



# Emergency Operations Plan

2022

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## ACKNOWLEDGMENTS

The original plan was initially prepared and formatted by **Terra Firma Enterprises and revised and edited by John Treichler, Administrative Analyst** with the **City of Agoura Hills, City Manager’s Office**. The following vital documents were used as reference information in compiling this plan:

- FEMA SLG 101: “State and Local Guidance 101”
- FEMA CPG 1-8a: “State and Local Emergency Operations Plans”
- OES: “Local Government Emergency Planning Guidance”
- OES: “SEMS Guidelines”
- City of Agoura Hills Emergency Operations Plan, **December 2017**
- City of Agoura Hills, Safety Element, **May 1993**
- City of Agoura Hills, Hazard Mitigation Plan, **March 2012**
- County of Los Angeles All Hazard Mitigation Plan, **February 2014**
- Las Virgenes-Malibu Council of Governments Multi-Jurisdictional Hazard Mitigation Plan, **2018**
- OES, “California Implementation Guidelines for the National Incident Management System”, April 2006

The recommendations and suggestions included in this plan are intended to improve emergency preparedness, response, and recovery and to satisfy the Standardized Emergency Management System (SEMS) requirements as presented in Title 19 of the California Code of Regulations and the National Incident Management System (NIMS) as presented in Homeland Security Presidential Directive – 5 (HSPD-5).

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## INTRODUCTION

### FOREWORD

This Emergency Operations Plan (EOP) addresses the City of Agoura Hills planned response to extraordinary emergency situations associated with natural disasters, technological incidents, and national security emergencies. The plan does not address normal day-to-day emergencies, or the well-established and routine procedures used in coping with such emergencies. Instead, the operational concepts reflected in this plan focus on potential large-scale disasters that can generate unique situations requiring unusual responses.

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

This plan provides basic planning information. This document is a tool to assist with disaster response and preparedness. City departments should prepare standard operating procedures and, in most cases, more detailed checklists that will describe their internal operations under emergency/disaster conditions.

### ASSUMPTIONS

- The City of Agoura Hills is primarily responsible for emergency response/ actions and will commit all available resources to save lives, minimize injury to persons, and minimize damage to property and protect the environment.
- Agoura Hills is a “Contract City” and certain resources are not available to, or under the immediate control of, the City.
- The City of Agoura Hills utilizes the precepts of the Incident Command Center System (ICS), SEMS and NIMS in emergency response operations.
- The Director of Emergency Services, City Manager, or appointee will coordinate the City’s disaster response in conformance with its Emergency Services Ordinance.
- The City of Agoura Hills will participate in the Los Angeles County Operational Area.
- The resources of the City of Agoura Hills will be made available to local agencies and citizens to cope with disasters affecting this area.
- The City will commit its resources to a reasonable degree before requesting mutual aid assistance.

- Mutual aid assistance will be requested when disaster relief requirements exceed the City’s ability to meet them. The Director of Emergency Services will make this determination.

### EMERGENCY MANAGEMENT GOALS

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

### ORGANIZATION OF THE EMERGENCY OPERATIONS PLAN (EOP)

- **Part One - Basic Plan.** Overall organizational and operational concepts relative to response and recovery, as well as an overview of potential hazards.
- **Part Two – Emergency/Disaster Response Organization Functions.** Description of the emergency response organization, and emergency action checklists and reference material.
- **Appendix** – A restricted-use document - contains the emergency/disaster organization’s notification numbers and other essential numbers. Internal Confidential Document. Not for Public Dissemination.

### ACTIVATION OF THE EOP

- On the order of the Director of Emergency Services, who is designated by Article III, Chapter 6 of the Municipal Code of the City of **Agoura Hills**, provided that the existence or threatened existence of a Local Emergency has been proclaimed in accordance with the City’s Municipal Code.
- When the Governor has proclaimed a State of Emergency in an area including the City of Agoura Hills.
- Automatically on the proclamation of a State of War Emergency as defined in California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code).
- A Presidential declaration of a National Emergency.
- Automatically on receipt of an attack warning or the observation of a nuclear detonation.

### APPROVAL AND PROMULGATION

This EOP will be reviewed by all departments/agencies assigned a primary function in the Emergency Responsibilities Matrix (**Part Two, Management Section**). Upon completion of review and written concurrence by these departments/agencies, the EOP will be

submitted to the State Office of Emergency Services (Cal OES) for review and then to the City Council for review and approval. Upon concurrence by the City Council, the plan will be officially adopted and promulgated.

**MAINTENANCE OF EOP:**

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

The **Deputy City Manager** will also review documents that provide the legal basis for emergency planning to ensure conformance to SEMS/NIMS requirements and modify as necessary.

Adoption Date: \_\_\_\_\_

**LETTER OF PROMULGATION**

TO: OFFICIALS, EMPLOYEES, AND CITIZENS OF CITY **Agoura Hills**

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

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

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

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

The City Council gives its full support to this plan and urges all officials, employees, and citizens, individually and collectively, to do their share in the total emergency effort of the City of **Agoura Hills**.

Concurrence of this promulgation letter constitutes the adoption of the Standardized Emergency Management System, the National Incident Management System and the EOP by the City of **Agoura Hills**. This SEMS/NIMS EOP will become effective on approval by the City Council.

\_\_\_\_\_  
Mayor  
City of Agoura Hills

\_\_\_\_\_  
City Manager

## RECORD OF REVISIONS

<b>Date</b>	<b>Section</b>	<b>Page Numbers</b>	<b>Entered By</b>
2/22	Table of Contents Updated	1-22	JT Treichler
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7/22	Emergency Management Updated	87 pages reformat	JT Treichler
7/22	Emergency Operations Updated	74 pages reformat	JT Treichler
4/22	Emergency Planning & Intel Updated	20 pages reformat	JT Treichler
4/22	Emergency Logistics Updated	23 pages reformat	JT Treichler
5/22	Emergency Finance Updated	18 pages reformat	JT Treichler
10/22	SAT Phone # Updated	1 page	JT Treichler
11/22	Outside Agency Directory Updated	1 & 2 pages	JT Treichler
11/22	Outside Agency Directory Updated	3 & 4 pages	JT Treichler
12/22	Table of Contents updated and re-number pages	6 pages	JT Treichler
1/23	Started updating Confidential Directory & Appendix	15 pages	JT Treichler
2/23	Completed updating Confidential Directory & Appendix	45 pages	JT Treichler
3/23	Completed Appendix Table of Contents	3 pages	JT Treichler
3/23	Completed EOP Table of Contents	6 pages	JT Treichler

# RECORD OF REVISIONS

<b>Date</b>	<b>Section</b>	<b>Page Numbers</b>	<b>Entered By</b>



## RECORD OF REVISIONS

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**DISTRIBUTION LIST**

<b>Departments/Agencies Receiving Copies of the EOP:</b>	<b># Copies</b>
Los Angeles County Area B DMAC	1
Mayor/City Council	5
City Manager (Director of Emergency Services)	1
Assistance City Manager (Alternate Director of Emergency Services)	1
Emergency Operations Center Chiefs	3
Emergency Operations Center supply bins	5
City Attorney	1
City Clerk	1
City Community Services Department	1
City Public Works Department	1
City Community Development Department	1
Library (Catalogued as Reference Volume)	1
Los Angeles County Sheriff’s Department (Lost Hills Station)	1
Los Angeles County Fire Department	1
Los Angeles County Office of Emergency Management	1

## DEPARTMENT CONCURRENCE

DEPARTMENT	TITLE	CONTACT NAME
City Manager	City Mgr. / EOC Director	Nathan Hamburger
City Attorney Office	City Attorney	Candice Lee
City Clerk	City Clerk	Kimberly Rodrigues
Community Services Department	Community Services Director	Amy Brink
Community Development Department	Community Development Director	Denise Thomas
Public Works/Engineering	Public Works Director	Jessica Forte
Finance Department	Finance Director	Christy Truelsen

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**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 Phase<sup>1</sup>**

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.<sup>2</sup> 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

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<sup>1</sup> 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.

<sup>2</sup> 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.

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## 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.

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## 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

<b>City of Agoura Hills EOC Organization Matrix</b>		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
<b>MANAGEMENT</b>	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												
<b>OPERATIONS</b>	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								
<b>PLANNING</b>	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		
<b>LOGISTICS</b>	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											
<b>FINANCE</b>	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 MATRIX<sup>3</sup>**

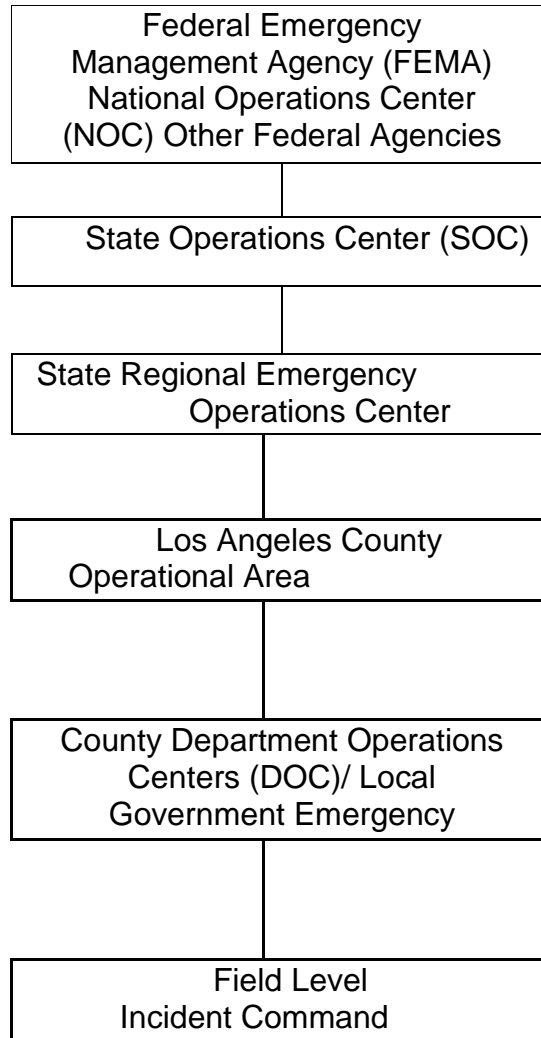
**P= Principal Agency      S=Support Agency**  
**R=Potential Resource      C=Coordination**  
**L= Liaison**

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	

<sup>3</sup>Los Angeles County Operational Area Emergency Response Plan, Los Angeles County Office of Emergency Management, 1998

CHART 3<sup>4</sup>

LOS ANGELES COUNTY OPERATIONAL AREA COORDINATION



<sup>4</sup> 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

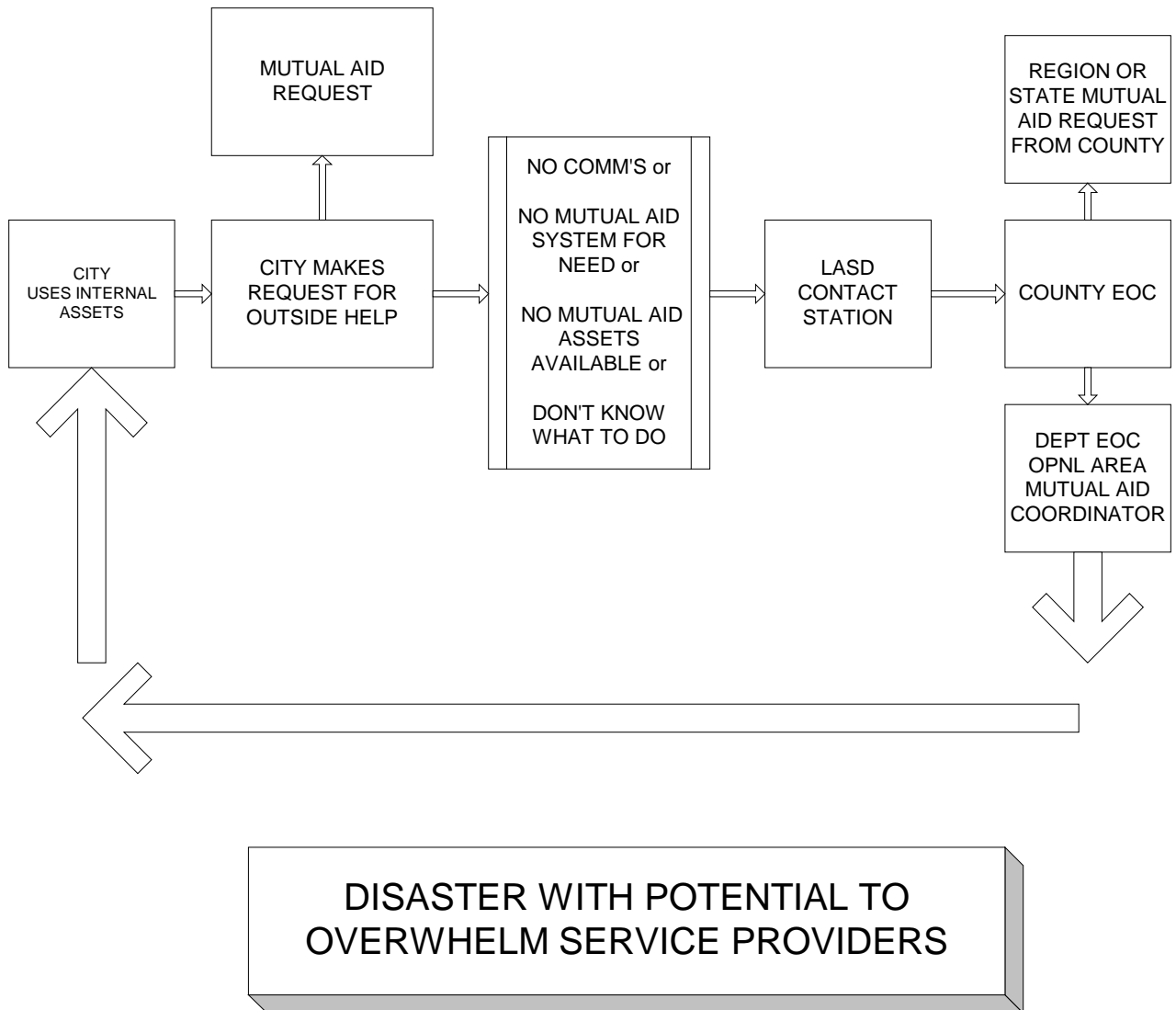
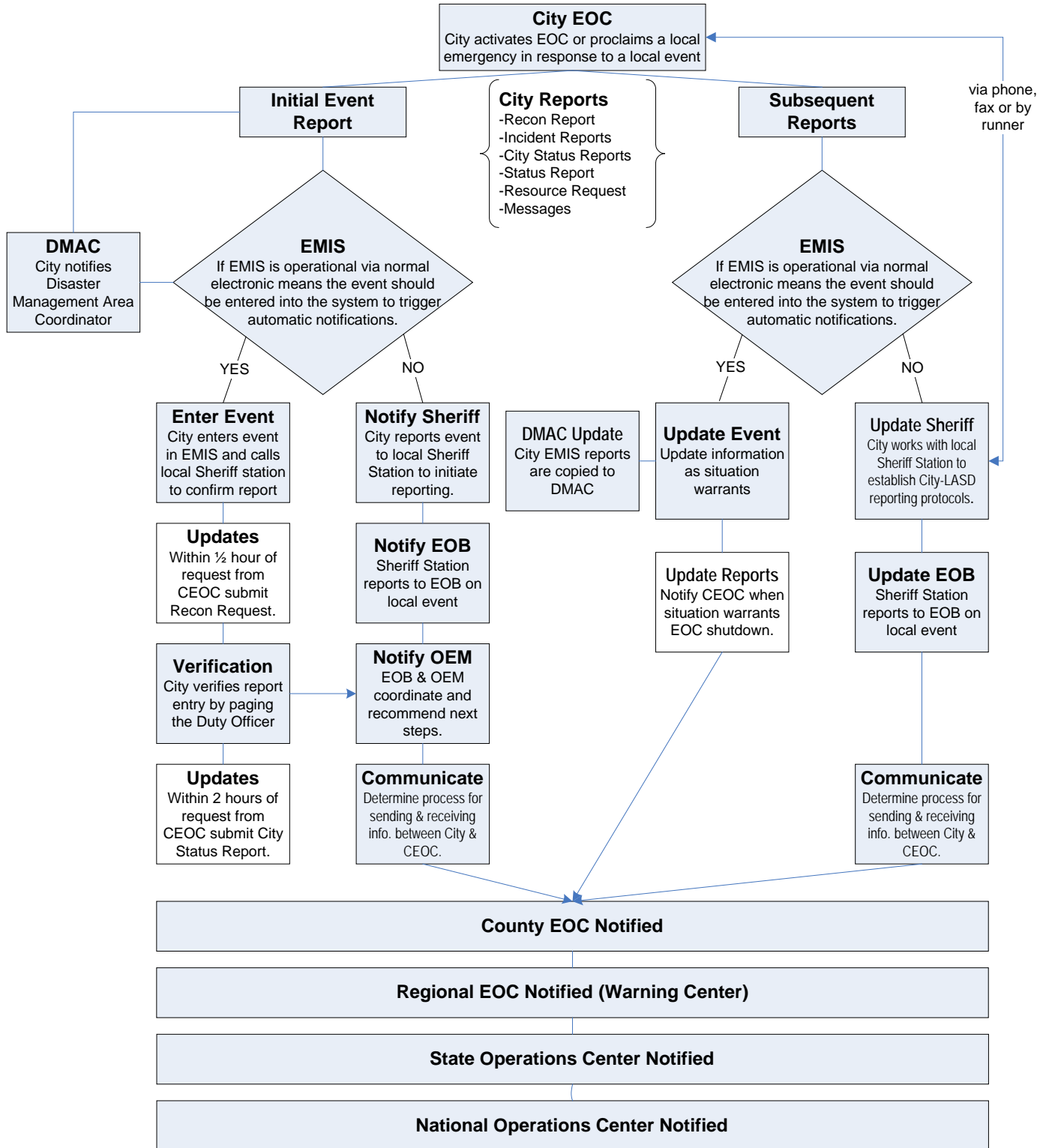


CHART 7

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.

