emergency)	907-4961	Jose Padilla, Chief of Campus Safety jpadilla@whittier.edu campussafety@whittier.edu whittier.edu
Whittier Friends (preschool-8)	6726 Washington Ave.	Whittier 90601	945-1654		alicia.wfs@gmail.com or cassie.wfs@gmail.com (directors) www.whittierfriendsschool.org

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Supporting Documentation

Note: Call Bolded Facilities First		WHITTIER CRITICAL FACILITIES CHECKLIST 4/2012			To be completed by the Damage Assessment Branch, P & I Section	
<u>PSA = Police Public Service Area</u>	<u>Address</u>	<u>Phone #</u>	<u>Date/Time Called</u>	<u>Person Contacted</u>	<u>OK ?</u>	<u>Not OK – Comments</u> (Facility inspection needed? etc.) Comments go to the Bldg & Safety Branch, Operations Section
<u>TOP PRIORITY FACILITIES TO BE SURVEYED FIRST:</u>						
City Hall (PSA 3)	13230 Penn Street	567-9999				
Police Department (PSA 3)	13200 Penn Street	567-9200				
City Yard (PSA 2)	12016 Hadley Street	567-9540				
Parnell Park Community Center/Senior Center/Alternate EOC (PSA 4)	15390 Lambert Road	567-9450 (front desk) 567-9458 (tool room)				
Community Center (PSA 3)	7630 Washington Avenue	567-9430				
Palm Park Activity Center (PSA 1)	5703 Palm Avenue	908-3666/7 (front desk and office)				
Senior Center (PSA 3)	13225 Walnut Street	567-9470				
Guirado Park (PSA 1)	5760 Pioneer Boulevard	695-4021 (kitchen)				
La Serna High School (PSA 4)	15301 Youngwood Drive	698-8121 x 6000				
Whittier High School (PSA 2)	12417 E. Philadelphia Street	698-8121 x 2000				
Whittier Radisson (PSA 3)	7320 Greenleaf Avenue	945-8511				
PIH Bright Health Physicians (PSA 2)	12462 Putnam Street	789-5430				
Presbyterian Inter-Community Hospital	12401 E. Washington	698-0811 ask for				

Supporting Documentation

Note: Call Bolded Facilities First		WHITTIER CRITICAL FACILITIES CHECKLIST 4/2012			To be completed by the Damage Assessment Branch, P & I Section	
<u>PSA = Police Public Service Area</u>	<u>Address</u>	<u>Phone #</u>	<u>Date/Time Called</u>	<u>Person Contacted</u>	<u>OK ?</u>	<u>Not OK – Comments (Facility inspection needed? etc.) Comments go to the Bldg & Safety Branch, Operations Section</u>
(PSA 2)	Boulevard	Hospital Command Center (HCC)				
Whittier Hospital Medical Center (PSA 4)	9080 Colima Road	945-3561 or 907-1568 or ask for HCC				
Fire Station 17 (PSA 2)	12006 Hadley Street	698-8455				
Fire Station 28 (PSA 2)	7733 S. Greenleaf Avenue	698-6009				
Fire Station 59 (PSA 4)	10021 Scott Avenue	698-7333				
CITY WATER FACILITIES – WILL BE SURVEYED BY PUBLIC WORKS/WATER DIVISION. CALL PUMPING PLANT (562) 695-5214 or (562) 567-9538.						
College Hills Booster Station (PSA 1)	7027 Bryn Mawr Way	N/A				
College Hills Reservoirs (Nos. 3 & 8) (PSA 1)	13919 Penn Street	N/A				
Greenleaf Booster Station (PSA 1)	5700 Greenleaf Avenue	N/A				
Greenleaf I and II Reservoirs (PSA 1)	5700 Greenleaf Avenue	N/A				
Hazard Reservoir (PSA 1)	5800 Friends Avenue	N/A				
Hoover Reservoir	Citrus Grove Place north end	N/A				
Murphy Booster Station	N/A	N/A				

Supporting Documentation

Note: Call Bolded Facilities First		WHITTIER CRITICAL FACILITIES CHECKLIST 4/2012			To be completed by the Damage Assessment Branch, P & I Section	
<u>PSA = Police Public Service Area</u>	<u>Address</u>	<u>Phone #</u>	<u>Date/Ti me Called</u>	<u>Person Contacted</u>	<u>OK ?</u>	<u>Not OK – Comments (Facility inspection needed? etc.) Comments go to the Bldg & Safety Branch, Operations Section</u>
Ocean View Reservoir (PSA 3)	7700 Ocean View Avenue	N/A				
Painter Reservoir (PSA 1)	5800 Friends Avenue	N/A				
Pumping Plant	4128 San Gabriel River Parkway; Pico Rivera	695-5214 or 567-9538				
Rideout Booster Station (PSA 1)	Citrus Grove Place (no #), north end of cul-de-sac	N/A				
Rideout Heights Reservoir (#5) (PSA 1)	11735 East Grande Vista Drive	N/A				
Starlite Reservoir (#12) (PSA 1)	12641 Carinthia Drive	N/A				
Summit Booster Station (PSA 3)	13980 Summit Drive	N/A				
Washington Booster Station (PSA 3)	8002 Washington Avenue	N/A				
Whittier Narrows Operable Unit (EPA)	331 No. Durfee Avenue South El Monte 91733	463-5325				

