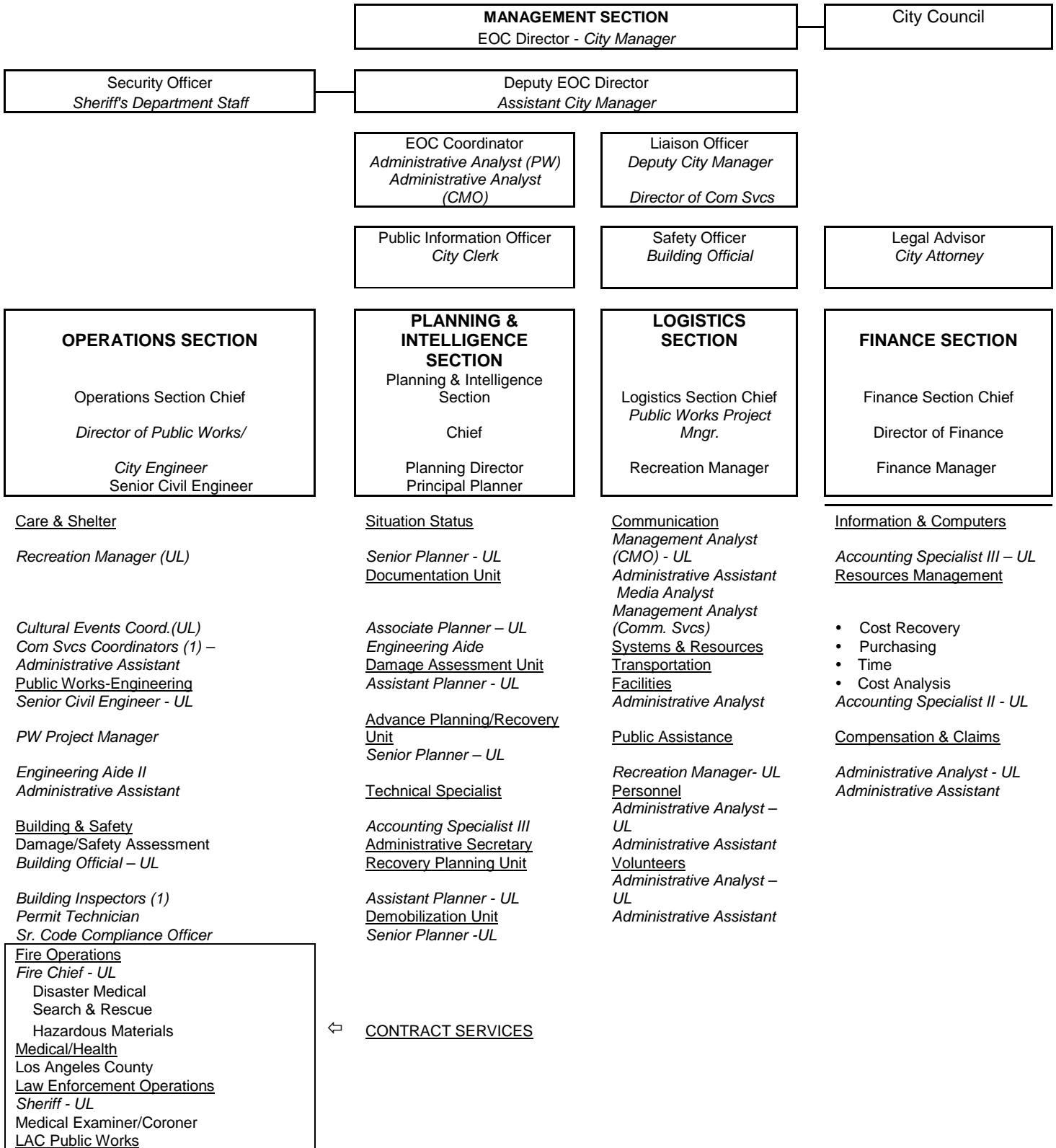
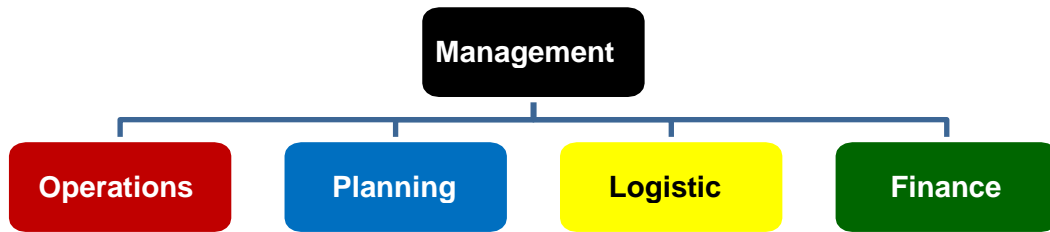


AGOURA HILLS EOC ORGANIZATION CHART



RESPONSIBILITIES CHART



Responsibilities:

Management (Management Function)

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies, non-governmental organizations and private organizations. Management will either activate appropriate sections or perform their functions as needed.

Operations Section

Responsible for coordinating all field operations in support of the disaster response through implementation of the city's EOC Action Plan.

Planning/Intelligence Section

Responsible for collecting, evaluating and disseminating information; coordinating the development of the city's EOC Action Plan in coordination with other sections; tracking resources assigned to the event, initiating and preparation of the city's After-Action/Corrective Action Report, Improvement Plan and maintaining documentation.

Logistics Section

The Logistics Section is responsible for providing communications, facilities, services, personnel, equipment, supplies, and materials.

Finance/Administration Section

Responsible for financial activities and other administrative aspects.

COMMON EOC RESPONSIBILITIES

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

ACTIVATION

- Check-in upon arrival at the EOC. (The Finance Section, Time Unit is responsible for Check-In of personnel resources to the EOC).
- Report to your EOC organizational supervisor.
- Identify yourself by putting your EOC vest on. Print your name on the EOC organization chart next to your assignment.
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Ensure all functions within your Section are appropriately staffed. Make required personnel assignments as staff arrives.
- Based on the situation as known or forecast determine likely future Section needs.