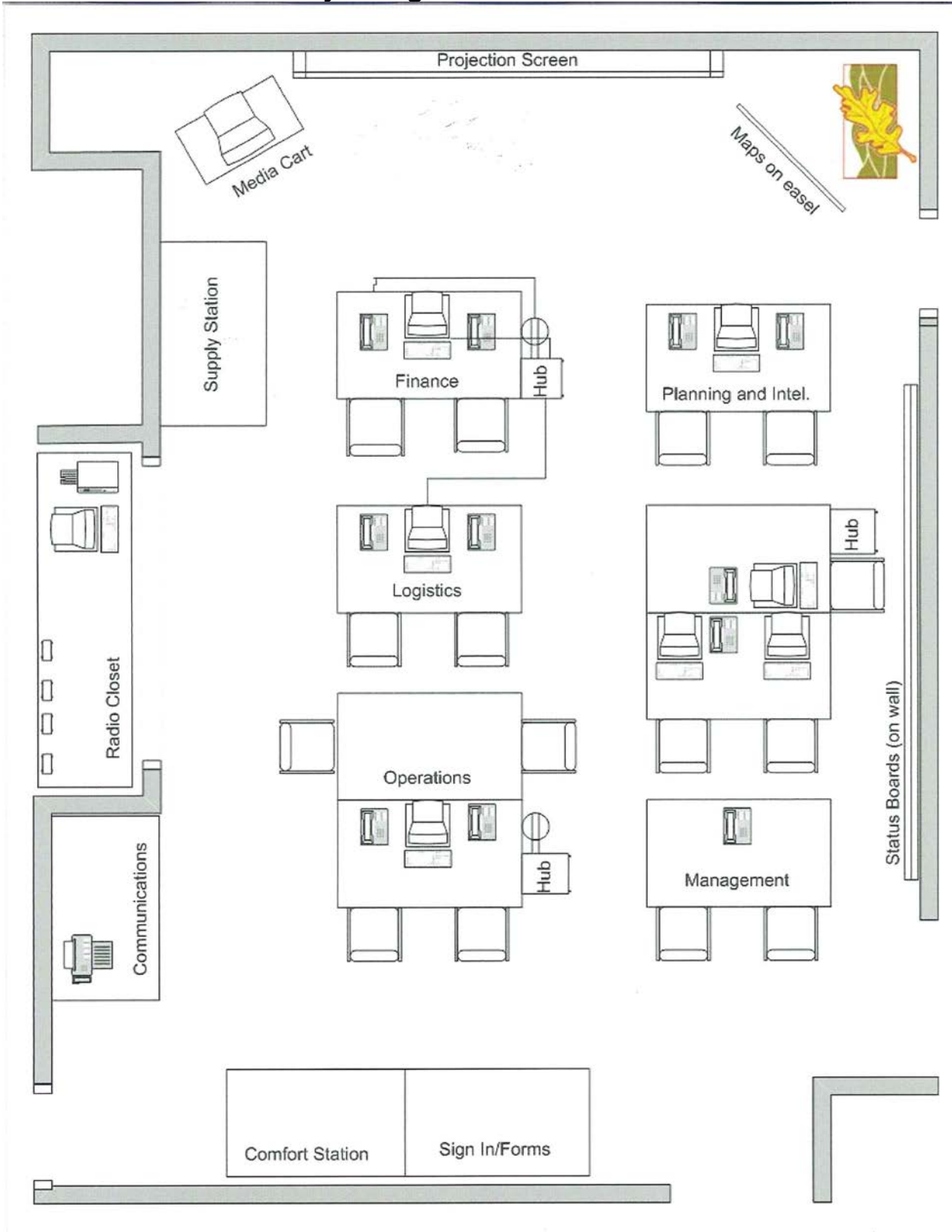
The City will utilize a telephonic system to quickly recall EOC personnel. The system dials home, work, cell, and other numbers until it reaches the person.

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 <b>Operations Support Documentation - NWS</b> ) Significant incidents involving 2 or more Departments Earthquake Advisory/Prediction Level One	One	EOC Director Other Designees  <b>Note: May be limited to Department Operations Center activation.</b>
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



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## 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 <sup>st</sup> Alternate  | Agoura Hills Recreation Center, 29900 Ladyface Court |
| 2 <sup>nd</sup> Alternate  | Willow School, 29026 Laro Drive                      |
| 3 <sup>rd</sup> Alternate  | Sumac School, 6050 N. Calmfield Avenue               |
| 4 <sup>th</sup> 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)**

<b>SERVICE/DEPARTMENT</b>	<b>TITLE/POSITION</b>
City Manager	1. City Manager 2. Assistant City Manager 3. Deputy City Manager
Building & Safety	1. Building Official 2. Senior Building Inspector
City Clerk	1. City Clerk 2. Administrative Secretary
Community Development/Planning	1. Director of Planning 2. Senior Planner 3. Associate Planner 4. Associate Planner
Community Services	1. Director of Community Services 2. Recreation Supervisor 3. Recreation Supervisor
Public Works	1. Director of Public Works/City Engineer 2. Associate Civil Engineer 3. Public Works Project Manager
Finance	1. Director of Finance 2. 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

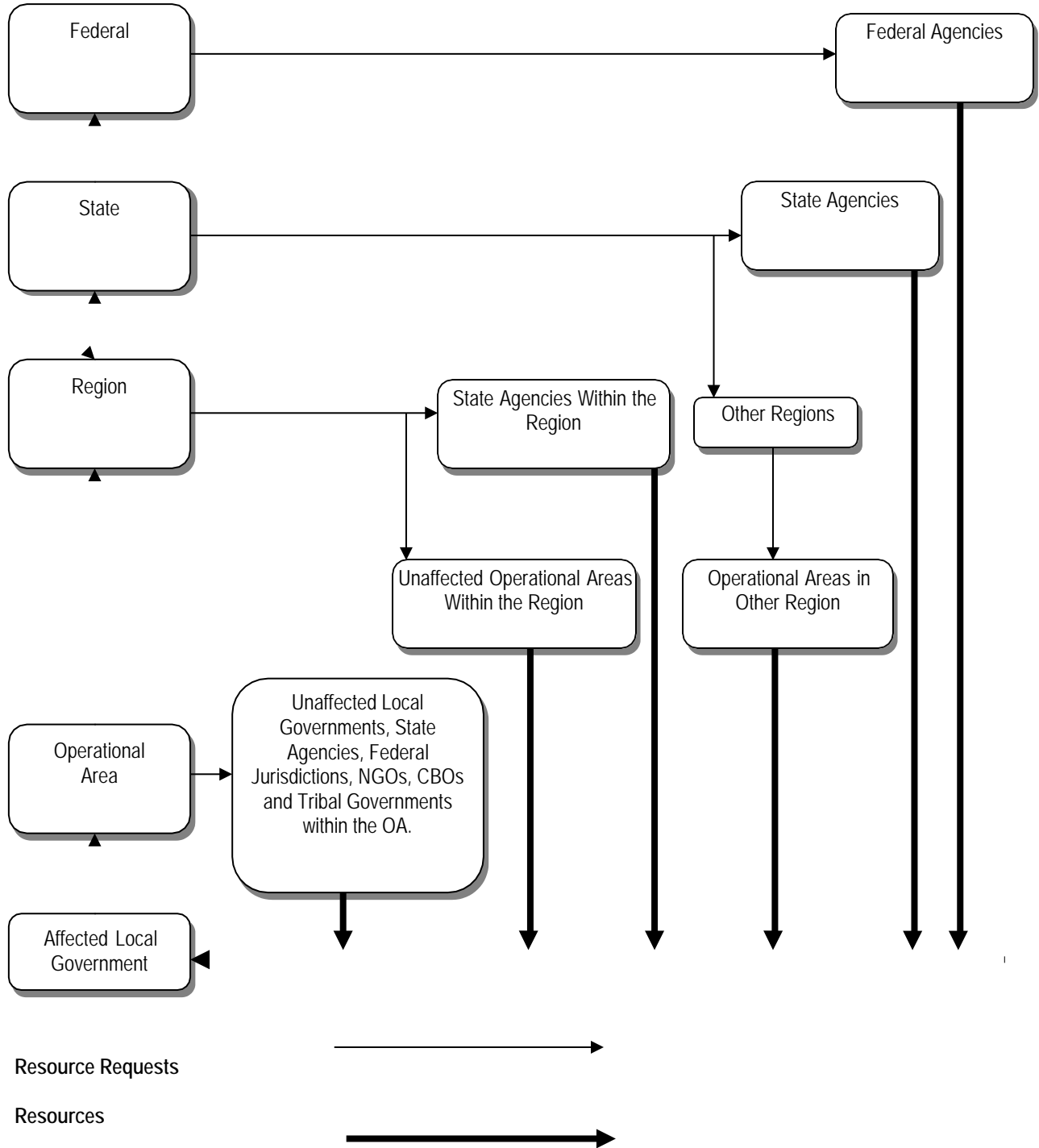
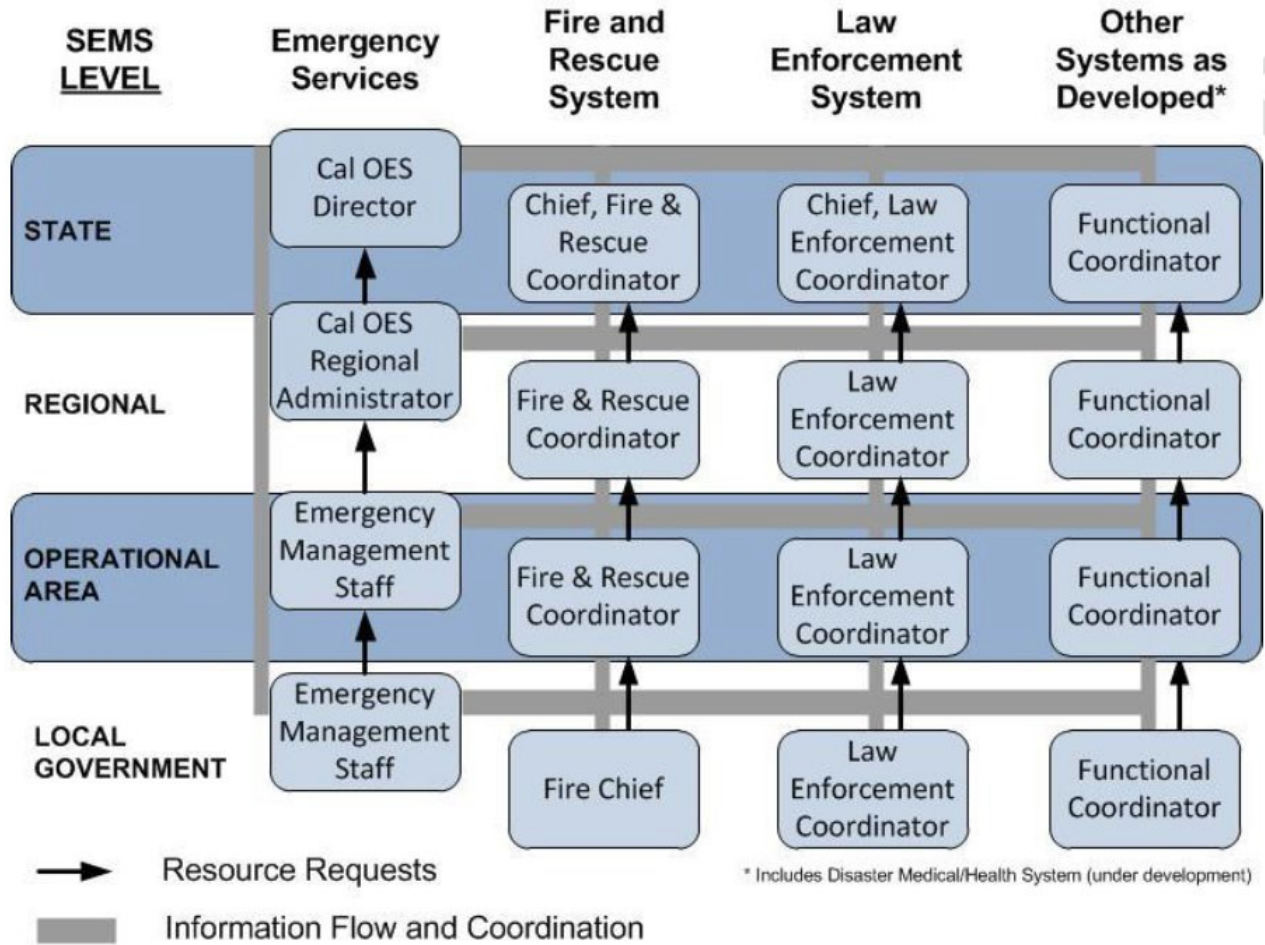




CHART 2  
DISCIPLINE-SPECIFIC MUTUAL AID SYSTEMS<sup>5</sup>



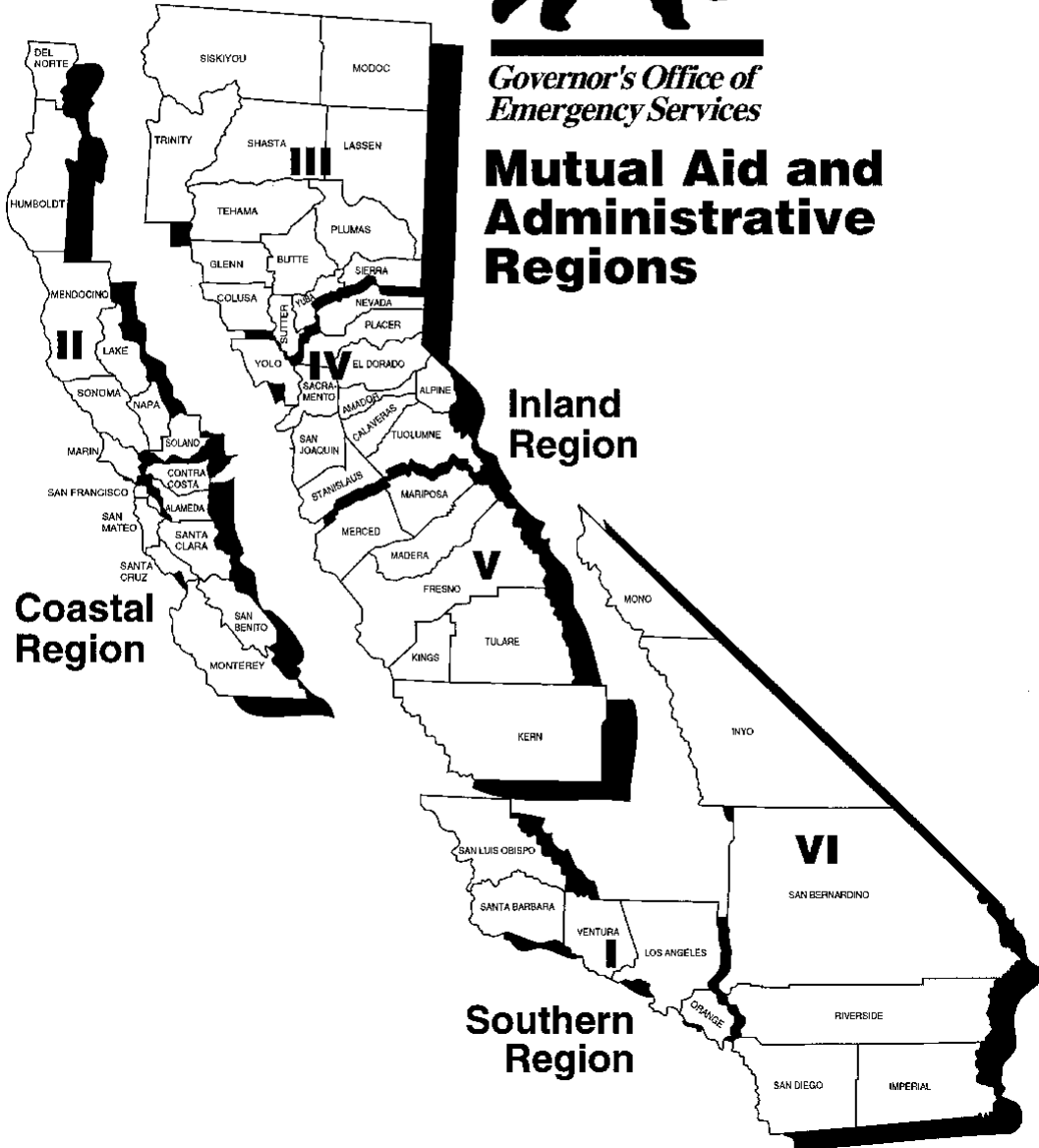
<sup>5</sup>California Governor’s Office of Emergency Services, *State of California Emergency Plan*, 2017, page 64.

