

**PART ONE – BASIC PLAN
SECTION ONE - OVERVIEW**

PURPOSE

The Basic Plan addresses the City's planned response to emergencies associated with natural 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 and property and assuring the overall well-being of the population.

SCOPE

This Emergency Operations Plan (EOP):

- Defines the scope of preparedness and incident management activities.
- Describes the organizational structures, roles, and responsibilities, policies, and protocols for providing emergency support.
- Facilities 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 City representatives to functional positions within the City's emergency management organization.

CONCEPT OF OPERATIONS

Operations during peacetime and national security emergencies involve a full spectrum of activities from a minor incident, to a major earthquake, to a nuclear detonation. There are several 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.

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/disaster plans, SOPs/EOPs, and resource 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/disaster and apprising them of safety measures to be implemented.
- Advising the Los Angeles County Operational Area of the emergency/disaster.
- Identifying the need for mutual aid and requesting such through the appropriate channels.
- Proclamation of a Local Emergency by local authorities.

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 situation can be controlled without mutual aid assistance

- Evacuations of portions of the City are required due to uncontrollable immediate and ensuing threats
- Mutual aid from outside the City is required
- The City is either minimally impacted or not impacted at all, and is requested to provide mutual aid to other jurisdictions

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

- Dissemination of accurate and timely information and warning to the public.
- Situation analysis.
- Resource allocation and control.
- Evacuation and rescue operations.
- Medical care 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. Any action which involves financial outlay by the jurisdiction, 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 Director of California Office of Emergency Services (Cal OES) may request a gubernatorial proclamation of a State of Emergency. 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 Director.

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/disaster

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

Recovery Phase

As soon as possible, the Director of 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/statutes (zoning ordinance, building codes and enforcement, etc.)
- Structural measures
- Tax levy or abatements
- Public information and community relations
- Land use planning
- Professional training

PUBLIC AWARENESS AND EDUCATION

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

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

² National Incident Management System, U.S. Department of Homeland Security, December 18, 2008, pg.143

as equal 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. The City of Agoura Hills has a progressive public awareness and education program that includes public preparedness trainings and presentations to the community and building the capabilities of the City's Community Emergency Response Team (CERT).

ADA CONSIDERATIONS FOR LOCAL GOVERNMENT

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

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

- Notification and warning procedures
- Evacuation considerations
- Emergency transportation issues
- Sheltering requirements
- Accessibility to medications, refrigeration, and back-up power
- Accessibility to mobility devices or service animals while in transit or at shelter
- Accessibility to information
- Working with public utilities to identify critical need customers

DISASTER ANIMAL CARE CONSIDERATIONS

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

TRAINING AND EXERCISES

The City's emergency management organization will conduct regular training and exercising of city staff in the use of this plan and other specific training for compliance with both SEMS and NIMS. The Deputy City Manager's or his designee 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, in department operating centers (DOCs) or at the field level must receive appropriate SEMS/NIMS/ICS training. **Refer to FEMA ICS Resource Center for specific SEMS/NIMS/ICS classes and target audiences at <https://training.fema.gov>.**

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 that will be used in a disaster. Annual exercises are required by both SEMS and NIMS. There are several forms of exercises:

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

ALERTING AND WARNING

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 the populace of the jurisdiction. The City will utilize various modes to alert and warn the community. Special attention will be paid to those population groups that may need additional alerting and warning assistance, i.e. hard of hearing, hearing and visually impaired. **(See Communication Section in Appendix)**

SECTION TWO - STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)

GENERAL

The Standardized Emergency Management System (SEMS) has been adopted by the City of **Agoura Hills** 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. SEMS (Government Code Section 8607(a)) incorporates the use of the Incident Command System (ICS), the Master Mutual Aid Agreement and existing mutual aid systems, the Operational Area Concept, and multi-agency or inter-agency coordination. Local governments must use SEMS to be eligible for funding of their personnel-related costs under state disaster assistance programs.

The National Incident Management System (NIMS) was adopted by the State of California and is integrated into the existing SEMS.

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

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 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).

Cities are responsible for emergency response within their boundaries, although some cities contract for some municipal services from other agencies. *Note: City of Agoura Hills contracts with Los Angeles County for both fire and law enforcement services.* The City requests all mutual aid (except fire and law) through the Operational Area. Fire and law mutual aid is coordinated through the designated Regional Fire and Law Coordinators.

Special districts are primarily responsible in emergencies for restoration of services that they normally provide. They may also be responsible for safety of people at their facilities or on their property and for warning of hazards from their facilities or operations. Some special districts may assist other local governments in the emergency response. All local governments are responsible for coordinating with other local governments, the field response level and the operational area. Local governments are also responsible for providing mutual aid within their capabilities.

Operational Area

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

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

In compliance with SEMS regulations, 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. 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). Agoura Hills is within Area B of the Los Angeles County Operational Area. Los Angeles County Office of Emergency Management (OEM) is the coordinating agency for the 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 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 Sheriff's EOC will fulfill the role of the Operational Area EOC. Activation of the Operational Area EOC during a State of Emergency or a Local Emergency is required by SEMS regulations under the following conditions:

- 1) A local government within the operational area has activated its EOC and requested activation of the operational area EOC to support their emergency operations.
- 2) Two or more cities within the operational area have proclaimed a local emergency.
- 3) The county and one or more cities have proclaimed a local emergency.
- 4) A city, city and county, or county has requested a governor's proclamation of a state of emergency, as defined in the Government Code Section 8558(b).
- 5) A state of emergency is proclaimed by the governor for the county or two or more cities within the operational area.

- 6) The operational area is requests resources from outside its boundaries. This does not include resources used in normal day-to-day operations which are obtained through existing mutual aid agreements.
- 7) The operational area has received resource requests from outside its boundaries. This does not include resources used in normal day-to-day operations which are obtained through existing mutual aid agreements.

Regional

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

Cal OES has also established three Administrative Regions (Coastal, Inland and Southern). These Administrative Regions are 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 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 Agoura Hills is within Cal OES's Southern Administrative Region and Region 1 mutual aid region.

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 (DHS, Federal Emergency Management Agency (FEMA)

DHS/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 DHS/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 DHS/FEMA and other federal agencies.

SEMS REQUIREMENTS FOR LOCAL GOVERNMENTS

The City of **Agoura Hills** 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 proclaimed, or
 - The City EOC is activated
- 2) Establish coordination and communications with Incident Commanders either
 - Through departmental operating centers (DOCs) to the EOC, when activated, or
 - Directly to the EOC, when activated
- 3) Use existing mutual aid systems for coordinating fire and law enforcement resources
- 4) Establish coordination and communications between the City of **Agoura Hills** EOC when activated, and any state or local emergency response agency having jurisdiction at an incident within the city's boundaries
- 5) Use multi-agency or inter-agency coordination to facilitate decisions for overall local government level disaster/emergency response activities

CITY OF AGOURA HILLS RESPONSIBILITIES UNDER SEMS

The development of SEMS will be a cooperative effort of all departments and agencies within the City of **Agoura Hills** with an emergency response role. The City Emergency Services Coordinator with the **City Manager's Department** has the lead staff responsibility for emergency management compliance with responsibilities for:

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

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 city operations in support of the emergency response through implementation of the local government’s EOC Action Plan.
- **Planning/Intelligence** Responsible for collecting, evaluating and disseminating information; developing the EOC Action Plan and After-Action/Corrective Action Report in coordination with other functions; and maintaining documentation.
- **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 SEMS organization is modular and can be expanded or contracted as the situation develops. 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

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.

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 include all EOC functions 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.

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

The City may participate with other local governments and agencies in a multi-agency coordination group organized by another local government.

Coordination with the Field Response Level

Coordination among SEMS levels is clearly necessary for effective emergency response. In a major emergency, the City of **Agoura Hills** EOC may be activated to coordinate the overall response while the Incident Command System is used by field responders. Incident Commanders may report to department operations centers (DOCs) which in turn will coordinate with the EOC. If a DOC is not activated, the Incident Commanders may report directly to the EOC, usually to their counterpart in the Operations Section.

Coordination with Los Angeles Operational Area Level

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

Los Angeles County will use an Operational Area Multi Agency Coordinating System (MACS) concept when developing response and recovery operations.

Coordination with Special Districts

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

Coordination with Volunteer and Private Agencies

In emergency preparedness, response and recovery, the City partners with nongovernmental agencies and private sector business. The City EOC will be a focal point for coordination of response activities with many non-governmental agencies and key businesses.

- Nongovernmental Organizations (NGOs) provide vital support services to promote the disaster recovery process for disaster victims and some may provide specialized services that help individuals with access and functional needs. These groups collaborate with first responders, governments at all levels and other agencies and organizations. The City coordinates regularly with the American Red Cross (ARC), Disaster Communication Services (amateur radio operators) and Community Emergency Response Teams (CERT).
- Key business partners should be involved in the local crisis decision-making process or have a direct link to the EOC during an incident.

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

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

Page Intended to be Blank

SECTION THREE – NATIONAL INCIDENT MANAGEMENT SYSTEM

General

Homeland Security Presidential Directive-5 (HSPD-5) established the National Incident Management System (NIMS) as the required emergency response system. NIMS integrates existing best practices into a consistent, flexible and adjustable nationwide approach for emergency management. Using NIMS, Federal, State, local, tribal governments and the private sector and non-governmental organizations work together to prepare for, respond to and recover from domestic incidents, regardless of cause, size or complexity.

NIMS COMPONENTS

Six major components make up NIMS.

Command and Management

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

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

Preparedness

Effective incident management begins with a host of preparedness activities conducted on an ongoing 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 assist during an incident.
- **Publications Management** - Publications management refers to forms and forms standardization, developing publication materials, administering publications—including establishing naming and numbering conventions, managing the publication and promulgation of documents, and exercising control over sensitive documents—and revising publications when necessary.

Resource Management

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

Communications and Information Management

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

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

Supporting Technologies

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

Ongoing Management and Maintenance

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

NIMS Compliance

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

Page Intended to be Blank

SECTION FOUR – CITY OF AGOURA HILLS 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 **Agoura Hills** 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 as outlined in the State of California Emergency Plan.

Level Three - Level Three 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 - 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 will co-locate in an EOC to provide jurisdictional or multi-jurisdictional coordination. Off-duty personnel may be recalled. A Local and or State Emergency may be proclaimed. The Operational Area will be notified, and a request will be made to activate the Operational Area Response and Recovery System (OARRS). If OARRS is not available, then all requests and reports are to be sent to the Lost Hills Sheriff's Station by means coordinated with and agreed to by the Watch Commander and City staff. The Lost Hills Sheriff's Station will then be responsible for entering the data into OARRS (**See Charts 4,5 and 7 – Information Reporting Process**).

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

EMERGENCY MANAGEMENT ORGANIZATION AND RESPONSIBILITIES

The City of **Agoura Hills** operates under the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) which are discussed in detail under **SEMS** and **NIMS** in this Section. The City of **Agoura Hills** Disaster Emergency Management Organization (including emergency/disaster response and recovery) will be directed by the City Manager who serves as the Director of

Emergency Services. The Director of Emergency Services is responsible to the City Council and Emergency Services Council per Article III, Chapter 6 of the City of **Agoura Hills** Municipal Code. The Director of Emergency Services is responsible for implementing the SEMS/NIMS Emergency Operations Plan (EOP). While serving as the Director of Emergency Services during an actual emergency, this position will be referred to as the EOC Director.

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

- Organizing, staffing, and operating the 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 **Agoura Hills** 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. **(See OARRS Step-By-Step Quick Reference Guide).**

The City of **Agoura Hills** Emergency Organization Matrix. **(See Chart 1 pg. 32)**

Los Angeles County Operational Area (See Chart 2 pg. 33)

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 emergency operations within the County. The Operational Area will also be the focal point for information transfer and support requests by cities within the County. The Operational Area Coordinator and supporting staff will constitute the Operational Area Emergency Management Staff. The Operational Area Staff will submit all requests for support that cannot be obtained within the county, and other relevant information, to Cal OES Mutual Aid Southern Region EOC (REOC).