GENERAL OPERATIONAL DUTIES

- Establish operating procedure with the Communications Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and **anticipate** support requirements and forward to your EOC organizational supervisor.
- Monitor your position activities and adjust staffing and organization to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.

DOCUMENTATION AND REPORTS

- Open and maintain a position activity log. Make sure you note your check-in time on the Activity Log. (Activity Log can found in the Support Documentation.) Maintain all required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

- Review situation reports as they are received. Verify information where questions exist.
- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your EOC organizational supervisor at the end of each operational period.
- Do **NOT** throw any paperwork (notes, memos, messages, etc.) away. This documentation can be used for FEMA reimbursement.
- Keep your EOC organizational supervisor advised of your status and activity and on any problem areas that now need or will require solutions.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known. Use the EOC Change of Shift Briefing Worksheet.

RESOURCES

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

SHIFT CHANGE

- Brief incoming personnel and identify in-progress activities that need follow-up. Use the EOC Change of Shift Briefing Worksheet.
- Provide incoming personnel the next EOC Action Plan.
- Submit completed logs, time cards, etc. to your EOC Organizational supervisor before you leave.
- Determine when you should return for your next work shift.
- Leave contact information where you can be reached.

DEACTIVATION

- Ensure that all required forms or reports are completed and submitted to your EOC Organizational supervisor prior to your release and departure.
- Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate your position and close out logs when authorized by your EOC organizational supervisor.
- Leave contact information where you can be reached.
- Maintain current status reports and displays.
- Sign out with your supervisor and on large EOC organization/sign-in sheet.

MANAGEMENT SECTION – GENERAL INFORMATION

PURPOSE

To direct and manage the City of Agoura Hills' response and recovery from an emergency in a uniformed, collective, collaborative and coordinated effort.

OVERVIEW

The Management Section is responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.

Functions in the Management Section include:

- EOC Director
- Public Information Officer
- Liaison Officer
- Sheriff Agency Representative
- Fire Agency Representative
- Legal Officer
- Safety Officer
- Policy Group

OBJECTIVES

The overall objective of emergency management is to ensure the effective management of response and recovery activities and resource allocation associated with all hazards. To carry out its responsibilities, Management Section will accomplish the following objectives during a disaster:

- Overall management and coordination of emergency response and recovery operations, including prioritization of critical resources.
- Coordinate and liaison with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities and volunteer agencies.
- Establish priorities and resolve any conflicting demands for support.
- Prepare and disseminate emergency public information to inform, alert and warn the public.
- Disseminate damage information and other essential data.

CONCEPT OF OPERATIONS

The Management Section will operate under the following policies during a disaster as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by the Policy Group or EOC Director.

- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to make contact with the City of Agoura Hills EOC in order to arrange working hours in accordance with existing agreements.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event, unless modified by the EOC Director. Operational periods will be event driven.
- City emergency response and recovery operations will be managed in one of three modes, depending on the magnitude of the emergency: Level 1, Level 2, or Level 3. (See Part One, Section Four for a description of the emergency management levels).

SECTION ACTIVATION PROCEDURES

The EOC Director is authorized to activate the Management Section.

When to Activate

The Management Section may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the EOC Director or designee. The Director of Emergency Services (EOC Director) will determine call-back instructions for staff to report to work. If communication systems are damaged due to a disaster, personnel shall assume they are needed and report to work immediately.

Where to Report

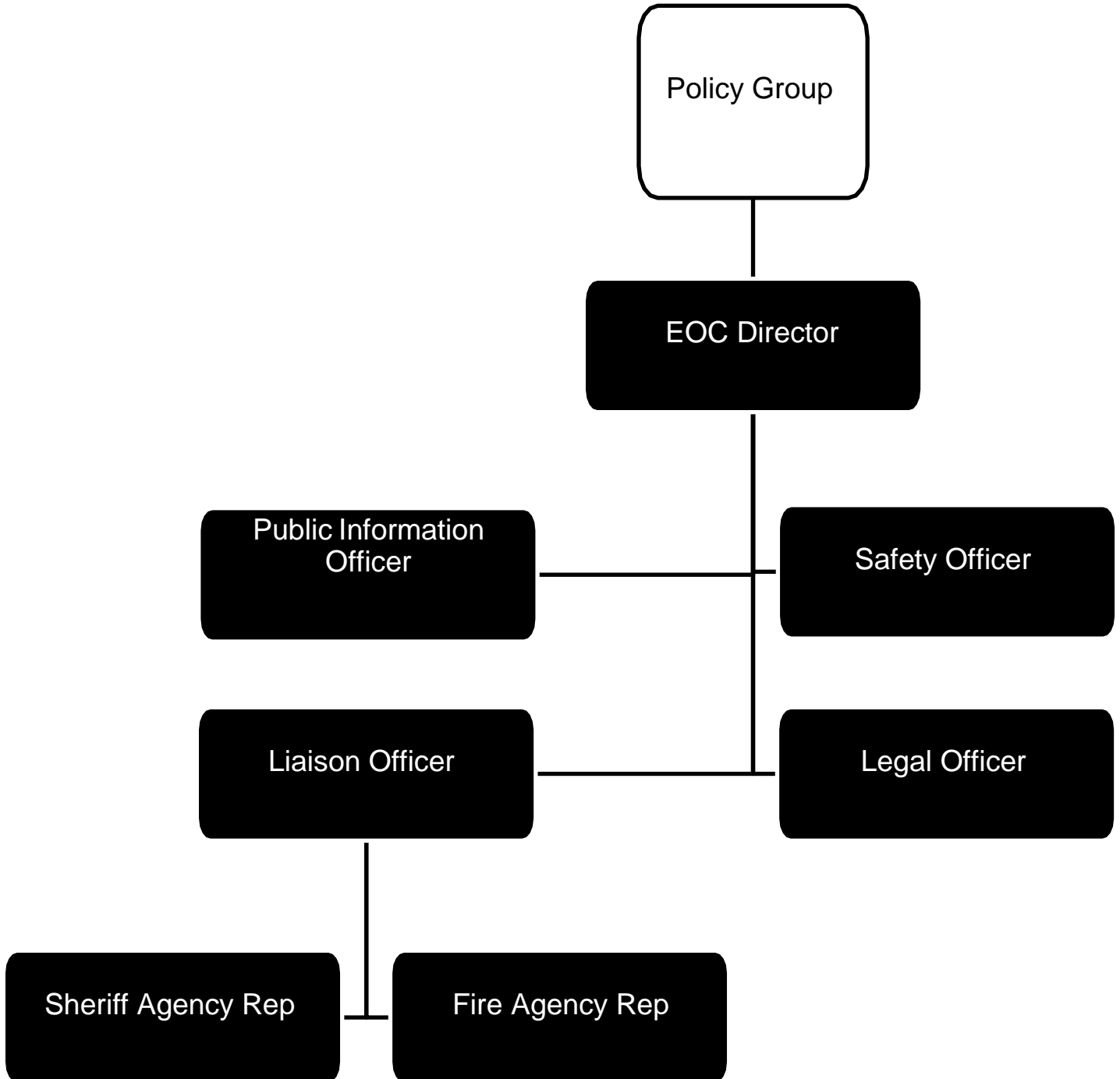
Due to the sensitive nature of the location of the EOC, this information regarding the primary and the alternate EOC is found in the restricted use section of this plan, the Appendix (a confidential/security document).

