

# PART TWO OPERATIONS SECTION

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# **OPERATIONS SECTION**

## **GENERAL**

### **PURPOSE**

To enhance the capability of the City of Agoura Hills 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 be:

- 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 manage the tactical operation of various response elements involved in the disaster/emergency. These elements may include:

- Law Enforcement/Coroner
- Fire/Rescue/Hazardous Materials/Medical
- Care and Shelter/Health
- Public Works
- Building & Safety

### **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) and the 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.

## **SEMS/NIMS Emergency Operations Plan**

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

### **SECTION ACTIVATION PROCEDURES**

The EOC Director is authorized to activate the Operations Section.

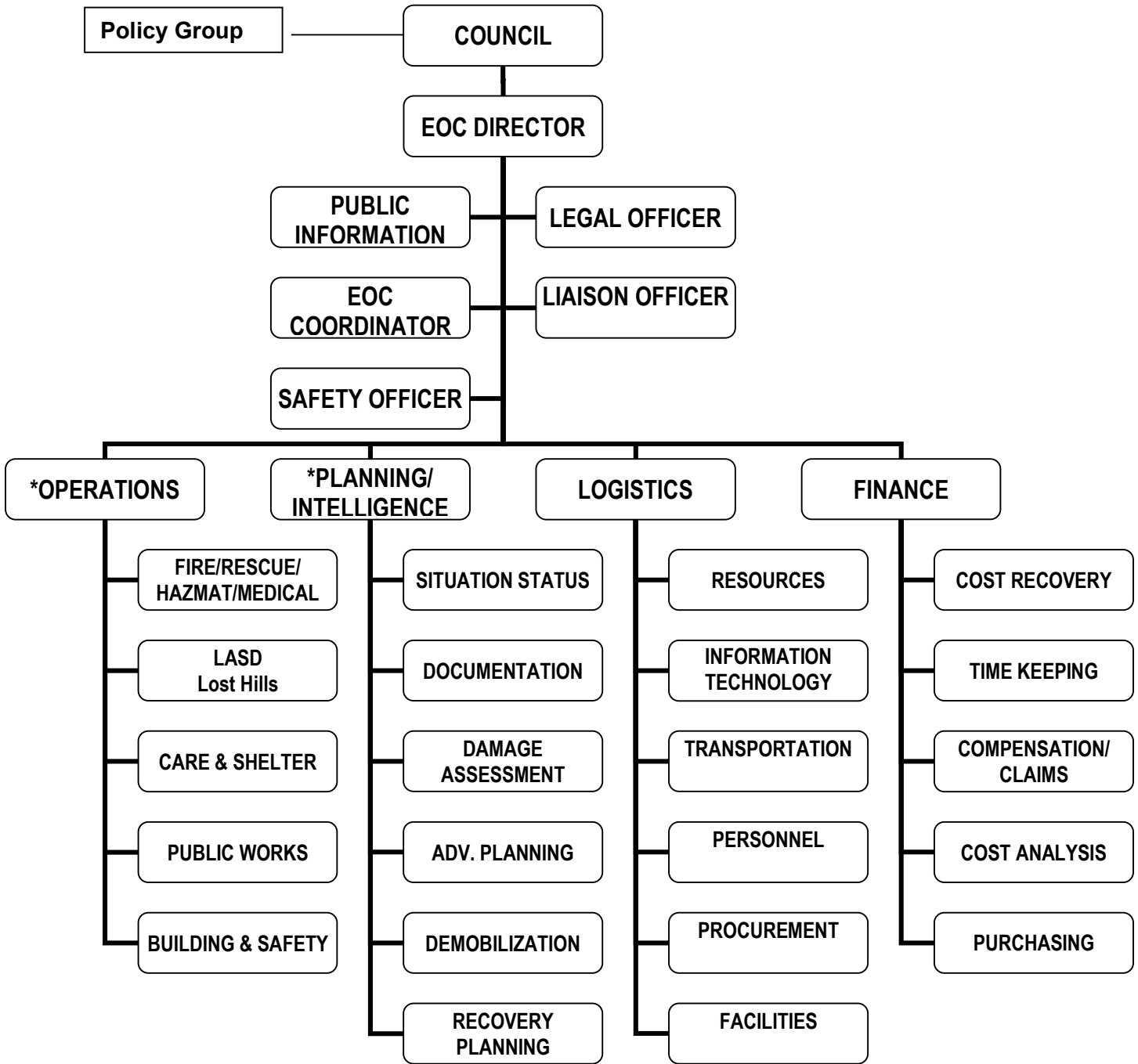
#### **When to Activate**

The Operations Section may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the EOC Director.

#### **Where to Report**

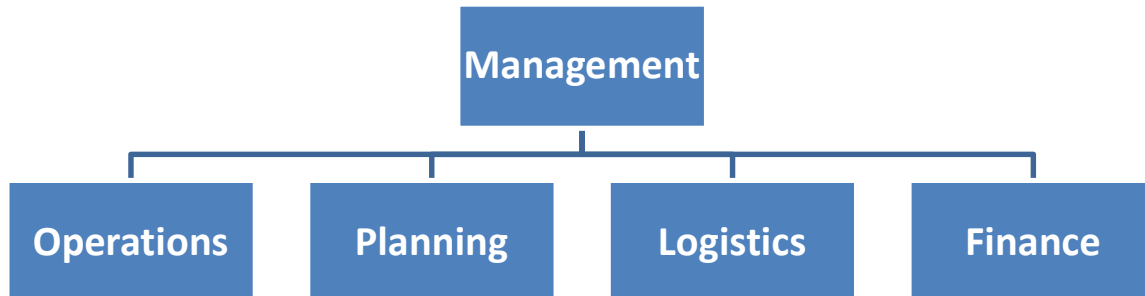
The City EOC is located at 30001 Ladyface Court, Agoura Hills. The alternate EOC is located at 29900 Ladyface Court, Agoura Hills.