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Supporting Documentation

GAS STATIONS IN WHITTIER

March 2012

GAS STATION	ADDRESS	ZIPCODE	PHONE NO.
Advantage Valero	14005 Whittier Blvd.	90605	789-0499
*Arco	9151 Painter Ave./Mulberry Dr.	90602	696-6373
*Arco	10802 Whittier Blvd.	90606	
Arco-AM/PM	15750 Leffingwell Rd./Santa Gertrudes	90604	943-4436
Chevron (at the car wash)	16010 Whittier Blvd.	90603	947-1012
Chevron	12911 Whittier Blvd./Greenleaf	90602	696-9053 or 789-6090
Ed's Mobil	11253 Whittier Blvd./Broadway	90606	692-0050
Friendly Hills Chevron	14941 Whittier Blvd./Colima Rd.	90605	907-3335 or 714-761-5426
Shahkot Mini Market (Arco)	14000 Lambert Rd.	90605	464-0031
Sonu & Tony Gas (Arco)	13010 Lambert Rd.	90602	693-4328
76 Gas & Circle K	13709 Whittier Blvd.	90605	945-0180
Vallejo Mini Market	12525 Hadley St.	90601	692-7614
Chevron	10808 Beverly Blvd.	90601	699-5715 or 818-232-2373
Whittier Arco-AM/PM (by Whittwood Mall)	15306 Whittier Blvd.	90603	943-1635

* = County area, on the border with the City

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Supporting Documentation

SENIOR/BOARD CARE HOUSING/HOSPICE FACILITIES


Title	Fname	Lname	Facility Name	Facility Address	City, Zip	Phone	Notes
Director	Sharon	Monck	Brookdale @ Whittier	8101 S. Painter Ave	Whittier, 90602	698-0596 (24-hr)	CA Lic. # 197606945 Senior Assisted Living & Special Needs 80 beds No email www.brookdale.com
Administrator	Sona	Bhatia	Doctor's Convalescent Hospital	7926 S. Painter Ave.	Whittier, 90602	693-5618 698-7614 (24-hr)	CA Lic. # 206190238 36 beds Doctors_convalescent@yahoo.com
Executive Director	Donna	Arevalo	Posada Whittier Retirement Home	8120 S. Painter Ave.	Whittier, 90602	945-2651	CA Lic. # 198600064 77 units arevalod@bergcommunities.com bergcommunities.com
Administrator	Rich	Jorgensen	The Orchard (formally Royal Court Health Center)	12385 E. Washington Blvd.	Whittier, 90606	693-7701 (24-hr)	CA Lic. # 206190089 Skilled Nursing Facility 158 beds rjorgensen@ensigngroup.net
Property Manager	Crystal	Monpesino	Seasons at the Hoover	7035 S Greenleaf Ave.	Whittier, 90602	696-1848 (24-hr)	Sr. Independent Living 62+ 50 apts hoover@pacificwestmgmt.com
Administrator	Ramona	Ayers	Shea Convalescent Hospital	7716 S Pickering Ave.	Whittier, 90602	693-5240	CA Lic. # 206190703 105 beds No email
Executive Director	Gina	Lopez	Brookdale @ Casa Whittier	10615 S. Jordan Road	Whittier, 90603	943-3724 (24-hr)	CA Lic. #197802820 No email www.brookdale.com
Manager	Gina	Ramirez	Whispering Fountains @ Whittier	12251 Washington Blvd.	Whittier, 90606	698-6576 (NOT 24-hr)	Active Sr. Apts. 55+ Independent Living 169 units Gina.ramirez@rpkdevelopment.com www.kordapk.com
HR Director	Ilene	Williams	Ensign Whittier East (formally Whittier Hills Health Care)	10426 S. Bogardus Ave.	Whittier, 90603	947-7817 (24-hr)	CA Lic. # 206190088 40+ Skilled Nursing Facility 160 beds Director's email: mflake@ensigngroup.net
Resident Manager	Joy	Carlson	Whittier Lutheran Towers	7215 Bright Ave.	Whittier, 90602	693-1353 (24-hr)	Independent Living 62+ 156 apts
Manger Maint. Manger	Alex Carlos	Perez Diaz	William Penn Manor	7025 Friends Ave	Whittier, 90602	945-1344 (24-hr)	Independent Living 62+ 73 apts. manager@williampennmanor.com
	NA		Garden House	12803 Orange Drive	Whittier, 90601	698-5729 (24-hr) or 943-7830	Assisted Living 6 beds
General Manager	Suzy	Magtayo	Merrill Gardens at Chateau Whittier	13250 Philadelphia St.	Whittier, 90601	945-3904 (24-hr)	CA Lic. # 197801288 Independent & Assisted Living 55+ 149 beds www.merrillgardens.com

Supporting Documentation

Title	Fname	Lname	Facility Name	Facility Address	City, Zip	Phone	Notes
Administrator	Jay	Laws	Socal Post-Acute Care (formally Sorenson Convalescent Hospital)	7931 Sorenson Ave.	Whittier, 90606	698-0451 (24-hr)	CA Lic. #206190726 59 beds In County area, keep on list to be nice
Director	Linda	Argyle	Penn Rehabilitation Center	12360 Penn Street	Whittier, 90602	698-7514	pennrehab@verizon.net website coming soon NOT an overnight facility, daily rehab for physically and mentally challenged persons

State of California Health Facilities Consumer Information System (hfcis.cdph.ca.gov) may have more information online.

**CITY OF WHITTIER
EVACUATION SHELTERS**

<u>Facility Name</u>	<u>Phone #</u>	<u>Contact</u>	<u>24-Hour Phone #</u>
Primary			
Community Center 7630 Washington Avenue	567-9430	Dan Walker/ Darren Schmidt	567-9240
Palm Park 5700 Palm Avenue	908-3666	Stacey Martinez	567-9240
Parnell Park 15390 Lambert Road	567-9450	Dennis Cujak	567-9240
Senior Center 13225 Walnut	567-9470	Ruri Pierre	567-9240
Guirado Park 5760 Pioneer Blvd.	695-1335 (tool room)	Stacey Martinez	567-9240
Secondary			
Whittier High School California High School La Serna High School		TBD	

The primary (City) facilities may also contact the Whittier Police Department 24/7 at 567-9200.

All numbers are 562 area code unless otherwise noted.