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

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## 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**

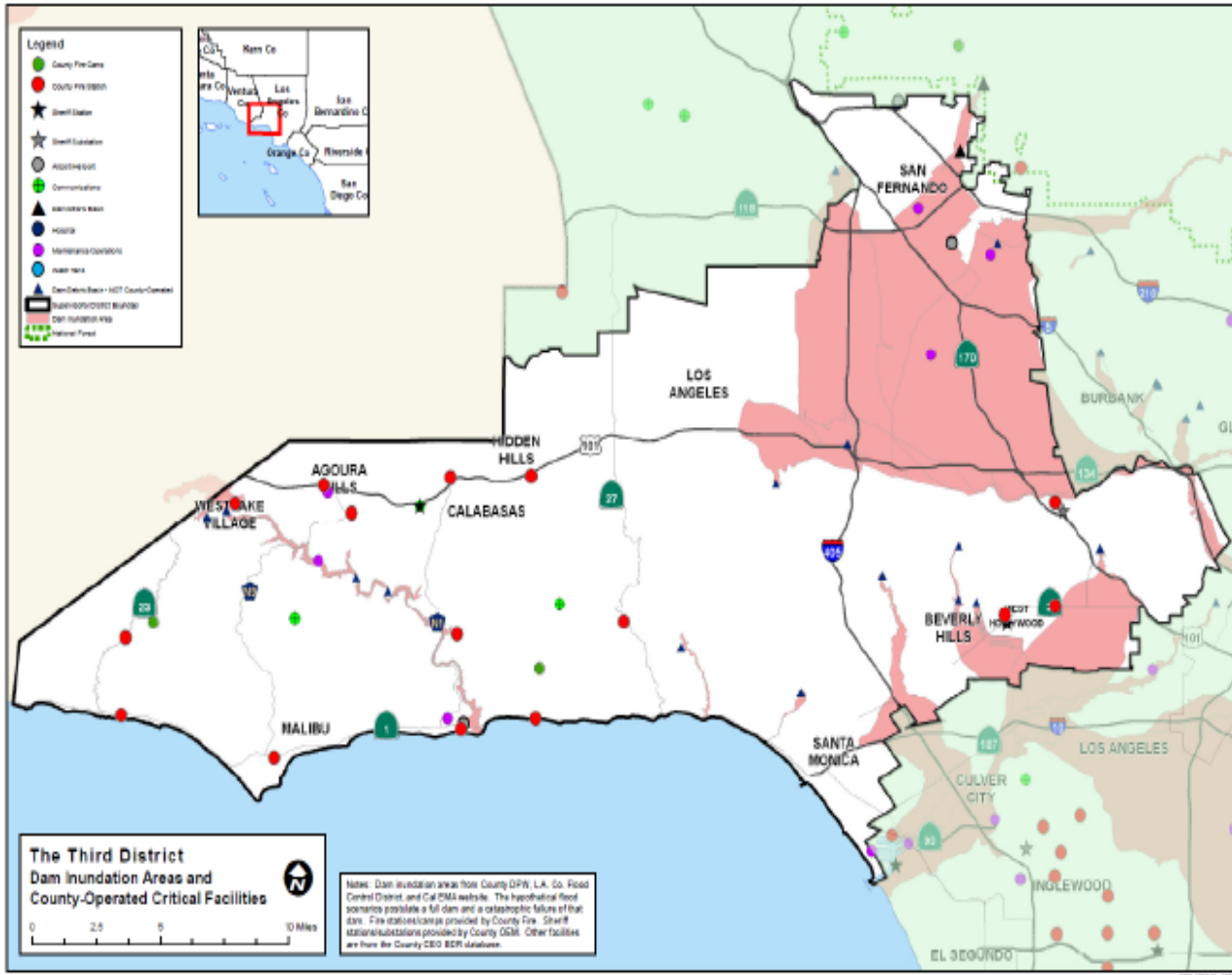
Emergency response actions applicable to all common hazards are presented in the **Checklist Actions in Operations Section of this Plan.**

Attachment:

1. Dam Inundation Area Map

## LOCATION OF DAMS INUNDATION AREAS SUPERVISORIAL DISTRICT 3 (including Agoura Hills)<sup>6</sup>

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



<sup>6</sup> 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 10<sup>th</sup> 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).<sup>7</sup>

#### 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.<sup>8</sup>

### 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

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

<sup>8</sup> <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.

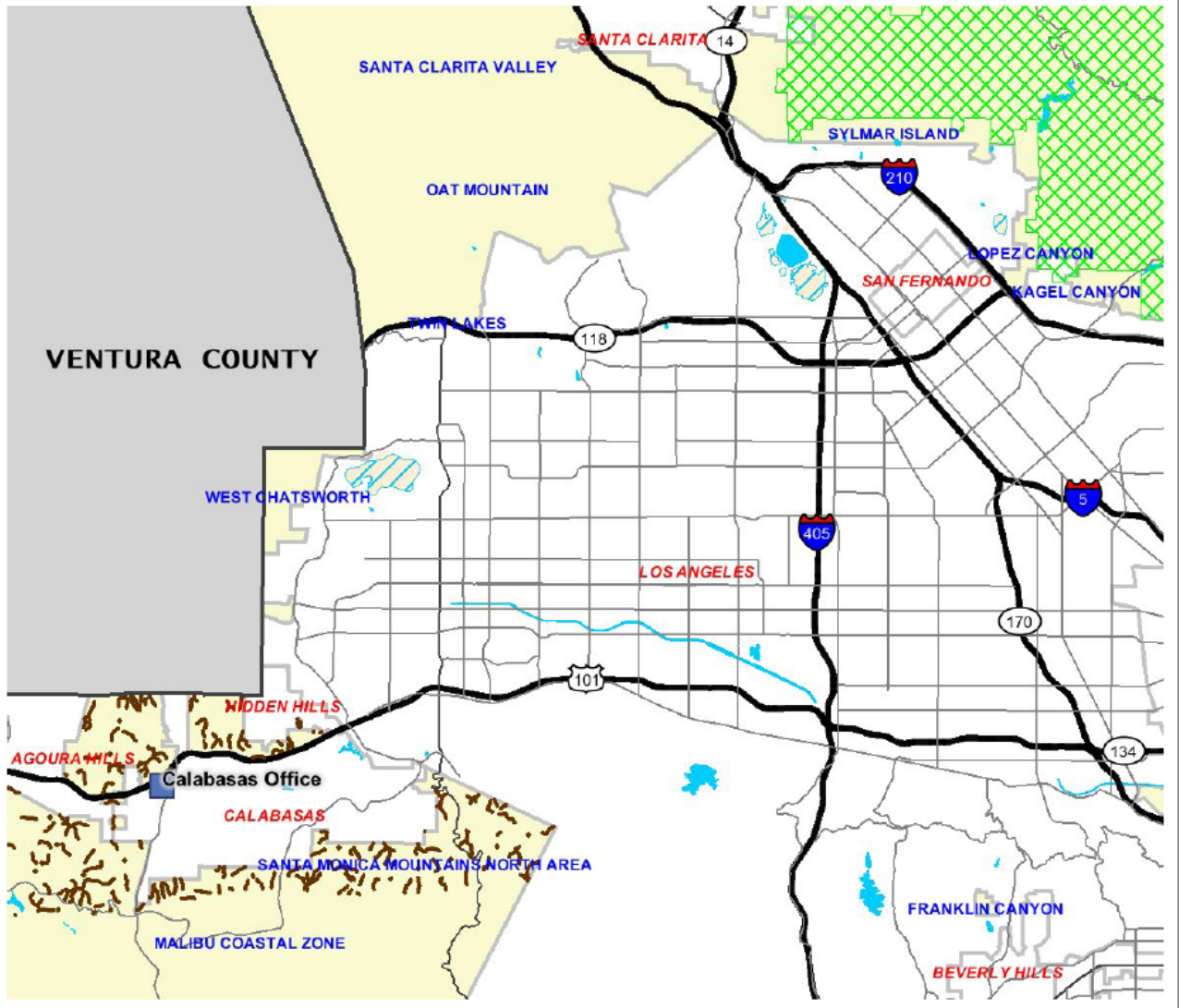
### Emergency Response Actions

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

Attachment:

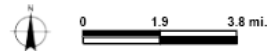
1. Truck Transportation Corridor Map

# ATTACHMENT, TRUCK TRANSPORTATION CORRIDOR MAP



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## 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.<sup>9</sup>

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

**LIST OF ACRONYMS AND ABBREVIATIONS**

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



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

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

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

## 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](http://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)

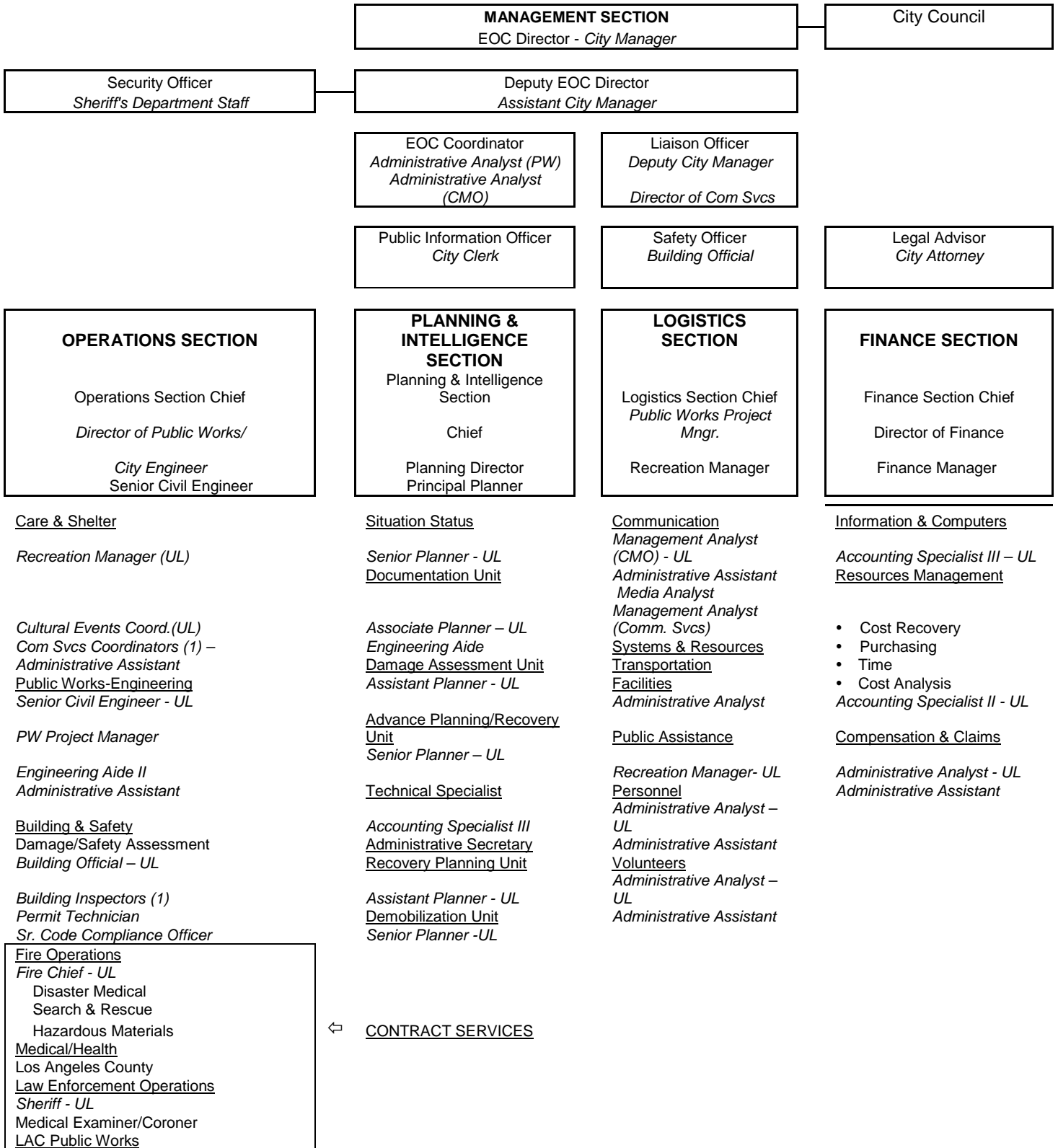
**Unified Command:** In ICS, Unified Command is a unified team effort which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating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

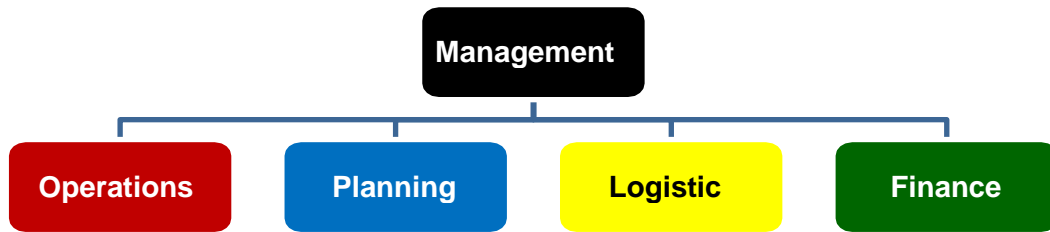
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**AGOURA HILLS EOC ORGANIZATION CHART**





## 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**

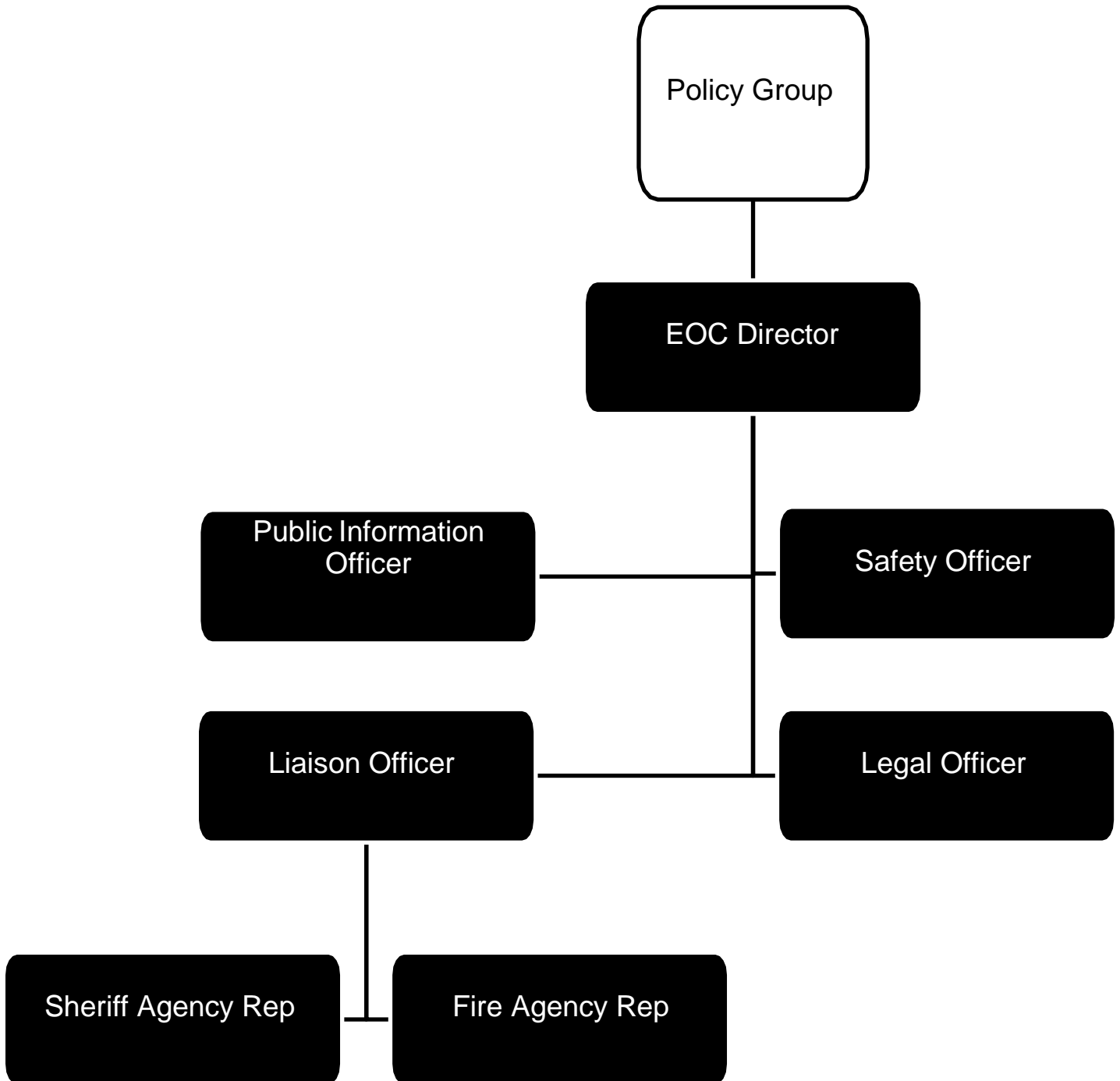
Due to the sensitive nature of the location of the EOC, this information regarding the primary and the alternate EOC is found in the restricted use section of this plan, the Appendix (a confidential/security document).

#### **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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## OPERATIONS SECTION – GENERAL INFORMATION

### PURPOSE

To enhance the capability of the City of Agoura Hills to respond to emergencies by coordinating and supporting tactical operations in the field based upon the direction of the EOC Director and EOC Action Plan. It is the policy of this Section that the priorities of responses are to be:

- Protect life and property and environment.
- Carry out objectives of an EOC Action Plan.
- Ensure coordinated incident response.
- Cooperate with other sections of the City's emergency response team.

### OBJECTIVES

The Operations Section is responsible for coordination of all response elements applied to the disaster. The Operations Section carries out the objectives of an EOC Action Plan and requests additional resources as needed.

### CONCEPT OF OPERATIONS

The Operations Section will operate under the following policies during a disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by City Manager.
- All on-duty personnel are expected to remain on duty until proper conclusion of the 12 hour operation period. Off- duty personnel are expected to return to work according to City policies.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will be event driven.
- The EOC Director may modify or adjust the operation period as necessary.

## OPERATIONS SECTION ORGANIZATION CHART



### OPERATIONS SECTION STAFF

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

- Public Works Branch
- Care and Shelter Branch
  - Animal Services Unit
- Building and Safety Branch

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

### Operations Section Chief

The Operations Section Chief, a member of the EOC Director's General Staff, is responsible for coordinating the City's operations in support of the disaster/emergency response through implementation of the City's EOC Action Plan and for coordinating all requests for mutual aid and other operational resources. The Chief is responsible for:

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

### **Public Works Branch**

The Public Works Branch is responsible for coordinating all Public Works operations; debris removal, maintaining public facilities, surviving utilities and services, as well as restoring those that are damaged or destroyed; assisting other functions with traffic issues, search and rescue, transportation, inspections, etc. as needed.