# SEMS/NIMS ORGANIZATION CHART



\* If all elements are activated, a deputy may be appointed to provide a manageable span of control.  
 Field Units will be coordinating and communication with each of the Branches under the Operations Section. The Incident Command System will be used in the field.

**SEMS/NIMS EOC RESPONSIBILITIES CHART**



**Responsibilities:**

**EOC Director (Management Section)**

The EOC Director is responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies and private organizations. The EOC Director 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.

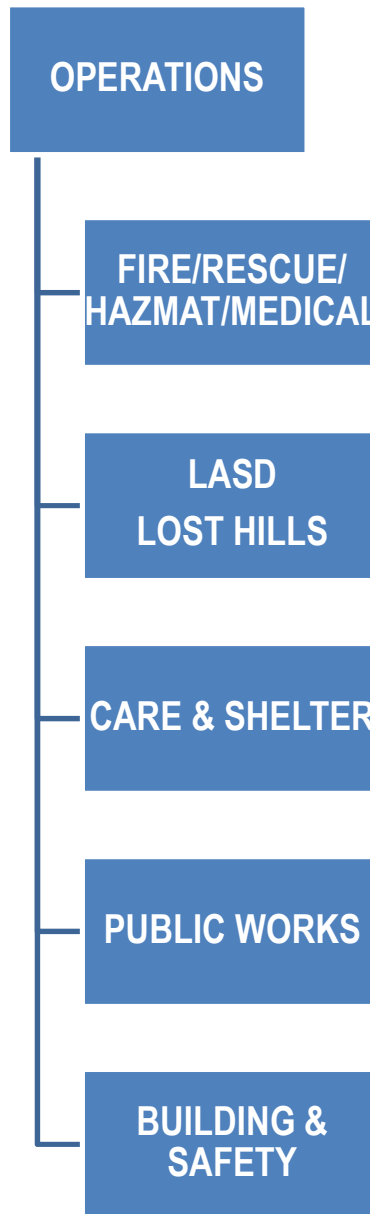
**Logistics Section**

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.

**OPERATIONS SECTION ORGANIZATION CHART**





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## OPERATIONS SECTION STAFF

The Operations Section Coordinator will determine, based on present and projected requirements, the need for establishing specific and/or specialized branches. The following branches may be established as the need arises:

- Law Enforcement Branch
- Fire/Haz Mat/Medical Branch
- Care & Shelter Branch
- Public Works Branch
- Building and Safety Branch

The Operations Section Coordinator may activate additional units as necessary to fulfill an expanded role.

### Operations Section Coordinator

The Operations Section Coordinator, a member of the EOC Director's General Staff, is responsible for coordinating all jurisdictional 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 Coordinator is responsible for:

- Understanding the current situation.
- Predicting probable resource needs.
- Preparing alternative strategies for procurement and resources management.

### Law Enforcement

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 Coroner, and activating crisis counseling for emergency responders. Standard Operating Procedures are maintained and followed by the **Los Angeles County Sheriff's Department, Lost Hills Station.**

### Fire/Haz Mat/Medical

The Fire Branch is responsible for coordinating personnel, equipment, and resources committed to the fire, field medical, search and rescue, hazardous materials elements of the incident. Standard Operating Procedures are maintained and followed by the **Los Angeles County Fire Department.**

Medical activities will be coordinated with the Los Angeles County Operational Area for appropriate emergency medical response. The Operational Area is responsible for

managing personnel, equipment and resources to provide the best patient care possible.

**Care & Shelter**

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**

The Public Works Branch is responsible for coordinating all Transportation & 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, etc. as needed.

**Building and Safety**

The Building and Safety Branch is responsible for the evaluation and inspection of all City-owned and private structures damaged in an incident.

## **OPERATIONS SECTIONS COORDINATOR**

**SUPERVISOR: EOC Director**

### **GENERAL DUTIES:**

- Ensure that the Operations Section function is carried out, including the coordination of response for Law Enforcement, Fire, Care and Shelter, Public Works, and Building and Safety.
- Establish and maintain staging areas for incoming resources.
- Develop and ensure that the EOC Action Plan's operational objectives are carried out.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Exercise overall responsibility for the coordination of activities within the Section.
- Report to the EOC Director on all matters pertaining to Section activities.

### **YOUR RESPONSIBILITY:**

Coordinate all jurisdictional 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**

### **CHECKLIST ACTIONS**

#### **Section Start-Up Actions**

- Check in upon arrival at the EOC.
- Report to the EOC Director.
- Obtain a briefing on the situation.
- Set up your Section work station, including maps and status boards. Use your EOC Section materials and on-site supplies.
- Review your position responsibilities.
- Identify yourself as the Operations Section Coordinator by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

## **SEMS/NIMS Emergency Operations Plan *OPERATIONS SECTION COORDINATOR***

- Clarify any issues you may have regarding your authority and assignment and what others in the organization do.
- Review organization in place at the EOC. Know where to go for information or support.
- Determine if other Section staff is at the EOC.
- Confirm that all key Operations Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.
- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
  - Law Enforcement is contracted to the Los Angeles County Sheriff's Department
  - Fire/Haz Mat/Medical is contracted to the Los Angeles County Fire Department
  - Care and Shelter
  - Public Works
  - Building and Safety
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Brief incoming Section personnel prior to their assuming their duties. Briefings should include:
  - Current situation assessment.
  - Identification of specific job responsibilities.
  - Identification of co-workers within the job function and/or geographical assignment.
  - Availability of communications.
  - Location of work area.
  - Identification of eating and sleeping arrangements as appropriate.
  - Procedural instructions for obtaining additional supplies, services, and personnel.
- Identification of operational period work shifts.
- Inform the EOC Director and General Staff when your Section is fully operational.
- Open and maintain Section logs.
- Using activity log (**see Part Two, Operations Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
  - Messages received
  - Action taken
  - Decision justification and documentation
  - Requests filled

## **SEMS/NIMS Emergency Operations Plan *OPERATIONS SECTION COORDINATOR***

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- EOC personnel, time on duty and assignments

*Precise information is essential to meet requirements for possible reimbursement by the State OES and FEMA.*

- Review responsibilities of branches in your Section. Develop plan for carrying out all responsibilities.
- Meet with other Section Coordinators.
- Prepare work objectives for Section staff and make staff assignments.
- From the Situation Status Unit of the Planning/Intelligence Section, obtain and review major incident reports and additional field operational information that may pertain to or affect your Section operations. Provide information to appropriate branches.
- Based on the situation as known or forecast, determine likely future Operations Section needs.