Reporting Procedures

The following Procedures are set forth to ensure a rapid, effective response by the City of Agoura Hills following an earthquake or other major disaster or emergency.

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

**MANAGEMENT SECTION
ORGANIZATION CHART**



MANAGEMENT SECTION STAFF

The Management Section is led by the EOC Director and is established for every EOC activation to coordinate EOC operations. The City Manager by city ordinance will fill this position while serving as the Director of Emergency Services during a disaster/emergency. The EOC Director, the General Staff (Section Coordinators), the EOC Coordinator and others as designated make up the EOC Management Team. The Management team is responsible for advising the EOC Director on policy matters. They also assist the EOC Director in the development of overall strategy and tactics to mitigate the incident and rules, regulations, proclamations and orders. Management Section also includes certain staff functions required to support Management function.

Policy Group

The Policy Group is made up of key department directors depending on the type and size of the incident, and gives support to the EOC Director. This Policy Group functions as a Multi-Agency Coordinating Group according to NIMS terminology and will meet as needed.

EOC Director

The EOC Director directs the overall emergency response and recovery effort.

Public Information Officer

The Public Information Officer (PIO) ensures that information support is provided on request; that information released is consistent, accurate and timely and appropriate information is provided to all required agencies and the media. The PIO will oversee media staff that ensures the video recording of public announcements, important meetings and special interviews within the Emergency Operations Center, and the subsequent broadcast of these when instructed by the EOC Director, and when the TV Channel is not being used as part of the Emergency Alert System (EAS) run by Los Angeles County. PIO staff will also maintain and manage the announcements that are broadcast to the community via the telephone hotline, website and social media platforms to ensure message continuity.

Liaison Officer

The Liaison Officer serves as the point of contact for Agency Representatives from assisting organizations and agencies outside our city government structure. The Liaison Officer aids in coordinating the efforts of these outside agencies to reduce the risk of their operating independently. This ensures each agency is doing what it does best and maximizes the effectiveness of available resources. Any state and/or federal emergency official should make contact with the Liaison Officer to ensure continuity of operations.

The Liaison Officer may also serve as the multi-agency or inter-agency representative for the City to coordinate the response efforts. Multi-agency or inter-agency coordination is defined as the participation of agencies and disciplines involved at any level of the emergency response organization working together in a coordinated effort

to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents. The Liaison Officer will report to the established Incident Command Post.

Safety Officer

The Safety Officer is responsible for identifying and mitigating safety hazards and situations of potential city liability during EOC operations and ensuring a safe working environment in the EOC. This position will be needed mostly at the beginning of activating the EOC. Once the safety of the EOC has been assessed, this position may be filled as needed.

Legal Advisor/Officer

The Legal Advisor is the City Attorney and provides legal advice to the EOC Director in all legal matters relative to the emergency and assists in the proclamation of an emergency.

City Council

Proclaim and/or ratify a local emergency, approve emergency orders and serve as City Officials.

CITY COUNCIL

SUPERVISOR: Electorate

PRIMARY RESPONSIBILITIES:

- *Proclaim and/or **ratify a local emergency.
- Approve policies, recommendations, and emergency proclamations as submitted by the City Manager.
- Communicate with other elected officials.
- Disseminate disaster related information provided by the EOC to their constituents.
- Support the EOC Director and provide policy guidance when needed.
- Obtain briefings from EOC Director and provide information to the public and media in coordination with the Public Information Officer.
- Host and accompany VIP’s and government officials on tours of the emergency.

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

See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING

- Do not respond to the EOC, unless requested to do so by the EOC Director
- City Council presence can be established in a separate location as determined by the EOC Director.

NOTIFICATIONS (None applicable to this checklist)

MEETINGS/BRIEFINGS

- Receive incident briefing from EOC Director (City Manager) or designee by phone or arranged meeting location.
- Call emergency meetings of the City Council to proclaim and/or ratify a local emergency and approve emergency orders as needed.
 - Three members of the City Council are needed for an official quorum.
 - Emergency proclamations must be ratified within seven (7) days.
 - Approve extraordinary expenditure requirements as necessary.

ACTION PLANNING (None applicable to this checklist)

DOCUMENTATION (None applicable to this checklist)

POLICIES

- Review, at least every 30 days, the need for continuing the Local Emergency and

proclaim the termination of the Local Emergency as conditions warrant.

- In consultation with the EOC Director, Policy Group and General Staff, develop temporary emergency policies for managing the strategic aspects of the emergency.

RESOURCES (None applicable to this checklist)

ONGOING ACTIVITIES

- Upon request of PIO or Liaison Officer, host and accompany VIP's and governmental officials on tours of the emergency area. Coordinate all tours with PIO.
- Provide interviews to the media as arranged by the PIO as necessary.
- Refer all requests for emergency information to the EOC Director or PIO.
- Encourage post-event discussions in the community to identify perceived areas of improvements.