### **Care & Shelter Branch**

The Care and Shelter Branch is responsible for providing care and shelter for disaster victims and will coordinate efforts with the American Red Cross and other volunteer agencies. The Animal Services Unit, under the Care and Shelter Branch, will coordinate care and evacuation of animals impacted from a natural or man-made disaster.

### **Building and Safety Branch**

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

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

### **Law Enforcement**

This Branch is responsible for alerting and warning the public, coordinating evacuations, enforcing laws and emergency orders, establishing safe traffic routes, ensuring that security is provided at incident facilities, ensuring access control to damaged areas, ordering and coordinating appropriate mutual aid resources, assuming responsibility for the Coroner function in the absence of the Los Angeles County Coroner, and activating crisis counseling for emergency responders. Standard Operating Procedures are maintained and followed by the **Los Angeles County Sheriff's Department, Lost Hills Station.**

### **Fire/Hazmat/Medical**

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

Medical activities will be coordinated with the Los Angeles County Operational Area for appropriate emergency medical response. The Operational Area is responsible for managing personnel, equipment and resources to provide the best patient care possible.

**OPERATIONS SECTION CHIEF**

**SUPERVISOR:** EOC Director

**PRIMARY RESPONSIBILITIES:**

- Ensure that the Operations Section function is carried out, including the coordination of response for Public Works, Care and Shelter, and Building and Safety.
- Establish and maintain mobilization areas for incoming mutual aid resources.
- Develop and ensure that an EOC Action Plan’s operational objectives are carried out.
- Exercise overall responsibility for the coordination of activities within the Section.
- Report to the EOC Director on all matters pertaining to Section activities.

**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.
- Mobilize appropriate personnel for initial activation of the EOC

**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**

- Clarify any issues regarding your authority and assignment.
- Determine what Section positions should be activated and staffed.
- Confirm that all key Operations Section personnel or alternates are in the EOC or have been notified. Recall the required Operation Section staff members necessary for the emergency.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Carry out responsibilities of your Section not currently staffed.

**NOTIFICATIONS**

- Notify EOC Director when your Section is fully operational.
- Establish field communications with affected areas.



**MEETINGS/BRIEFINGS**

- Brief new or relief personnel in your Branch. 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.
- Meet with other activated Section Chiefs.
- Attend periodic briefing sessions conducted by the EOC Director.
- Brief the EOC Director on major problem areas that need or will require solutions.
- Conduct periodic Operations Section briefings and work to reach consensus for forthcoming operational needs.

**ACTION PLANNING**

- Participate in the EOC Director’s action planning meetings.
- Work closely with the Planning/Intelligence Section Chief in the development of an EOC Action Plan. Ensure the development Operations Section objectives.
- Work closely with each Branch leader to ensure Operations Section objectives as defined in the current EOC Action Plan are being addressed.
- Work closely with Logistics Section-Communications Unit in the development of a Communications Plan.

**DOCUMENTATION**

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Open and maintain an Activity Log.
- Provide personnel and equipment time records for the entire Section to the Time Keeping Unit in the Finance Section at the end of each work shift.
- Provide copies of the any reports to the Documentation Unit of the Planning/Intelligence Section at end of each operational period.

**ONGOING ACTIVITIES**

- Receive, evaluate, and disseminate information relative to the Operations Section.
- Evaluate the field conditions associated with the disaster and coordinate with the Situation Status Unit of the Planning/Intelligence Section.
- From the Situation Status Unit of the Planning/Intelligence Section, obtain and review major incident reports and additional field operational information that may pertain to or affect your Section operations. Provide information to appropriate branches.
- Coordinate with Incident Commanders and support any field activities.

- Coordinate with Law Enforcement, Fire Agency Representatives and Incident Commanders, as appropriate, to determine the need for In-Place Sheltering or evacuations. Coordinate notification orders with Law Enforcement and Fire Agency Representatives and the PIO.
- Coordinate the designation of primary and alternate evacuation routes for each incident with Law Enforcement and Fire Agency Representatives and the Public Works Branch.
- Coordinate with the Situation Status Unit in the Planning Section to ensure primary and alternate evacuation routes are displayed on the situation maps.
- Direct Operations Branch Chiefs to maintain up-to-date Incident Charts, Incident Reports, and Branch specific maps. Ensure that only ACTIVE, ESSENTIAL information is depicted on the charts and maps. All Branch related items of interest should be recorded on an Incident Report.
- Coordinate the activities of all departments and agencies involved in the operations.
- Provide all relevant emergency information to the PIO.
- Ensure that intelligence information from Branch leaders is made available to the Planning/Intelligence Section.
- Ensure that unusual weather occurrences within the jurisdiction are reported to the National Weather Service (NWS)
- Ensure Care and Shelter Branch works with the Los Angeles County Animal Services for animal care issues.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section, i.e., notification of any emergency expenditures.

## RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Determine resources committed and resource needs.
- Identify, establish, and maintain mobilization areas for Operations-related equipment and personnel that come through Mutual Aid, as needed. Authorize release of equipment and personnel to incident commanders in the field.
- Review suggested list of resources to be released and initiate recommendations for their release. Notify the Resources Unit of the Planning/Intelligence Section.

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**PUBLIC WORKS**

**SUPERVISOR:** Operations Section

**Coordinator Primary Responsibilities:**

- Receive and process all field resource requests for Public Works resources. Coordinate those requests internally and externally as necessary to make sure there are no duplicate orders.
- Coordinate with the Logistics Section on the acquisition of all resources and support supplies, materials and equipment.
- Determine the need for and location of general staging areas for unassigned resources by coordinating with the Operations Section Coordinator and the Facilities Unit of the Logistics Section.
- Prioritize the allocation of resources to individual incidents according to overall incident priorities established by the EOC Director. Monitor resource assignments. Adjust assignments based on requirements.

**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.

**NOTIFICATIONS**

- Ensure that all on-duty Public Works personnel have been alerted and notified of the current situation.
- Ensure that all off-duty Public Works personnel have been notified of callback status, (when they should report) in accordance with current department emergency procedures.
- Notify transportation officials (Caltrans) of City’s emergency status. Coordinate assistance as required.

**MEETINGS/BRIEFINGS**

- Attend periodic briefing sessions conducted by the Section Coordinator.

**ACTION PLANNING**

- Assist in preparation of an EOC Action Plan.
- Attend planning meetings at the request of the Operations Section Coordinator.

**DOCUMENTATION**

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

**ONGOING ACTIVITIES**

- Coordinate with the Building and Safety Branch to determine priorities for identifying, inspecting and designating hazardous structures to be demolished.
- Develop priorities and coordinate with utility companies for restoration of utilities to critical and essential facilities.
- In coordinate with the Los Angeles County Transportation Department, determine status of the Disaster Routes and other transportation routes into and within the affected area. Determine present priorities and estimated times for restoration. Clear and reopen Disaster Routes on a priority basis. Maintain priority transportation routes clear of debris.
- Advise Operations Section of transportation problems.
- Coordinate with the Sheriff's Agency Representative in the Management function to ensure the safety of evacuation routes following a devastating event.
- Coordinate with Sheriff's Agency Representative in the Management function when implementing any traffic control strategies.
- Support cleanup and recovery operations during disaster events. Coordinate with County's Mass Debris Management Team, as appropriate.
- Coordinate the clearance of debris from waterways to prevent flooding. Drain flooded areas, as needed.
- Activate City's Debris Management Team to develop a debris removal plan to facilitate city clean-up operations, which addresses:
  - Disaster Event Analysis/Waste characterization analysis.
    - Conduct field assessment survey
    - Use video and photographs
    - Quantify and document amounts and types of disaster debris
    - Coordinate with Building and Safety Branch and track their information on damaged buildings inspected to determine the location, type and amount of potential debris
    - Expect normal refuse volumes to double after a disaster
    - Develop a list of materials to be diverted
    - Make diversion programs a priority
    - Get pre-approval from FEMA, if federal disaster, for recycling programs. Coordinate this with County Office of Emergency Management (OEM).
  - Determine debris removal/building deconstruction and demolition needs.
    - Coordinate with Building and Safety Branch to determine if a city contractor will be needed to remove debris from private property or perform demolition services. (Refer to Public Works Standard Operating Procedures for Waiver Liability)
    - Consider requesting a Policy decision regarding deconstruction or demolition services on private property at no cost, as appropriate, to accelerate the process to remove debris and structures that may cause a public health hazard.

- Building and Safety Branch should seek reimbursement if property owner coordinates with Building and Safety Branch to include separation and salvaging.
- Select debris management program(s) from the following:
  - Curbside collection – source separation of wood, concrete, brick, metals and Household Hazardous Waste
  - Drop-off sites for the source separation of disaster debris
  - Household Hazardous Waste – collection event or curbside program
- Identify temporary debris management sites, if necessary.
  - Coordinate with surrounding cities and the County
  - Determine capacity needs
  - Selection of sites will depend on type of debris and proximity to where debris is generated
  - Coordinate with FEMA regarding reimbursement for temporary debris management sites and sorting which may require moving materials twice. Coordinate this activity with the EOC Director
- Identify facilities and processing operations to be used
- Determine contract needs
  - Develop estimates of types and quantities of debris, location of debris and unit cost data for contracts
  - Document how contract price was developed
- Work with the PIO to establish a public information program for debris removal. Establish program length and develop monitoring and enforcement program
- Prepare report of program activities and results
- Prepare documentation for reimbursement

## RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Receive and process all requests for Public Works resources. Allocate personnel and equipment in accordance with established priorities.
- Assure that all emergency equipment has been moved from unsafe areas.
- Mobilize personnel, heavy equipment and vehicles to designated general staging areas.
- Obtain Public Works resources through the Logistics Section, utilizing mutual aid process when appropriate.

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## CARE AND SHELTER

**SUPERVISOR:**        **Operations Section Chief**

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

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

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

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

The Los Angeles County Department of Public Social Services has the Operational Area responsibility for Care and Shelter activities.

### **POTENTIAL SHELTER SITES**

The following potential shelter facilities have been pre-identified:

- Agoura Hills High School
- Agoura Hills Calabasas Community Center (AHCCC)
- Lindero Canyon Middle School
- Sumac Elementary School

Prior to any school being utilized for a potential shelter site, communication with the Las Virgenes Unified School District must occur.

### **REQUIRED FOR ALL POTENTIAL SHELTER SITES:**

- Be pre-identified as potential sites with Site Surveys completed.
- In conjunction with the American Red Cross, have permission and Memos of Understanding secured for shelter usage.
- In conjunction with the American Red Cross, have procedures for the following inspections and access, both during regular and after hour use, before a shelter is established.
- Structural safety inspection arranged with local Building Department.
- OSHA safety inspection for safety of clients and workers.



- Facility Walk-Through Survey prior to use (to protect owner and user against damage claims).

Potential shelter locations should meet all health, safety and Americans with Disabilities Act (ADA) requirements and should have:

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

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

Community centers and other city-owned facilities have become the most preferred facilities for shelter operations as they are public facilities and can usually accommodate large numbers of people. Churches are also appropriate as they are often large and have kitchen facilities on the premises. Because it is important that a community return to normal activities as soon after a disaster as possible, schools should be used in shelter operations only when other resources are unavailable.

**PRIMARY RESPONSIBILITIES:**

- Identify the care and shelter needs of the community.
- Coordinate with the American Red Cross and other emergency welfare agencies for emergency mass feeding and to identify, set up, staff and maintain evacuation centers and mass care facilities for disaster victims.
- Via the media, encourage residents to go to the shelter nearest their residence.
- Assist the American Red Cross with inquiries and registration services to reunite families or respond to inquiries from relatives or friends.
- Assist the American Red Cross with the transition from mass care to separate family/individual housing.

**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.

**NOTIFICATIONS**

- If need is established, contact and request an ARC liaison for the City of Agoura Hills EOC.

**MEETINGS/BRIEFINGS**

- Attend periodic briefing sessions conducted by the Section Chief.

**ACTION PLANNING**

- Assist in preparation of an EOC Action Plan.
- Attend planning meetings at the request of the Operations Section Chief.

**DOCUMENTATION**

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Ensure shelter managers make periodic activity reports to the EOC including requests for delivery of equipment and supplies, any City expenditures, damages, casualties and numbers and types of persons sheltered. The reporting period will be determined by the Operations Section.

**ONGOING ACTIVITIES**

- Identify the care and shelter needs of the community, in coordination with the other Operations Branches.
- Determine the need for an evacuation center or mass care shelter.
- Identify and prioritize which designated mass care facilities will be needed and if they are functional.
- Ensure that Building & Safety Unit has inspected each shelter site prior to occupancy following an earthquake and after each significant aftershock.
- If evacuation is ordered, in conjunction with the American Red Cross if available, open evacuation centers in low risk areas and inform public of locations.
- In coordination with the American Red Cross, ensure that mass care facilities and staff can accommodate unaccompanied children, individuals with access and functional needs, and aged individuals.
- In conjunction with the American Red Cross, manage care and shelter activities (staffing, registration, shelter, feeding, pertinent evacuee information, etc.)
- Ensure shelter management teams are organized and facilities are ready for occupancy meeting all health, safety and ADA standards, in conjunction with the American Red Cross.
- Coordinate with the Los Angeles County Public Health Department for sheltering of residential care and medically fragile individuals.
- Provide and maintain shelter and feeding areas that are free from contamination and meet all health, safety and ADA standards.
- Coordinate with the American Red Cross, other volunteer organizations and private sector if mass feeding or other support is required at spontaneous shelter sites, e.g., in parks, schools, etc.

- Coordinate with the Los Angeles County Department of Animal Care and Control for the care of shelterees' animals.
- Notify the Post Office to divert incoming mail delivery to be picked up by authorized personnel, as necessary.
- Coordinate with the Facilities Unit of the Logistics Section in the evacuation and relocation or shelter-in-place of any mass care facilities that may be threatened by any hazardous condition.
- Request that the American Red Cross establish Reception Centers, as needed, to reunite rescued individuals with their families and to provide other necessary support services.
- Coordinate with the American Red Cross in the opening, relocating and closing of shelter operations. Also, coordinate the above with adjacent communities if needed.

## RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Coordinate with the Personnel Unit of the Logistics Section to contact volunteer agencies and recall City staff and/or CERT volunteers to assist with mass care functions including basic first aid, shelter and feeding of evacuees and sanitation needs.
- Coordinate with the Communications Unit of the Logistic Sections to provide communications where needed to link mass care facilities, the EOC and other key facilities.
- Coordinate with the Transportation Unit of the Logistics Section for the transportation needs of shelterees.
- Assist the American Red Cross to ensure there are adequate food supplies, equipment and other supplies to operate mass care facilities, including food, water and relief areas for service animals. Ensure there are some foods and beverages available for people with dietary restrictions. Coordinate procurement and distribution through the American Red Cross or the Supplies/Procurement Unit of the Logistics Section if requested by American Red Cross.

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**BUILDING AND SAFETY**

**SUPERVISOR:** Operations Section Chief

**Coordinator PRIMARY RESPONSIBILITIES:**

- Begin the immediate inspection for re-occupancy of key City facilities by departments responsible for emergency response and recovery.
- Provide inspections of each shelter site prior to occupancy.
- Provide the technical, engineering support as requested for other Operations Section Branches.
- Coordinate investigation and safety assessment of damage to buildings, structures and property within the City for the purpose of:
  - Identifying life-threatening hazardous conditions for immediate abatement.
  - Inspecting and identifying buildings and property for re-occupancy and posting and declaring unsafe conditions.
  - Determining the cost and percentage of damage to all buildings, structures and properties.
- Provide safety assessment information and statistics to the Situation Status Unit of the Planning/Intelligence Section.
- Coordinate investigation of building code performance. Determine the extent of damage to buildings and structures and develop recommendations for building code changes.

**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.
- 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.

**NOTIFICATIONS**

- Alert and stage Building and Safety assessment teams as needed.

**MEETINGS/BRIEFINGS**

- Attend briefing sessions conducted by the Section Chief.
- Brief all personnel on Building and Safety procedures and assignments.

**ACTION PLANNING**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Operations Section Chief.

**DOCUMENTATION**

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Provide detailed safety assessment information to the Planning/Intelligence Section, with associated loss damage estimates.

**ONGOING ACTIVITIES**

- Coordinate with Los Angeles County Building and Safety regarding local jurisdictional needs.
- Oversee the inspection of the following critical facilities (priority) and other facilities:
  - EOC
  - Police stations
  - Fire Stations
  - \*Hospital
  - \*Congregate care facilities (including private schools, convalescent care hospitals, board and care facilities, day care centers, etc.)
  - \*Public schools
  - City facilities
  - Potential hazardous materials facilities, including gas stations
  - Designated shelters
  - Unreinforced masonry buildings
  - Concrete tilt-up buildings
  - Multi-story structures-commercial, industrial and residential
  - \*Mobile homes/modular structures
  - Single-family dwellings

*\*Note: Certain facilities may fall under the jurisdiction of State or County inspectors. These agencies may exercise their jurisdictional authority to inspect these facilities. As a practical matter, there are very few State inspectors available and they may not be able to respond in a timely during the initial stages of the emergency/disaster.*

- Use a three-phase approach to inspection based upon existing disaster intelligence:
  - General Area Survey of structures
  - ATC-20 Rapid Inspection
  - ATC-20 Detailed Inspection

**Be prepared to start over due to aftershocks.**

- Determine priorities for identifying, inspecting and designating hazardous structures

to be demolished.