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**CITY OF WHITTIER
PUBLIC HEALTH POINTS OF DISTRIBUTION (PODS)**

**LOS ANGELES COUNTY (CA) EAS PLAN COMMUNICATION OPERATIONS
ORDERS COMMUNICATIONS OPERATIONS ORDER CA-LA NUMBER 3
NATIONAL WEATHER SERVICE**

- 3.1 All National Weather Service WARNING messages and EAS ACTIVATION REQUESTED messages will be transmitted over the National Weather Radio (KLOX/NWS), Oxnard, on 162.55 MHz.
- 3.2 LP1 and LP2 stations are required to monitor the NWR frequency serving their area of responsibility. All LP station and CATV control points are urged to also monitor the local NWR transmitter.
- 3.3 The NWR transmitter format for Alert Requests is:
 - a. The digital header repeated three times
 - b. The NWR receiver alert tone
 - c. The EAS attention signal
 - d. The audio message
 - e. The digital EOM repeated three times
- 3.4 While no verbal portion of an EAS message can exceed 120 seconds due to the recording limitation of EAS decoders, the National Weather Service is aware that broadcast stations will be more likely to respond to relaying Alert requests if messages are kept as short as possible. The Local Emergency Communication Committee (LECC) recommends that all audio messages for EAS Activation requests should ideally run no longer than 45 seconds, and will hopefully be closer to 30 seconds and direct listeners/viewers to tune to a source of local live broadcast news for further information.
- 3.5 If the NWR transmitter is off the air, the NWS Oxnard Office will telephone the LP1 stations in the following order. KFI, KNX, KFWB
- 3.6 NWS Emergency Procedure
 - a. The NWS representative will identify as (Name of individual), meteorologist with the National Weather Service, Oxnard.
 - b. The LP station will record the message immediately. The station should ask for an audio level check prior to recording. The words, **“Level, level, level, level, level, level”** should be spoken at the same level the meteorologist will use during the message.
 - c. The station will give the meteorologist notice that they are ready to begin recording. The message should be preceded with a countdown. When the recording starts, the meteorologist will begin the message as follows:

“5 - 4 - 3 - 2 -1. This is the National Weather Service Office serving Los Angeles County. We are requesting activation by all broadcasters of the Emergency Alert System for a (nature of the request).”

MESSAGE TEXT (30-45 SECONDS that ends with request for people to tune to a source of live local broadcast news for further information)

“This concludes this Emergency Alert System message from the National Weather Service, Oxnard, California.”

d. Note: The meteorologist should remain silent at the end of the message until the person doing the recording comes back on the line. If there is a problem with the recording process, or the meteorologist deems it necessary, repeat the recording process.

- 3.7 Once a month, NWS will call the designated hot line numbers for the LP stations listed in this plan to verify that current hot line phone numbers are correct. If a hot line number fails to work, NWS will call the LECC Chair, or a vice-chair to obtain a valid number.

**LOS ANGELES COUNTY (CA) EAS PLAN COMMUNICATION OPERATIONS
ORDERS COMMUNICATIONS OPERATIONS ORDER CA-LA NUMBER 4****HOW TO ACTIVATE AND TRANSMIT A LOCAL BROADCAST**

- 4.1 Message Relay procedure from codes decoded from EAS Decoders:
- a. If the event code coincides with mandatory codes shown on COO Number 2, LP1's will relay the alert as soon as possible using the posted instructions for their respective EAS Encoders.
 - b. You may relay any event code received at your discretion, with the understanding that emergency alert information declines rapidly in value to the public as seconds pass by.
- 4.2 From calls received via a telephone call to your hot line number:
- a. The station receives a telephone call from the National Weather Service, the Los Angeles County Sheriff's Department, the County of Los Angeles, and the Federal Government, or from a government or Weather Service official from an adjacent Operational Area who is authorized to initiate a request.⁴
 - b. Transfer call to recording station for EAS. Start recorder. Ask the caller to recite their validation code. Set level on recorder based on sound recorded during validation, or from subsequent level check.
 - c. Tell the caller to "count down and go." Supervise the recording process. Listen for quality assurance and for mistakes. Stop recording after caller recites the message closing, "This concludes this Emergency Alert System activation request from (Name of the Agency) serving Los Angeles County."
 - d. Inform caller if retake is needed or, if all is OK.
 - e. Program EAS terminal per station's posted instructions to activate from a phone call.
 - f. Cue up recorded message.

This is the standard and preferred method for EAS activation that has the highest chance for success.

Such a call would only be initiated if the government agency calling cannot originate an EAS Alert through normal channels.

- g. Halt current program on the air as soon as possible. Play or live announce:
“We interrupt this program to activate the Emergency Alert System for Los Angeles County.”
 - h. Activate EAS encoder. Play recorded message. Play or read the following after the message outcue and EOM digital bursts:
“This concludes Emergency Alert System programming. All broadcast and cable systems can now resume normal programming.”
 - i. Resume normal broadcasting. Repeat essential warning information as often as necessary for the duration of the warning. The suggested interval is 5 to 10 minutes.
 - j. Log the alert per your station’s posted instructions. All EAS alert broadcasts must be reported to the FCC in Washington in accordance with Part 11 of the FCC’s Rules.
- 4.3 Any broadcast station may activate the EAS and read the requested message upon receipt of any EAS message through their EAS decoders marked “ACTIVATION REQUESTED” from the National Weather Service or the County of Los Angeles. The LA LECC PLAN is based on voluntary agreement that such messages will be relayed without delay or any additional notification, authorization or permission.
- 4.4 All news and program personnel shall be trained both as to the means and need to place EAS Alert Requests on the air without delay. Posted instructions specific to the LA LECC Plan should be posted at all control points where EAS activation can be done.
- 4.5 On-air personnel shall not ad-lib, interpret, abbreviate or alter any EAS test or EAS Alert Request message, not enhance such messages with music or sound effects in any way.
- 4.6 Further, tests, Warnings or Alert Requests may not be set to music, sung, or receive enhancement or alteration by means of echo, or any other types signal processing or production aid(s) that would drastically alter the meaning or immediacy of the message.