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

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

POLICY GROUP

SUPERVISOR: EOC Director

PRIMARY RESPONSIBILITIES:

- Participate as a member of the Policy Group providing support to the EOC Director.
- Ensure that the EOC Director has clear policy direction.
- Assist in making executive decisions based on policies of the City Council.
- Assist the EOC Director in the development of rules, regulations, proclamations and orders.
- Ensure Continuity of Government and Continuity of Operations.

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

- See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING

- Assign Department staff to the EOC as needed.

NOTIFICATIONS

- Determine if all **your** key Department personnel or alternates have been notified or are en- route to the EOC as necessary.

MEETINGS/BRIEFINGS

- Provide the EOC Director with a status reports.
- Obtain a briefing or preliminary survey of the emergency/disaster.
- Receive an incident briefing from the EOC Director.

ACTION PLANNING

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

DOCUMENTATION (None applicable to this checklist)

POLICIES (None applicable to this checklist)

RESOURCES

- Request additional personnel to maintain a 24-hour operation as required.

ONGOING ACTIVITIES

- Determine information needs and advise the EOC Director of those needs.
- Advise and assist the EOC Director in the release of information to the public and

the media, requests for additional resources, requests for release of resources and plans for recovery, reconstruction and demobilization.

- ❑ In consultation with the EOC Director, develop temporary emergency policies for managing the strategic aspects of the emergency.
- ❑ Ensure Continuity of Government and Continuity of Operations and prepare the EOC for transition to a recovery organization to restore the City to pre-disaster conditions as quickly and effectively as possible.

EOC DIRECTOR

SUPERVISOR: City Council

PRIMARY RESPONSIBILITIES:

- Serve as the Director of Emergency Services for the City of Agoura Hills.
- Make executive decisions based on policies of the City Council.
- Develop and issue rules, regulations, proclamations and orders.
- Activate the EOC and establish appropriate staffing level.
- Exercise overall management responsibility for the coordination of the response and recovery efforts within the affected area. In conjunction with the General Staff, set priorities for response efforts, and ensure that all agency actions are accomplished within the priorities established.
- Liaison with legislative representatives as necessary to acquire vital support for your jurisdiction.
- Ensure that multi-agency or inter-agency coordination is accomplished effectively within the EOC.

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

- See Common EOC responsibilities on page 112.

ACTIVATION

- Determine the operational status and appropriate level of activation based on situation as known.
- Confirm level of EOC activation and ensure that EOC positions and ICS field positions are filled as needed.
- As appropriate, respond to the EOC.
- Mobilize appropriate personnel for initial activation of the EOC.
- Activate an alternate EOC as required. When there is damage to the primary EOC sufficient to render it unusable, report to the alternate EOC.
- Ensure the EOC is properly set up and ready for operations.

START-UP

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

ASSIGNMENTS/STAFFING

- Ensure that the Management Section is staffed as soon as possible at the level needed.
 - Public Information Officer

- Liaison Officer
- Safety Officer
- Legal Officer
- Policy Group
- City Council
- Assign Section Coordinators (General Staff) as needed for:
 - Operations
 - Planning/Intelligence
 - Logistics
 - Finance/Administration
- Assign person to record EOC Director's actions.
- Assign staff to initiate check in procedures.
- Ensure that the EOC Organization and staffing chart is posted and that arriving team members are assigned by name.

NOTIFICATIONS

- Ensure the Liaison Officer notifies the Los Angeles County Operational Area that the City EOC is activated.

MEETINGS/BRIEFINGS

- Obtain briefing from current Incident Commander, or with persons responsible fire and police operations to obtain incident status and information or from whatever sources are available.
- Brief incoming EOC Section personnel prior to their assuming their duties. Briefings should include:
 - Current situation assessment
 - Identification of specific job responsibilities
 - Identification of co-workers within the job function and/or geographical assignment
 - Availability of communications
 - Location of work area
 - Identification of eating and sleeping arrangements as appropriate
 - Procedural instructions for obtaining additional supplies, services and personnel
 - Identification of operational period work shifts
 - Prepare work objectives for Section staff.
- Ensure that all EOC management team meetings, General Staff meetings and policy decisions are documented by a scribe.
- Establish the frequency of briefing sessions.
- Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.
- Conduct periodic briefing sessions with the City Council to update the overall situation.

ACTION PLANNING

- Schedule the first planning meeting.
- Establish overall EOC priorities and develop objectives for the Management function.
- Approve and authorize the implementation of the EOC Action Plan developed and prepared by the Planning/Intelligence Section and EOC management team.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Ensure that all your Section personnel and equipment time records and a record of expendable materials used are provided to the Time Keeping Unit and Cost Recovery Unit of the Finance/Administration Section at the end of each operational period.

POLICIES

- Confirm the delegation of authority. Obtain any guidance or direction as necessary.
- Determine appropriate delegation of purchasing authority to the Supplies/Procurement Unit of the Logistics Section.

ONGOING ACTIVITIES

- Direct the implementation of the City's Emergency Operations Plan.
- Ensure that all departments account for personnel and work assignments.
- Assign responsibilities of all other EOC Sections not currently staffed.
- Develop and issue appropriate rules, regulations, proclamations and orders.
- Initiate Emergency Proclamations as needed.
- Consider activating the Policy Group to address citywide issues (i.e. reduced hours of operations for regular city business), continuity of government and continuity of operations issues.
- Set priorities for restoration of city services.
- In conjunction with the PIO, coordinate and conduct news conferences and review media releases as required. Establish procedure for information releases affecting inter-agency coordination.
- Authorize PIO to release information to the media and to access the Emergency Alert System (EAS) via the Los Angeles County Operational Area EOC if necessary.
- Ensure that the Liaison Officer is providing for and maintaining positive and effective inter-agency coordination.
- Establish and maintain contacts with adjacent jurisdictions/agencies and with other organizational levels as appropriate.
- Keep the Mayor, City Council and the Operational Area informed of all problems and decisions.
- Monitor performance of EOC personnel for signs of stress or under-performance; initiate Critical Incident Stress Debriefing as appropriate in

coordination with Personnel Unit of the Logistics Section.