The City requests all mutual aid (except fire and law) through the Los Angeles County Operational Area via OARRS; if OARRS is not available then all requests and reports are to be sent to the Lost Hills Sheriff's Station by means coordinated with and agreed to by the Watch Commander and city staff. The Lost Hills Sheriff Station will then be responsible for entering the data into OARRS. **(See OARRS Step-By-Step Quick Reference Guide).** The Los Angeles County Operational Area then requests mutual aid through its regular channels

Reporting to the Los Angeles County Operational Area

City reports and notifications are to be made to the Los Angeles County OARRS (**See Chart 3, 4, 5 pgs. 34-36**). These reports and notifications include:

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

Established reporting procedures to be followed:

- Operation Area Response and Recovery System (OARRS – internet)
- Phone or fax information (hard copy of reports) to Office of Emergency Management (OEM)
- Contact Lost Hills Sheriff Station by means coordinated with and agreed to by the Watch Commander and city staff. The Lost Hills Sheriff's Station will then be responsible for transmitting the information to OEM. Verify with the Operational Area EOC as soon as possible that they have received your reports.
- Amateur radio contact via amateur radio to the contact radio station.

Mutual Aid Region Emergency Management

The City of Agoura Hills 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). (**See Chart 6 pg. 37**)

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

CHART 1 AGOURA HILLS EOC ORGANIZATION MATRIX

P=Primary S=Support

City of Agoura Hills EOC Organization Matrix		City Attorney	City Clerk	City Manager	Finance	Fire	Health	Housing	Human Resources	Human Svcs. Recreation	Information Services	Planning/ Dev.	Police	Public Works	Water and Power	City Council
MANAGEMENT	Policy Group	P		P		P	P						P	P	P	P
	EOC. Dir			P		S							S	S		
	Deputy EOC Dir.					P							P	P		
	Liaison Officer			P												
	EOC Coordinator					P										
	Safety Officer					S			P							
	Security Officer												P			
	P.I.O.			P		S	S						S		S	
	Legal Advisor	P		S												
OPERATIONS	Ops. Coordinator					P							P	P		
	Fire/Haz Mat/Rescue Branch					P										
	Law Enforcement Branch												P			
	Public Works Branch													P		
	Care and Shelter Branch						S			P				S		
	Medical/Public Health Branch						P									
	Building and Safety Branch							P								
PLANNING	Plans/Intell. Coord.											P				
	Situation Status Unit					S					S	P	S	S	S	
	Damage Assessment Unit											P				
	Documentation Unit		S								P					
	Advance Planning Unit						S					P				
	Recovery Planning Unit											P				
	Geographic Info. Systems Unit										P					
	Demobilization					P							P	P		
LOGISTICS	Logistics Coord.						S						P			
	Procurement				P	S						S	S	S		S
	Resources Unit					S						P	S	S	S	
	Personnel					S			P	S			S	S		S
	Facilities													P		
	Transportation					S							S	P		S
	Information Systems				P											
FINANCE	Finance Coord.				P		S									
	Comp./Claims				S				P							
	Cost Recovery				S	P										
	Time Unit				P											
	Cost Analysis				P											

**Chart 2
LOS ANGELES COUNTY OPERATIONAL AREA
ORGANIZATION MATRIX³**

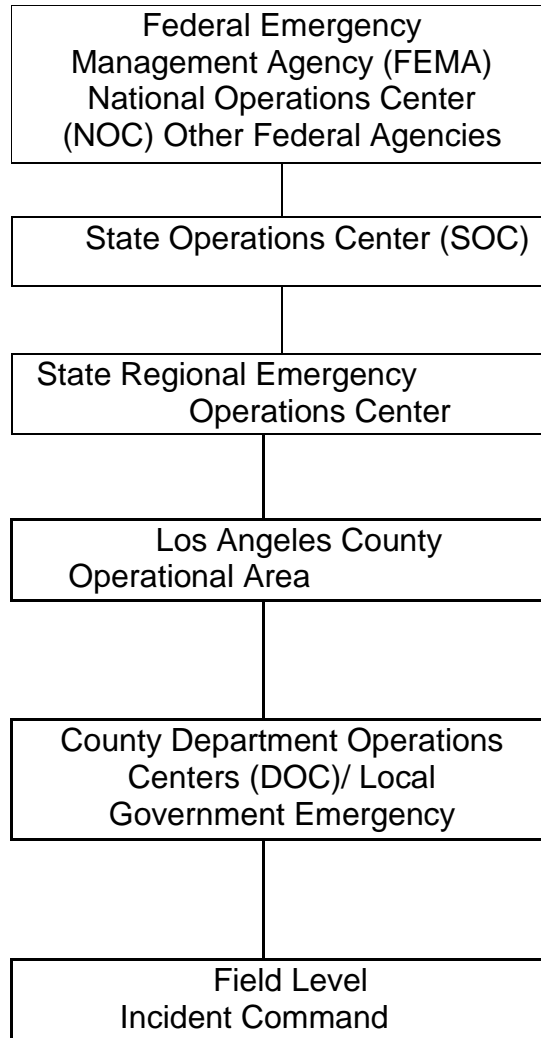
P= Principal Agency S=Support Agency
R=Potential Resource C=Coordination
L= Liaison

County Departments/ Special Districts/ Local Agencies	Alerting & Warning	Information Technology	Damage Assessment	Management/Situation	Emergency Public	Radiological Protection	Fire and Rescue	Law Enforcement	Medical	Public Health	Coroner	Care & Shelter/Human	Evacuation (Movement)	Urban Search & Rescue	Const. Eng. & Recovery	Supply Procurement	Personnel	Transportation Rsrcs.	Utilities	Finance/Admin.	Haz. Mat.	Status of County Govt.	Initial Recovery	
Administrative Officer, Chief			R	S	S					S					S	S	P			P		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																		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)																				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		

³Los Angeles County Operational Area Emergency Response Plan, Los Angeles County Office of Emergency Management, 1998

CHART 3⁴

LOS ANGELES COUNTY OPERATIONAL AREA COORDINATION



⁴ Los Angeles County Office of Emergency Management, *Los Angeles County Operational Area Emergency Response Plan*, 2011

**CHART 4
CITY TO OPERATIONAL AREA RESPONSE
AND RECOVERY SYSTEM – OARRS IS
OPERATIONAL**

DISASTER OCCURS



City EOC is activated



Contact your Disaster Management Area Coordinator



IF OARRS IS OPERATIONAL



Enter Initial Event via OARRS if it is not already in the system



City should call OEM (during normal work hours) or Duty Officer (after work hours) to verify receipt of the report unless OEM has already verified with the City

If County cannot verify receipt of report, see Chart 5



All Cities should enter Recon Report in 30 minutes (even if not impacted)



City should call OEM (during normal work hours) or Duty Officer (after work hours) to verify receipt of the Recon Report unless OEM has already verified receipt with the City



Reports and Updates:
City Status Report (first report filed within 2 hours; subsequent reports as conditions change)
Initial Damage Report (when possible or when requested)
Resource Requests (ongoing)
Major Incident Reports
(ongoing) Messages
(ongoing)



OEM will make notification to Cal OES and Cal OES will notify other levels of government

Note: Telephone numbers for the various agencies are located in confidential/security documents that can be found in a separate secure binder in the EOC.

**CHART 5
CITY TO OPERATIONAL AREA RESPONSE
AND RECOVERY SYSTEM – OARRS IS NOT
OPERATIONAL**

DISASTER OCCURS



City EOC is activated



Contact your Disaster Management Area Coordinator



IF OARRS IS NOT OPERATIONAL



Notify your Contact Sheriff Station of the Initial Event



Contact Sheriff Station notifies the Emergency Operations Bureau (EOB) and then relays all reports from the City (both Initial and follow-up) to the EOB until OARRS is operational



EOB notifies OEM of all reports from the City



City should contact OEM (during normal work hours) or Duty Officer (after work hours) to verify receipt of all reports and updates unless OEM has already verified receipt with the City



Reports and Updates:

Recon Report (all cities should enter in 30 minutes even if not impacted)
City Status Report (first report filed within 2 hours; subsequent reports as conditions change)
Initial Damage Report (when possible or when requested)
Resource Requests (ongoing)
Major Incident Reports
(ongoing) Messages
(ongoing)



OEM will make notification to Cal OES and Cal OES will notify other levels of government