### **General Operational Duties**

- Carry out responsibilities of the Operations Section branches 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 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.
- 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/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.

## **SEMS/NIMS Emergency Operations Plan OPERATIONS SECTION COORDINATOR**

- Ensure that your Section logs and files are maintained.
- Monitor your Section activities and adjust Section organization as appropriate.
- Ensure internal coordination between branch leaders.
- Update status information with other sections as appropriate.
- Resolve problems that arise in conducting your Section responsibilities.
- Anticipate potential situation changes, such as severe aftershocks, in all Section 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.
- Make sure that all contacts with the media are fully coordinated first with the Public Information Officer (PIO).
- Ensure that all your Section personnel and equipment time records and record of expendable materials used are provided to the Time and Cost Analysis Units of the Finance/Administration Section at the end of each operational period.
- Participate in the EOC Director's action planning meetings.

### **Section Operational 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.

## **SEMS/NIMS Emergency Operations Plan *OPERATIONS SECTION COORDINATOR***

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- 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 staging areas for Operations-related equipment and personnel.
- Direct Operations Branch Coordinators to maintain up-to-date Incident Charts, Incident Reports, and Branch specific maps. Ensure that only ACTIVE, ESSENTIAL information is depicted on the charts and maps. All Branch related items of interest should be recorded on an Incident Report.
- Provide copies of the daily Incident Report to the Documentation Unit of the Planning/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 Coordinator in the development of the EOC Action Plan. **(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.)**
- Coordinate with the Facilities and Procurement Units of the Logistics Section on animal care issues.



**SEMS/NIMS Emergency Operations Plan *OPERATIONS SECTION COORDINATOR***

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- 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.
- 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.
- Deactivate your Section and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.

## LAW ENFORCEMENT

### SUPERVISOR: Operations Section Coordinator

#### IMPORTANT TO NOTE:

The City of Agoura Hills contracts with the County of Los Angeles Sheriff's Department for Enforcement Services at the Lost Hills Station. Depending upon the incident, the Sheriff's Department may not have an agency liaison stationed. In such an instance, the Liaison Office will be assigned to the Lost Hills Station EOC to monitor and coordinate activities and communicate via radio to the City's EOC. It will be the responsibility of the Emergency Operations Coordinator to monitor law enforcement activities in the City's EOC.

#### 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 [See Operations Support Documentation – OS 61]**

#### YOUR RESPONSIBILITY:

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**

#### CHECKLIST ACTIONS

##### Branch Start-Up Actions

- Check in upon arrival at the EOC.
- Report to the Operations Director and obtain a briefing on the situation.

- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Obtain a briefing from the field command post(s) or DOC prior to assuming EOC assignment and brief the Operations Section Coordinator.
- Identify yourself as the Law Enforcement Branch by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Clarify any issues you may have regarding your authority and assignment and what others in the organization do.
- Activate elements of your Branch, establish work area, assign duties and ensure Branch journal/log is opened.
- Determine 24-hour staffing requirement and request additional support as required.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Ensure that all your incoming Branch personnel are fully briefed.
- Based on the situation as known or forecast, determine likely future Branch needs.
- Think ahead and **anticipate** situations and problems before they occur.
- Using activity log (**see Part Two, Operations Support Documentation-Activity Log**), maintain all required records and documentation to support the After-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 the State OES and FEMA.*

### General Operational Duties

- Develop a plan for your Branch operations and support of field operations as requested. Assign specific responsibilities.
- Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.
- Obtain regular briefings from field command post(s) or DOC.

- Ensure that the Safety/Damage Assessment plan is being carried out by field units.
- Keep the Operations Section Coordinator advised of your Branch 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 Branch planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and **anticipate** your support needs and forward to your Section Coordinator.
- Conduct periodic briefings for your Branch. Ensure they are aware of priorities.
- Monitor your Section activities and adjust Section organization as appropriate.
- Refer all media contacts to your Section Coordinator.
- Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- Ensure that all your Branch personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

**Branch Operational 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 Malibu Lost Hills Sheriff Station EOC and Watch Commander of status.
- Coordinate with the appropriate units of the Logistics Section for supplies, equipment, personnel, and transportation for field operations.
- Establish a multi-purpose staging area as required.
- Maintain contact with established DOCs and dispatch center to coordinate resources and response personnel.
- Direct field units to report pertinent information (casualties, damage observations, evacuating status, radiation levels, chemical exposure, etc.) to the appropriate EOC Operations Branch.

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

- Designate area to be warned and/or evacuated.
- Develop the warning/evacuation message to be delivered. At a minimum the message should include:
  - Nature of the emergency and exact threat to public
  - Threat areas
  - Time available for evacuation
  - Evacuation routes
  - Location of evacuee assistance center
  - Radio stations carrying instructions and details
- Coordinate all emergency warning and messages with the EOC Director and the PIO. Consider following dissemination methods:
  - Notifying Law Enforcement units to use loudspeakers and sirens to announce warning messages.
  - Determining if helicopters are available and/or appropriate for announcing warnings.
  - Using cable TV, local radio stations, or local low-power radio stations to deliver warning or emergency messages upon approval of the Director of Emergency Operations.
  - 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.