RESOURCES

- Request additional personnel to maintain a 24-hour operation as required.
- Determine if support is required from other jurisdictions; request mutual aid from the Los Angeles County Operational Area. Logistics Section will implement all Mutual Aid requests.

DEACTIVATION

- Authorize deactivation of sections, branches or units when they are no longer required. Approve the Demobilization Plan (drafted by Planning).
- Ensure that the Liaison Officer notifies the Los Angeles County Operational Area, adjacent facilities and other EOCs as necessary of planned time for deactivation.
- Ensure that any open actions not yet completed will be taken care of after deactivation.
- Ensure that all required forms or reports are completed prior to deactivation.
- Ensure that the Planning Section Coordinator schedules a debriefing and critique of the disaster operations to incorporate into the After-Action/Corrective Action Report.
- Deactivate the EOC and close out logs when the emergency no longer requires activation.
- Proclaim termination of the emergency and proceed with recovery operations.

PUBLIC INFORMATION OFFICER

SUPERVISOR: EOC Director

PRIMARY RESPONSIBILITIES:

- Serve as the City’s contact person for all media issues.
- Ensure that the public within the affected area receives complete, accurate, timely, and consistent information about lifesaving procedures, health preservation instructions, emergency status and other information, and relief programs and services.
- Review and coordinate all related information releases, including dissemination of emergency information to city departments to keep employees apprised of the situation.
- Maintain a relationship with the media representatives and hold periodic press conferences as directed by the EOC Director.
- Disseminate information through news releases, media interviews, local websites, social networking tools. Arrange for tours or photo opportunities of the incident as necessary.
- Establish a media center or Joint Information Center (JIC) for media use and dissemination of information, as necessary.

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

- See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING

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

NOTIFICATIONS

- Notify EOC sections and PIO’s in the field that the PIO function as been established in the EOC. Distribute PIO phone numbers and contact information.
- Notify local media of PIO contact numbers.

- Notify the Op Area JIC that the PIO function has been established and provide PIO contact numbers.

MEETINGS/BRIEFINGS

- Attend all Section meetings and briefings.
- Arrange for meetings between media and city officials or incident level PIOs for information on specific incidents.
- Periodically prepare briefings for the elected officials or executives, as needed and directed by the EOC Director.

ACTION PLANNING

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

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Maintain file copies of all information releases.
- Prepare, update and distribute to the public a Disaster Assistance Information Directory containing locations to obtain food, shelter, supplies, health services, etc.
- Prepare a briefing sheet to be distributed to all employees at the beginning of each shift so they can answer questions from the public, such as shelter locations, water distribution sites, etc.
- Prepare materials that describe the health risks associated with each hazard, the appropriate self-help or first aid actions and other appropriate survival measures.
- Prepare instructions for people who must evacuate from a high-risk area, including the following information for each threat: evacuation routes; suggestions on types and quantities of clothing, food, medical items, etc. the evacuees should bring; location of shelters.
- Develop a fact sheet for field personnel to distribute to residences and local businesses, as appropriate (include information about water and electrical outages/shortages, water supply stations, health services, etc.).
- Ensure file copies are maintained of all information released and posted in the EOC.
- Provide copies of all releases to the EOC Director.
- Provide personnel and equipment time records to the EOC Director at the end of each work shift.

POLICIES

- Implement City PIO/media procedures.
- Obtain approval from the EOC Director for the release of all information.
- Secure guidance from the EOC Director regarding the release of available information, and authorization to access the Emergency Alert System (EAS) and the cable system, if needed.

- Be sure that all elected officials, departments, agencies and response organizations in the jurisdiction are aware that they must coordinate release of emergency information through the PIO and that all press releases must be cleared with the EOC Director before releasing information to the media.
- Coordinate PIO activities with County of Los Angeles PIO if an Op Area JIC is established.

ONGOING ACTIVITIES

- Coordinate all media events with the EOC Director.
- Respond to information requests from the EOC Director and EOC management team.
- Keep the EOC Director advised of all unusual requests for information and of all major, critical or unfavorable media comments.
- Coordinate with Incident Commanders to work with the media at incidents.
- Coordinate with an activated Op Area JIC to:
 - Ensure coordination of local, state and federal and the private sector public information activities.
- Get technical information (health risks, weather, etc.).
- As directed by the EOC Director, schedule and post times and locations of news briefings in the EOC, Media Information Center and other appropriate areas.
- Develop an information release program.
- Obtain, process, and summarize information in a form usable in presentations.
- Develop secure maps, fact sheets, pictures, status sheets and related visual aids for media.
- Prepare and provide approved information to the media. Post news releases in the EOC, Media Information Center and other appropriate areas.
- Determine which radio and TV stations are operational.
- Broadcast emergency information/updates on cable television, either through message board or live taping of Mayor or EOC Director.
- Ensure you make a digital recording of all interviews that you give.
- Interact with other branches/groups/units to provide and obtain information relative to public information operations.
- Coordinate with the Situation Status Unit of the Planning/Intelligence Section and define areas of special interest for public information action. Identify means for securing the information as it is developed.
- Maintain an up-to-date picture of the situation for presentation to media.
- Provide escort service to the media and VIPs; arrange for tours and photo opportunities when available staff and time permit. Coordinate VIP tours with Liaison Officer, and EOC Director.
- Monitor broadcast media to:
 - Get general information
 - Identify and correct inaccurate information
 - Identify and address any rumors
- Ensure that announcements, information and materials are translated and

prepared for special populations (non-English speaking; non-readers; elderly; the hearing, sight and mobility impaired; etc.).