Follow these procedures until OARRS is operational

CHART 6 LOS ANGELES COUNTY OPERATIONAL AREA CITY ASSISTANCE REQUESTS DIAGRAM

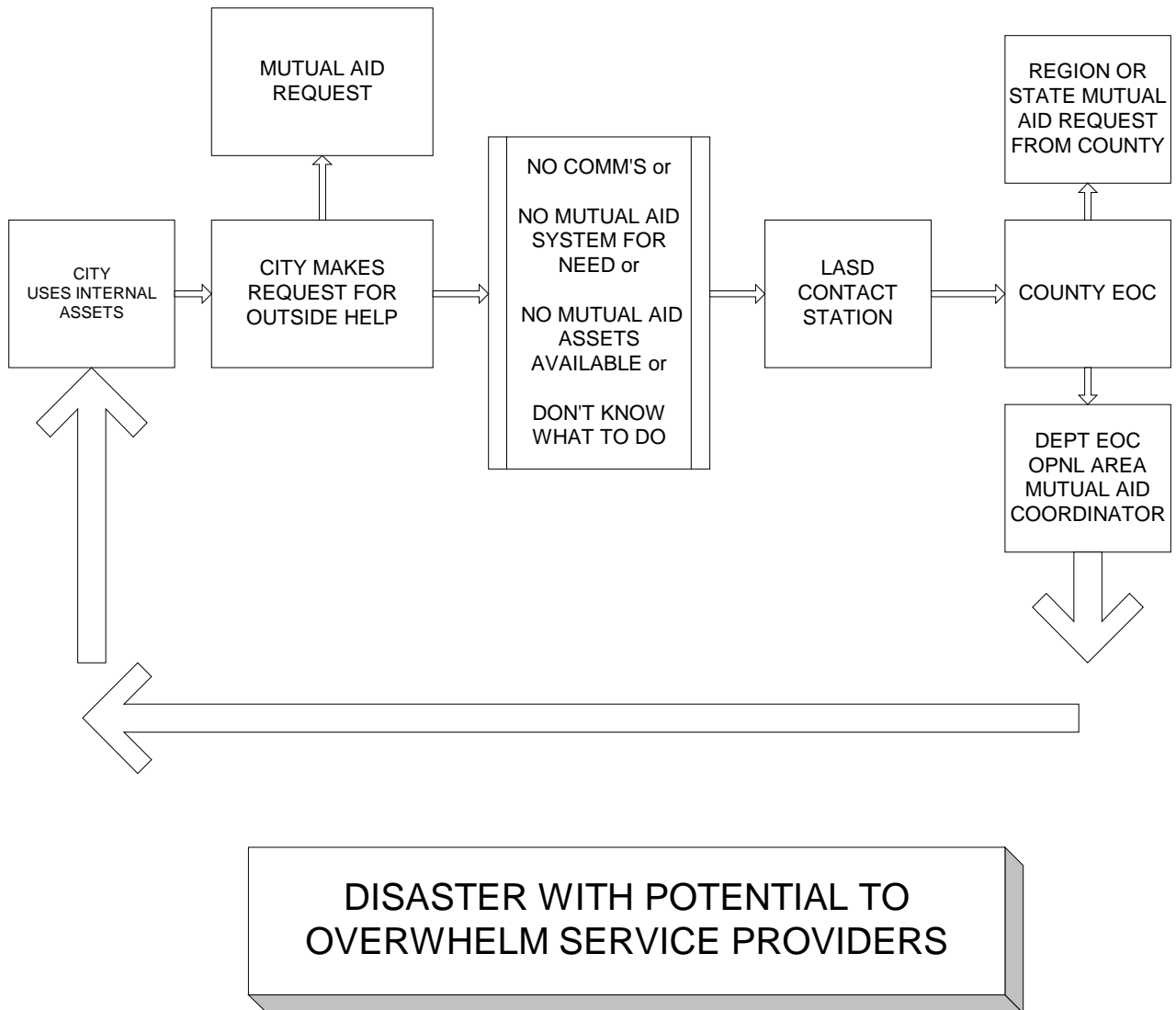
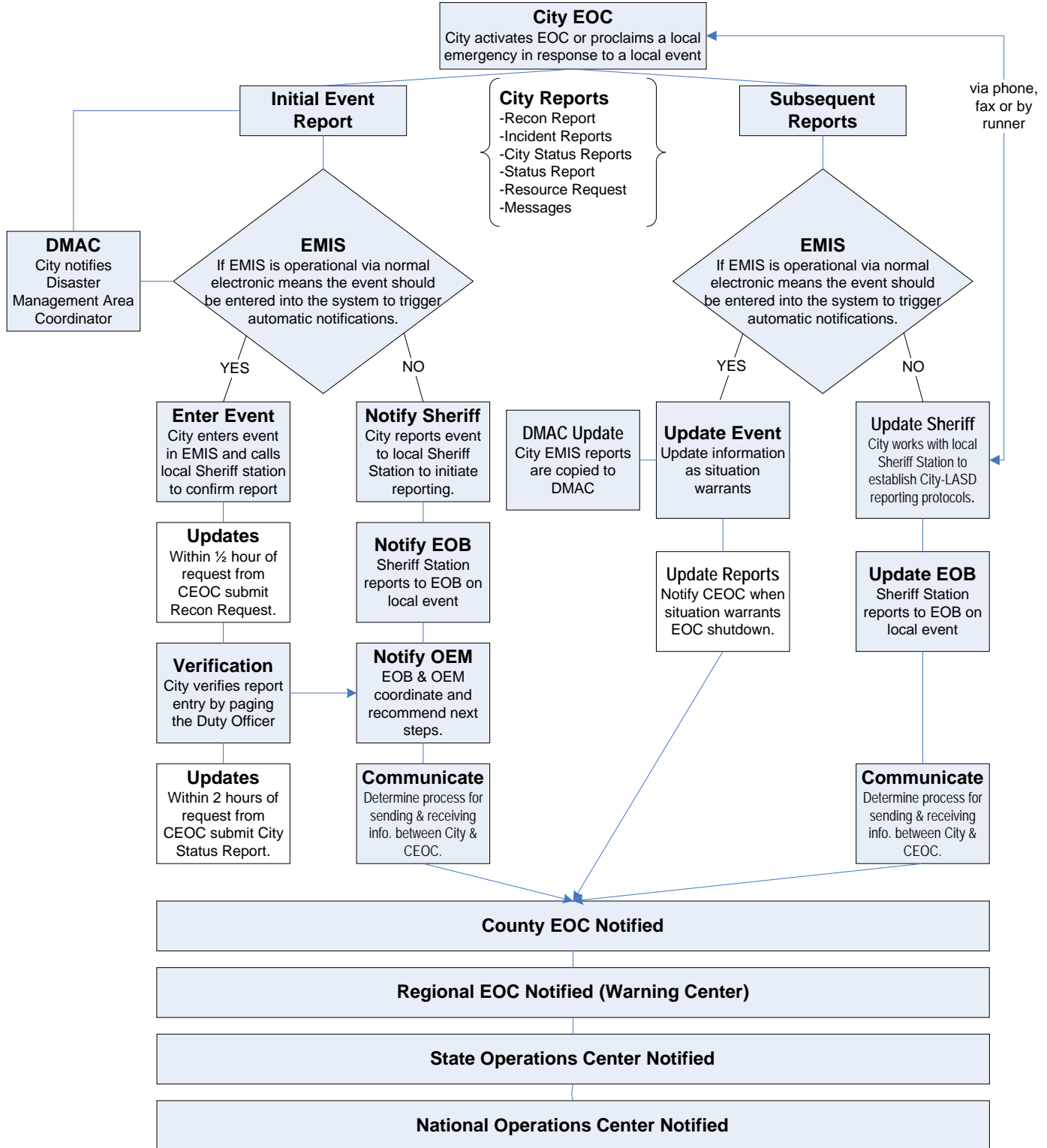


CHART 7

Los Angeles County Operational Area Coordination and Reporting Protocol



Note: Telephone numbers for the various agencies are located in confidential/security documents that can be found in a separate secure binder in the EOC.

CITY OF AGOURA HILLS EMERGENCY OPERATIONS CENTER (EOC)

An EOC is a location from which centralized emergency management can be performed during a major emergency or disaster. This centralized location facilitates a coordinated response by the Director of Emergency Services, Emergency Management Staff and representatives from organizations who are assigned emergency management responsibilities. The level of EOC staffing will vary with the specific disaster/emergency situation.

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

- Managing and coordinating emergency operations.
- Receiving and disseminating warning information.
- Developing emergency policies and procedures.
- Collecting intelligence from, and disseminating information to, the various EOC representatives, and, as appropriate, to County and State agencies, military, and federal agencies.
- Preparing intelligence/information summaries, situation reports, operational reports, and other reports as required.
- Maintaining general and specific maps, information display boards, and other data pertaining to emergency operations.
- Continuing analysis and evaluation of all data pertaining to emergency operations.
- Controlling and coordinating, within established policy, the operational and logistical support of departmental resources committed to the emergency.
- Maintaining contact and coordination with support DOCs, other local government EOCs, and the 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

Due to the sensitive nature of the location of the EOC, this information regarding the primary and the alternate EOC is found in the Appendix of this plan, a confidential/security document.

DESCRIPTION

The EOC totals 1000 square feet and is divided among the Management, Operations, Logistics, Planning and Finance sections. An amateur radio area is located in the EOC and provides radio, ham radio and packet communications capabilities. The amateur radio area is staffed by a Community Emergency Response Team volunteer under the direction of the EOC Director. Emergency power is provided by a diesel generator. The

emergency fuel reserve is sufficient for 3 days on eighty gallons. Re-supply of emergency fuel will be obtained through a private commercial fuel truck owned by Geiger Enterprises at 805/796-8027. Power will provide for lighting panels, selected wall circuits, telephones and radios, and satellite phones. The EOC has the capability to house and feed staff for **seventy-two** consecutive hours. On-site services include (**kitchen, bathrooms, food and water supply**).

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 Coordinators will advise their emergency response field forces of the transition to the alternate EOC.

The operational capabilities of the alternate EOC will be similar to those of the primary EOC.

The City Emergency Services Coordinator will ensure the operational readiness of both the primary and alternate EOC.

For information on the location of the primary and alternate EOCs, refer to the Appendix Section of this Plan, a confidential/security document.

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. All EOC sections must maintain display devices so that other sections can quickly comprehend what actions have been taken, what resources are available, and to track the damage in the city resulting from the disaster. The Planning/Intelligence Section is responsible for coordinating display of information. All display charts, boards, and materials are stored in the EOC storage closet.

At the onset of any disaster, a significant events log should also be compiled for the duration of the emergency situation. Key disaster related information will be recorded in the log; 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

The Logistics Section is responsible for Communications provided in the EOC, and include telephone, satellite phone, fax, computers, amateur radio, and data. The

communication facilities will be continuously staffed during EOC activations, either by volunteers or city staff.

CITY OF AGOURA HILLS EOC ACTIVATION POLICY

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

The Operational Area must be notified via the designated countywide emergency reporting systems when the EOC is activated. The AREA B Disaster Management Area Coordinator must also be notified.

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.
- When the Governor has proclaimed a State of Emergency in an area which includes the City of Agoura Hills ;
- Automatically upon the proclamation of a "State of War Emergency" as defined by the California Emergency Services Act;
- 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 are authorized to activate the EOC:

- City Manager
- Assistant City Manager
- Deputy City Manager
- Public Works Director/City Engineer

How to Activate:

- Contact the City Manager (or person designated by order of succession).
- Identify yourself and briefly provide information about the nature, severity and expected duration of the emergency situation.
- City Manager or designee will identify EOC Activation Level and determine staffing needs.
- City Manager or designee will initiate notification of EOC staff, via existing protocols.
- City Manager or designee will indicate to EOC staff the expected duration of their initial deployment, plus any identified hazards or road restrictions coming into Agoura Hills.

Deactivation

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

EMPLOYEE RESPONSE:

Ultimately, all employees must be prepared to report to the EOC if requested, provided they are physically able to do so. If the telephone system has failed and no other means of communication is available, employees shall be guided by their respective department response plans. Additionally, employees are encouraged to listen to the radio, as the City will utilize the designated Emergency Alert System (EAS) radio station for Los Angeles County (KFI 640 AM, KNX 1070 AM to broadcast information relative to **Agoura Hills** City employees.

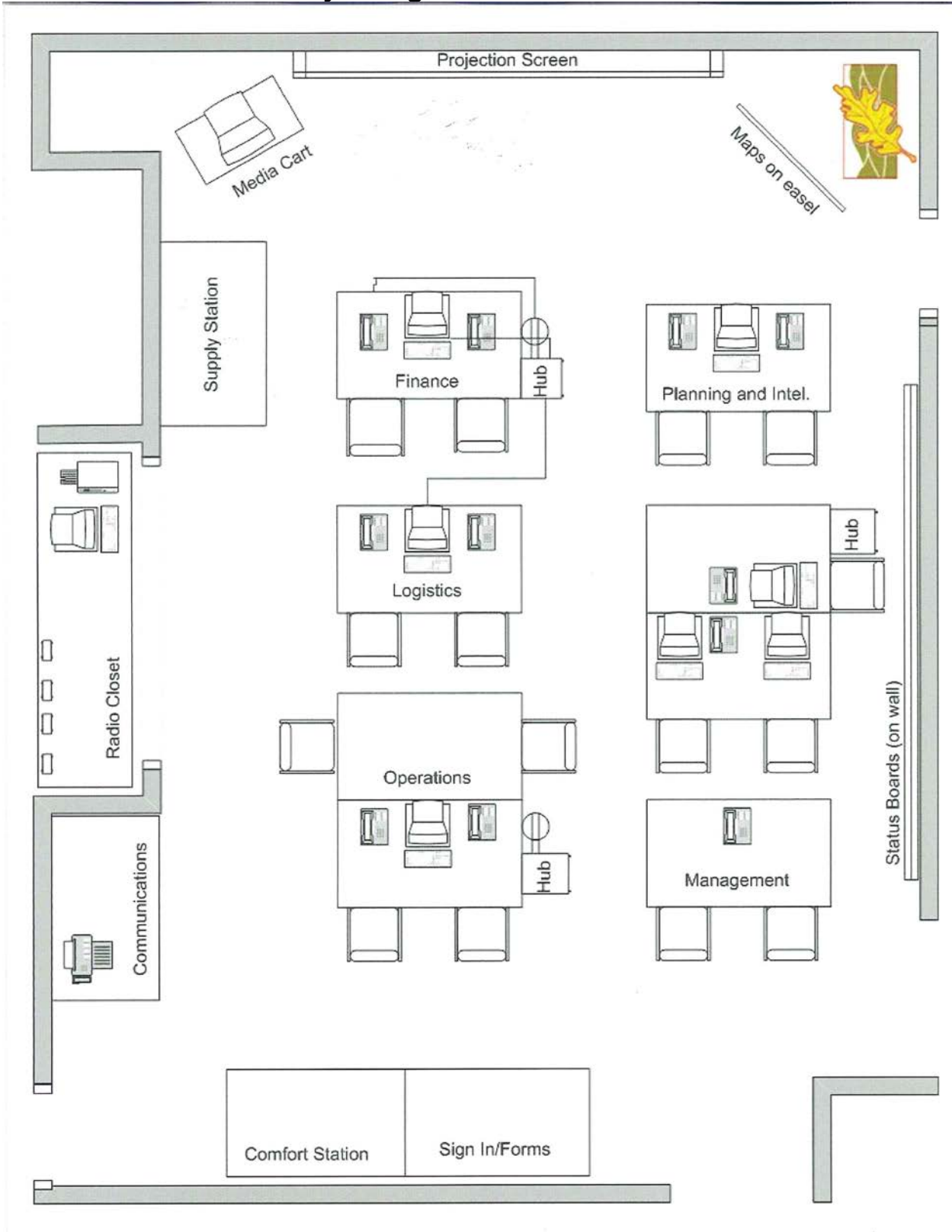
The City will utilize a telephonic system to quickly recall EOC personnel. The system dials home, work, cell, and other numbers until it reaches the person.