### ***Evacuation***

- Implement the evacuation portion of the EOC Action Plan.
- 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.
- Coordinate the **Evacuation and Care of Pets and Livestock** with the Los Angeles Animal County Care and Control [See Operations Support Documentation – OS 64]

### **Security**

- Enforce curfew and other emergency orders, as identified in the EOC Action Plan.
- Request mutual aid assistance through the **LASD Lost Hills Sheriff's Station** EOC or Watch Commander.
- Coordinate security in the affected areas to protect public and private property by establishing access controls and screening traffic entering the City, as required.
- Coordinate security for critical facilities and resources.
- 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.

**Other**

- If requested, assist the L.A. County Coroner with removal and disposition of the dead.
- Activate the EOC Coroner Unit if the Coroner is needed and the County cannot provide service.
- Activate the Critical Incident Stress Management Teams if necessary.

***Additional Actions in Response to Hazardous Materials Incidents***

- Ensure that all personnel remain upwind or upstream of the incident site. This may require repositioning of personnel and equipment as conditions change.
- Notify appropriate local, state, and federal hazard response agencies.
- Consider wind direction and other weather conditions. Contact the Situation Status Unit of the Planning/ Intelligence Section for updates.
- Assist with the needs at the Incident Command/Unified Command Post as requested.
- Assist in efforts to identify spilled substances, including locating shipping papers and placards, and contacting as required: County Health, State OES, shipper, manufacturer, CHEMTREC, etc.

***Additional Actions In Response to a Major Air Crash***

- Notify the Federal Aviation Agency or appropriate military command.
- Request temporary flight restrictions.

***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.

**Deactivation**

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Law Enforcement Branch position and close out logs when authorized by the Operations Section Coordinator or EOC Director.
- Leave forwarding phone number where you can be reached.

**FIRE/HAZ MAT/MEDICAL****SUPERVISOR: Operations Section Coordinator**

The City of Agoura Hills contracts with the Los Angeles County Fire Department for fire protection services which include fire, rescue and hazardous materials.

The LACoFD fire stations serving the City of Agoura Hills under Division #7 are:

#65	4206 Cornell Road	Agoura Hills
#89	29575 Canwood Street	Agoura Hills

In the event of a major emergency, the Fire Department may not be able to allocate personnel to the City of Agoura Hills's EOC. Generally, it is the Public Safety's responsibility to coordinate this function.

**GENERAL DUTIES:**

- Evaluate and process requests for fire and rescue resources.
- Evaluate and process requests or reports of hazardous materials spills or releases.
- Coordinate fire and search and rescue operations.
- Coordinate hazardous materials incidents.
- Coordinate the provision of emergency medical care.
- Monitor and coordinate all tactical operations of triage, emergency medical care and treatment of the sick and injured resulting from the incident.
- 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 Coordinate as needed.
- Coordinate mobilization and transportation of all City resources through the Logistics Section.
- Coordinate with the County of Los Angeles Department of Health Services and the City regarding all disease prevention and control activities.
- Implement that portion of the EOC Action Plan appropriate to the Fire Branch.

**YOUR RESPONSIBILITY:**

Provide for the timely and adequate response to fire and rescue requests and hazardous materials spills or releases. Manage personnel, equipment and resources to provide the best patient care possible consistent with the EOC Action Plan. Priorities of importance are: Protection of life, protection of the environment and protection of property and equipment.

**READ ENTIRE CHECKLIST AT START-UP AND  
AT BEGINNING OF EACH SHIFT****CHECKLIST ACTIONS****Branch Start-Up Actions**

- Check in upon arrival at the EOC.
- Report to the Operations Director and obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Obtain a briefing from the field command post(s) or DOC prior to assuming EOC assignment and brief the Operations Section Coordinator.
- Identify yourself as the Fire Branch Coordinator by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Ensure that all required supplies are available and equipment is working properly (phones, radios, forms, lists, maps, etc.)
- Ascertain if Fire Department personnel with EOC assignments have been notified that the EOC has been activated.
- Clarify any issues you may have regarding your authority and assignment and what others in the organization do.
- Activate elements of your Branch, establish work area, assign duties and ensure Branch journal/log is opened.
- 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.
- Determine 24-hour staffing requirement and request additional support as required.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Ensure that all your incoming Branch personnel are fully briefed.
- Based on the situation as known or forecast, determine likely future Branch needs.

- Think ahead and **anticipate** situations and problems before they occur.
- Using activity log (**see Part Two, Operations Support Documentation-Activity Log**), maintain all required records and documentation to support the After-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 the State OES and FEMA.*

### **General Operational Duties**

- Develop a plan for your Branch operations and support of field operations as requested. Assign specific responsibilities.
- Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.
- Obtain regular briefings from field command post(s) or DOC.
- Direct field units to report pertinent information (casualties, damage observations, evacuation status, chemical exposures, etc.) to the appropriate DOC or EOC Operations Branch.
- Ensure that the Safety/Damage Assessment plan is being carried out by field units.
- Keep the Operations Section Coordinator advised of your Branch status and activity and on any problem areas that now need or will require solutions.
- Provide periodic situation or status reports to your Section Coordinator for updating information to the Planning/Intelligence Section.
- 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 Branch planning. Develop a backup plan for all plans and procedures requiring off-site communications.

- Determine and **anticipate** your support needs and forward to your Section Coordinator.
- Conduct periodic briefings for your Branch. Ensure they are aware of priorities.
- Monitor your Section activities and adjust Section organization as appropriate.
- Refer all media contacts to your Section Coordinator.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all your Branch personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

### **Branch Operational Duties**

- Assess the impact of the disaster on the Fire Department operational capacity
- Set Fire Department priorities based on the nature and severity of the disaster.
- Attend planning meetings at the request of the Operations Section Coordinator
- Assist in preparation of the EOC Action Plan.
- Estimate need for fire mutual aid.
- Request mutual aid resources through proper channels when approved by the Operations Section Coordinator.
  - Order all fire resources through the Los Angeles County Operational Area Fire Mutual Aid Coordinator.
  - Order all other resources through the Logistics Section.
- Report to the Operations Section Coordinator when:
  - EOC Action Plan needs modification.
  - Additional resources are needed or surplus resources are available.
  - Significant events occur.
- Report to the Operational Area Fire Mutual Aid Coordinator on major problems, actions taken and resources available or needed.
- Alert all emergency responders to the dangers associated with hazardous materials and fire.