**LOS ANGELES COUNTY (CA) EAS PLAN COMMUNICATION OPERATIONS
ORDERS COMMUNICATIONS OPERATIONS ORDER CA-LA NUMBER 5****LA COUNTY EMERGENCY PROCEDURES FOR EAS ACTIVATION**

- 5.1 If the County voice transmitter is off the air, the County will telephone the LP1 stations in order. Should the County be unable to reach KFI, then NWS will call KNX. Should NWS, Oxnard be unable to reach KFI or KNX, they will call the KFWB hot line number.
- 5.2 Sheriff's Department Emergency Procedure
- a. The Sheriff's Department representative will identify as **Name/Title**, with the Los Angeles County **Origination Point**. The three designated Origination **Points** are the Sheriff's Communications Center, Sheriff's Headquarters Bureau, or the Emergency Operations Center.
 - b. The LP station will record the message immediately. The station should ask for an audio level check prior to recording. The words, "Level, level, level, level, level" should be spoken by the **authorized County employee** at the same level to be used when the message is read.
 - c. The station will give the **authorized County employee** notice that they are ready to begin recording. The message should be preceded with a countdown. When the recording starts, the Sheriff's Department Representative shall begin the message as follows:

"5 - 4 - 3 - 2 -1. This is the Los Angeles County Sheriff's Department. We are requesting activation by all broadcasters of the Emergency Alert System for a (nature of the request)."

MESSAGE TEXT (30-45 SECONDS)

"This concludes this Emergency Alert System message from the Los Angeles County Sheriff's Department."

Note: The **authorized County employee** should remain silent at the end of the message until the person doing the recording comes back on the line. If there is a problem with the recording process, or the meteorologist deems it necessary, repeat the recording process.

- 5.3 Once a month, the Sheriff's Department Communications Center will call the designated hot line numbers for the LP stations listed in this plan to verify that current hot line phone numbers are correct. If a hot line number fails to work, the Sheriff's Department will call the LECC Chair, or a vice-chair to obtain a current valid number.

**LOS ANGELES COUNTY (CA) EAS PLAN COMMUNICATION OPERATIONS
ORDERS COMMUNICATIONS OPERATIONS
ORDER CA-LA NUMBER 6**

**AUTHENTICATION PROCEDURE
STATE OR OTHER AUTHORIZED WARNING CENTERS**

- 6.1 The party receiving a request to activate the Emergency Alert System shall use the verification system called out in the **Los Angeles County Sheriff's Department Procedures for EAS Activation**.
- 6.2 The Sheriff's Department Activation Point may call the party requesting activation back for additional verification or for more details before an EAS Activation is carried out.

**LOS ANGELES COUNTY (CA) EAS PLAN COMMUNICATION OPERATIONS
ORDERS COMMUNICATIONS OPERATIONS ORDER CA-LA NUMBER 7
REQUIRED MONTHLY TEST**

7.1 The Coordinated Required Monthly Test (Event Code RMT) within the Los Angeles County Operational Area must be carried by all broadcast stations as well as CATV firms when the FCC's Rules for Cable go into effect. The RMT may be carried simultaneously with the Sheriff's Department origination as monitored on 39.48 MHz., or with the originating LP1 stations, or delayed by no more than 60 minutes [Federal Communications Commission Part 11.61 (a)(1)] as revised effective May 16, 2002.

7.2 The Required Monthly Test for the Los Angeles County Operational Area will be conducted as follows effective September 1, 2002:

Daytime: Last Tuesday of odd-numbered months at **10:25 a.m.**

Nighttime: Last Tuesday of even-numbered months at **4:25 a.m.**

7.3 The Required Monthly Test (RMT) will originate from the Sheriff's Communications Center or one of the alternate EAS control points with a pre-recorded message voiced by the Sheriff.

7.3.1 **APPROVED TEXT:**

This is a test of the Emergency Alert System. This is Sheriff Lee Baca. I am speaking to you from the Los Angeles County Emergency Operations Center where we manage response to major emergencies. Many broadcasters have agreed to deliver emergency information that will help you understand what has happened during emergencies and what you need to do. When you hear a real EAS Warning or Alert, you should immediately tune to one of those radio or TV stations. This concludes this test of the Emergency Alert System.

The entire Required Monthly Test (RMT) will take approximately 48 seconds.

7.4 An annual Duck - Cover - and - Hold earthquake drill will originate using the EAS "demonstration" or "network message" designator (DMO or NMN) on the first Tuesday of every April at 10:30 a.m. In conjunction with the annual Statewide Duck - Cover - and - Hold earthquake drill. Stations choosing to participate should run this event promptly at 10:30 a.m.

7.5 The State Emergency Operations Center or a designated alternate will transmit a monthly Closed Circuit test that may be carried by any station in addition or in lieu of that station's weekly test. This test can never replace a station's Required Monthly Test (RMT).

- 7.6 The Monthly State EAS test is conducted on the first Tuesday of each month except April. The daytime test in odd-numbered months is at **TBA**. The nighttime test in even numbered months is at **TBA**.
- 7.7 The Los Angeles County Sheriff's Department will from time to time conduct closed circuit tests of the EAS equipment on the County voice channel, 39.48 MHz. These tests ensure the operational status of originating equipment for the Required Monthly Tests and actual EAS Activation Requests, and may originate from any of the three EAS control points. These tests will use either the DMO (demonstration) or NMN (network Message) message designators

**LOS ANGELES COUNTY (CA) EAS PLAN
COMMUNICATION OPERATIONS ORDERS**

COMMUNICATIONS OPERATIONS ORDER CA-LA NUMBER 8

Purpose:

**LA County Hotline Numbers for Government Use to Coordinate EAS activity
Emergency activation procedures.**

These numbers are not to be published in Plan copies for the broadcast and cable industries or posted publicly.

Refer to the Appendix of this Plan for contact numbers of the entities listed below:

KNX
KFI
KFWB
KCBS-FM (will change soon)
KROQ
KLAX
KFOX
KUSC
National Weather Service, Oxnard

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WHITTIER MUNICIPAL CODE, CHAPTER 2.44- EMERGENCY ORGANIZATION**Sections:**

2.44.010 - Purposes.