All city personnel need to realize as disaster service workers they may need to use good judgment and “self-activate” to your job site if the situation warrants, and all means of communication is down.

LOCAL GOVERNMENT EOC STAFFING GUIDE

Event/Situation	Activation Level	Minimum Staffing
Unusual occurrences with severe potential impacts on the health and safety of the public and/or environment Severe Weather Issuances (see Operations Support Documentation - NWS) Significant incidents involving 2 or more Departments Earthquake Advisory/Prediction Level One	One	EOC Director Other Designees Note: May be limited to Department Operations Center activation.
Earthquake with damage reported Earthquake Advisory/Prediction Level Two or Three Major wind or rainstorm 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	Two	EOC Director Section Coordinators, Branches and Units as appropriate to situation Liaison/Agency representatives as appropriate. Public Information Officer
Major city or regional emergency-multiple departments with heavy resource involvement 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	Three	All EOC positions

City Of Agoura Hills EOC



Page Intended to be Blank

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

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 bodies, including standby officers, are 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.

City Council

Article 15, Section 8638 of the CESA authorizes governing bodies to designate and appoint three standby officers for each member of the governing body and for the chief executive, if not a member of the governing body. Standby officers may be residents or

officers of a political subdivision other than that to which they are appointed. Standby officers take the same oath as regular officers and are designated Number 1, 2, or 3 as the case may be.

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

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

First Alternate: **Assistant City Manager**
Second Alternate: **Deputy City Manager**

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

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

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

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

Article 15, Section 8642 of the 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:

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

- | | |
|----------------------------|--|
| 1 st Alternate | Agoura Hills Recreation Center, 29900 Ladyface Court |
| 2 nd Alternate | Willow School, 29026 Laro Drive |
| 3 rd Alternate | Sumac School, 6050 N. Calmfield Avenue |
| 4 th Alternate: | Lost Hills Sheriff’s Station, 27050 Agoura Road |

If the listed Alternate locations, as well as any other location in the City are not usable, then the City will reach out to neighboring cities to find a suitable location.

PRESERVATION OF VITAL RECORDS

In the City of **Agoura Hills**, the City Clerk is responsible for the preservation of vital records. If the City Clerk is unavailable, the Executive Assistant will be responsible for the preservation of vital records.

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

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

Please refer to the Appendix Section of this Plan (a confidential/security document) to see where vital records of the City of **Agoura Hills** are routinely stored.

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

LINES OF SUCCESSION
(Insert Appropriate Titles and Names)

SERVICE/DEPARTMENT	TITLE/POSITION
City Manager	<ol style="list-style-type: none">1. City Manager2. Assistant City Manager3. Deputy City Manager
Building & Safety	<ol style="list-style-type: none">1. Building Official2. Senior Building Inspector
City Clerk	<ol style="list-style-type: none">1. City Clerk2. Administrative Secretary
Community Development/Planning	<ol style="list-style-type: none">1. Director of Planning2. Senior Planner3. Associate Planner4. Associate Planner
Community Services	<ol style="list-style-type: none">1. Director of Community Services2. Recreation Supervisor3. Recreation Supervisor
Public Works	<ol style="list-style-type: none">1. Director of Public Works/City Engineer2. Associate Civil Engineer3. Public Works Project Manager
Finance	<ol style="list-style-type: none">1. Director of Finance2. Finance Manager

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. 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, 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. (See Chart 1 pg. 54)**

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 and NIMS 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 **Agoura Hills** is within Region I. Each mutual aid region consists of designated counties. Region I is in the Cal OES Southern Administrative Region. (**See Chart 3 pg. 56**)

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. (See pg. 55)**

Mutual aid coordinators may function from an EOC, their normal departmental location or other locations depending on the circumstances.

PARTICIPATION OF VOLUNTEER AND PRIVATE AGENCIES

Volunteer agencies and private agencies may participate in the mutual aid system along with governmental agencies. For example, the disaster medical mutual aid system relies heavily on private sector involvement for medical/health resources. Some volunteer agencies such as the American Red Cross, Salvation Army, Auxiliary Communication Services (ACS), 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 **Agoura Hills** will make all non-law and non-fire mutual aid requests via the Los Angeles County Operational Area via OARRS if operational or via the Lost Hills Sheriff's Station if OARRS is not operational. 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 through the Operational Area Response and Recovery System (OARRS) using the OARRS Request Form.

EMERGENCY FACILITIES USED FOR MUTUAL AID

Incoming mutual aid resources may be received and processed at several types of facilities including: marshaling areas, mobilization centers and incident facilities. Each type of facility is described briefly below.

Marshaling Area: Is an area used for the complete assemblage of personnel and other resources prior to their being sent directly to the disaster affected area. Marshaling Areas are utilized particularly for disasters outside of the continental United States.

Mobilization Center: Off-incident location at which emergency/disaster service personnel and equipment are temporarily located pending assignment, release or reassignment. For major area-wide disasters, mobilization centers may be located in or on the periphery of the disaster area.

Incident Facilities/Staging Areas: Incoming resources may be sent to staging areas, other incident facilities or directly to an incident, depending on the circumstances. Staging areas are temporary locations at an incident where personnel and equipment are kept while awaiting tactical assignments.

CHART 1
MUTUAL AID SYSTEM FLOW
CHART

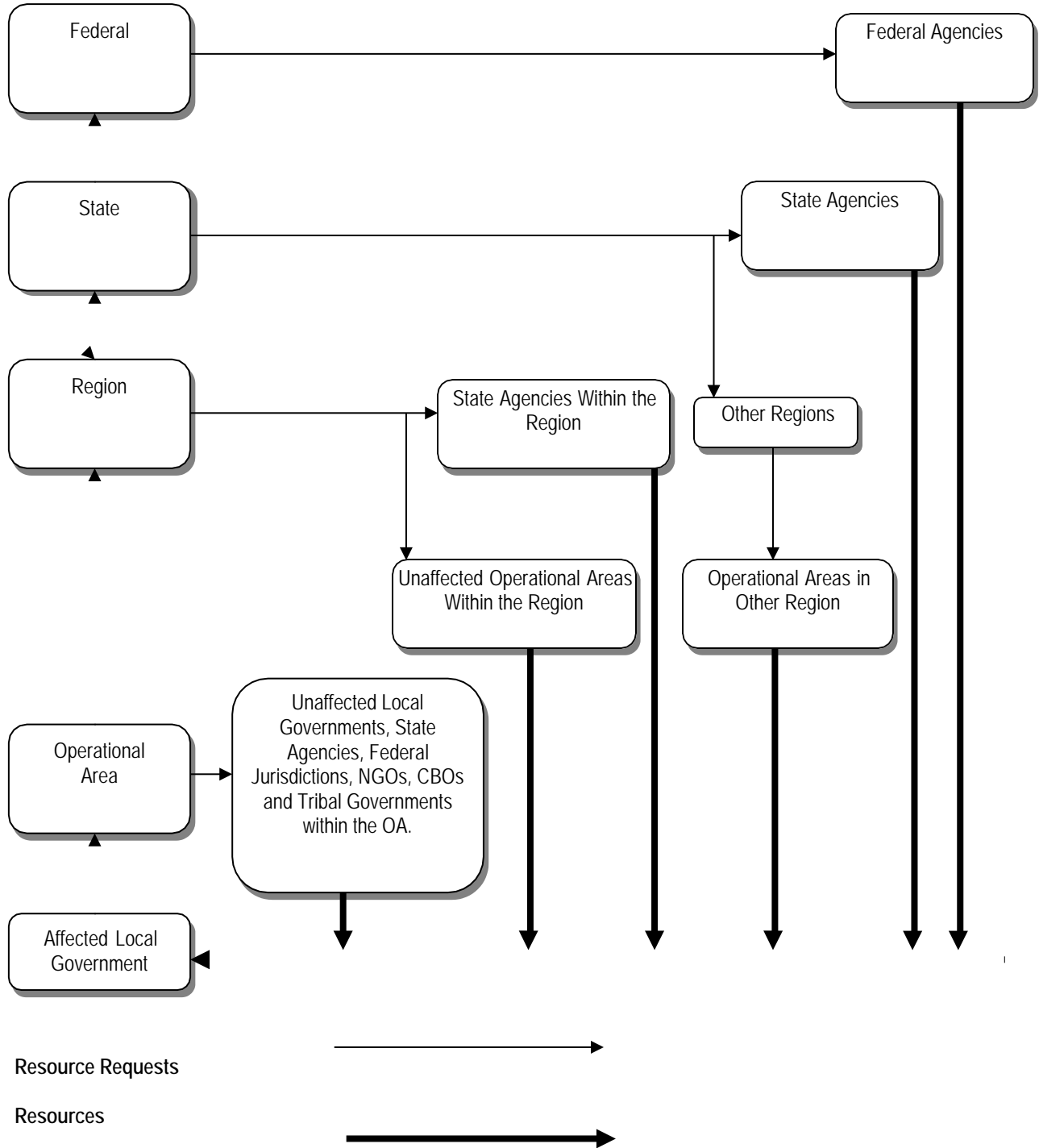
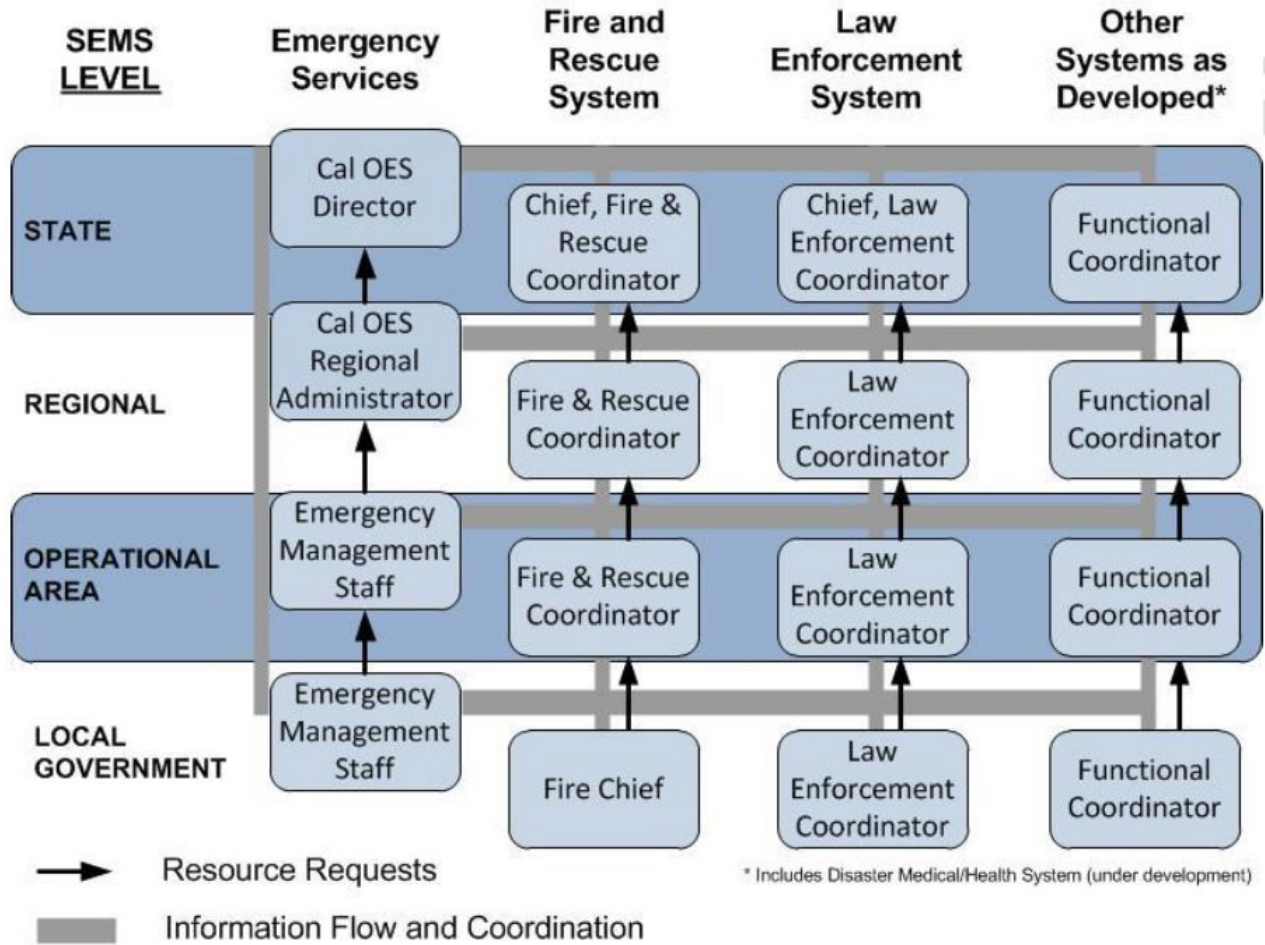