- Coordinate search and rescue operations.
- Provide heavy equipment crews to assist in rescuing trapped persons.
- Assist Law Enforcement with the direction and management of population evacuation; assist in evacuating non-ambulatory persons.
- Assist in dissemination of warning to the public.
- Provide fire protection and safety assessment of shelters.
- Provide for radiation monitoring and decontamination operations. **(See Part Two-Operations Support Documentation-Radiological Protection Procedures.)**
- Check with the other Operations Section Branches for a briefing on the status of the emergency.
- Coordinate provision of vehicles, shelter, food, water, sanitation, equipment, and supplies for fire personnel. Coordinate additional needs with Logistics Section.
- Determine if current and forecasted weather conditions will complicate large and intensive fires, hazardous material, releases, major medical incidents and/or other potential problems.
- Review and approve accident and medical reports originating within the Fire Branch.
- Resolve logistical problems reported by the field units.
- Implement the Radiological Protection Procedures if needed. **(See Part Two-Operations Support Documentation-Radiological Protection Procedures.)**
- Notify appropriate local, state, and federal hazard response agencies.
- Consider wind direction and other weather conditions. Contact the Situation Status Unit of the Planning/Intelligence Section for updates.
- Assist with the needs of the Incident Command Post as requested.
- Assist in efforts to identify spilled substances, including locating shipping papers and placards, and contacting as required. County Health, State OES, shipper, manufacturer, CHEMTREC, etc.
- Ensure that proper clean-up arrangements are made.



- Request activation of evacuation centers or mass care shelters when need is indicated through Care and Shelter Branch.
- Assist in alerting all emergency responders to the dangers associated with hazardous materials and fire.
- Coordinate emergency medical care and transportation to appropriate facilities, utilizing County resources and private providers.
- Assist in dissemination of warning to the public.
- Coordinate search and rescue operations.
- Work with Care and Shelter Branch to provide support for safety assessment for shelter operations.
- Provide support for decontamination operations.
- Coordinate firefighting water supplies with the Public Works Branch. Obtain status of water system and report to field Incident Commander or Command Post.
- Coordinate with the County of Los Angeles Department of Health Services and the City regarding all disease prevention and control activities.

**THE FIRE/HAZMAT/MEDICAL BRANCH WILL FACILITATE THE MEDICAL/HEALTH ACTIVITIES DUE TO THE LACK OF RESOURCES IN THE CITY UNLESS A REPRESENTATIVE FROM LOS ANGELES COUNTY ARRIVES. UNTIL THEN ALL MEDICAL/HEALTH ACTIVITIES WILL BE COORDINATED WITH THE LOS ANGELES COUNTY OPERATIONAL AREA EOC MEDICAL/PUBLIC HEALTH BRANCH.**

- Access status of local hospitals and resources. Coordinate with the Medical/Public Health Branch in the Los Angeles County Operational Area EOC.
- Coordinate emergency medical support and hospital care for disaster victims during and after the incident.
- Determine number and location of casualties that require hospitalization.
- Coordinate with the County to identify hospitals, nursing homes and other facilities that should be expanded into emergency treatment centers for disaster victims. Assist in ensuring that standby emergency power is provided to these facilities.
- In the event of an evacuation, coordinate with the Law Branch and the County, to reduce the patient population in hospitals, nursing homes, and other care facilities.
- Coordinate with the County to provide continued medical care for patients who

cannot be moved when hospitals, nursing homes and other health care facilities are evacuated.

- In conjunction with the Shelter Branch, establish and staff medical care stations at shelter facilities.
- Establish and operate first aid stations for emergency workers as appropriate to the incident.
- Coordinate with the Personnel Unit of the Logistics Section to obtain additional emergency medical personnel.
- In conjunction with the Transportation Unit of the Logistics Section, coordinate transportation and care of injured persons to treatment areas.
- Provide information on the disaster routes established within the EOC Action Plan to local hospitals, health care facilities, ambulance companies, etc.
- Provide to the PIO the locations of shelters, first aid facilities, Field Treatment Sites.
- In conjunction with the Situation Status Unit of the Planning/Intelligence Section, establish a patient tracking system.
- In Case of Flooding** - Identify health facilities and critically fragile populations subject to flooding and prepare to move people from facilities.
- In Case of Chemical/Biological/ Radiological /Nuclear/Explosive – CBRNE-** Identify patients and notify hospitals if contaminated or exposed patient are involved.
- In Case of CBRNE** - Implement the Radiological Protection Procedures as needed. **(See Part Two, Operations Support Documentation – Radiological Protection Procedures.)**
- In Case of CBRNE** -Ensure hospital/ ambulance staff takes appropriate measures to ensure that contamination from victims can be isolated. Ensure decontamination areas, treatment areas and a plan for crowd control has been instituted.
- In Case of CBRNE** – Coordinate with Incident Commanders to ensure correct Personnel Protective Equipment is used by first responders to ensure personnel safety is maintained.

## **Deactivation**

- Ensure that all required forms or reports are completed prior to your release and departure.

- Be prepared to provide input to the After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Fire Branch position and close out logs when authorized by the Operations Section Coordinator or EOC Director.
- Leave forwarding phone number where you can be reached.

## CARE AND SHELTER

### SUPERVISOR: Operations Section Coordinator

The City of **Agoura Hills** is within the jurisdiction of the Greater Los Angeles Chapter of the American Red Cross.

Address: 11355 Ohio Avenue, Los Angeles CA 90025  
Business Hours Telephone: 310/445-9900  
Hot Line telephone: (800) 675-5799

If the disaster is large enough, the affected American Red Cross chapter(s) may consolidate operations into a disaster operations headquarters at a site to be determined.

The Care and Shelter Branch shall ensure that plans are in place to open and operate evacuation centers and mass care facilities until, and if, the American Red Cross assumes responsibility. Thereafter, the Care and Shelter Branch will work closely with and support the American Red Cross and any other volunteer services agencies providing assistance to disaster victims.