The declared purposes of this chapter are to provide for the preparation and carrying out of plans for the protection of persons and property within this city in the event of an emergency; the direction of the emergency organization; and the coordination of the emergency functions of this city with all other public agencies, corporations, organizations, and affected private persons.

(Ord. 2309 § 1(part), 1983: prior code § 2450)

2.44.020 - Emergency defined.

As used in this chapter, "emergency" means the actual or threatened existence of conditions of disaster or of extreme peril to the safety of persons and property within this city caused by such conditions as air pollution, fire, flood, storm, epidemic, riot or earthquake, or other conditions, including conditions resulting from war or imminent threat of war, but other than conditions resulting from a labor controversy, which conditions are or are likely to be beyond the control of the services, personnel, equipment and facilities of the city, requiring the combined forces of other political subdivisions to combat.

(Ord. 2309 § 1(part), 1983: prior code § 2450.1)

2.44.030 - Disaster council—Membership.

The city disaster council is created, and shall consist of the following:

- A. The mayor, who shall be chairman;
- B. The director of emergency services, who shall be vice chairman;
- C. The assistant director of emergency services;
- D. Such chiefs of emergency services as are provided for in a current emergency plan of this city, adopted pursuant to this chapter;
- E. Such representatives of civic, business, labor, veterans, professional, or other organizations having an official emergency responsibility, as may be appointed by the director with the advice and consent of the city council.

(Ord. 2309 § 1(part), 1983: prior code § 2450.2)

2.44.040 - Disaster council—Powers and duties.

It shall be the duty of the city disaster council, and it is empowered, to develop and recommend for adoption by the city council, emergency and mutual-aid plans and agreements, and such ordinances and resolutions and rules and regulations as are necessary to implement such plans and agreements. The disaster council shall meet

upon call of the chairman or, in his absence from the city or inability to call such meeting, upon call of the vice chairman.

(Ord. 2309 § 1(part), 1983: prior code § 2450.3)

2.44.050 - Director and assistant director of emergency services—Offices created.

- A. There is created the office of director of emergency services. The city manager shall be the director of emergency services.
- B. There is created the office of assistant director of emergency services, who shall be appointed by the director.

(Ord. 2309 § 1(part), 1983: prior code § 2450.4)

2.44.060 - Director and assistant director of emergency services—Powers and duties.

A. The director is empowered to:

1. Request the city council to proclaim the existence or threatened existence of a "local emergency" if the city council is in session, or to issue such proclamation if the city council is not in session. Whenever a local emergency is proclaimed by the director, the city council shall take action to ratify the proclamation within seven days thereafter or the proclamation shall have no further force or effect;
2. Request the Governor to proclaim a "state of emergency" when, in the opinion of the director, the locally available resources are inadequate to cope with the emergency;
3. Control and direct the effort of the emergency organization of this city for the accomplishment of the purposes of this chapter;
4. Direct cooperation between and coordination of services and staff of the emergency organization of this city, and resolve questions of authority and responsibility that may arise between them;
5. Represent this city in all dealings with the public or private agencies on matters pertaining to emergencies as defined in this chapter;
6. In the event of the proclamation of a "local emergency" as provided in this section, the proclamation of a "state of emergency" by the Governor or the Director of the State Office of Emergency Services, or the existence of a "state of war emergency," the director is empowered:
 - a. To make and issue rules and regulations on matters reasonably related to the protection of life and property as affected by such emergency; provided, however, such rules and regulations must be confirmed at the earliest practicable time by the city council,
 - b. To obtain vital supplies, equipment, and such other properties found lacking and needed for the protection of life and property and to bind the city for the fair value thereof and, if required immediately, to commandeer the same for public use,

- c. To require emergency services of any city officer or employee and, in the event of the proclamation of a "state of emergency" in the county in which this city is located or the existence of a "state of war emergency," to command the aid of as many citizens of this community as he deems necessary in the execution of his duties; such persons shall be entitled to all privileges, benefits and immunities as are provided by state law for registered disaster service workers;
 - d. To requisition necessary personnel or material of any city department or agency; and
 - e. To execute all of his ordinary power as city manager, all of the special powers conferred upon him by this chapter or by resolution or emergency plan pursuant hereto adopted by the city council, all powers conferred upon him by any statute, by any agreement approved by the city council, and by any other lawful authority.
- B. The director of emergency services shall designate the order of succession to that office, to take effect in the event the director is unavailable to attend meetings and otherwise perform his duties during an emergency. Such order of succession shall be approved by the city council.
- C. The assistant director shall, under the supervision of the director and with the assistance of the emergency service chiefs, develop emergency plans and manage the emergency programs of this city, and shall have such other powers and duties as may be assigned by the director.

(Ord. 2309 § 1(part), 1983: prior code § 2450.5)

2.44.070 - Emergency organization—Composition.

All officers and employees of this city, together with those volunteer forces enrolled to aid them during an emergency, and all groups, organizations and persons who may, by agreement or operation of law, including persons impressed into service under the provisions of subsection A6c of Section 2.44.060, charged with duties incident to the protection of life and property in this city during such emergency, shall constitute the emergency organization of the city.

(Ord. 2309 § 1(part), 1983: prior code § 2450.6)

2.44.080 - Emergency plan.

The city disaster council shall be responsible for the development of the city emergency plan, which plan shall provide for the effective mobilization of all of the resources of the city, both public and private, to meet any condition constituting a local emergency, and shall provide for the organization, powers and duties, services and staff of the emergency organization. Such plan shall take effect upon adoption by resolution of the city council.

(Ord. 2309 § 1(part), 1983: prior code § 2450.7)

2.44.090 - Expenditures.

Any expenditures made in connection with emergency activities, including mutual-aid activities, shall be deemed conclusively to be for the direct protection and benefit of the inhabitants and property of the city.

(Ord. 2309 § 1(part), 1983: prior code § 2450.8)

2.44.100 - Violations—Penalties.