CHART 2
DISCIPLINE-SPECIFIC MUTUAL AID SYSTEMS⁵



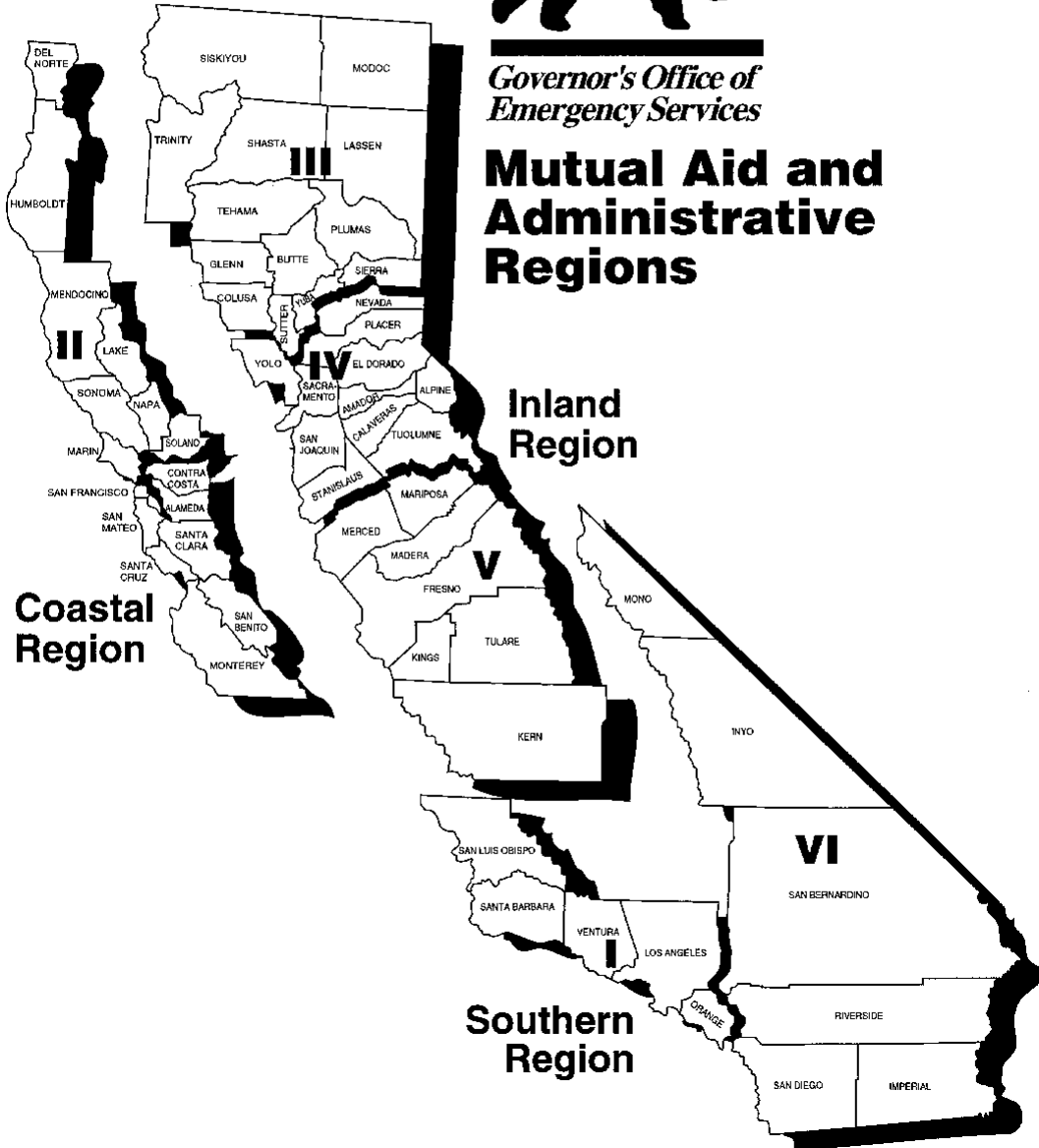
⁵California Governor’s Office of Emergency Services, *State of California Emergency Plan*, 2017, page 64.

CHART 3
STATE MUTUAL AID REGION MAP



*Governor's Office of
Emergency Services*

**Mutual Aid and
Administrative
Regions**



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.

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 which incorporates the use of Incident Command System (ICS), the Master Mutual Aid Agreement and existing mutual aid systems, the Operational Area concept, multi-agency or inter-agency coordination.

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 emergencies or disasters. Section 8568 of the Act states, in part, that “the State Emergency Plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof”. Local emergency plans are, therefore, considered to be extensions of the California Emergency Plan.

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

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

The federal government does not assume command for local emergency management but rather provides support to local agencies. This Framework is based on the premise that incidents are typically managed at the lowest possible geographic, organizational and jurisdictional level.

AUTHORITIES

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

Federal

- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288, as amended).
- Federal Civil Defense Act of 1950 (Public Law 920), as amended.
- 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)
- Homeland Security Act, P.L. 107-296, as amended (6 U.S.C. §101-557)
- Volunteer Protection Act of 1997, P.L. 105-19 (42 U.S.C. §§ 14501-14505)
- American with Disabilities Act of 1990 (ADA)
- Homeland Security Presidential Directive #5, February 28, 2003
- Homeland Security Presidential Directive #8, December 17, 2005
- Emergency Management Assistance Compact (EMAC)

State

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

Local

- Area B Joint Powers Agreement, November 28, 2005.
- **Agoura Hills** Municipal Code.
- City of **Agoura Hills** Resolution No. 07-1439 adopting the SEMS/NIMS Emergency Plan **2006**, adopted February, 14, 2007

- Resolution No. 91-691 adopting Workers' Compensation Benefits for Disaster Service Workers, adopted December 11, 1991
- Resolution No. 56 adopting the Master Mutual Aid agreement, adopted May 4, 1983.

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

- Disaster Assistance Procedure Manual (Cal OES).
- California Emergency Plan, 2016 (Draft Updated)
- California (CAL OES) Emergency Planning Guidance for Local Government and Crosswalk (Checklist for Reviewing Emergency Plans)
- California Emergency Resources Management Plan
- California Fire and Rescue Operations Plan
- California Hazardous Materials Incident Contingency Plan
- Standardized Emergency Management System (SEMS) Guidelines
- California (CAL OES) Implementation Guidelines for the National Incident Management System (NIMS)
- California Law Enforcement Mutual Aid Plan

Local

- City of Agoura Hills Multi-Hazard Mitigation Plan, 2018
- Los Angeles County Emergency Operations Plan, 2008 Draft
- Los Angeles County Mass Evacuation Guide, 2009

Page Intended to be Blank

SECTION EIGHT - CITY OVERVIEW AND THREAT SUMMARY FOR CITY OF AGOURA HILLS

City Overview

This section of the Basic Plan (Part One) consists of a series of threat summaries based on the City of Agoura Hills's Safety Element, adopted March, 2010, of the General Plan and the Multi-Hazard Mitigation Plan, adopted March 27, 2019.

The City of Agoura Hills is located within Area B of Los Angeles County Disaster Management Areas and is part of State Mutual Aid Region 1 and the State's Southern Administrative Region.

Agoura Hills is located thirty-five miles northwest from downtown Los Angeles. The City is bordered by the Santa Monica Mountains to the south, City of Westlake Village to the west, unincorporated Oak Park in Ventura County to the north, and the City of Calabasas and unincorporated Los Angeles County to the east. The latitude is 34 degrees 08 minutes 48 seconds north and longitude is 118 degrees 46 minutes 40 seconds west. Agoura Hills has a residential population of 20,330 (Census 2010). Agoura Hills consists of 7.86 square miles and is approximately 38% residential, 32% parks and open space, 16% vacant, 4.3% commercial, 3.1% business park and light industrial, and 6.6% institutional.

The City of Agoura Hills has four elementary schools, one middle school, one high school, six private schools, pre-schools or childcare centers, and one Internet University. The City is home to many light manufacturing and technology companies.

The City is served by the 101 Freeway and two major arterial highways, Kanan Road, which runs north and south, and Agoura Road, which runs east and west.

- There is one minor dam located in the Agoura Hills area at Lake Lindero.

Any single incident or a combination of events could require evacuation and/or sheltering of the population.

The City contracts with the Los Angeles County Sheriff Department, the Los Angeles County Fire Department for its police, fire, and a private firm, Burns Construction, for public works services, and may involve a local county volunteer organization, the Los Angeles County Disaster Communication Services group, for communications assistance. The City also relies on the American Red Cross for assistance with emergency shelters and other necessary emergency services.

City staff has been designated to coordinate all SEMS/NIMS functions.

During the response phase, the Los Angeles County Sheriff's Dept., Lost Hills Station's EOC or Watch Commander is the coordination and communication point. Access to the Operational Area is via OARRS (Internet); or if OARRS is not available, then all reports are

to be sent to the contract the Lost Hills Sheriff Station by means coordinated with and agreed to by the Watch Commander and City staff. The Lost Hills Sheriff Station will then be responsible for entering the data into OARRS.

THREAT SUMMARIES

The City of Agoura Hills is vulnerable to the following hazards:

Earthquake

The City of **Agoura Hills** is located in the Transverse Ranges Geological Province in the vicinity of several known seismically active earthquake faults, including the San Andreas, and other lesser faults known as Malibu Coast, Simi and Chatsworth.