- Track the information on damaged buildings inspected to determine the location, type and amount of potential debris.
- Implement procedures for posting of building occupancy safety status using ATC-20 guidelines.
- Activate data tracking system to document and report safety assessment information and forward to the Situation Status Unit of the Planning/Intelligence Section.
- Assess the need to require potentially unsafe structures to be vacated.
- Provide structural evaluation of mass care and shelter facilities in coordination with the Care & Shelter Branch.
- Consider establishing an area field site to direct and coordinate safety assessment and inspection teams.
- Support Building Inspectors and Safety Officers in the field to ensure safety of field operations for employees and volunteers.
- Coordinate with the Public Works Branch on immediate post-event issues (i.e., debris removal, demolition, fences, etc.)
- Provide policy recommendations to appropriate City officials for:
  - Emergency Building and Safety ordinances.
  - Expediting plan checking and permit issuance on damaged buildings.
- Coordinate with the PIO to establish public information and assistance hotlines.
- Consider using 24-hour inspection call-in lines to take damage reports and requests for safety inspections.
- Direct field personnel to advise property owners and tenants that multiple inspections of damaged property will be required by various assisting agencies, including American Red Cross; FEMA; Cal OES; local Building and Safety; insurance carriers and other local, state and federal agencies.
- If needed, request law enforcement escort of safety assessment and inspection personnel. .

## RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Request mutual aid building inspectors through the Los Angeles County Operational Area EOC.
- Assess the need and establish contacts for requesting or providing mutual aid assistance.
- After completion of the safety/damage survey, develop a preliminary estimate of the need for mutual aid assistance.
- Arrange for necessary communications equipment from the Communications Unit of the Logistics Section and distribute to all field personnel (e.g., radios, satellite phones, cellular phones, etc.)

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## LAW ENFORCEMENT

**SUPERVISOR:** Operations Section Chief

### **IMPORTANT TO NOTE:**

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

### **GENERAL DUTIES:**

- Coordinate movement and evacuation operations during the disaster.
- Alert and notify the public of the pending or existing emergency.
- Activate any public warning systems.
- Coordinate all law enforcement and traffic control operations during the disaster.
- Ensure the provision of security at incident facilities.
- Coordinate incoming law enforcement mutual aid resources during the emergency.
- Coordinate and assume responsibility as necessary for **Coroner Operations**.

### **YOUR RESPONSIBILITY:**

Alert and warn the public, coordinate evacuations, enforce laws and emergency orders, establish safe traffic routes, ensure that security is provided at incident facilities, ensure access control to damaged areas, order and coordinate appropriate mutual aid resources and assume responsibility for the Coroner function in the absence of the Los Angeles County Coroner. Necessary units or groups may be activated as needed to carry out these functions.

**FIRE/HAZ MAT/MEDICAL**

**SUPERVISOR:** Operations Section Chief

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

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

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

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

**GENERAL DUTIES:**

- Evaluate and process requests for fire and rescue resources.
- Evaluate and process requests or reports of hazardous materials spills or releases.
- Coordinate fire and search and rescue operations.
- Coordinate hazardous materials incidents.
- Coordinate the provision of emergency medical care.
- Monitor and coordinate all tactical operations of triage, emergency medical care and treatment of the sick and injured resulting from the incident.
- Assess medical casualties and needs. (Number of injuries and/or deaths).
- Coordinate resources and communication with medical/health care facilities and transportation companies for the evacuation and continual patient care consistent with the EOC Action Plan.
- Assist and serve as an advisor to the Operations Section Chief as needed.
- Coordinate mobilization and transportation of all City resources through the Logistics Section.
- Coordinate with the County of Los Angeles Department of Health Services and the City regarding all disease prevention and control activities.
- Implement that portion of the EOC Action Plan appropriate to the Fire Branch.

**YOUR RESPONSIBILITY:**

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

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

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## PLANNING/INTELLIGENCE SECTION - GENERAL INFORMATION

### PURPOSE

To enhance the capability of the City of **Agoura Hills** to respond to disasters by collecting, evaluating, displaying and disseminating incident information.

### OVERVIEW

The Planning/Intelligence Section's primary responsibility is to collect, evaluate, display and disseminate incident information and status of resources. This Section functions as the primary support for decision-making to the overall disaster organization. This Section also provides anticipatory appraisals and develops plans necessary to cope with changing field events. This Section gathers and documents information to answer critical questions:

- Where are the incidents?
- How bad are the incidents?
- How much worse will the incidents become?
- How can we best manage the incidents?

During a disaster, other department heads will advise the Planning/Intelligence Chief on various courses of action from their departmental level perspective.

### OBJECTIVES

The Planning/Intelligence Section ensures that safety/damage assessment information is compiled, assembled and reported in an expeditious manner to the various EOC sections, City departments and the Los Angeles County Operational Area via Operational Area Response and Recovery System OARRS via the Internet. This Section is responsible for the preparation and documentation of the EOC Action Plan under the direction and request of the EOC Director (with input from Management Section Staff, Section Chiefs, and other appropriate agencies/jurisdictions). The Planning/Intelligence Section is also responsible for the detailed recording (Documentation Unit) of the entire response effort and the preservation of these records during and following the disaster. The Planning/Intelligence Section will accomplish the following specific objectives during a disaster:

- Collect initial situation and safety/damage assessment information.
- Display situation and operational information in the EOC using maps and visual aids.
- Disseminate intelligence information to the EOC Director, Public Information Officer, Section Chiefs, and the Los Angeles County Operational Area via OARSS.
- Prepare summary safety/damage assessment reports for dissemination to other sections, City departments, Cal OES, FEMA and the Los Angeles County Operational Area via OARSS.

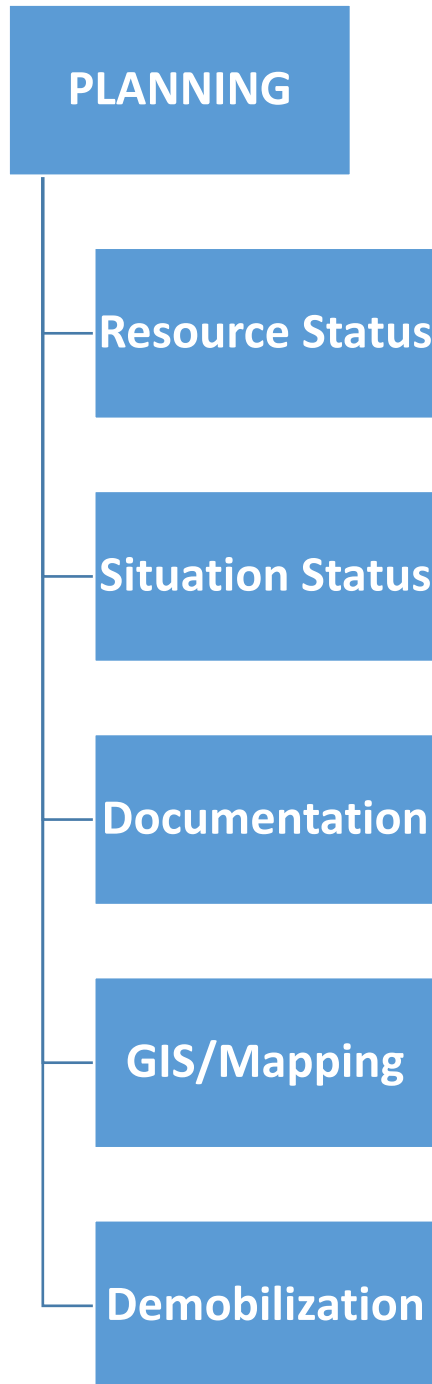
- Prepare required reports identifying the extent of damage and financial losses.
- Determine the City's post-event condition.
- Provide Planning/Intelligence support to other sections.
- Ensure accurate recording and documentation of the incident.
- Prepare a City's EOC Action Plan.
- Prepare the City's After-Action/Corrective Action Report.
- Prepare a post-disaster recovery plan.
- Maintain proper and accurate documentation of all actions taken to ensure that all required records are preserved for future use and State OES and FEMA filing requirements.
- Acquire technical experts for special interest topics or special technical knowledge subjects.

### **CONCEPT OF OPERATIONS**

The Planning/Intelligence Section will operate under the following policies during a disaster 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 EOC Director.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will be event driven.

**PLANNING/INTELLIGENCE SECTION  
ORGANIZATION CHART**



## PLANNING/INTELLIGENCE SECTION STAFF

The Planning/Intelligence Section Chief will determine, based on present and projected requirements, the need for establishing specific units. The following may be established as the need arises:

- Resources Unit
- Situation Status Unit
- Documentation Unit
- Demobilization Unit

The Planning/Intelligence Section Chief may activate additional branches/groups/units as necessary to fulfill an expanded role.

The Planning/Intelligence Section Chief is responsible for overseeing all demobilization post-disaster. All Planning/Intelligence staff will account for all equipment, personnel, and supplies at the end of any operation.

### Planning/Intelligence Section Chief

The Planning/Intelligence Section Chief, a member of the EOC Director's General Staff, is responsible for the collection, evaluation, forecasting, dissemination and use of information about the development of the incident. Information is needed to:

- Understand the current situation.
- Predict probable course of incident events.
- Prepare alternative strategies for the incident.
- Prepare the EOC organization for transition to recovery operations to restore the City to pre- disaster condition as quickly and effectively as possible.

### Resources Unit

The Resources Unit is responsible for maintaining detailed tracking records of resources allocation and use (resources available, resources assigned, resources requested but not yet on scene, “out-of-service” resources and estimates of future resource needs); for maintaining logs and invoices to support the documentation process and for resources information displays in the EOC. This Unit cooperates closely with the Operations Section (to determine resources currently in place and resources needed)

### Situation Status Unit

The Situation Status Unit is responsible for the collection and organization of incident status and situation information. This Unit will also maintain detailed records of safety/damage assessment information and for the evaluation, analysis and display of information for use by EOC staff.



**Documentation Unit**

The Documentation Unit is responsible for initiating and coordinating the preparation of the City's EOC Action Plans and After-Action/Corrective Action Reports; maintaining accurate and complete incident files; providing and preserving incident files for legal, analytical and historical purposes.

**PLANNING/INTELLIGENCE SECTION CHIEF****SUPERVISOR: EOC Director****PRIMARY RESPONSIBILITIES:**

- Ensure that the Planning/Intelligence function is performed consistent with SEMS/NIMS Guidelines, including:
  - Collecting, analyzing and displaying situation information.
  - Preparing periodic situation reports
- Initiating and documenting the City's Action Plan and After-Action/Corrective Action Report
- Advance planning
- Planning for demobilization
- Exercise overall responsibility for the coordination of branch/group/unit activities within the Section.
- Report to the EOC Director on all matters pertaining to Section activities.

**READ ENTIRE CHECKLIST AT START-UP AND AT THE 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.
- As appropriate, respond to the EOC.
- Mobilize appropriate personnel for initial activation of the EOC

**ASSIGNMENTS/STAFFING**

- Clarify any issues regarding your authority and assignment.
- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
  - Resources Unit
  - Situation Status Unit
  - Documentation Unit
  - Demobilization Unit
  - Technical Specialist
- Confirm that all key Planning/Intelligence Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.
- Request additional personnel for the Section to maintain a 24-hour operation as required.

- Carry out responsibilities of your Section not currently staffed.

#### NOTIFICATIONS

- Notify EOC Director when your Section is fully operational.

#### MEETINGS/BRIEFINGS

- Brief new or relief personnel in your Branch. 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.
- Meet with other activated Section Chiefs.
- Attend periodic briefing sessions conducted by the EOC Director.
- Brief the EOC Director on major problem areas that need or will require solutions.
- Conduct periodic Planning Section briefings and work to reach consensus for forthcoming operational needs.
- Direct the coordination of periodic disaster and strategy plans briefings to the EOC Director and General Staff, including analysis and forecast of incident potential.

#### ACTION PLANNING

- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Work closely with the EOC Director and General Staff in the development of the EOC Action Plan. Ensure the development of the Planning Section objectives.
- Participate in the EOC Director's action planning meetings.
- Work closely with each Unit leader to ensure Planning/Intelligence Section objectives as defined in the current EOC Action Plan are being addressed.

#### DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Open and maintain an Activity Log.
- Provide personnel and equipment time records for the entire Section to the Time Keeping Unit in the Finance Section at the end of each work shift.
- Review major incident reports and additional field operational information that may pertain to or affect Section operations.
- Review and approve reconnaissance, City status and safety/damage assessment reports for transmission by the Situation Status Unit to the Los Angeles County Operational Area.

- Ensure that your Section logs and files are maintained.
- Provide copies of the any reports to the Documentation Unit of the Planning/Intelligence Section at end of each operational period.
- With Section Chiefs, develop a plan for initial recovery operations.

### ONGOING ACTIVITIES

- Review responsibilities of branches in your Section. Develop plan for carrying out all responsibilities.
- Direct the Situation Status Unit leader to initiate collection and display of significant disaster events and safety/damage assessment information.
- Ensure coordination of collection and dissemination of disaster information and intelligence with other sections.
- Ensure Situation Status Unit develops information on the impact of the emergency from within the EOC and outside agencies and departments.
- Ensure that the Situation Status Unit determines the status of the transportation system into and within the affected area in coordination with the Transportation Unit of the Logistics Section. Find out present priorities and estimated times for restoration of the disaster route system. Provide information to appropriate Branches/Units.
- Direct the Documentation Unit Leader to initiate collection and display of disaster and safety/damage assessment information.
- Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- Assemble information on alternative strategies.
- Ensure that pertinent disaster information is disseminated through appropriate channels to response personnel, City EOC section staff, City departments, Los Angeles County Operational Area via OARRS. Also ensure pertinent information to the public is disseminated through the PIO.
- Ensure internal coordination between branch/group/unit leaders.
- Ensure status and display boards are current.
- Update status information with other sections as appropriate.
- Resolve problems that arise in conducting your Section responsibilities.
- Make sure that all contacts with the media are fully coordinated through the Public Information Officer (PIO).
- Begin planning for recovery.
  - Identify issues to be prioritized by the EOC Director on restoration of services to the City.
  - In coordination with the Building and Safety Branch of the Operations Section:
    - Establish criteria for temporary entry of posted buildings so owners/occupants may retrieve business/personal property and re-occupancy of posted buildings. Posting includes, as a minimum, the categories of Inspected, Restricted Access and Unsafe.
    - Establish criteria for emergency demolition of buildings/structures that are

considered an immediate and major danger to the population or adjacent structures. Ensure that homeowners' and business owners' rights are considered and arrangements are made for appropriate hearings, if possible.

- Ensure that buildings considered for demolition that come under Historical Building classification follow the special review process that should be adopted as part of the emergency procedures. (Demolition of historic structures requires a "Certificate of Appropriateness" from the Planning Commission. An alternate process should be adopted after proclamation of a disaster giving this authority to the City Planner.)
- Work with the EOC Director to prepare the EOC organization for transition to Recovery Operations.
- Coordinate with Planning Department for all land use and zoning variance issues; permits and controls for new development; revision of building regulations and codes; code enforcement; plan review; and building and safety inspections.
- Coordinate with Public Works for debris removal; demolition; construction; management of and liaison with construction contractors; and restoration of utility services.
- Coordinate with Community Services and Public Safety Departments for housing the needy; oversight of care facility property management; and low income and special housing needs.
- Coordinate with Finance Department for public finance; budgeting; contracting; accounting and claims processing; taxation; and insurance settlements.
- Coordinate with Planning Department for redevelopment of existing areas; planning of new redevelopment projects; and financing new projects.
- Coordinate with City Attorney on emergency authorities; actions, and associated liabilities; preparation of legal opinions; and preparation of new ordinances and resolutions.
- Coordinate with FEMA, Cal OES, Los Angeles County Operational Area and non-profit organizations to expedite disaster assistance for individuals, families, businesses, public entities and others entitled to disaster assistance.
- Coordinate with City Manager's Office for continuity of operations and communications; space acquisition; supplies and equipment; vehicles; personnel; and related support.

**RESOURCES**

- See Resources in Common EOC Responsibilities on page 113.
- Keep up to date on situation and resources associated with your Section.
- Identify the need for use of special resources.

## RESOURCES UNIT

**SUPERVISOR:** Planning/Intelligence Section Chief

**PRIMARY RESPONSIBILITIES:**

- Maintain detailed tracking records of critical resource allocation and use (critical resources available, critical resources assigned, critical resources requested but not yet on scene, “out-of-service” critical resources and estimates of future critical resource needs.)
- Prepare and maintain displays, charts and lists that reflect the current status and location of controlled critical resources, transportation and support vehicles.
- Establish a critical resources reporting system for field and EOC units.
- Prepare and process critical resource status change information.
- Provide information to assist the Situation Status and Documentation Units of the Planning/Intelligence Section in strategy planning and briefing presentations.

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

- See Common EOC Duties on page 112.

#### ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.

#### MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Chief.

#### ACTION PLANNING

- Assist in preparation of an EOC Action Plan.
- Attend planning meetings at the request of the Planning/Intelligence Section Chief.

#### DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Maintain a master list of all critical resources reported.
- Provide a critical resources overview and summary information to the Situation Status Unit of the Planning/Intelligence Section as requested and written status reports on critical resource allocations as requested by the Section Coordinators.

#### ONGOING ACTIVITIES

- Develop a system to track critical resources deployed for disaster response. Critical resources include personnel and equipment.

- Direct the collection, organization, and display status of critical incident resources to include allocation, deployment and staging areas.
- Establish a reporting procedure for critical resources at specified locations.
- Provide for an authentication system in case of conflicting resources status reports.
- Assist in strategy planning based on the evaluation of the critical resources allocation, resources en route and projected resources shortfalls.
- Keep Operations Section informed of the estimated time-of-arrival of ordered personnel, support vehicles/units, transportation and other critical resources. (Coordinate with Logistics Section).

## RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Prepare and maintain displays, charts and lists that reflect the status and location of controlled resources, transportation and support vehicles.
- Ensure that available critical resources are not overlooked by EOC staff.
- Make recommendations to the Planning/Intelligence Section Chief of resources that are not deployed or should be activated.

## SITUATION STATUS UNIT

**SUPERVISOR:** Planning/Intelligence Section Coordinator

### PRIMARY RESPONSIBILITIES:

- Collect, organize and analyze situation information from EOC sources.
- Provide current situation assessments based on analysis of information received from a variety of sources and reports.
- Develop situation reports for dissemination to Planning/Intelligence Section Coordinator, EOC Director and other section coordinators to initiate the action planning process.
- Transmit approved reports to the Los Angeles County Operational Area via OARRS. (See OARRS in the Planning Support Documentation)
- Develop and maintain current maps and other displays (locations and types of incidents).
- Assess, verify and prioritize situation information into situation intelligence briefings and situation status reports.
- Seek from any verifiable source available information which may be useful in the development of current situation assessments of the affected area.
- Evaluate the content of all incoming field situation and major incident reports.
- Provide incoming intelligence information directly to appropriate EOC Sections, summarize and provide current information on central maps and displays.
- Monitor and ensure the orderly flow of disaster intelligence information within the EOC.

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

- See Common EOC Duties on page 112.

### ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.

### MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Chief.
- Meet with the Planning/Intelligence Section Chief and EOC Director to determine needs for planning meetings and briefings. Determine if there are any special information needs.



**ACTION PLANNING**

- Assist in preparation of an EOC Action Plan.
- Attend planning meetings at the request of the Planning/Intelligence Section Chief.

**DOCUMENTATION**

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Establish and maintain an open file of situation reports and major incident reports for review by other sections/units.
- Prepare required Operational Area reports. Obtain approval from the Planning/Intelligence Section Coordinator and transmit to the Los Angeles County Operational Area via OARRS.
- Prepare written situation reports at periodic intervals at the direction of the Planning/Intelligence Section Coordinator.

**ONGOING ACTIVITIES**

- Direct the collection, organization and display of status of disaster events according to the format that the Documentation Unit is utilizing, including:
  - Location and nature of the disaster/emergency.
  - Special hazards.
  - Number of injured persons.
  - Number of deceased persons.
  - Road closures and disaster routes.
  - Safety/damage assessment information from the Building and Safety Branch and Public Works Branch:
    - Structural property damage (estimated dollar value).
    - Personal property damage (estimated dollar value).
  - Damage assessment information on the communications infrastructure: wired, data, cable and wireless from the Logistics Section, Communications Unit.
  - Additional safety/damage assessment information from the American Red Cross, utility companies and other sources.
  - Shelters, type, location and number of people that can be accommodated.
- Possible Information Sources include:
  - Within the EOC:
    - Disaster briefings
    - EOC Action Plan
    - Section Reports
    - Intelligence Reports
    - Field Observations
    - Casualty Information
    - Resource Status Reports
    - Aerial Reports and Photographs
    - Values and Hazards Information
    - On duty personnel from other Sections
    - OARRS

- City departments/Agencies and Organizations
  - Fire Department – Agency Representative
  - Sheriff’s Department – Agency Representative
  - Public Works
    - Engineering
    - Street Maintenance
    - Water Treatment Facilities
  - Community Services
    - Parks Management
    - Recreation
    - Senior Services
  - Environmental Sustainability
    - Building and Safety
    - Water Quality
    - Wastewater Management
    - Environmental Services
  - Planning
  - Las Virgenes Unified School District
  - Chamber of Commerce
  - American Red Cross
  - LASD VOPs
  - Media (Radio and Television)
- Direct the collection of photographs, videos, and/or sound recordings of disaster events, as appropriate.
- Prepare and maintain EOC displays. Clearly identify incidents. Ensure that all displays reflect the most current and correct information.
- Post to the significant events log casualty information, health concerns, property damage, fire status, size of risk area, scope of the hazard to the public, number of evacuees, etc. **(Note: Casualty information cannot be released to the press or public without authorization from EOC Director and the Public Information Officer).**
- Gather patient and casualty tracking information with the Fire Agency Representative(s).
- Provide for an authentication process in case of conflicting status reports on events.
- Meet with the PIO to determine best methods for exchanging information and providing the PIO with Situation Status Unit information.
- Provide information to the PIO for use in developing media and other briefings.
- Determine weather conditions, current and upcoming. Keep current weather information posted.
- Prepare an evaluation of the disaster situation and a forecast on the potential course of the disaster event(s) at periodic intervals or upon request of the Planning/Intelligence Section Chief.
- As appropriate, assign “field observers” to gather information.

**RESOURCES**

- ☐ See Resources in Common EOC Responsibilities on page 113.

## DOCUMENTATION UNIT

**SUPERVISOR:** Planning/Intelligence Section Coordinator

### PRIMARY RESPONSIBILITIES:

- Maintain an accurate and complete record of significant disaster events.
- Assist other parts of the EOC organization in setting up and maintaining files, journals and special reports.
- Collect and organize all written forms, logs, journals and reports at completion of each shift from all sections.
- Provide documentation services to EOC staff.
- Maintain and preserve disaster files for legal, analytical and historical purposes.
- Compile, copy and distribute the EOC Action Plans as directed by the Section Coordinators.
- Compile, copy and distribute the After-Action Report with input from other sections/units.

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

- See Common EOC responsibilities on page 112.

### ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.

### MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Chief.
- Meet with the Planning/Intelligence Section Chief to determine what EOC materials should be maintained for official records.

### ACTION PLANNING

- Assist in preparation of an EOC Action Plan.
- Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.

### DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Ensure that the EOC Action Plans and After-Action Report/Correction Action are compiled, approved, copied and distributed to EOC Sections and Units.
- Coordinate documentation with the Situation Status Unit.
- Following planning meetings, assist in the preparation of any written action plans or procedures.
- Periodically collect, maintain and store messages, records, reports, logs, journals

and forms submitted by all sections and units for the official record.

- Verify accuracy/completeness of records submitted for file – to greatest extent possible; correct errors by checking with EOC personnel as appropriate.
- Prepare an overview of the documented disaster events at periodic intervals or upon request from the Planning/Intelligence Section Chief.

### **ONGOING ACTIVITIES**

- Contact other EOC sections and units and inform them of the requirement to maintain official records. Assist them as necessary in setting up a file records system.
- Ensure the development of a filing system to collect and log according to procedures approved by the Planning/Intelligence Section Chief.
- Establish a system for collecting all section and unit journal/logs at completion of each operational period.

### **RESOURCES**

- See Resources in Common EOC Responsibilities on page 113.

## GEOGRAPHIC INFORMATION SYSTEMS (GIS) UNIT LEADER

**SUPERVISOR:** Planning Section Chief

### PRIMARY RESPONSIBILITIES:

- Review geographic area of incident and inventory available spatial data.
- Determine planning unit needs for maps and GIS products and services.
- Gather and compile spatial data from different incident-sections.
- Develop and maintain current maps (locations and types of incidents) for various components of the incident. Work with the Situation Status Unit.

### 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.

### MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Meet with the Planning Section Coordinator and EOC Director to determine needs for planning meetings and briefings. Determine if there are any special information needs.
- Meet with the PIO to determine best methods for exchanging information and providing the PIO with location information.

### ACTION PLANNING

- Assist in preparation of the EOC Action Plan and prepare maps that are needed for the EOC Action Plan
- Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.

### DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Prepare written situation reports at periodic intervals at the direction of the Planning Section Coordinator.

### ONGOING ACTIVITIES

- Coordinate with the Situation Status Unit the collection, mapping and display of status of disaster events according to the format that the Documentation Unit is utilizing, including:

- Location and nature of the incident
  - Special hazards
  - Road closures and alternate routes
  - Structural property damage (estimated dollar value)
  - Personal property damage (estimated dollar value)
  - City resources committed to the disaster/emergency
  - City resources available
  - Assistance provided by outside agencies and resources committed
  - Shelters, type, location and number of people that can be accommodated
- Possible Information Sources include:
- City GIS layers
  - OES, California Spatial Information Library (CASIL), Cal Fire's Fire and Resource Program (FRAP), Los Angeles County and other cities
  - Disaster briefings
  - EOC Action Plan
  - Section Reports
  - Intelligence Reports
  - Field Observations from on-duty Personnel from other Sections
  - Resource Status Reports
  - Aerial Reports and Photographs
  - Values and Hazards Information
  - OARRS
- Direct the collection of maps and spatial data of events.
- Prepare and maintain EOC map displays. Clearly identify incidents. Ensure that all displays reflect the most current and correct information.
- Post maps that describe changes in the spatial character of the incident.
- Provide for an authentication process in case of conflicting location reports on events.
- Provide mapping information to the PIO for use in developing media and other briefings.
- Establish and maintain an open file of location and incident reports for review by other sections.
- Identify potential problem areas along evacuation routes, i.e., weight restrictions, narrow bridges, road sections susceptible to secondary effects of an incident, etc.
- Provide maps and location information in response to specific requests.
- Prepare required standard map products. Obtain approval from the Planning Section Coordinator and transmit to the Los Angeles County Operational Area.
- As appropriate, assign "field observers" to gather information.

## RESOURCES

- See Resources in Common EOC Responsibilities on page 113.

## DEMobilIZATION UNIT

**SUPERVISOR: Coordinator**

### PRIMARY RESPONSIBILITIES:

- Provide assistance to the EOC Planning/Intelligence Section Coordinator and EOC Director in planning for the EOC demobilization.
- Develop demobilization strategy and plan with Section Coordinators.
- Prepare written demobilization plan or procedures for all responding departments and agencies if necessary.
- Follow through on the implementation of the plan and monitor its operation.

### 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.

### MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Brief EOC Planning/Intelligence Section Coordinator on demobilization progress.

### ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.

### DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Prepare a Demobilization Plan to include the following:
  - Release plan strategies and general information
  - Priorities for release (according to agency and kind and type of resource)
  - Phase over or transfer of authorities
  - Completion and submittal of all required documentation
  - Notify Los Angeles County Operational Area of demobilization plan.
- Obtain approval of the Demobilization Plan from the EOC Director.
- Ensure that the plan, once approved, is distributed.

### ONGOING ACTIVITIES

- Coordinate with any the field level Demobilization Unit Leaders.



- Review the organization and current staffing to determine the likely size and extent of demobilization effort.
- Request the General Staff to assess long-term staffing needs within their sections and provide listing of positions and personnel for release by priority.
- Coordinate with the Agency Representatives to determine:
  - Agencies not requiring formal demobilization
  - Personal rest and safety needs
  - Coordination procedures with cooperating/assisting agencies
- Evaluate logistics and transportation capabilities to support the demobilization effort.
- Ensure that all sections and branches/groups/units understand their specific demobilization responsibilities.
- Supervise execution of the Demobilization Plan.

## RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Obtain identification and description of surplus resources.
- Establish “check-in” stations, as required, to facilitate the return of supplies, equipment and other resources.

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## LOGISTICS SECTION – GENERAL INFORMATION

### PURPOSE

To enhance the capability of the City of Agoura Hills to respond to emergencies by establishing logistics protocols in managing personnel and equipment. It is City's policy that the priorities of responses are to be:

- Protect life, property and the environment.
- Provide operational and logistical support for emergency response personnel and optimize the utilization of resources.
- Provide support to the other sections of the City's emergency response team.
- Support the restoration of essential services and systems.

### OVERVIEW

The Logistics Section's primary responsibility is to ensure the acquisition, transportation and mobilization and tracking of resources to support the response effort at the disaster sites, public shelters, EOCs, etc. This Section provides all necessary personnel, supplies and equipment procurement support. Methods for obtaining and using facilities, equipment, supplies, services and other resources to support emergency response at all operational sites during disaster conditions will be the same as that used during normal operations unless authorized by the EOC Director or emergency orders of the City Council.

### OBJECTIVES

The Logistics Section ensures that all other sections are supported for the duration of the incident. Any personnel, equipment, supplies or services required by the other sections will be ordered through the Logistics Section except for those resources obtained through already established mutual aid agreements.

The Logistics Section will accomplish the following specific objectives during a disaster:

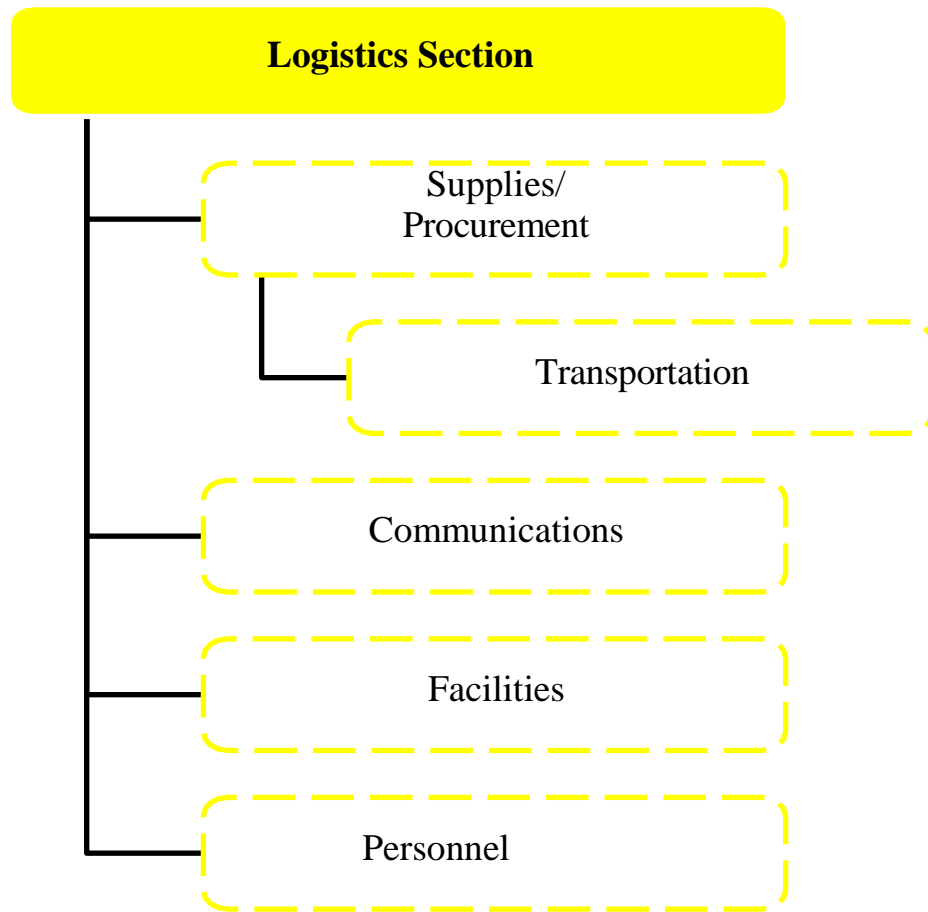
- Collect information from other sections to determine resource needs and prepare for expected operations.
- Coordinate provision of logistical support with the EOC Director.
- Prepare required reports identifying the activities performed by the Logistics Section.
- Determine the City's logistical support needs and plan for both immediate and long-term requirements.
- Maintain proper and accurate documentation of all actions taken and all items procured to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements.

## CONCEPT OF OPERATIONS

The Logistics Section will operate under the following policies during a disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council or EOC Director.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will be event driven.
- Available and accessible resources from neighboring jurisdictions, the private sector, and volunteer organizations will be accessed through the City's own resources and private sector contacts. Non-fire and non-law mutual aid will be accessed through the Los Angeles County Operational Area via the Operational Area Response and Recovery System (OARRS)

# LOGISTICS SECTION ORGANIZATION CHART



## LOGISTICS SECTION STAFF

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

- Supplies / Procurement Unit
- Transportation Unit
- Communications Unit
- Facilities Unit
- Personnel Unit

The Logistics Section Chief may activate additional units as necessary to fulfill an expanded role.

### Logistics Section Chief

The Logistics Section Chief, a member of the EOC Director's General Staff, is responsible for supporting the response effort and the acquisition, transportation and mobilization of resources. Information is needed to:

- Understand the current situation.
- Predict probable resource needs.
- Prepare alternative strategies for procurement and resources management.

### Supplies/Procurement Unit

The Supplies/Procurement Unit is responsible for obtaining all non-fire and non-law enforcement mutual aid materials, equipment and supplies to support emergency operations and arranging for delivery of those resources. The Supplies/Procurement Unit is responsible for identifying sources of equipment, preparation and signing equipment rental agreements, and processing all administrative paperwork associated with equipment rental and supply contracts, including incoming and outgoing mutual aid resources and for ensuring that all records identify scope of work and site-specific work location. If Transportation resources are needed the Supplies/Procurement Unit Leader may activate a Transportation Unit to coordinate these resources.

### Communications Unit

The Communications Unit is responsible for managing all radio, data, and telephone needs of the EOC staff.

### Facilities Unit

The Facilities Unit is responsible for ensuring that adequate facilities are provided for the response effort, including securing access to the facility and providing staff, furniture, supplies and materials necessary to configure the facility in a manner adequate to accomplish the mission.

**Personnel Unit**

The Personnel Unit is responsible for obtaining, coordinating and allocating all non-fire and non-law enforcement mutual aid personnel support requests received; for registering volunteers as Disaster Services Workers and for managing EOC personnel issues and requests.

## LOGISTICS SECTIONS CHIEF

**SUPERVISOR: EOC DIRECTOR**

### PRIMARY RESPONSIBILITIES:

- Ensure the logistics function is carried out consistent with SEMS/NIMS guidelines, including:
  - Resources management and tracking
  - Managing all radio, data and telephone needs of the EOC.
  - Coordinating transportation needs and issues managing personnel issues and registering volunteers as Disaster Services Workers.
  - Obtaining all materials, equipment and supplies to support emergency operations in the field and in the EOC.
  - Coordinating management of facilities used during disaster response and recovery.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional units as dictated by the situation.
- Exercise overall responsibility for the coordination of unit activities within the Section.
- Coordinate the provision of logistical support for the EOC.
- Report to the EOC Director on all matters pertaining to Section activities.