It shall be a misdemeanor, punishable by a fine of not to exceed five hundred dollars, or by imprisonment for not to exceed six months, or both, for any person, during an emergency, to:

- A. Wilfully obstruct, hinder or delay any member of the emergency organization in the enforcement of any lawful rule or regulation issued pursuant to this chapter, or in the performance of any duty imposed upon him by virtue of this chapter;
- B. Do any act forbidden by any lawful rule or regulation issued pursuant to this chapter, if the act is of such a nature as to give, or be likely to give, assistance to the enemy, or to imperil the lives and property of inhabitants of this city, or to prevent, hinder or delay the defense or protection thereof;
- C. Wear, carry or display, without authority, any means of identification specified by the emergency agency of the state.

(Ord. 2309 § 1(part), 1983: prior code § 2450.9)



**City of Whittier - Emergency Management
Emergency Water Supply Plan for Staff**


Issue: The City has an ongoing need to maintain a viable drinking water supply sufficient to support EOC and other City staff (& some family members) during a major emergency. A variety of options exist to meet the need, each provide specific benefits and limitations. A variety of disasters could result in the temporary disruption of drinking water via normal public water supply system including; earthquake, floods, terrorist acts, etc.

Need: FEMA, The American Red Cross and other emergency response organizations recommend that each person be provided with one gallon of drinking water per day. Full EOC operation would include 35 people (35 gallons of water/ day. Additional public safety and other critical City staff will add to this demand. Total water capacity needs to be sufficient to meet needs for 3-7 days.

Emergency Water Supply and Treatment: A three tier approach has been utilized to provide water for staff (Refer to Table1).

Table 1. Tiered Approach to Meeting Emergency Staff Water Supply Needs:

Level (A, B, C)	Projected Use
<p>A. Bottled Water 25 Cases available</p>	<ol style="list-style-type: none"> 1. Primary staff water supply for most short term disasters 2. Sufficient for a single day EOC activation 3. Additional supplies will be purchased to supplement this water supply during the emergency (if available) 4. This water is located in the basement of City Hall in the Elevator Machine Room, and managed by the City’s Emergency Management Division 
<p>B. Small Bulk Water Storage and Filter Purification</p>	<ol style="list-style-type: none"> 1. On-site bulk water storage, treatment and filtering will provide as a back-up water supply if water municipal water supplies become unusable. Supply is approximately <u>400 gallons</u>. 2. This water expands the City’s emergency capacity if a disaster becomes somewhat protracted. 3. This water storage and equipment is located in the basement of City Hall in the Elevator Machine Room, the Boiler Room, and on the Emergency Management Cook Trailer. 

<p>C. Use & Purify Any Available Water Source (DIVVY System)</p>	<ol style="list-style-type: none"> 1. The DIVVY system is activated only for prolonged significant disasters requiring enhanced capacity (up to 2500 gallons/ day) 2. The system will be operated in a location where it can be readily supported and the need is greatest. 3. This system may also be used to support community needs if City staff needs are also being satisfied. 4. This water treatment and storage system is stored in the basement of City Hall in the Elevator Machine Room 5. Pre-determined Water Sources have been established (described elsewhere in this document). 6. Setting up the system for use is intuitive for someone with basic mechanical abilities. Issues such as ease of accessing the equipment for both dispensing water and refilling the system need to be thoughtfully considered when establishing a location to set-up the system. 
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Pre-determined Water Sources:

1. Municipal Water Supply. If a Public Health Official determines the municipal water supply is or may be contaminated, the water may still be used if treated and filtered with one of the systems identified in Level B or C.
 - a. Utilize any available hose outlet (expect extended fill times)
 - b. Utilize an available fire hydrant via a connected supply hose and adapters.
 - c. Parks Department Water Truck or Solid Waste Management Water Truck. Coordinate water delivery with Director, Manager, or other designee of the appropriate department. *Note: The City owns two Water Trucks: Parks Department has a 2000 gallon water truck. Solid Waste management has a 4000 gallon water truck. These vehicles are not set up to draft water from a standing source so a portable pump may be required to fill the tank if municipal water supplies fail.*
 - d. Coordinate delivery via any LACoFD local Fire Station/ Battalion 8 Battalion Chief or Station Captain
 - Station #17 – 12006 Hadley, Whittier (562) 698 8455 or via LACoFD Dispatch
 - Station #28 – 7733 Greenleaf, Whittier (562) 698 7661 or (562) 696 5766 for BC via LACoFD Dispatch

- Station #59 – 10021 Scott Ave (562) 698 7333 via LACoFD Dispatch

2. Recreational Water within City Parks. These sources exist throughout the City in various public parks. Use of these water sources requires treatment and filtering as identified in Level B or C. Coordinate use and delivery with Parks Recreation & Community Services (PRCS) Director, Manager or designee.

- a. Palm Park Jr Olympic size pool - (**See #3** on Park Facility Map Attachment)
- b. Barefoot Boy Fountain (**Main Library** – City Hall)
- c. Hoover Fountain (**See #2** on Park Facility Map Attachment)
- d. Mar Vista Fountain (**See #18** on Park Facility Map Attachment)

Note: The City owns two Water Trucks: Parks Department has a 2000 gallon water truck. Solid Waste management has a 4000 gallon water truck. These vehicles are not set up to draft water from a standing source so a portable pump may be required to fill the tank if municipal water supplies fail.

3. Whittier Union High School District Pool Facilities. The following high schools have large swimming pools that can be utilized during a major disaster. Coordinate access with Whittier High School District, Director of Business Services or his alternate (562) 698 8121 ext. 1502. Coordinate delivery via LACoFD or City PRCS Director or their designee.

High Schools

- a. Whittier High School – 12417 E. Philadelphia Street (562) 698 8121
- b. La Serna High School – 15301 Youngwood Drive (562) 698-8121
- c. Pioneer High School – 10800 Benavon Street (562) 698-8121

4. Other Sources. Other sources may also be used as they are identified and evaluated. These sources may include private swimming pools, tanks, or ponds with the owner's consent.

- a. DIVVY System hand operated pump in conjunction with any standing body of water.