The 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 **Greater Los Angeles** Chapter, American Red Cross, have permission and Memos of Understanding secured for shelter usage.
- In conjunction with the American Red Cross, have procedures for the following inspections and access, both during regular and after hour use, before a shelter is established.
  - Structural safety inspection arranged with local Building Department.
  - OSHA safety inspection for safety of shelterees and workers.
  - Facility Walk-Through Survey prior to use (to protect owner and user against damage claims).

Examples of suitable potential shelter sites:

- City-owned facilities such as community centers, recreational facilities or auditoriums.
- Churches and other privately owned facilities.
- School multi-purpose buildings and gymnasiums.

The selection of shelters in Agoura Hills was coordinated with the American Red Cross (ARC), and the shelters are supported by them. All the selected facilities currently are ADA (American with Disabilities Act) compliant. Each ARC shelter is to be set-up in such a way as to accommodate people with disabilities. If a person has such disabilities that require a care-taker, that care-taker needs to accommodate the disabled person during their stay in the shelter. In addition to meeting all Americans with Disabilities Act (ADA) requirements shelters need to have the following:

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

Additional accommodations, such as providing signs for the hearing impaired, etc., will be made in a timely manner as warranted.

**See: Operations/Care & Shelter for City of Agoura Hills' pre-identified shelter sites.**

Depending upon the scope of the emergency, additional shelter sites may need to be obtained and/or existing shelters upgraded. All suitable buildings, other than those used for other emergency functions, may be used for sheltering.

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.
- Identify the care and shelter needs for the Access and Functional Needs 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.

## **YOUR RESPONSIBILITY:**

Provide care and shelter for disaster victims and coordinate efforts with the American Red Cross and other volunteer agencies.

**READ ENTIRE CHECKLIST AT START-UP AND AT  
BEGINNING OF EACH SHIFT****CHECKLIST ACTIONS****Branch Start-Up Actions**

- Check in upon arrival at the EOC.
- Report to the Operations Director and obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Obtain a briefing from the field command post(s) or DOC prior to assuming EOC assignment and brief the Operations Section Coordinator.
- Identify yourself as the Care and Shelter Coordinator by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Ensure that all required supplies are available and equipment is working properly (phones, radios, forms, lists, maps, etc.)
- Ascertain if Care and Shelter personnel are in the EOC assignments or have been notified.
- Clarify any issues you may have regarding your authority and assignment and what others in the organization do.
- Activate elements of your Branch, establish work area, assign duties and ensure Branch journal/log is opened.
- 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.
- Determine 24-hour staffing requirement and request additional support as required.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Determine if there is a need to establish a separate shelter for the Access and Functional Needs community
- Ensure that all your incoming Branch personnel are fully briefed.

- Based on the situation as known or forecast, determine likely future Branch needs.
- Think ahead and **anticipate** situations and problems before they occur.
- Using activity log (**see Part Two, Operations Support Documentation-Activity Log**), maintain all required records and documentation to support the After-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 the State OES and FEMA.*

### **General Operational Duties**

- Develop a plan for your Branch operations and support of field operations as requested. Assign specific responsibilities.
- Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.
- Obtain regular briefings from field command post(s) or DOC.
- Direct field units to report pertinent information (casualties, damage observations, evacuation status, chemical exposures, etc.) to the appropriate DOC or EOC Operations Branch.
- Ensure that the Safety/Damage Assessment plan is being carried out by field units.
- Keep the Operations Section Coordinator advised of your Branch status and activity and on any problem areas that now need or will require solutions.
- Provide periodic situation or status reports to your Section Coordinator for updating information to the Planning/Intelligence Section.
- 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 Branch planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and **anticipate** your support needs and forward to your Section Coordinator.
- Conduct periodic briefings for your Branch. Ensure they are aware of priorities.
- Monitor your Section activities and adjust Section organization as appropriate.
- Refer all media contacts to your Section Coordinator.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all your Branch personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

### **Branch Operational Duties**

- If need is established, contact the Greater Los Angeles Chapter of the American Red Cross and request an ARC liaison for the City of Agoura Hills EOC.
- 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 Greater Los Angeles 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 & Safety has inspected each shelter site prior to occupancy following an earthquake and after each significant aftershock.



- If evacuation is ordered, in conjunction with the American Red Cross if available, open evacuation centers in low risk areas and inform public of locations.
- In 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 Unit 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 Greater Los Angeles 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 Unit, 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 Procurement and Facilities Units of the Logistics Section for the care of shelterees' animals.
- Notify the Post Office to divert incoming mail to designated relocation areas or mass care facilities, as necessary.
- Coordinate with the Transportation Unit of the Logistics Section for the transportation needs of shelterees.
- Ensure 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 Red Cross or the Procurement Unit of the Logistics Section if requested by 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.
- Coordinate with the American Red Cross in the opening, relocating and closing of shelter operations. Also coordinate the above with adjacent communities if needed.

**Deactivation**

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Care and Shelter Branch position and close out logs when authorized by the Operations Section Coordinator or EOC Director.
- Leave forwarding phone number where you can be reached.

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## PUBLIC WORKS

**SUPERVISOR: Operations Section Coordinator**

### GENERAL 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.
- As needed, provide for the procurement and distribution of potable water supplies and coordinate with the Fire/Med/Health Branch on water purification notices. **(See Operations Support Documentation – Water Distribution).**

### YOUR RESPONSIBILITY:

Coordinate all Transportation & Public Works/Environmental Services 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**

### CHECKLIST ACTIONS

#### Branch Start-Up Actions

- Check in upon arrival at the EOC.
- Report to the Operations Director and obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.