### 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.
- As appropriate, respond to the EOC.
- Mobilize appropriate personnel for initial activation of the EOC

### ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.
- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements:
  - Supplies/Procurement Unit
  - Transportation Unit
  - Communications Unit
  - Facilities Unit



- Personnel Unit

- Confirm that all key Logistics Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Carry out responsibilities of your Section not currently staffed.

## NOTIFICATIONS

- Notify EOC Director when your Section is fully operational.

## MEETINGS/BRIEFINGS

- Brief new or relief personnel in your Branch. 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.
- Provide briefing to the General Staff on operating procedure for use of telephone, data and radio systems.
- Meet with other activated Section Chiefs.
- Attend periodic briefing sessions conducted by the EOC Director.
- Brief the EOC Director on major problem areas that need or will require solutions.
- Conduct periodic Logistics Section briefings and work to reach consensus for forthcoming operational needs.

## ACTION PLANNING

- Participate in the EOC Director's action planning meetings.
- Prepare work objectives for Section staff and make staff assignments.
- Work closely with each Unit leader to ensure Logistics Section objectives as defined in the current EOC Action Plan are being addressed.
- Ensure the Communications Unit develops a Communications Plan, in conjunction with the PIO, if necessary.
- Following Action Planning meetings, ensure that orders for additional resources necessary to meet known or expected demands have been placed and are being coordinated within the EOC and field units.

**DOCUMENTATION**

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Open and maintain an Activity Log.
- Provide personnel and equipment time records for the entire Section to the Time Keeping Unit in the Finance Section at the end of each work shift.
- Ensure that your Section logs and files are maintained.
- Develop a backup plan for all plans and procedures requiring off-site communications.

**ONGOING ACTIVITIES**

- Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- From Planning/Intelligence Section Chief, obtain and review major incident reports and additional field operational information that may pertain to or affect Section operations.
- From Planning/Intelligence Section and field sources, determine status of transportation system into and within the affected area. Find out present priorities and estimated times for restoration of the disaster route system. Provide information to other Sections.
- Meet with Finance/Administration Section Chief and review financial and administration support needs and procedures. Determine level of purchasing authority to be delegated to Logistics Section.
- Evaluate the need for Critical Incident Stress Debriefing for all affected personnel, victims and bystanders. Arrange debriefings through the Personnel Unit of the Logistics Section.
- Provide situation and resources information to the Situation Status Unit and Resources Unit of the Planning/Intelligence Section on a periodic basis or as the situation requires.
- Ensure internal coordination between branch/group/unit leaders.
- Update status information with other sections as appropriate.
- Resolve problems that arise in conducting your Section responsibilities.
- Make sure that all contacts with the media are fully coordinated through the Public Information Officer (PIO).

**RESOURCES**

- See Resources in Common EOC Responsibilities on page 113.
- Keep up to date on situation and resources associated with your Section.
- Identify the need for use of special resources.
- Identify service/support requirements for planned and expected operations.
- Oversee the allocation of personnel, equipment, services and facilities required to support emergency management activities.

- Resolve problems associated with requests for supplies, facilities, transportation, communication and food.
- Keep the Los Angeles County Operational Area Logistics Coordinator apprised of overall situation and status of resource requests.

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**SUPPLIES/PROCUREMENT UNIT**

**SUPERVISOR:** Logistics Section Chief

**PRIMARY RESPONSIBILITIES:**

- Coordinate and oversee the procurement, allocation and distribution of resources not normally obtained through existing mutual aid sources, such as food, potable water, petroleum fuels, heavy and special equipment and other supplies and consumables.
- Provide supplies for the EOC, field operations and other necessary facilities.
- Determine if the required items exist within the City supply system.
- Manage all equipment rental agreements.
- Coordinate with the Finance/Administration Section on actions necessary to purchase or contract for items exceeding delegated authority.
- Arrange for the delivery of the items requisitioned, contracted for or purchased.
- Maintain records to ensure a complete accounting of supplies procured and monies expended.
- Support activities for restoration of disrupted services and utilities.

The procurement of resources will follow the priority outlined below:

1. Resources within the City inventory (City-owned).
2. Other sources that may be obtained without direct cost to the City.
3. Resources that may be leased/purchased within spending authorizations.

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

- See Common EOC responsibilities on page 112.

**ASSIGNMENTS/STAFFING**

- Clarify any issues regarding your authority and assignment.

**MEETINGS/BRIEFINGS**

- Attend periodic briefing sessions conducted by the Section Chief.
- Meet and coordinate activities with EOC Director and determine purchasing authority to be delegated to Supplies/Procurement Unit. Review emergency purchasing and contracting procedures.

**ACTION PLANNING**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Chief.

**DOCUMENTATION**

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Ensure that all records identify scope of work and site specific locations.
- Provide updated reports on resource status to Resources Unit.
- Identify and maintain a list of available and accessible equipment and supplies to support response and recovery efforts.

**ONGOING ACTIVITIES**

- Maintain information regarding;
  - Resources readily available
  - Resources requests
  - Status of shipments
  - Priority resource requirements
  - Shortfalls
- Coordinate with other branches/groups/units as appropriate on resources requests received from operations forces to ensure there is no duplication of effort or requisition.
- Notify EOC Director of procurement needs that exceed delegated authority and obtain needed authorizations and paperwork, as necessary.
- Verify cost data in any pre-established vendor contracts with Finance Section.
- Establish contact with the appropriate Operations Section Branches and Red Cross representatives(s) and discuss the food and potable water situation with regard to mass care shelters and mass feeding locations. Coordinate actions.
- Establish a plan for field and EOC feeding operations, as appropriate. Coordinate with EOC Operations Section to avoid duplication.
- Coordinate the provision of veterinary care and feeding of animals with the Animal Services Unit (Los Angeles County Animal Care and Control).
- Assemble resource documents that will allow for agency, vendor and contractor contacts; e.g., telephone listings, procurement catalogs, directories and supply locations.
- Continually update communications availability information with the Communications Unit. Revise contact methods with suppliers as improved communications become available.
- Review the situation reports as they are received. Determine/anticipate support requirements. Verify information where questions exist.
- Arrange for storage, maintenance and replenishment or replacement of equipment and materials.
- Support activities for restoration of utilities to critical facilities.
- Ensure the organization, management, coordination and channeling of donations of goods from individual citizens and volunteer groups during and following the

disaster.

## RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Review, verify and process requests from other sections for resources.
- Determine if needed resources are available from City stocks, mutual aid sources or other sources. Arrange for delivery if available.
- Determine availability and cost of resources from private vendors.
- Arrange for delivery of procured resources. Coordinate with Transportation Unit, if activated.
- Identify to the Logistics Section Chief any significant resource request(s) that cannot be met through local action. Suggest alternative methods to solve the problem if possible.
- Provide and coordinate with Operations Section the allocation and distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities, including mass care shelters.
- Procure and arrange for basic sanitation and health needs at mass care facilities (toilets, showers, etc.) as requested by Operations Section.
- Procure and coordinate water resources for consumption, sanitation and firefighting.
- Obtain and coordinate necessary medical supplies and equipment for persons with access and functional needs.
- Obtain necessary protective respiratory devices, clothing, equipment and antidotes for personnel performing assigned tasks in hazardous radiological and/or chemical environments, as needed.
- In coordination with Los Angeles County Fire Department Agency Representative support Field Treatment Sites and/or Points of Distribution with needed resources.

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## TRANSPORTATION UNIT

**SUPERVISOR:** Logistics Section Chief

### PRIMARY RESPONSIBILITIES:

- Coordinate the transportation of emergency personnel and resources within the City by all available means.
- Coordinate all public transportation resources.

### 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.

### MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Chief.

### ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Chief.

### DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Establish a transportation plan for movement of:
  - Personnel, supplies and equipment to the EOC, field units, shelters and Field Treatment Sites (FTSs).
  - Individuals to medical facilities as requested by Operations Section.
  - Emergency workers and volunteers to and from risk area.
  - Dependents and families of emergency workers as requested by the Care and Shelter Branch.

### ONGOING ACTIVITIES

- Coordinate with the Planning/Intelligence and Operations Sections to determine which disaster routes are available for emergency vehicles entering and exiting the City.
- Coordinate use of disaster routes with the Operations Section.

- Coordinate with other sections and branches/groups/units to identify transportation priorities.
- Coordinate with the Operations Section on the movement of persons with access and functional needs. Coordinate with paratransit companies as necessary.
- Coordinate with the Animal Services Unit (Los Angeles County Animal Care and Control) for transportation of animals as required.
- As reports are received from field units and EOC sections and as sufficient information develops, analyze the situation and anticipate transportation requirements.
- Prepare schedules as required to maximize use of available transportation.
- Provide Resources Unit of Planning Section with current information regarding transportation vehicles (location and capacity). Notify Resources Unit of all vehicle status change.
- Establish mobilization areas for vehicles as directed.
- Coordinate with staff and other agency representatives to ensure adherence to service and repair policies.
- Ensure that vehicle usage is documented by activity and date and hours in use.

## RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Coordinate with local transportation agencies and School Districts to establish availability of resources for use in evacuations and other operations as needed.
- Maintain inventory of support and transportation vehicles (staff cars, passenger vans, buses, pick-up trucks, light/heavy trucks).
- Arrange for fueling of all transportation resources.

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## COMMUNICATIONS UNIT

**SUPERVISOR: Logistics Section**

**Coordinator PRIMARY RESPONSIBILITIES:**

- Notify support agencies and oversee the installation, activation and maintenance of all radio, data and telephone communications services inside of the EOC and between the EOC and outside agencies.
- Provide necessary communication system operators, and ensure effective continuous 24- hour operation of all communications services.
- Copy and log incoming radio, data and telephone reports on situation reports, major incident reports, resource requests and general messages.
- Make special assignment of radio, data and telephone services as directed by the EOC Director.
- Oversee the operation of amateur radio services working in support of the EOC.
- Oversee and log assignments of EOC Satellite phone to EOC Personnel if needed

### 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.

#### MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Chief.
- Provide a briefing on EOC on-site and external communications needs, capabilities and restrictions and operating procedures for the use of telephones, computer and radio systems.

#### ACTION PLANNING

- Assist in preparation of an EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Chief.
- Provide communications briefings as requested at action planning meetings.

## DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Coordinate with all operational units and the EOC to establish a communications plan to minimize communication issues that include radio, data and telephone needs utilizing established communications, the private sector, amateur radio and volunteers.

## ONGOING ACTIVITIES

- Coordinate with all sections and branches/groups/units on operating procedures for use of telephone, data and radio systems. Receive any priorities or special requests.
- Monitor operational effectiveness of EOC communication systems. Obtain additional communications capability as needed.
- Coordinate all communications activities.
- Coordinate frequency and network activities with Los Angeles County Operational Area.
- Establish a primary and alternate system for communications. Link with utilities and contracting and cooperating agencies to establish communications as soon as possible.
- Coordinate with volunteer and private sector organizations to supplement communications needs.
- Protect equipment from weather, aftershocks, electromagnetic pulse, etc.
- Coordinate needed telephone data lines.
- Support activities for restoration of computer services.

## RESOURCES

- See Resources in Common EOC Responsibilities on page 113.

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**FACILITIES UNIT**

**SUPERVISOR:** EOC Logistics Section Chief

**PRIMARY RESPONSIBILITIES:**

- Coordinate and oversee the management of and support to the EOC and other essential facilities and sites used during disaster operations.
- Coordinate with other EOC branches/groups/units for support required for facilities.
- Support activities for restoration of disrupted services and utilities to facilities.
- Coordinate with Finance/Administration Section on any claims or fiscal matters relating to facilities' operations.
- Close out each facility when no longer needed.

**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.

**MEETINGS/BRIEFINGS**

- Attend periodic briefing sessions conducted by the Section Coordinator.

**ACTION PLANNING**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Chief.

**DOCUMENTATION**

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

**ONGOING ACTIVITIES**

- Maintain information in the Unit regarding:
  - Facilities opened and operating.
  - Facility managers.
  - Supplies and equipment at the various locations.
  - Specific operations and capabilities of each location.
- As the requirement for emergency-use facilities is identified, coordinate the acquisition of required space to include any use permit, agreement or restriction negotiations required.

- In coordination with the Operations Section, provide support to facilities used for disaster response and recovery operations; i.e., staging areas, shelters, local application centers (LACs), etc.
- Identify communications requirements to the Communications Unit.
- Identify equipment, material and supply needs to the Supplies/Procurement Unit.
- Identify personnel needs to the Personnel Unit.
- Identify transportation requirements to the Transportation Unit. Coordinate evacuation schedules and identify locations involved.
- Monitor the actions at each facility activated and provide additional support requested in accordance with Unit capabilities and priorities established.
- Account for personnel, equipment, supplies and materials provided to each facility.
- Ensure that operational capabilities are maintained at facilities.
- Ensure that basic sanitation and health needs at mass care facilities (toilets, showers, etc.) are met.
- Ensure that access and other related assistance for residential care and special needs persons are provided in facilities.

## RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Provide facilities for sheltering essential workers and volunteers. Coordinate with the Care and Shelter Branch.
- Coordinate with the Animal Services Unit in the Operations Section to provide facilities for animal boarding as required.
- Coordinate water resources for consumption, sanitation and firefighting at all facilities.
- Coordinate the receipt of incoming resources to facilities.
- Oversee the distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities.



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**PERSONNEL UNIT**

**SUPERVISOR:** Logistics Section Chief

**PRIMARY RESPONSIBILITIES:**

- Coordinate all personnel support requests received at or within the EOC, including any category of personnel support requested from the EOC functional elements or from City response elements in the field.
- Identify sources and maintain an inventory of personnel support and volunteer resources. Request personnel resources from those agencies as needed.
- Ensure that all Disaster Service Workers and volunteers are registered and integrated into the emergency response system.
- Assign personnel within the EOC as needs are identified.
- Coordinate emergency management mutual aid (EMMA) through the Los Angeles County Operational Area EOC via the Operational Area Response and Recovery System (OARRS).

**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.

**MEETINGS/BRIEFINGS**

- Attend periodic briefing sessions conducted by the Section Chief.

**ACTION PLANNING**

- Assist in preparation of an EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Chief.

**DOCUMENTATION**

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

**ONGOING ACTIVITIES**

- Establish Disaster Service Worker and Volunteer registration and interview locations. Assign staff to accomplish these functions.
- Maintain information regarding:
  - Personnel/volunteers processed.
  - Personnel/volunteers allocated, assigned and on standby by agency/location.

- Special personnel requests by category not filled.
- Develop a system for tracking personnel/volunteers processed by the Unit. Maintain sign in/out logs. Control must be established for the accountability of personnel used in the response effort. Personnel/volunteers relieved from assignments will be processed through the Demobilization Unit.
- Ensure training of assigned response staff and volunteers to perform emergency functions. Coordinate with Safety Officer to ensure that training for personnel includes safety and hazard awareness and is compliant with OSHA requirements.
- Obtain crisis counseling for emergency workers.
- Coordinate feeding, shelter and care of personnel, employee's families and volunteers with the Supplies/Procurement Unit, Facilities Unit and the Care and Shelter Branch.
- Establish a plan for childcare for City employees, as needed. Coordinate with Facilities Unit for suitable facilities and with the Care and Shelter Branch for staff support.
- Assist and support employees and their families who are also disaster victims.
- Coordinate transportation of personnel and volunteers with the Transportation Unit.
- If the need for a call for volunteers is anticipated, coordinate with the PIO and provide the specific content of any broadcast item desired.
- Keep the PIO advised of the volunteer situation. If the system is saturated with volunteers, advise the PIO of that condition and take steps to reduce or redirect the response.

## **RESOURCES**

- See Resources in Common EOC Responsibilities on page 113.
- Receive and process all incoming requests for personnel support. Identify number of personnel, special qualifications or training, location where needed and person to report to upon arrival. Secure an estimated time of arrival for relay back to the requesting agency.
- Ensure the recruitment, registration, mobilization and assignment of volunteers.
- Coordinate with the Los Angeles County Operational Area EOC for additional personnel needs via OARRS, if needed.
- Ensure the organization, management, coordination and channeling of the services of individual citizens and volunteer groups during and following the emergency.
- Obtain health/medical personnel, e.g., nurse's aides, paramedics, Red Cross personnel and other trained volunteers to meet health/medical needs.
- Assist Planning/Intelligence Unit with requests for technical expertise resources not available within the jurisdiction (hazardous materials, environmental impact, structural analysis, geotechnical information, etc.) through established channels, mutual aid channels or the Los Angeles County Operational Area EOC via OARRS.

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## FINANCE/ADMINISTRATION SECTION – GENERAL INFORMATION

### PURPOSE

To enhance the capability of the City of **Agoura Hills** to respond to disasters by providing financial support and coordination to City disaster operations and coordinating the recovery of costs as allowed by Federal and State law. It is the policy of this section that the priorities are to be:

- Protect life, property and environment.
- Provide continuity of financial support to the City and community.
- Cooperate with the other sections of the City's disaster response team.
- Document the City's costs and recovery of those costs as allowable.
- Maintain a positive image for the City in its dealings with the community.

### OVERVIEW

The Finance/Administration Section's primary responsibility is to maintain to the greatest extent possible the financial systems necessary to keep the City functioning during a disaster/emergency. These systems include:

- Payroll
- Payments
- Revenue collection
- Claim processing
- Cost recovery documentation

The Section also supervises the negotiation and administration of vendor and supply contracts and procedures.

The extent of the disaster/emergency will determine the extent to which the Finance/Administration Section will mobilize. In a low-level emergency, only part of the section will mobilize. In a wide-spread disaster that damages communications and systems, the entire section will mobilize.