Sanitizing and Filtering Water Prior to Use

It is extremely important that water used from Level B and C be sanitized and filtered prior to use to ensure that the water is safe for human consumption. Sanitizing the water is accomplished using pre-sized doses of granular chlorine. Instructions can be found on the pre-sized sanitizing packets located within the Elevator Machine Room in City Hall. Use of the filter/ pump and storage mechanisms is relatively intuitive for anyone with minimal mechanical ability.

Water Supply Team Members

Water Supply Team members have received training to set up and operate emergency water storage and delivery equipment owned by the City. These team members will carry out the water supply function during an emergency.

Level A Water Supply Role: The water supply function involving only Level A (bottled water), can be accomplished by any staff member with basic organizational skills.

Level B or C Water Supply Role: Use and delivery of water supplies described in Level B or C must to be carried out by staff trained to carry out the water supply function. Refer to positions below.

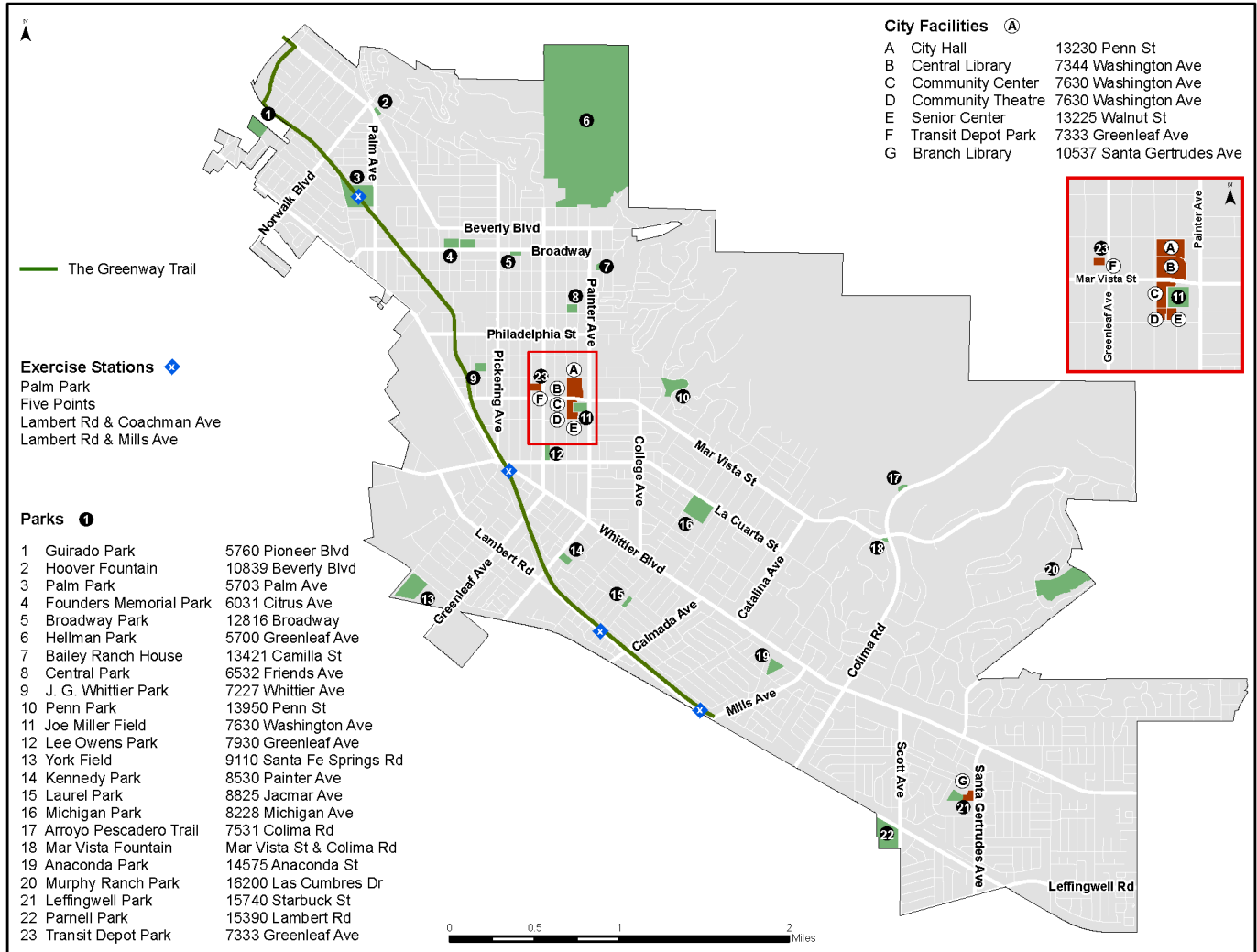
The Water Supply team consists of the following positions:

Team Leader: The Emergency Operations Coordinator will assume this role and is responsible for water planning efforts and often is in charge of other integrated emergency planning and training. The tasks to be coordinated by the Team Leader include choosing the predetermined location(s) for the DIVVY™ System, timing of the setup and clean up, management of other team members, communication method etc.

Backup Team Leader: Facilities Maintenance personnel will serve as a backup Team Leader if the Team Leader is not available. The backup team leader can also be helpful in taking on some of the team leader's responsibilities if needed, which can help to streamline coordination efforts in an emergency.

Setup, Operation, and Communications Team: Although one person can easily set up and run the Level B or Level C water supply equipment, it is preferable that two people set-up and operate the equipment for the duration of time needed and assist with cleanup and storage. Most communications tasks will be handled by EOC staff.

Site Security: In some instances a Security Officer may be needed to limit access to the equipment. Implementation of this position is directly related to physical location of the equipment. If implemented, a Community Services Officer is capable of assuming this role.