- Obtain a briefing from the field command post(s) or DOC prior to assuming EOC assignment and brief the Operations Section Coordinator.
- Identify yourself as the Public Works Coordinator by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Ensure that all required supplies are available and equipment is working properly (phones, radios, forms, lists, maps, etc.)
- Ascertain if all key Public Works personnel are in the EOC or have been notified.
- Clarify any issues you may have regarding your authority and assignment and what others in the organization do.
- Activate elements of your Branch, establish work area, assign duties and ensure Branch journal/log is opened.
- Ensure that all on-duty Public Works personnel have been alerted and notified of the current situation.
- Ensure that all off-duty Public Works personnel have been notified of call-back status (when they should report), in accordance with current department emergency procedures.
- Ensure that all Public Works personnel have completed status check on equipment, facilities and operational capabilities.
- 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.
- Determine 24-hour staffing requirement and request additional support as required.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Ensure that all your incoming Branch personnel are fully briefed.
- Based on the situation as known or forecast, determine likely future Branch needs.
- Think ahead and **anticipate** situations and problems before they occur.
- Using activity log (**see Part Two, Operations Support Documentation-Activity Log**), maintain all required records and documentation to support the After-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 the State OES and FEMA.*

## **General Operational Duties**

- Develop a plan for your Branch operations and support of field operations as requested. Assign specific responsibilities.
- Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.
- Obtain regular briefings from field command post(s) or DOC.
- Direct field units to report pertinent information (casualties, damage observations, evacuation status, chemical exposures, etc.) to the appropriate DOC or EOC Operations Branch.
- Ensure that the Safety/Damage Assessment plan is being carried out by field units.
- Keep the Operations Section Coordinator advised of your Branch status and activity and on any problem areas that now need or will require solutions.
- Provide periodic situation or status reports to your Section Coordinator for updating information to the Planning/Intelligence Section.
- 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 Branch planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and **anticipate** your support needs and forward to your Section Coordinator.
- Conduct periodic briefings for your Branch. Ensure they are aware of priorities.
- Monitor your Section activities and adjust Section organization as appropriate.

- Refer all media contacts to your Section Coordinator.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all your Branch personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

### **Branch Operational Duties**

- Receive and process all requests for Transportation & Public Works resources. Allocate personnel and equipment in accordance with established priorities.
- Maintain back-up power in the EOC.
- Assure that all emergency equipment has been moved from unsafe areas.
- Mobilize personnel, heavy equipment and vehicles to designated general staging areas.
- Obtain Transportation & Public Works resources through the Logistics Section, utilizing mutual aid process when appropriate.
- Allocate available resources based on requests and EOC priorities.
- Determine priorities for identifying, inspecting and designating hazardous structures to be demolished.
- Ensure that sources of potable water and sanitary sewage systems are available and protected from potential hazards. **(See Operations Support Documentation - Water Distribution)**
- Develop priorities and coordinate with utility companies for restoration of utilities to critical and essential facilities.
- In coordination with the Los Angeles County Department of Transportation & Public Works, determine status of the Disaster Routes and other transportation routes into

and within the affected area. Determine present priorities and estimated times for restoration. Clear and reopen Disaster Routes on a priority basis.

- Coordinate with the Law Enforcement Branch to ensure the safety of evacuation routes following a devastating event.
- Coordinate with the Procurement Unit of the Logistics Section for sanitation service during an emergency.
  
- Support clean-up and recovery operations during disaster events.
  
- Clear debris from waterways to prevent flooding. Drain flooded areas, as needed.
  
- Develop a debris removal plan to facilitate City clean-up operations, which addresses:
  - Identification of agencies such as the County Sanitation Districts of Los Angeles and coordination of the debris removal process.
  - Identification of and cooperation with landfills (consider fee waivers, modification of landfill operating hours, and public concerns)
  - Cooperation with various waste management regulatory agencies to address associated debris removal problems.
  - Identification and establishment of debris collection sites.
  - Evaluation of potential recycling of debris.
  - Prioritization and completion of the debris removal process.
  
- Disaster Event Analysis and Waste Characterization Analysis.
  - Conduct field assessment survey
  - Use video and photographs
  - Quantify and document amounts and types of disaster debris
  - Coordinate with building and safety branch and track their information on damaged buildings inspected to determine the location, type and amount of potential debris
  - Expect normal refuse volumes to double after a disaster
  - Develop a list of materials to be diverted
  - Make diversion programs a priority
  - Get pre-approval from FEMA, if federal disaster, for recycling programs. Coordinate this with county office of emergency services (OES)
  
- Determine debris removal/building deconstruction and demolition needs.
  - Coordinate with Building and Safety to determine if a city contractor will be needed to remove debris from private property or perform demolition services.
  - Building and Safety should seek reimbursement if property owner does have to coordinate with Building and Safety to include separation and salvaging.
  
- Select debris management program(s) from the following:
  - Curbside collection - source separation of wood, concrete, brick, metals and Household Hazardous Waste
  - Drop-off sites for the source separation of disaster debris



- Household Hazardous Waste - collection event or curbside program
- Identify temporary storage/processing sites, if necessary.
  - Coordinate with surrounding cities and the County
  - Determine capacity needs
  - Selection of sites will depend on type of debris and proximity to where debris is generated.
  - Coordinate with FEMA regarding reimbursement for temporary sites and sorting which may require moving materials twice. Coordinate this activity through County OES.
- Identify facilities and processing operations to be used.
- Determine contract needs
  - Develop estimates of types and quantities of debris, location of debris and unit cost data for contracts
  - Document how contract price was developed
- Establish a public information program for debris removal.
- Establish program length and develop monitoring and enforcement program.
- Prepare report of program activities and results. Prepare documentation for reimbursement.
- Determine the need to staff a water task group and secure resources through the Logistics Section. **(Operations Support Documentation, Water Distribution)**
- Contact DHS District Office of Drinking Water, local health department, local water utilities, Public Works, Fire Department, Police Department and other sources to compile situation information including:
  - Cause and extent of water system damage
  - Estimated duration of system outage
  - Geographical area affected
  - Population affected
  - Actions taken to restore system
  - Resources needed to reactivate system
  - Emergency potable water needs (quantity and prioritized areas)
- 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 2 gallons per person per day).