- Warn all non-English speaking and hearing impaired persons of the emergency situation/hazard by:
 - Using bilingual employees whenever possible.
 - Translating all warnings, written and spoken, into appropriate languages.
 - Contacting media outlets (radio/television) that serve the languages you need.
 - Utilizing 9-1-1 translation services and video services to contact the deaf.
- Issue timely and consistent advisories and instructions for life safety, health and assistance:
 - What to do and why.
 - What not to do and why.
 - Hazardous areas and structures to stay away from.
 - Evacuation routes, instructions and arrangements for persons without transportation or access and functional needs (non-ambulatory, sight-impaired, etc.).
 - Location of mass care shelters, first aid stations, food/water distribution points, etc.
 - Location where volunteers can register and be given assignments.
 - Street, road, bridges and freeway overpass conditions, congested areas to avoid and alternate routes to take.
 - Instructions from the coroner and public health officials pertaining to dead bodies, potable water, human waste and spoiled food disposal.
 - Curfew information.
 - School information (The School District should issue specific information. The City PIO can issue general information authorized by the School District).
 - Weather hazards when appropriate.
 - Public information hotline numbers.
 - Status of Local Proclamation, Governor’s Proclamation or Presidential Declaration.
 - Local, state and federal assistance available; locations and times to apply.
 - Local Application Center (LAC) locations, opening dates and times.
 - How and where people can obtain information about relatives/friends in the emergency/disaster area. (Coordinate with the American Red Cross on the release of this information).
- Prepare final news releases and advise media representatives of points-of-contact for follow- up stories.

RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Determine requirements for support to the emergency public information function at other EOC levels.

DEACTIVATION

- See Deactivation in Common EOC Responsibilities on page 113.

LIASION OFFICER

SUPERVISOR: EOC Director

PRIMARY RESPONSIBILITIES:

- Coordinate with Agency Representatives assigned to the EOC and handle requests from other agencies for sending liaison personnel to other EOCs.
- Function as a central location for incoming Agency Representatives, provide workspace, and arrange for support as necessary and provide an orientation briefing, as appropriate.
- Assist the EOC Director in providing orientations for VIPs and other visitors to the EOC.
- Interact with other sections and branches/groups/units within the EOC to obtain information assist in coordination and ensure the proper flow of information.
- Ensure that all developed guidelines, directives, action plans and appropriate situation information is disseminated to Agency Representatives.

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

- See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING

- Contact all on-site Agency Representatives. Make sure:
 - They have signed into the EOC.
 - They understand their assigned function.
 - They know their work location.
 - They understand EOC organization and floor plan (provide both).
 - They have a copy of the EOC Action Plan once available.
- Determine if outside liaison is required with other agencies such as:
 - Local/county/state/federal agencies
 - Schools
 - Volunteer organizations
 - Private sector organizations
 - Utilities not already represented
 - Special Districts not already represented
- Respond to requests for liaison personnel from other agencies.
- Know the working location for any Agency Representative assigned directly to a branch/group/unit.
- Compile list of Agency Representatives (agency, name, EOC phone) and make available to all Section and Branch/Group/Unit Coordinators.
- Be sure that Agency Representatives are assigned to other facilities as necessary.

NOTIFICATIONS

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

MEETINGS/BRIEFINGS

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

ACTION PLANNING

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

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Provide personnel and equipment time records to the EOC Director at the end of each work shift.

POLICIES (None applicable to this checklist)

RESOURCES

- See Resources in Common EOC responsibilities on page 113.
- Determine status and resource needs and availability of other agencies.

ONGOING ACTIVITIES

- Provide EOC organization chart, floor plan and contact information to all Agency Representatives.
- Maintain ongoing contact with all agency Liaisons involved with the incident response and provide information to the Planning/Intelligence Section. If agency liaisons are not assigned to be on-site at the EOC, establish plan of communication with each appropriate liaison.
- Request Agency Representatives contact their agency, determine level of activation of agency facilities, and obtain any intelligence or situation information that may be useful to the EOC.
- Arrange and coordinate VIP tours with PIO, EOC Director and City Council members.
- Notify and coordinate with adjacent jurisdictions on facilities and/or dangerous releases that may impose risk across boundaries.
- Act as liaison with county, state or federal emergency response officials and appropriate city personnel.
- Respond to requests from sections and branches/groups/units for Agency

- information. Direct requesters to appropriate Agency Representatives.
- With the approval of the EOC Director, provide agency representatives from the City of Agoura Hills EOC to other EOCs as requested, if available.

AGENCY REPRESENTATIVE - SHERIFF**PRIMARY RESPONSIBILITIES:**

- Coordinate movement and evacuation operations during the disaster.
- Alert and notify the public of the pending or existing emergency.
- Activate any public warning systems.
- Coordinate all law enforcement and traffic control operations during the disaster.
- Ensure the provision of security at incident facilities.
- Coordinate incoming law enforcement mutual aid resources during the emergency.
- Coordinate and communicate with Departmental Operations Center if Activated.

This position will be filled by a representative from the Los Angeles County Sheriff's Department (LASD). The LASD standard operations procedures for disasters will be followed.

Note: Coroner activities are the responsibility of the Los Angeles County Coroner, however, in a wide-scale disaster within Los Angeles County, this agency may not be able to respond to the City of Agoura Hills' EOC. In this situation, the Los Angeles County Sheriff's Department will support the Coroner with Coroner operations, as needed.

The checklist below serves as a guideline for the Agency Representative to ensure essential tasks are not overlooked. Department standard operations procedures take precedence over these guidelines.

- See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING:

- Clarify any issues regarding your authority and assignment.
- Determine 24-hour staffing requirement and request additional support as required.