A major earthquake occurring in or near this jurisdiction may cause many deaths and casualties, extensive property damage, fires and hazardous material spills and other ensuing hazards. The effects could be aggravated by aftershocks and by the secondary effects of fire, hazardous material/chemical accidents and possible failure of the waterways and dams. The time of day and season of the year would have a profound effect on the number of dead and injured and the amount of property damage sustained. Such an earthquake would be catastrophic in its affect upon the population and could exceed the response capabilities of the individual cities, Los Angeles County Operational Area and the State of California Emergency Services. Damage control and disaster relief support would be required from other local governmental and private organizations, and from the state and federal governments.

Extensive search and rescue operations would be required to assist trapped or injured persons. Emergency medical care, food and temporary shelter could be required by injured or displaced persons. Identification and burial of many dead persons could pose difficult problems; public health would be a major concern. Mass evacuation may be essential to save lives 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. Emergency operations could be seriously hampered by the loss of communications and damage to transportation routes within, and to and from, the disaster area and by the disruption of public utilities and services.

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

Landslides may also occur during aftershocks in areas already weakened by the first shock. Large boulders and/or soft soil could be jarred loose. (See Landslide on the next

page for more information.)

- **Radio Systems**

Most 2-way radio communications systems consist of a source of power, an antenna, and a radio. Emergency power failures have been the primary cause of communications shortfalls in past disasters. The presumed scarcity of fuel after an earthquake will strictly limit the viability of surviving communications sites, as this scarcity will undoubtedly impact backup generators.

Frequent maintenance of equipment in installations according to approved seismic specifications could reduce the failure potential. Developing alternate power sources such as wind, solar and/or battery banks, could extend operating capabilities with a reduction in fuel consumption.

Earthquake movement has little effect on properly installed antenna systems. Most failures are due to the failure of the building or structure supporting the antenna. Repeaters, used to extend the radio's range, are positioned on mountain tops. Antennas and related structures are expected to remain but be less viable. Mobile relays and microwave systems may be less effective.

Solid state electronics has produced communication devices which are small, lightweight, and dependable. The amount of damage they sustain will depend on their location and how well they are secured. Fixed 2-way radio systems are expected to be less effective for the first 12 hours following a major earthquake. It is recommended to maintain a cache of charged portable radios and batteries ready to deploy during a large-scale disaster or any sustained response operation.

Los Angeles County Disaster Communications Services (DCS) group may be called upon to provide support communications. However, circumstances may affect their response capabilities.

- **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 will be blocked due to collapsed overpasses. Many surface streets in the older central business districts will be blocked by debris from buildings, falling electrical wires and pavement damage.

- **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 period. 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 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. Many areas could be dependent on tanker trucks to provide for their basic needs.

Several ruptures in major pipes are anticipated along the water pipelines in the County. Anticipated damage to reservoir outlet works could take weeks to repair.

The city's water supply is provided by the Las Virgenes Municipal Water District. All water served to LVMWD customers is purchased from the Metropolitan Water District of Southern California. The water originates as snowpack in the high Sierras and is transported more than 400 miles through the State Water Project, which is owned and operated by the Department of Water Resources. To guard against emergencies, temporary supply interruptions and water shortages, the District maintains a 9,500 acre-foot reservoir located in the hills just south of Westlake Village. An acre-foot equals 325,851 gallons or, about enough water to provide for LVMWD customers for a 3-month period. Potable water stored in the reservoir is treated and filtered through the adjacent Westlake Filtration Plant.

Wildfire

The City of Agoura Hills is served by the Los Angeles County Fire Department, as well as the California Division of Forestry and Fire Protection (CAL FIRE), if needed. According to the California Department of Forestry and the County Fire Department, Agoura Hills is vulnerable to Very High fire hazard areas. In the event of major fires, the County has "mutual aid agreements" with cities and counties throughout the state so that additional personnel and fire-fighting equipment can augment the County Fire Department. During the autumn months Agoura Hills is very dry and, therefore, highly susceptible to fires, even with fire retardant materials. Most fires occur under Santa Ana conditions that blow across southern California in September to March.

The City of Agoura Hills is vulnerable to very high fire hazard areas.

Windstorm

Severe windstorms pose a significant risk to life and property by creating conditions that disrupt essential systems such as city services, public utilities, telecommunications and transportation routes. High winds have the potential to cause damage to local homes, and businesses from falling trees and debris. In addition, windstorms increase the risk of wildfires as moisture content decreases in brush and vegetation on the hillsides, especially in urban interface areas. As Agoura Hills resides within the Las Virgenes-Malibu region, windstorm events can be caused by short term, topographically influenced high wind gusts as well as extended duration Santa Ana wind conditions. "Santa Ana Winds" typically occur between September and March.

Given the location topography of the area, severe windstorms are a possibility. While historically, these events in Agoura Hills and Las Virgenes-Malibu Region has been minimal (when they occur), the event does pose a threat to life property, utility delivery systems, infrastructure, and transportation. This can result in prolonged utility disruption

and it may require the utilization of private and public resources to aid in the care and sheltering of residents. Additionally, the economic impact of provider shelter, conducting repairs and the disruption to local businesses can result in economic losses to the area. Southern California Edison (SCE) in response to these potentials has developed its own Hazardous Mitigation Plan.

Landslides

Landslides may also occur during aftershocks in areas already weakened by the first shock, in addition to the possibility of heavy rains, and or burn scar areas. Large boulders and/or soft soil could be jarred loose. Secondary health problems due to resulting high concentrations of dust could cause problems for victims and rescue workers.

Terrorism

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

Civil Unrest

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 the result of long-term disfavor with authority. Civil unrest is usually noted by the fact that normal on-duty police and safety forces cannot adequately deal with the situation until additional resources can be acquired or it may require deeper long-term solutions to prevent the problem from happening again in the future.

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

- National Protest in response to political or non-political event
- 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

This can come in the form of (including but not limited to):

- Disruption of traffic at major intersections as a result of public gatherings
- Heighten community fear that larger out of area protest may enter the community
- Concerns for crime associated with public protests
- Possible disruption of businesses as a result of public protest

Response to civil unrest will be the primary responsibility of the public safety agencies, with the City playing an active secondary role, under the direction and

guidance of the County of Los Angeles Sheriff’s Department. Depending on the level and manner of protest, state and federal authority could also be involved.

To mitigate and prepare for future events, the City of Agoura Hills has:

- Enhanced its communication outreach to the community via a new mass notification system (CodeRed)
- Enhanced its social media presence to assist with communication information dissemination
- Secured internal Public Safety Liaison Officer (PSLO) to assist with all public safety matters. PSLO would be utilized to monitor and coordinate communication with public safety agencies re civil unrest/public demonstrations
- Secure mobile Emergency Communication Vehicle to assist with the potential relocation of the City’s EOC.

EMERGENCY RESPONSE ACTIONS

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

Seismic Sea Wave (Tsunami)

Tsunami “Watch” (a tsunami may have been generated) and “Warning” (a tsunami has been generated) messages are issued for our area by the *West Coast and Alaska Tsunami Warning Center* (WCATWC – <http://wcatwc.arh.noaa.gov/>), located in Palmer, Alaska. The WCATWC is an element of the Department of Commerce, National Oceanographic & Atmospheric Administration (NOAA). Since late 2005, the WCATWC has been staffed twenty four hours a day, and is backed up by (and backs up, as well) the *Pacific Tsunami Warning Center* (PTWC), located in Ewa Beach, Hawaii. Both centers also transmit “Information” messages when significant seismic events occur under the sea floor, but do not have the potential to generate a tsunami.

Watch and Warning messages are transmitted by the respective Warning Centers over the NOAA *Weather Wire* system directly to each other, Coastal National Weather Service Forecast Offices and their Area of Responsibility’s State Warning Centers. The National Weather Service Office located in Oxnard serves the Counties of San Luis Obispo, Santa Barbara, Ventura and Los Angeles. The Governor’s Office of Emergency Services operates California’s State Warning Center in Sacramento.

The Oxnard Weather Forecast Office after receiving the transcribed Tsunami Warning Messages over the NWS weather wire will record the message for transmission over the Emergency Alert System (EAS) and local National Weather Radio sites.

Tsunami Watch and Information messages are retransmitted by the State Warning Center over the *California Law Enforcement Telecommunications System* (CLETS) and the Electronic Digital Information System (EDIS) to coastal jurisdictions. The Warning Center then follows up by calling each coastal Operational Area over CalWAS (California Warning and Alerting System, the State network portion of NAWAS (National Alert and Warning System).

A Tsunami **Watch Bulletin** is issued if an earthquake has occurred in the Pacific Basin and could cause a tsunami. A Tsunami **Warning Bulletin** is issued when an earthquake has occurred and a tsunami is spreading across the Pacific Ocean. When a threat no longer exists, a **Cancellation Bulletin** is issued. The City of **Agoura Hills is not** in a Tsunami inundation area.

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.

Hazardous Materials

Because of **Agoura Hills**'s close proximity to Interstate 101 (Ventura Freeway) and County Highway N-9 (Kanan Road), the release of a hazardous material to the environment could cause a multitude of problems that can be discussed in a general manner. The significance of the problems to the environment, property, or human health is dependent on the type, location and quantity of the material released. Although hazardous material incidents can happen almost anywhere, certain areas are at higher risk. Jurisdictions near roadways that are frequently used for transporting hazardous materials and jurisdictions with industrial facilities that use, store, or dispose of such materials all have an increasing potential for major mishaps, as do jurisdictions crossed by certain railways, waterways, airways and pipelines.

Releases of explosive and highly flammable materials have caused fatalities and injuries, necessitated large-scale evacuations and destroyed millions of dollars' worth of property. Toxic chemicals in gaseous form have caused injuries and fatalities among emergency response teams and passers-by. When toxic materials have entered either surface or ground water supplies, serious health effects have resulted. Releases of hazardous chemicals have been especially damaging when they have occurred in highly populated areas and/or along heavily traveled transportation routes.

Specific Situation

Many forms of hazardous materials are present in **Agoura Hills**. They are present in permanent storage locations, roadway transport and at various industrial and commercial sites. **Agoura Hills**'s proximity to its highway transportation routes, and various light industries, has a growing potential for serious hazardous materials incidents. Interstate 101 is heavily traveled by trucks. They carry every conceivable type of hazardous material including gasoline, pesticides and compressed chlorine materials.

A hazardous materials release in the City of **Agoura Hills** would most likely involve either transportation of chemicals by truck, use of chemicals at a business or illegal dumping of chemical waste.

- **Transportation Accidents**

The greatest probability of a major hazmat incident is from a transportation accident. The amount of hazardous materials transported over roadways on a daily basis is unknown, but estimated to be increasing as our economy grows. There is the potential for a hazardous materials incident almost anywhere on the highways and roads throughout **Agoura Hills**. The greatest concern for a transportation incident is on Interstate 101. The most vulnerable areas along these routes are considered to be the on/off ramps and interchanges near the City.

Besides the immediate effect of a hazardous materials incident on scene, there are also ancillary effects such as the impact on waterways and drainage systems, and the evacuation of schools, business districts, and residential areas.

- **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 reviews these plans and makes sure they are in compliance with current laws and regulations. Refer to Appendix Section (pg. 282) for an overview of hazardous materials sites in the City.

- **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 might be anticipated that illegal dumping of hazardous materials will increase proportionately. However, **Agoura Hills** has seen significant decreases in this activity over the past decade.

Emergency Response Actions

Emergency response actions applicable to all common hazards are presented in the **Checklist Actions in Part Two of this Plan**. For specific information refer to the City of **Agoura Hills**'s Hazardous Materials Plan with the Los Angeles County Fire Department.