### OBJECTIVES

The Finance/Administration Section acts in a support role in all disasters to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements through maintenance of proper and accurate documentation of all actions taken. Depending on the type of emergency, the Fire, Police, or Public Works departments will have the principal role in directing the City's overall response efforts. To carry out its responsibilities, the Finance/Administration Section will accomplish the following objectives during a disaster/emergency:

**A. For all disasters:**

1. Notify the other sections and City departments that the Disaster Accounting System is to be used for the disaster/emergency.
2. Determine the extent to which the City's computer systems are accessible and/or usable.
3. Determine if the City's bank can continue handling financial transactions.
4. Maintain, as best possible, the financial continuity of the City (payroll, payments and revenue collection).
5. Disseminate information about the Disaster Accounting System to other sections and departments as necessary.
6. Upon declaration of a disaster by the State and/or Federal Governments, coordinate with disaster agencies to initiate the recovery process of the City's costs.
7. Coordinate with the other sections and departments the collection and documentation of costs pertaining to the disaster/emergency.
8. Coordinate with the disaster assistance agencies for the required inspections, documentation, audits, and other necessary work in order to recover costs.

**B. For disasters where the City's computer systems and bank are accessible and usable:**

1. Inform the other sections and City departments that the payroll and payments processing will be handled on a "business-as-usual" basis except that the Disaster Accounting System will be used for disaster/emergency-related costs.
2. Continue with objectives A.5. through A.8. above.

**C. For disasters where the City's computer systems and/or bank are either inaccessible or unusable for a short period of time; i.e., less than one week:**

1. Inform the other sections and City departments that payroll and payments will be on hold for a short time and that processing will continue on a normal basis as of a specified date.
2. Continue with objectives A.4. through A.8. above.

**D. For disasters where the City's computer and/or bank systems are either inaccessible or unusable for an extended period of time; i.e., one week or more:**

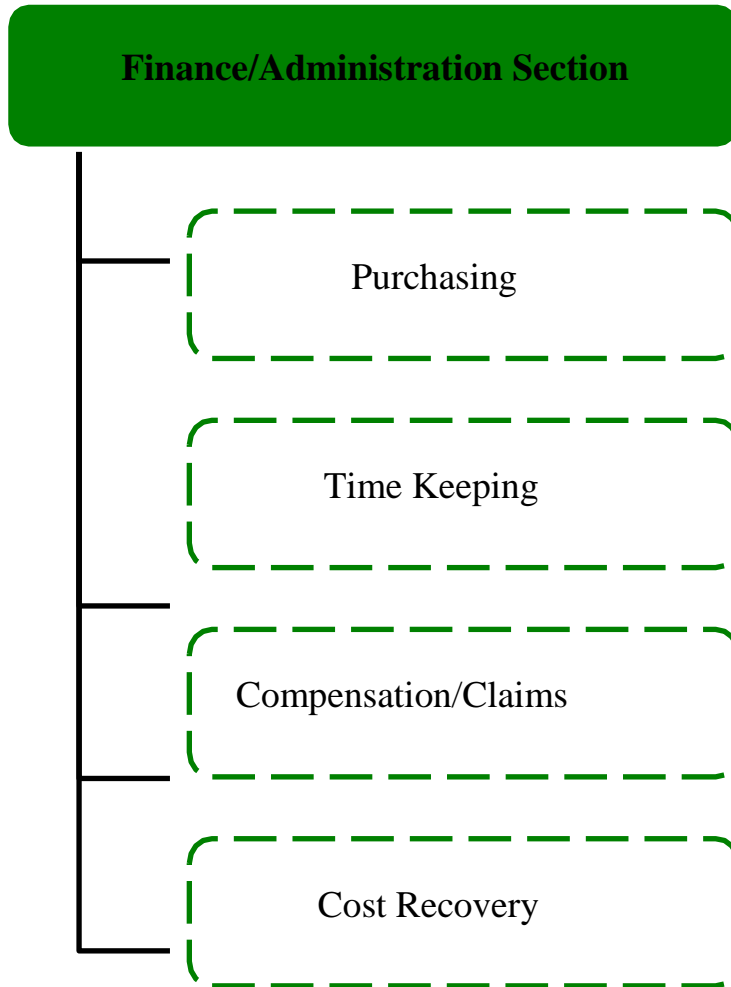
1. Inform the other sections and City departments that disaster accounting procedures will be necessary for the next payroll and all critical payments.
2. Activate other Finance/Administration Section Units as necessary.
3. Continue with objectives A.4. through A.8. above.

**CONCEPT OF OPERATIONS**

The Finance/Administration Section will operate under the following policies during a disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental fiscal operating procedures will be adhered to unless modified by EOC Director.
- For disasters that render the accounting systems either inaccessible or unusable for any period of time, appropriate personnel in the activated units will be on an operational period determined by the EOC Director. This may be a period of 12 hours.

**FINANCE/ADMINISTRATION SECTION  
ORGANIZATION CHART**





## FINANCE/ADMINISTRATION SECTION STAFF

The Finance/Administration Section Chief will determine, based on present and projected requirements, the need for establishing specific and/or specialized branches/groups/units.

- Purchasing Unit
- Time Keeping Unit
- Compensation/Claims Unit
- Cost Recovery Documentation Unit

The Finance/Administration Section Chief may activate additional units to fulfill an expanded role if necessary.

### Finance/Administration Section Chief

The Finance/Administration Section Coordinator supervises the financial support, response and recovery for the disaster; ensures that the payroll and revenue collection process continues and activates the Disaster Accounting System.

### Purchasing Unit

The Purchasing Unit is responsible for administering all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements and tracking expenditures. The Purchasing Unit is responsible for identifying sources of equipment, preparation and signing equipment rental agreements, and processing all administrative paperwork associated with equipment rental and supply contracts, including incoming and outgoing mutual aid resources. The Purchasing Unit is also responsible for ensuring that all records identify scope of work and site-specific work location.

### Cost Recovery Documentation Unit

**The Cost Recovery Documentation Unit should be activated at the onset of any disaster** and is responsible for maintaining the Disaster Accounting System and procedures to capture and document costs relating to a disaster in coordination with other sections and departments. The Unit also acts as liaison with the disaster assistance agencies and coordinates the recovery of costs as allowed by law. Maintaining records that will pass audit is also an extremely important task of this Unit. **Accurate and timely documentation is essential to financial recovery.**

### Time Keeping Unit

The Time Keeping Unit is responsible for tracking hours worked by paid personnel, volunteers, contract labor, mutual aid and all others and ensuring that daily personnel time recording documents are prepared and compliance to agency's time policy is being met. The Time Unit is responsible for ensuring that time and equipment use records identify scope of work and site-specific work location consistent with initial safety/damage assessment records, sites and Project Worksheets.

Personnel time and equipment use records should be collected and processed for each operational period as necessary. Records must be verified, checked for accuracy and posted according to existing policy. Excess hours worked must also be determined and separate logs will be maintained. Time and equipment use records must be compiled in appropriate format for cost recovery purposes.

**Compensation/Claims Unit**

The Compensation/Claims Unit is responsible for managing the investigation and compensation of physical injuries and property damage claims involving the City arising out of a disaster, including completing all forms required by worker’s compensations programs and local agencies, maintaining a file of injuries and illnesses associated with the incident and for providing investigative support of claims and for issuing checks upon settlement of claims.

**FINANCE/ADMINISTRATION SECTION CHIEF**

**SUPERVISOR:** EOC Director

**PRIMARY RESPONSIBILITIES:**

- Ensure that the Finance/Administration function is performing consistent with SEMS/NIMS Guidelines, including:
  - Implementing a Disaster Accounting System.
  - Maintaining financial records of the emergency.
  - Tracking and recording of all agency staff time.
  - Processing worker's compensation claims received at the EOC.
  - Handling travel and expense claims.
  - Providing administrative support to the EOC.
- Supervise the Finance/Administration Section staff.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional units as dictated by the situation.
- Exercise overall responsibility for the coordination of unit activities within the Section.
- Ensure that the Section is supporting other EOC sections consistent with priorities established in the EOC Action Plan.
- Keep the EOC Director updated on all significant financial developments.

**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.
- As appropriate, respond to the EOC.
- Mobilize appropriate personnel for initial activation of the EOC

**ASSIGNMENTS/STAFFING**

- Clarify any issues regarding your authority and assignment.
- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
- Purchasing Unit
  - Time Keeping Unit
  - Compensation/Claims Unit
  - Cost Recovery Unit

- Confirm that all key Finance Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Carry out responsibilities of your Section not currently staffed.

**NOTIFICATIONS**

- Notify EOC Director when your Section is fully operational.

**MEETINGS/BRIEFINGS**

- Brief new or relief personnel in your Branch. 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.
- Meet with other Section Chiefs.
- Brief the EOC Director on major problem areas that need or will require solutions.
- Meet with assisting and cooperating agency representatives as required.

**ACTION PLANNING**

- Participate in the EOC Director’s action planning meetings.
- Prepare work objectives for Section staff and make staff assignments.
- Provide input in all planning sessions on finance and cost analysis matters.

**DOCUMENTATION**

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Open and maintain an Activity Log.
- Provide personnel and equipment time records for the entire Section to the Time Keeping Unit in the Finance Section at the end of each work shift.
- Ensure that all obligation documents initiated during the disaster are properly prepared and completed.
- Ensure that your Section logs and files are maintained.

**ONGOING ACTIVITIES**

- Authorize use of the Disaster Accounting System.
- Make a list of key issues currently facing your Section to be accomplished within

the next operational period.

- Monitor your Section activities and adjust Section organization as appropriate.
- Work closely with each Unit leader to ensure Finance Section objectives as defined in the current EOC Action Plan are being addressed.
- Evaluate the need for Critical Incident Stress Debriefing for all affected personnel, victims and bystanders. Arrange debriefings through the Personnel Unit of the Logistics Section.
- Ensure internal coordination between branch/group/unit leaders.
- Update status information with other sections as appropriate.
- Resolve problems that arise in conducting your Section responsibilities.
- Develop a backup plan for all plans and procedures requiring off-site communications.
- Make sure that all contacts with the media are fully coordinated with the Public Information Officer (PIO).
- Ensure that the payroll and revenue collection process continues.
- Organize, manage, coordinate, and channel the donations of money received during and following the emergency from individual citizens and volunteer groups.
- Make recommendations for cost savings to the General Staff.
- Keep the General Staff apprised of overall financial situation.

## RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.

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## PURCHASING UNIT

**SUPERVISOR:** Finance/Administration Section Chief

### PRIMARY RESPONSIBILITIES:

- Administration of all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements, equipment rentals, supply contracts and tracking expenditures.
- Identify sources for equipment, expendable materials and resources.
- Manage all equipment rental agreements.
- Initiate vendor contracts associated with EOC activities within purchase authority limits established by City Council or EOC Director.
- *Ensure that all records identify scope of work and site-specific work location.*

### 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.

### MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Chief.

### ACTION PLANNING

- Assist in preparation of an EOC Action Plan.
- Attend planning meetings at the request of the Finance Section Chief.

### DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Prepare and sign contracts as needed within established contracting authority.
- Establish contracts and agreements with supply vendors.
- Ensure that all records identify scope of work and site-specific locations.
- Finalize all agreements and contracts.
- Complete final processing and send documents for payment.

### ONGOING ACTIVITIES

- Contact appropriate branch/group/unit leaders on needs and any special procedures.

- Review/prepare EOC purchasing procedures.
- Interpret contracts/agreements and resolve claims or disputes within delegated authority.
- Coordinate with Compensations/Claims Unit on procedures for handling claims.
- Verify cost data in pre-established vendor contracts with Cost Recovery Unit.

**RESOURCES**

- See Resources in Common EOC Responsibilities on page 113.



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**TIME KEEPING UNIT**

**SUPERVISOR:** Finance/Administration Section Chief

**RESPONSIBILITIES:**

- Track, record and report staff time for all personnel/volunteers working at the emergency/disaster.
- Establish and maintain a file for all personnel working at the emergency/disaster.
- Ensure that daily personnel time recording documents are prepared and are in compliance with specific City, Cal OES and FEMA time recording policies.
- Track, record and report equipment use and time.

**Ensure that time and equipment use records identify scope of work and site-specific work location consistent with initial safety/damage assessment records, sites and Project Worksheets (PWs).**

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

- See Common EOC responsibilities on page 112.

It there is enough staffing for the Finance Section you may want to have a person focus on Personnel Time Recording and another person focus on Equipment Time Recording. If you are limited in staff, make sure that the tasks associated with both of these focus areas are accomplished.

**ASSIGNMENTS/STAFFING**

- Clarify any issues regarding your authority and assignment.

**MEETINGS/BRIEFINGS**

- Attend periodic briefing sessions conducted by the Section Coordinator.

**ACTION PLANNING**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Finance Section Chief.

**DOCUMENTATION**

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

**ONGOING ACTIVITIES****PERSONNEL TIME RECORDER**

- Initiate, gather, or update a time report from all applicable personnel assigned to the disaster for each operational period.
- Ensure that all records identify scope of work and site-specific work location.
- Track all travel requests, forms, and claims.
- Ensure that daily personnel time recording documents are accurate and prepared in compliance with City policy.
- Ensure that all employee identification information is verified to be correct on the time report.
- Ensure that all volunteers assigned as Disaster Service Workers maintain detailed and accurate time cards.
- Ensure that time reports are signed.
- Maintain separate logs for overtime hours.
- Establish and maintain a file for employee time records within the first operational period for each person.
- Maintain records security.
- Close out time documents prior to personnel leaving emergency assignment.
- Keep records on each shift (*Twelve-hour shifts recommended*).
- Coordinate with the Personnel Unit of the Logistics Section.

**EQUIPMENT TIME RECORDER**

- Assist sections and branches/groups/units in establishing a system for collecting equipment time reports and service records. Design and distribute Force Account and Rented Equipment Records.
- Ensure that all records identify scope of work and site-specific work location.
- Establish and maintain a file of time reports on owned, rented, donated and mutual aid equipment (including charges for fuel, parts, services and operators). Track the type of equipment used, make/model numbers, date and time of usage, operator name/agency affiliation, charges for fuel, parts, and services. Track city-owned equipment separate from rented equipment.
- Maintain list of damaged or lost equipment (for billing and claims purposes) in coordination with Planning Section, Resource Status Unit.
- Maintain records security.

**RESOURCES**

- See Resources in Common EOC Responsibilities on page 113.

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## COMPENSATION CLAIMS UNIT

**SUPERVISOR:** Finance/Administration Section Chief

### RESPONSIBILITIES:

- Accept as agent for the City claims resulting from a disaster.
- Collects information for all forms required for claim's filings.
- Maintain a file of injuries and illness associated with the personnel activity at the EOC and maintains a file of written witness statements on injuries.
- Manage and direct all Workers' Compensation claims specialists assigned to the disaster.
- Provide investigative support in areas of claims for bodily injury and property damage compensation presented to the City.

### 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.

### MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Chief.

### ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Finance Section Chief.

### DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Maintain a log of all injuries occurring during the disaster.
- Develop and maintain a log of potential and existing claims.
- Ensure that all Compensation-for-injury and Claims logs and forms are complete and routed to the appropriate department for post-EOC processing.
- Periodically review all logs and forms produced by Unit to ensure:
  - Work is complete
  - Entries are accurate and timely
  - Work is compliant with City of Agoura Hills requirements and policies.
- Prepare claims relative to damage to City property. Notify and file the claims with insurers.

- Provide report of injuries and coordinate with the Safety Officer for mitigation of hazards.

**ONGOING ACTIVITIES**

- Coordinate with the Liaison Officer, Agency Representatives, Personnel Unit of the Logistics Section.
- Determine if there is a need for Compensation-for-injury and Claims Specialists and order personnel as needed.
- Ensure the investigation of all accidents, if possible.
- Ensure that the Personnel Unit of the Logistics Section completes claims for any injured personnel or volunteers working at the emergency.
- Obtain all witness statements pertaining to claim and review for completeness.

**RESOURCES**

- See Resources in Common EOC Responsibilities on page 113.

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## COST RECOVERY UNIT

**SUPERVISOR: Finance/Administration Section Chief**

### RESPONSIBILITIES:

- Activate and maintain Disaster Accounting System.
- Document information for reimbursement from the state and federal governments.
- Act as liaison with the disaster assistance agencies and insurance companies, and coordinate the recovery of costs as allowed by law and ensure records are maintained in such a manner that will pass audit.
- Coordinate documentation of costs with other sections and departments.

**The Cost Recovery Documentation Unit should be activated at the onset of any disaster/emergency. Accurate and timely documentation is essential to financial recovery.**

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

- See Common EOC responsibilities on page 112.

### ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.

### MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Chief.
- Inform all sections and departments that the Disaster Accounting System is to be used.

### ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Finance Section Chief.

### DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Prepare all required state and federal documentation as necessary to recover all allowable disaster costs.
- Work with EOC sections and appropriate departments to collect all required documentation.
- Organize and prepare records for final audit.



**ONGOING ACTIVITIES**

- Activate and maintain the Disaster Accounting System and procedures to capture and document costs relating to a disaster in coordination with other sections and departments.
- Make decisions on cost codes and items to be tracked by the Disaster Cost Accounting System.
- Coordinate cost recovery with disaster assistance agencies and insurance companies.
- Receive and allocate payments.
- Act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law.
- Provide analyses, summaries and estimates of costs for the Finance/Administration Section Chief, EOC Director, and the Los Angeles County Operational Area as required.
- Maintain contact with Los Angeles County Operational Area and Cal OES and FEMA for advice and assistance in obtaining maximum eligible funds for disaster costs.
- Prepare recommendations as necessary.

**RESOURCES**

- See Resources in Common EOC Responsibilities on page 113.

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