Attachment: Park Facility Map

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DISASTER RESPONSE VOLUNTEERS

Amateur Radio Emergency Service (ARES) Volunteer Program

The ARES program enhances communication capabilities during all type of disasters and emergencies. History has shown that communication is one of the greatest challenges facing emergency management personnel. This is especially true when a disaster affects a broad region; such as during a major earthquake. The ARES volunteers provide additional communication options through amateur radio frequencies authorized by the FCC. The program is staffed by approximately 20 volunteers with two of the members designated as leads. The members are typically recruited through the Rio Hondo Amateur Radio Club and are required to undergo a background check and City volunteer application process. The ARES volunteers perform regular tests of the equipment thought the year and also assist in drill and community events to hone their skills. Whittier has also invested in acquisition of amateur radio equipment that supports the program and is utilized by the ARES volunteers. The equipment is located within the EOC, along with several other sites throughout the City.

Whittier Community Emergency Response Team (CERT)

1. The City of Whittier's Emergency Management will develop, organize, coordinate and lead the City toward effective preparation for, and effective response to, emergencies and disasters with the primary focus on saving lives, reducing human suffering and minimizing the loss of property and public services.
2. CERT Training Will Teach Participants To:
 1. Describe the types of hazards most likely to affect their homes and communities.
 2. Take steps to prepare themselves for a disaster.
 3. Identify and reduce potential fire hazards in their homes and workplaces.
 4. Apply first aid techniques for opening airways, controlling bleeding, and treating shock.
 5. Conduct disaster related triage and establish treatment area.
 6. Utilize safe techniques for debris removal and victim extrication.
 7. Organize themselves and spontaneous volunteers to be effective, and collect disaster intelligence to support first responder efforts.
3. Whittier CERT members have the ability to enhance services provided by our local Fire and Police professionals. To become CERT program certified, participants are required to complete a 20-hour multifunctional training. CERT training is conducted by qualified CERT instructors, including Los Angeles County Fire Department.

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Alert LA County Activation Procedure
(Request for Activation by Local Agencies)

System Purpose

The governing principle of the Alert LA County system is that the notification to the public will help save lives, protect health, and reduce potential for injury. The Alert LA County system shall not be used for any non-governmental purpose. It shall not be used for political messages, for-profit activity, personal messages, advertising of any product or service, or improper or erroneous messages. The Los Angeles County Sheriff's Department's Tactical Planning Section of the Emergency Operations Bureau (EOB) and the SCC Radio Room Operations Section shall jointly manage the Alert LA County system, oversee daily operation of the system, resolve operational issues, ensure sufficient authorized trained users to operate the system, and ensure the system is tested regularly.

Examples of information that may be communicated through the Alert LA County system:

- *Urgent information related to police, fire, or public health emergencies affecting residents*
- *Notification of critical missing adult/children*
- *Notification of a search for a fleeing felon*
- *Evacuation of a specified area*
- *Disaster notification*
- *Public safety tests to verify data accuracy and system operability*

Activation Procedure

All outside agencies requesting the use of the Alert LA County system shall contact the Sheriff's Communication Center (SCC) at (866) 527-8277.

If the Sheriff's DOC has been activated and the request is related to the DOC activation, SCC shall transfer the call to the DOC. SCC will continue to handle any notifications unrelated to the ongoing incident.

The IC or their designee shall answer the following questions using the Alert LA County System Notification Request Worksheet (SH-R-477. See Attached):

1. Does the incident constitute an imminent threat to life, health, or property within the County of Los Angeles and will this notification help reduce the loss of life and/or property?
2. Does the incident require the public to take specific protective action?
3. What is the threat (Give a description)?
4. Where is the area to be notified (Describe the area, size and scope)?

5. Indicate the message to be sent and specific actions to be taken (Not more than 30 seconds).

Designation of City Staff Authorized to Initiate Activation

Each of the listed City of Whittier Departments and staff is authorized to initiate activation requests:

- Emergency Management - (City Manager/ Emergency Operations Director, Controller/ Deputy Emergency Operations Director, Assistant City Manager/ PIO, Police Chief/ Operations Chief, HR Manager/ Emergency Operations Manager, Public Safety Specialist/ Emergency Operations Coordinator)

OR

- Police Department - (Police Chief and all Command Staff, IC, or PD Dispatcher)

ALERT LA COUNTY NOTIFICATION SYSTEM REQUEST WORKSHEET		
<p>Call the Los Angeles County Sheriff's Communications Center Ask for the Radio Room Watch Commander (866) 527-8277</p>		
Date: <input style="width: 80%;" type="text"/>	Time: <input style="width: 80%;" type="text"/>	
<p>Incident Commander in Charge of Event: <input style="width: 90%;" type="text"/></p> <p style="padding-left: 150px;">Contact Number: (<input style="width: 30px;" type="text"/>) <input style="width: 30px;" type="text"/> - <input style="width: 30px;" type="text"/></p>		
<p>Requester Name: <input style="width: 90%;" type="text"/></p> <p>Contact Number: (<input style="width: 30px;" type="text"/>) <input style="width: 30px;" type="text"/> - <input style="width: 30px;" type="text"/></p>		
<p><u>DOES THE INCIDENT CONSTITUTE:</u></p> <ul style="list-style-type: none"> - Imminent or perceived threat to health, life or property within the County of Los Angeles and will this notification help to reduce the loss of life and property? <input type="checkbox"/> YES <input type="checkbox"/> NO - Does this incident require the public to take specific protective action(s)? <input type="checkbox"/> YES <input type="checkbox"/> NO 		
<p><u>Describe the threat:</u></p> <div style="border: 1px solid black; height: 60px; margin-top: 5px;"></div>		
<p><u>Describe the area to be notified:</u> (Be as specific as possible. You can use Thomas Brother's map information, zip codes, cross streets, radius out from an address, etc.)</p> <div style="border: 1px solid black; height: 60px; margin-top: 5px;"></div>		
<p><u>Actual message</u> (No more than 30 sec): Start with: This is an emergency message from.....</p> <div style="border: 1px solid black; height: 60px; margin-top: 5px;"></div>		
<p><u>Is there a requirement for follow-up message?</u> <input type="checkbox"/> YES <input type="checkbox"/> NO</p>		
<p><u>Additional Notes:</u></p> <div style="border: 1px solid black; height: 60px; margin-top: 5px;"></div>		

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