- In coordination with the Logistics Section, identify and obtain potable water resources. (If necessary, recommend that EOC Director request mutual aid to identify and/or obtain water resources. (A list of approved commercial vendors is maintained by the Food and Drug Branch of DHS and is available through the Regional EOC [REOC] Water Chief).
- 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, water utilities 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.**

- Maintain information in the Unit regarding facilities opened and operating, supplies and equipment at the various locations, specific operations and capabilities of each location.
- As the requirement for emergency use facilities is identified, coordinate the acquisition of required space.
- In coordination with the Operations Coordinator, provide support to facilities used for disaster response and recovery operations, i.e., staging areas, shelters, disaster application centers (DACs), 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 Branch.
- Identify transportation requirements and support to the Transportation Unit and other departments.
- Identify security requirements to the Law Branch of the Operations Section.
- Monitor the actions at each facility activated and provide additional support requested in accordance with Unit capabilities and priorities established.

- Account for personnel, equipment, supplies and materials provided to each facility.
- Ensure that operational capabilities are maintained at facilities.
- Oversee the distribution of utilities, fuel, water food, other consumables and essential supplies to all disaster operations facilities.
- Ensure that basic sanitation and health needs are met.

**Deactivation**

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Public Works Branch position and close out logs when authorized by the Operations Section Coordinator or EOC Director.
- Leave forwarding phone number where you can be reached.

**BUILDING AND SAFETY****SUPERVISOR: Operations Section Coordinator****GENERAL DUTIES:**

- Begin the immediate inspection for re-occupancy of key City facilities by departments responsible for emergency response and recovery.
- Provide the 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.

**YOUR RESPONSIBILITY:**

Evaluation of all City-owned and private structures that may have been damaged in an incident. The Building Official in the City of **Agoura Hills** 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.

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**

**CHECKLIST ACTIONS****Branch Start-Up Actions**

- Check in upon arrival at the EOC.
- Report to the Operations Director and obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Obtain a briefing from the field command post(s) or DOC prior to assuming EOC assignment and brief the Operations Section Coordinator.
- Identify yourself as the Building and Safety Coordinator by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Ensure that all required supplies are available and equipment is working properly (phones, radios, forms, lists, maps, etc.)
- Ascertain if all key Building and Safety personnel are in the EOC or have been notified.
- Clarify any issues you may have regarding your authority and assignment and what others in the organization do.
- Activate elements of your Branch, establish work area, assign duties and ensure Branch journal/log is opened.
- Ensure that all on-duty Building and Safety personnel have been alerted and notified of the current situation.
- Ensure that all off-duty Building and Safety personnel have been notified of call-back status (when they should report), in accordance with current department emergency procedures.
- Ensure that all Building and Safety personnel have completed status check on equipment, facilities and operational capabilities.
- 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.
- Determine 24-hour staffing requirement and request additional support as required.

- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Ensure that all your incoming Branch personnel are fully briefed.
- Based on the situation as known or forecast, determine likely future Branch needs.
- Think ahead and **anticipate** situations and problems before they occur.
- Using activity log (**see Part Two, Operations Support Documentation-Activity Log**), maintain all required records and documentation to support the After-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 the State OES and FEMA.*

### **General Operational Duties**

- Develop a plan for your Branch operations and support of field operations as requested. Assign specific responsibilities.
- Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.
- Obtain regular briefings from field command post(s) or DOC.
- Maintain contact with established work centers to coordinate resources and response personnel.
- Direct field units to report pertinent information (casualties, damage observations, evacuation status, chemical exposures, etc.) to the appropriate DOC or EOC Operations Branch.
- Ensure that the Safety/Damage Assessment plan is being carried out by field units.
- Keep the Operations Section Coordinator advised of your Branch status and activity and on any problem areas that now need or will require solutions.
- Provide periodic situation or status reports to your Section Coordinator for updating information to the Planning/Intelligence Section.

- 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 Branch planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and **anticipate** your support needs and forward to your Section Coordinator.
- Conduct periodic briefings for your Branch. Ensure they are aware of priorities.
- Monitor your Section activities and adjust Section organization as appropriate.
- Refer all media contacts to your Section Coordinator.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all your Branch personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

### **Branch Operational 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 Station
  - Fire stations
  - Congregate care facilities
  - Schools

- Transportation & Public Works facilities
  - Potential HazMat facilities, including gas stations
  - Designated shelters
  - Unreinforced masonry buildings
  - Concrete tilt-up buildings
  - Multi-story structures - commercial, industrial and residential
  - Single-family dwellings
- Use a three-phase approach to inspection based upon existing disaster intelligence:
- General Area Survey of structures
  - ATC-20 Rapid Inspection (**See Operations Support Documentation – ATC Safety Assessment**)
  - 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.
- 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 Department Emergency Operating Procedures and assignments.
- Assess the need to require potentially unsafe structures to be vacated.
- Provide structural evaluation of mass care and shelter facilities to the Shelter Branch.
- Provide public school inspection reports to the state Architect.
- Consider establishing an area field site to direct and coordinate safety assessment and inspection teams.



- Coordinate with the Public Works Branch on immediate post-event issues (i.e., debris removal, demolition, fences, etc.)
- Provide policy recommendations to appropriate City officials for:
  - Emergency Building and Safety ordinances.
  - Expediting plan checking and permit issuance on damaged buildings.
- Coordinate with the PIO to establish public information and assistance hotlines.
- Consider using 24-hour inspection call-in lines to take damage reports and requests for safety inspections.
- Direct field personnel to advise property owners and tenants that multiple inspections of damage property will be required by various assisting agencies, including American Red Cross; FEMA; State OES; local Building and Safety; insurance carriers and other local, state and federal agencies.
- If needed, request Police escort of safety assessment and inspection personnel.

**Deactivation**

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Building and Safety Branch position and close out logs when authorized by the Operations Section Coordinator or EOC Director.
- Leave forwarding phone number where you can be reached.