NOTIFICATIONS:

- Notify Watch Commander of status.**

ALERTING/WARNING OF PUBLIC (See Operations/Alerting and Warning)

- Coordinate with field units to designate area to be warned and/or evacuated.
- Develop the warning/evacuation message to be delivered. At a minimum the message should include:
 - Nature of the emergency and exact threat to public
 - Threat areas
 - Time available for evacuation
 - Evacuation routes

- Location of evacuee assistance center
- Radio stations carrying instructions and details
- Coordinate all emergency warning and messages with the EOC Director and the PIO. Consider following dissemination methods:
 - Loudspeakers and sirens to announce warning messages.
 - Determining if helicopters are available and/or appropriate for announcing warnings.
 - Using automated notification systems, cable TV, local radio stations and social media to deliver warning or emergency messages.
 - Using the Wire Emergency Alert system (WEA) for cell phone alerts.
 - Requesting the County EOC to activate the Emergency Alert System for local radio and television delivery of warnings.
 - Using Sheriff and Fire volunteers and other City personnel as necessary to help with warnings. Request through the Logistics Section.
- Ensure that dispatch notifies special facilities requiring warning and/or notification (i.e., hospitals, schools, government facilities, special industries, etc.)
- Warn all non-English speaking; hearing, visually or mobility impaired persons; and other special needs populations of the emergency situation/hazard by:
 - Using bilingual employees whenever possible.
 - Translating all warnings, written and spoken, into appropriate languages.
 - Contacting media outlets (radio/television) that serve the languages you need.
 - Utilizing video phones, TDD machines, text messaging, e-mails and 9-1-1 translation services to contact the hearing impaired.
 - Using pre-identified lists and non-governmental organizations with outreach to people with access and functional needs.

MEETINGS/BRIEFINGS:

- Brief new or relief personnel for the position. Briefings should include:
 - Current situation assessment.
 - Identification of specific job responsibilities.
 - Identification of co-workers within the job function and/or geographical assignment.
 - Availability of communications.
 - Location of work area.
 - Identification of eating and sleeping arrangements as appropriate.
 - Procedural instructions for obtaining additional supplies, services, and personnel.
 - Identification of operational period work shifts.
- Attend periodic briefing sessions conducted by EOC Director.
- Obtain regular briefings from field command post(s) or Lost Hills Sheriff’s Station.
- Ensure Lost Hills Sheriff’s Station are aware of City priorities.

ACTION PLANNING:

- Assist in the preparation of the EOC Action Plan with the EOC Director.
- Attend planning meetings at the request of the Operations Section Coordinator.
- Ensure City is aware of Los Angeles County Sheriff's Department priorities.
- Implement the evacuation portion of the EOC Action Plan.

DOCUMENTATION:

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Open and maintain an Activity Log.

ONGOING ACTIVITIES:

- Keep the EOC Director advised of the Los Angeles County Sheriff's Department status and activity and on any problem areas that now need or will require solutions.
- Ensure that field units begin safety/damage assessment survey of critical facilities and report status information to the Agency Representative – Sheriff position.
- Ensure that all relevant communication systems are operational.
- Review situation reports as they are received. Verify information where questions exist.
- Refer all media contacts to Public Information Officer.
- Provide information to the PIO on matters relative to public safety.
- Maintain contact with the Lost Hills Sheriff's Station to coordinate resources and response personnel.
- Establish emergency traffic routes in coordination with the Public Works Branch, utilizing the County Operational Area Disaster Route Priority Plan.
- If requested, assist the Los Angeles County Coroner with removal and disposition of the dead. Coordinate and support Coroner operations if the County Coroner's Office is unable to staff the position.
- Coordinate with Animal Services Unit and the Facilities and Supplies/Procurement Units of the Logistic Section. Take required animal control measures as necessary.

EVACUATION ACTIVITIES:

- Coordinate the implementation of the evacuation portion of the EOC Action Plan and/or support field operations.
- Establish emergency traffic routes in coordination with the Public Works Branch, utilizing the County Operational Area Disaster Route Priority Plan.
- Coordinate with the Public Works Branch to determine capacity and safety of evacuation routes and time to complete evacuation.
- Ensure that evacuation routes do not pass through hazard zones.
- Assist Public Works with identifying and clearing debris from critical routes required to support emergency response vehicles.
- Identify alternate evacuation routes where necessary.

- Identify persons/facilities that may have special evacuation requirements; i.e. people with access and functional needs, hospitalized, elderly, institutionalized, incarcerated etc. (The Community Services Department maintains records for dial-a-ride pickups that may assist to identify populations with special needs.)
 - Check status.
 - Evacuate if necessary.
 - Coordinate with the Transportation Unit of the Logistics Section for special transportation needs, i.e. wheelchair lift-equipped buses, transit buses, and paratransit vans.
 - Make sure the individuals are not separated from their durable medical equipment, i.e. wheelchairs, and walkers or service animals.
- Coordinate use of City vehicles (trucks, vans, etc.) with the Transportation Unit of the Logistics Section. Encourage the use of private vehicles if possible.
- Establish evacuation assembly points.
- Coordinate the evacuation of hazardous areas with neighboring jurisdictions and other affected agencies.
- Coordinate with Care and Shelter Branch to open evacuation centers.
- Establish traffic control points and provide traffic control for evacuation and perimeter control for affected areas.
- Place towing services on stand-by to assist disabled vehicles on evacuation routes.
- Monitor status of warning and evacuation processes.
- Coordinate with the Public Works Branch to obtain necessary barricades and signs.

SECURITY ACTIVITIES:

- Coordinate security for critical facilities and resources.
- Enforce curfew and other emergency orders, as identified in the EOC Action Plan.
- Coordinate security in the affected areas to protect public and private property by establishing access controls and screening traffic entering the City, as required.
- Coordinate the assisting fire units/ambulances/medical teams/emergency supply vehicles in entering and leaving incident areas, when needed.
- Coordinate with the Public Works Branch for street closures and boarding up of buildings.
- Coordinate law enforcement and crowd control services at mass care and evacuation centers.
- Ensure that detained inmates are protected from potential hazards. Ensure adequate security, and relocate if necessary.
- Develop procedures for safe re-entry into evacuated areas.

HAZARDOUS MATERIALS INCIDENTS ACTIVITIES:

- Ensure that all personnel remain upwind or upstream of the incident site. This may require repositioning of personnel and equipment as conditions change.

- Notify appropriate local, state, and federal hazard response agencies.
- Consider wind direction and other weather conditions. Contact the Situation Status Unit of the Planning/ Intelligence Section for updates.
- Assist with the needs from the Incident Command/Unified Command Post as requested.

MAJOR AIR CRASH ACTIVITIES:

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

FLOODING AND TSUNAMI ACTIVITIES:

- Notify all units in and near inundation areas of flood arrival time.
- Direct mobile units to warn public to move to higher ground immediately. Continue warning as long as needed.
- Coordinate with PIO to notify radio stations to broadcast warnings.