Flooding

General Situation

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

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

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

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

Floods are generally classed as either slow-rise or flash floods. Slow-rise floods may be preceded by a warning time lasting from hours to days, or possibly weeks. Evacuation and sand bagging for a slow rise flood may lessen flood related damage. Conversely, flash floods are the most difficult to prepare for due to the extremely short warning time, if available at all. Flash flood warnings usually require immediate evacuation within the hour. On some occasions adequate warning may be impossible.

Once flooding begins, personnel will be needed to assist in rescuing persons trapped by flood waters, securing utilities, cordoning off flood areas, and controlling traffic. The Public Health Department would be actively involved in addressing the public health impact of resultant flood, such as disease and environmental health issues. These actions may over tax local agencies, and additional personnel and resources may be required. It is anticipated that existing mutual aid resources would be used as necessary to augment local resources.

Specific Situation

The potential for flooding is not normally a major threat to the City of **Agoura Hills**. The city receives an average of 13.75 inches of rainfall annually, with most of it occurring between December and March. Heavy rains occur about every fifteen years.

Areas subject to flooding drain either naturally into flood controls or are assisted by pumping stations designed to handle average and above average flows. Heavy rains can result in flooding on Thousand Oaks Blvd., at the intersection of Lake Lindero.

Some flooding may occur in low-lying areas during heavy prolonged storms, or when storm drains are clogged with debris and unable to carry excess water away. Time should be available to organize forces, obtain needed supplies, equipment, and outside aid.

An unusual number of brush fires in hillside areas may create the potential for mudslides if heavy rains arrive before the replanting has taken hold. Situations of this nature can usually be managed by warnings to the residents and making sandbags available in advance of the predicted heavy rainfall.

The City of Agoura Hills has participated in the Federal Emergency Management Agency's (FEMA) National Flood Insurance Program since 1986. The most recent update became effective September 26, 2008. The Federal Emergency Management Agency (FEMA) classifies the City under Flood Zone X. Flood Zone X is described as having 0.2% annual chance of flood; areas of 1% annual change of flood with average depths of less than 1 foot or with drainage areas less than 1 square mile; and areas protected by levees from 1% annual chance of flood. However, there are flood areas adjacent Lindero Creek, Medea Creek and Palo Comado Creek that are classified Flood Zone AE. Flood Zone AE describes the floodways as a channel of a stream plus any adjacent floodplain areas that must be kept free of encroachment so that the 1% annual chance of flood can be carried with substantial increases in flood heights. Agoura Hills Flood Insurance Rate Maps (FIRMs) showing potential flood zones are panels 1241, 1242, 1243, 1244, 1261, and 1263 of the Los Angeles County FIRM. Further information regarding FIRM can be located at <http://msc.fema.gov> or by calling the Map Service Center at 1-800-358-9616.

Dam Failure

General Situation

Dam failures can result from a number of natural or manmade causes such as earthquakes, erosion of the face or foundation, improper sitting, rapidly rising flood waters, and structural/design flaws. There are three general types of dams: earth and rock fill, concrete arch or hydraulic fill, and concrete gravity. Each of these types of dams has different failure characteristics.

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

There are a total of 103 dams in Los Angeles County, owned by 23 agencies or organizations, ranging from the Federal government to Home Owner Associations. These dams hold billions of gallons of water in reservoirs. Releases of water from the major reservoirs are designed to protect Southern California from flood waters and to store domestic water. Seismic activity can compromise the dam structures, and the resultant flooding could cause catastrophic flooding.

Following the 1971 Sylmar earthquake the Lower Van Norman Dam showed signs of structural compromise, and tens of thousands of persons had to be evacuated until the dam could be drained. The dam has never been refilled.

The area has two dams; the Las Virgenes Reservoir dam, 2860 Threesprings Drive, Westlake Village, and the Reservoir #2 dam, 42323 Las Virgenes Road, Calabasas. Agoura Hills does not lie in the inundation path of either dam.

Failure of these dams 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

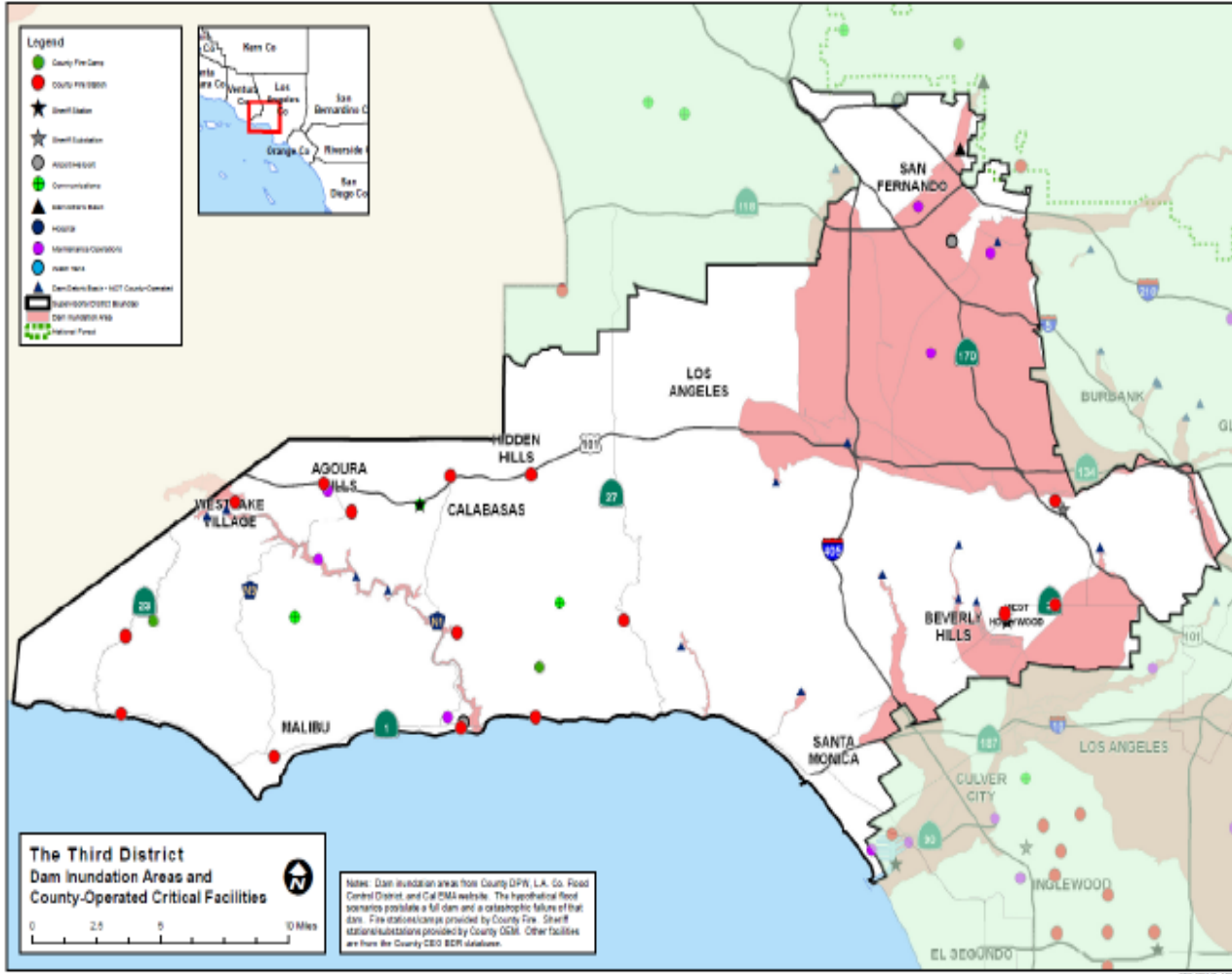
Emergency response actions applicable to all common hazards are presented in the **Checklist Actions in Operations Section of this Plan.**

Attachment:

1. Dam Inundation Area Map

LOCATION OF DAMS INUNDATION AREAS SUPERVISORIAL DISTRICT 3 (including Agoura Hills)⁶

Map 6-16: Dam Inundation Areas and County-Operated Critical Facilities, Board of Supervisorial District 3
(Source: County of Los Angeles CEO - ITS GIS)



⁶ Los Angeles County All-Hazard Mitigation Plan, Section 6, February 2014, page 43

Major Air Crash

General Situation

A major air crash that occurs in a 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 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. Public Safety 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. The Crisis Intervention Teams from the Los Angeles County Fire Department will assess the initial need.

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 air spaces, 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 **Agoura Hills** are occupied by aircraft originating and departing from a number of airports located in Southern California. The airports nearest to **Agoura Hills** which handle the greatest amount of air traffic are as follows:

The **Los Angeles International Airport (LAX)**—is the fifth busiest international airport in the world. Planes arrive and depart at a rate of one per minute. LAX reported 70.4 million people traveled through LAX in 2014. 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

The **Burbank Airport**—It is ranked 53rd busiest airport nationally in terms of air traffic that of operation are restricted to 7:00 AM to 10:00 PM.

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

The **John Wayne Airport** – It is ranked 10th nationally in terms of air traffic. Home base to private and corporate aircraft, general aviation activity accounts for approximately 65 percent of the Airport's 9.3 million total passengers that land or depart from this airport in 2014.

The **Ontario International Airport**—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. In 2014, 4.1 million passengers used the airport and 474,502 tons of air freight was shipped.

Aircraft flying over **Agoura Hills** are located in the Los Angeles Terminal Control Area (TCA). The TCA is airspace restricted to large, commercial airliners. Each TCA has an established maximum and minimum altitude in which a large aircraft must travel. Smaller aircraft desiring to transit the TCA may do so by obtaining Air Traffic Control clearance. The aircraft may then proceed to transit when traffic conditions permit. Aircraft departing from other than LAX, whose route of flight would penetrate the TCA, are required to give this information to Air Traffic Control on appropriate frequencies. Pilots operating small aircraft often rely on geographical landmarks, rather than charts, to indicate geographical landmarks of the Southern California basin, he/she may misinterpret a particular landmark and inadvertently enter the restricted TCA airspace. This misunderstanding may result in a mid-air collision.

Emergency Response Actions

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

Attachment – Map of Airport Locations

ATTACHMENT, MAP OF LOCAL AIRPORTS



Train Incident/Derailment

General Situation

Metro

In 1991, Los Angeles, Orange, Riverside, San Bernardino, and Ventura Counties formed the Southern California Regional Rail Authority (SCRRA) to develop Metrolink, a regional commuter train system. The new Metrolink trains run on existing railroad tracks and carry long-distance commuters from outlying communities to centers of employment like Burbank, Glendale, Irvine, El Monte, Cal State L.A. and Los Angeles. Metrolink trains run Monday through Friday, with Saturday service on the San Bernardino, Antelope Valley, Orange County and Inland Empire–Orange County Lines, and Sunday service on the San Bernardino, Orange County and Inland Empire–Orange County Lines. Trains do not operate on Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day.

Trains run from Lancaster to Los Angeles on the former Southern Pacific Valley Line, paralleling the Golden State Freeway (I-5). Stations at Lancaster, Vincent Grade/Acton and Via Princessa were added after the Northridge Earthquake in January 1994.

A standard Metrolink train consists of one locomotive and between two and six passenger cars operating at speeds of up to 90 miles per hour. Each double-decked, periwinkle blue and white Metrolink passenger car can carry over 300 commuters (140 seated, 155 standing).⁷

Freight Train

Both the Union Pacific (UP) and Burlington Northern Santa Fe (BNSF) railroads have extensive operations in the Los Angeles region. There are also four short-line railroads that shuttle cars and equipment in and between the marine ports and rail intermodal yards. In 2002, UP and BNSF were handling close to 60 freight trains per day along their most heavily used line segments.⁸

Specific Situation

The train station closest to Agoura Hills is located in the City of Moorpark in Ventura County, a distance of approximately twenty (20) miles. Therefore, safety issues involving tracks, station accidents, boarding and disembarking accidents, and right-of-way accidents do not have any impact on Agoura Hills.

Emergency Response Actions

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

Attachment – Light Rail Transportation Map

⁷ <http://www.metrolinktrains.com/documents/About/MetrolinkFactSheet.pdf>

⁸ <http://www.fhwa.dot.gov/Environment/freightaq/appendixc.htm>

ATTACHMENT, LIGHT RAIL TRANSPORTATION MAP



Trucking Incident

General Situation

A major truck incident that occurs in a 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 is served by the 101/Ventura Freeway which runs east to west and by a major arterial highway, #9/Kanan Road, which runs north to south.

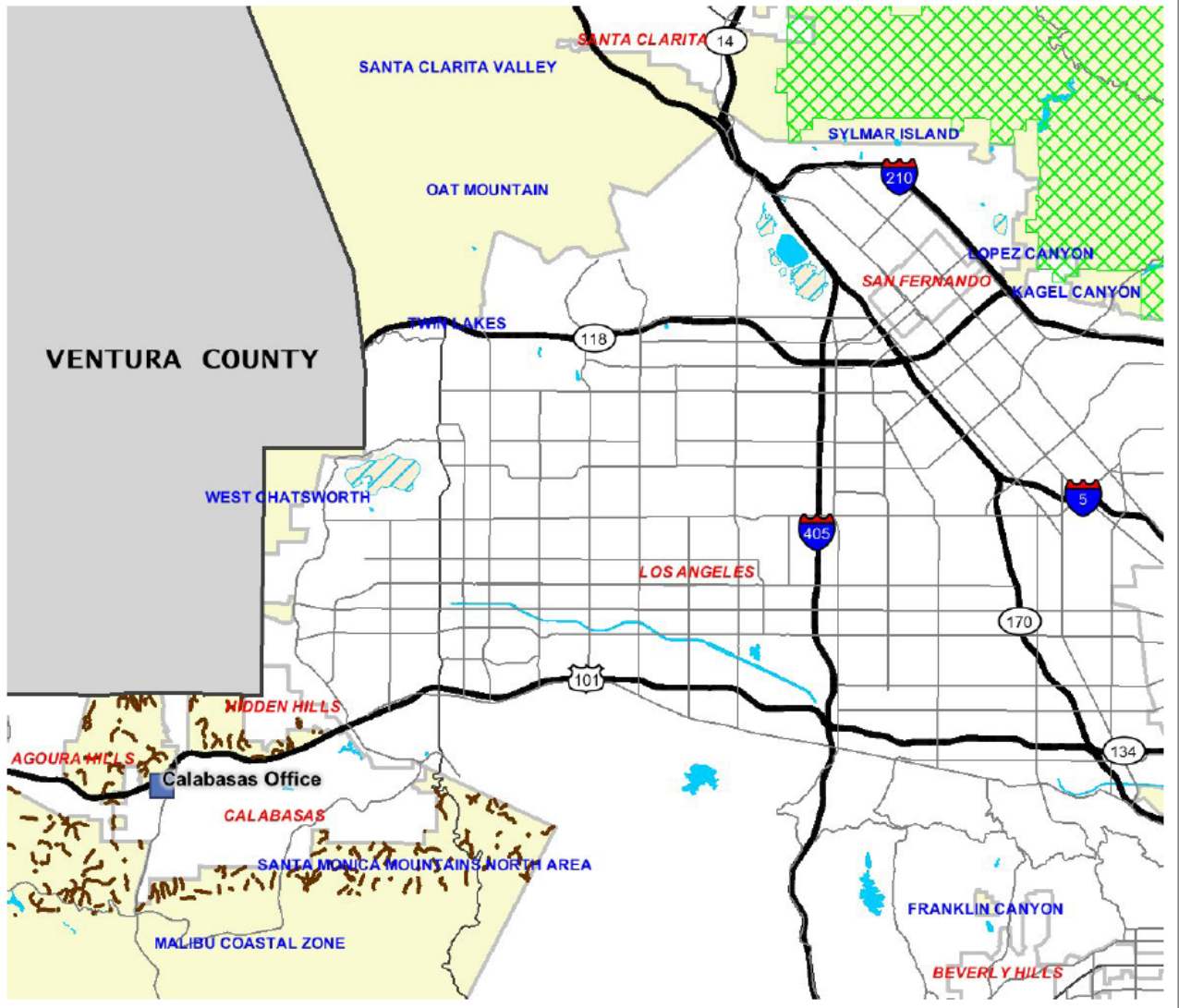
Emergency Response Actions

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

Attachment:

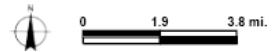
1. Truck Transportation Corridor Map

ATTACHMENT, TRUCK TRANSPORTATION CORRIDOR MAP



Copyright 2005 - Los Angeles County Department of Regional Planning, created by the GIS Section

Note: This map represents a quick representation of spatial imagery or vector layers using GIS-NET.
The map should be interpreted in accordance with the disclaimer statement of GIS-NET



Public Health Emergency

A pandemic is a global disease outbreak. A flu pandemic occurs when a new influenza virus emerges for which people have little or no immunity and for which there is no vaccine. The disease spreads easily person-to-person, causes serious illness, and can spread across the country and around the world in very short duration of time. The City will take public health direction and guidance from the Los Angeles County Department of Public Health Services.

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, such as COVID-19 a 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.
- **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 workplaces 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:
 - 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.⁹

⁹ *Biological Incident Plan, PANDEMIC INFLUENZA GUIDELINES*, County of Los Angeles Department of Health Services Public Health, January 2006

LIST OF ACRONYMS AND ABBREVIATIONS

AC	Area Command
ADA	Americans with Disabilities Act
AQMD	Air Quality Management District
ARC	American Red Cross
ARES	Amateur Radio Emergency Services
CalTrans	California Department of Transportation
CAL FIRE	California Department of Forestry and Fire Protection
CAL OES	California Office of Emergency Services
CALWAS	California Warning System
CCP	Casualty Collection Points
CDA	California Disaster Assistance Act
CDC	Centers for Disease Control, U.S. Public Health Service
CEO	Chief Executive Officer
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
CMAS	Commercial Mobile Alert System
COE	Corps of Engineers (US Army)
DCS	Disaster Communications Service
DFCO	Deputy Federal Coordinating Officer
DFO	Disaster Field Office
DHS	Department of Homeland Security
DMAT	Disaster Medical Assistance Team
DMORT	Disaster Mortuary Operational Response Team
DOC	Department Operations Center
EAS	Emergency Alert System
EDIS	Emergency Digital Information System
EMAC	Emergency Management Assistance Compact
EMMA	Emergency Managers Mutual Aid
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPA	Environmental Protection Agency
EPI	Emergency Public Information
EPIC	Emergency Public Information Center
ESC	Emergency Services Coordinator
ESF	Emergency Support Functions

FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
FHWA	Federal Highway Administration
FTS	Field Treatment Sites
GAR	Governor's Authorized Representative
GIS	Geographic Information System
HAZMAT	Hazardous Materials
HSC	Homeland Security Council
HSOC	Homeland Security Operations Center
HSEEP	Homeland Security Exercise Evaluation Program
HSPD	Homeland Security Presidential Directive
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IDE	Initial Damage Estimate
IMT	Incident Management Team
IPAWS	Integrated Public Alert and Warning System
JFO	Joint Field Office
JPA	Joint Powers Agreement
JIC	Joint Information Center
JIS	Joint Information System
JOC	Joint Operations Center
JTTF	Joint Terrorism Task Force
LAC	Local Assistance Center
MACS	Multi-Agency Coordination System
MARAC	Mutual Aid Regional Advisory Committee
MARS	U.S. Army Military Affiliate Radio System
MMRS	Metropolitan Medical Response Team
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NAWAS	National Warning System
NDMS	National Disaster Medical System
NFIP	National Flood Insurance Program
NICC	National Interagency Coordinating Center, National Infrastructure Coordination Center
NIFCC	National Interagency Fire Coordination Center
NIMS	National Incident Management System
NMRT	National Medical Response Team
NOAA	National Oceanic and Atmospheric Administration
NOC	National Operations Center
NRF	National Response Framework

NRT	National Response Team
NSC	National Security Council
NSSE	National Special Security Event
NVOAD	National Voluntary Organizations Active in Disaster
NWS	National Weather Service
OA	Operational Area
OASIS	Operational Area Satellite Information System
OEM	Office of Emergency Management
OSC	On-Scene Coordinator
PA	Public Affairs
PAO	Public Affairs Officer
PA	Public Assistance
PA/O	Public Assistance Officer
PA#	Project Application Number
PDA	Preliminary Damage Assessment
PDD	Presidential Decision Directive
PFO	Principal Federal Officer
PIO	Public Information Officer
PNP	Private Nonprofit Organization
PW	Project Worksheet
REOC	Regional Emergency Operations Center
ROC	Regional Operations Center
RRCC	Regional Response Coordinating Center
SA	Salvation Army
SAC	Special Agent in Charge
SAP	State Assistance Program
SAR	Search and Rescue
SARA	Superfund Amendment Reauthorization Act (Title III)
SBA	Small Business Administration
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
SITREP	Situation Report
SLPS	State and Local Programs and Support Directorate (FEMA)
SNAP	Special Needs Awareness Program
SOC	State Operations Center
SOP	Standard Operating Procedure
TEWG	Terrorism Early Warning Group
TWG	Terrorism Working Group
USACE	United States Army Corps of Engineers
USAR	Urban Search and Rescue

USDA	U.S. Department of Agriculture
USFA	United States Fire Administration
USGS	United States Geological Survey
VOAD	Volunteer Organizations Active in Disaster
WMD	Weapons of Mass Destruction

GLOSSARY OF TERMS

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

A

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

After Action Report: A report covering response actions, application of SEMS, 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 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.

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.

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 area 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

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

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

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

Check-in: The process whereby resources first report to an incident or into an EOC/ Check-in location 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).

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 police 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 the State's microwave backbone. Local CLERS VHF channels provide State EAS audio to broadcasters.

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

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

Command Post: (See Incident Command Post)

Command Staff: The Command Staff at the 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.

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.

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

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

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

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

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.

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.

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

Disaster Service Worker: Includes public employees and any unregistered person impressed into service during a State of War emergency, a State of emergency, or a Local Emergency by a person having authority to command the aid of citizens in the execution of his duties. 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.

Division: Divisions are used to divide an incident into geographical areas of operation. Division areas 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.

E

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

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

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

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

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

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

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

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

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

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

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

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

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

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 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.

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 OES mutual aid regional manager and is supported by mobile communications and personnel provided by OES and other state agencies.

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

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

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

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 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.

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 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.

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 Plan is activated.

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

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

L

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

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

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

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

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

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

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

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

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.

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.

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 state OES established to assist in the coordination of mutual aid and other emergency operations within a geographical area of the state, consisting of two or more county (operational) areas.

Mutual Aid Staging Area: A temporary facility established by the 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 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; multi-agency 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 Interagency Coordination Center (NICC): The organization responsible for coordinating allocation of resources to one or more coordination centers or major fires within the Nation. Located in Boise, ID.

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

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

O

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

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

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

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

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

P

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.

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

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

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

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

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

R

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

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

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

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

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

Resources: Personnel and equipment available, or potentially available, for assignment to incidents or to EOCs. Resources 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.

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.

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

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

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

Alert--Three days to a few weeks

Imminent Alert--Now to three days

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

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

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

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

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

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

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

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, and State.

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

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

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

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

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

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

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

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

Subgrantee: An eligible applicant in Federally declared disasters.

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

Support Branch: A Branch within the Logistics Section 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.

T

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

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

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

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

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

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

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.

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 are multi-jurisdictional. (See Area Command and Management)

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

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

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

Page Intended to be Blank