RESOURCES:

- See Resources in Common EOC Responsibilities on page 113.
- Estimate need for law enforcement mutual aid.
- Request mutual aid assistance through the Lost Hills Sheriff's Station.
- Coordinate with the appropriate units of the Logistics Section for supplies, equipment, personnel, and transportation for field operations.
- Establish a multi-purpose staging area as required for incoming law enforcement mutual aid resources.

AGENCY REPRESENTATIVE - FIRE**PRIMARY RESPONSIBILITIES:**

- Coordinate fire, search and rescue and hazardous materials operations within the City of Agoura Hills and assist neighboring communities if called upon.
- Maintain communications with Los Angeles County Fire Department.
- Assist and serve as an advisor to the EOC Director as needed.
- Coordinate the provision of emergency medical care.

This position will be filled by a representative from the Los Angeles County Fire Department (LACFD). The LACFD standard operations procedures for disasters will be followed.

The checklist below serves as a guideline for the Agency Representative to ensure essential tasks are not overlooked. Department standard operations procedures take precedence over these guidelines.

- See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.

NOTIFICATIONS

- Notify appropriate local, state, and federal hazard response agencies.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the EOC Director.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings.
- Ensure City is aware of LACoFD priorities.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.

ONGOING ACTIVITIES

- Assess the impact of the disaster on the Fire Department operational capacity.
- Report to the EOC Director when:
 - EOC Action Plan needs modification.
 - Additional resources are needed or surplus resources are available.
 - Significant events occur.
- Assist with the needs of the Incident Command Post(s) as requested.

- Advise emergency management staff to the dangers associated with fire/hazardous materials.
- Coordinate fire, search and rescue and hazardous materials operations with the City of Agoura Hills.
- Request activation of evacuation centers or mass care shelters when need is indicated through Care and Shelter Branch.
- Assist law enforcement with the direction and management of population evacuation; assist in evacuating non-ambulatory persons.
- Assist in dissemination of warning to the public.
- Provide for radiation monitoring and decontamination operations and implement the Radiological Protection Procedures if needed.
- Determine if current and forecasted weather conditions will complicate large and intensive fires, hazardous material release, major medical incidents and/or other potential problems. Contact the Situation Status Unit of the Planning/Intelligence Section for updates.
- Assist in efforts to identify spilled substances, including locating shipping papers and placards, and contacting as required. County Health, Cal OES, shipper, manufacturer, CHEMTREC, etc.
- Ensure that proper clean-up arrangements are made with Los Angeles County Department of Public Health - Environmental Health.
- Coordinate emergency medical care and transportation to appropriate facilities.
- Provide support for decontamination operations.
- Coordinate firefighting water supplies with the Public Works Branch. Obtain status of water system and report to field Incident Commander or Command Post.

RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Request mutual aid assistance through the LACFD.

LEGAL OFFICER

SUPERVISOR: EOC Director

PRIMARY RESPONSIBILITIES:

- Prepare proclamations, emergency ordinances and other legal documents and provide legal services as required.
- Maintain legal information, records and reports relative to the emergency.
- Commence legal proceedings as needed.
- Participate as a member of the EOC management team when requested by EOC Director.

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

- See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING

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

NOTIFICATIONS (None applicable to this checklist)

MEETINGS/BRIEFINGS

- Attend Management Section meetings and briefings as requested.

ACTION PLANNING

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

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Prepare proclamations, emergency ordinances and other legal documents required by the City Council and the EOC Director.
- Prepare documents relative to the demolition of hazardous structures or conditions.
- Develop rules, regulations and laws required for the acquisition and/or control of critical resources.
- Provide personnel and equipment time records to the EOC Director at the end of each work shift.

POLICIES (None applicable to this checklist)

RESOURCES

- See Resources in Common EOC Responsibilities on page 113.

ONGOING ACTIVITIES

- Develop rules, regulations and laws required for the acquisition and/or control of critical resources.
- Develop emergency ordinances and regulations to provide a legal basis for evacuation and/or population control.
- Commence civil and criminal proceedings as necessary and appropriate to implement and enforce emergency actions.
- Advise the EOC Director on areas of legal responsibility and identify potential liabilities.
- Advise the City Council, EOC Director and management personnel of the legality and/or legal implications of contemplated emergency actions and/or policies.
- Keep the EOC Director advised of your status and activity.

SAFETY OFFICER

SUPERVISOR: EOC Director

PRIMARY RESPONSIBILITIES:

- Ensure that all facilities used in support of EOC operations have safe operating conditions.
- Monitor all EOC and related facility activities to ensure that they are being conducted in as safe a manner as possible under the circumstances that exist.
- Stop or modify all unsafe operations.

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

- See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING

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

NOTIFICATIONS (None applicable to this checklist)

MEETINGS/BRIEFINGS

- Attend all Management Section meetings and briefings.

ACTION PLANNING

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

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Provide personnel and equipment time records to the EOC Director at the end of each work shift.

POLICIES (None applicable to this checklist)

RESOURCES

- See Resources in Common EOC Responsibilities on page 113.

ONGOING ACTIVITIES:

- Secure information regarding emergency conditions.
- Support Safety Officers in the field to ensure safety of field operations for employees and volunteers.
- Tour the entire facility area and determine the scope of on-going operations.

- Evaluate conditions and advise the EOC Director of any conditions and actions which might result in liability—e.g. oversights, improper response actions, etc.
- Coordinate with the Personnel Unit of the Logistics Section to ensure that training for personnel includes safety and hazard awareness and is compliant with OSHA requirements.
- Study the facility to learn the location of all fire extinguishers, fire hoses and emergency pull stations.
- Be familiar with particularly hazardous conditions in the facility.
- Ensure that the EOC location is free from environmental threats (i.e., radiation exposure, air purity, water quality, etc.)
- If the event that caused activation is an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Coordinate assistance for any special safety requirements.
- Keep the EOC Director advised of safety conditions.
- Coordinate with Compensation/Claim Unit of the Finance Administration Section on any personnel injury claims or records preparation as necessary for proper case evaluation and closure.

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