

The City of West Hollywood

SEMS/NIMS

Emergency Response Plan



2017

Update in Progress, April 2025

City Disclaimer: This emergency plan is written in compliance with California's Standardized Management System and the National Incident Management System. The plan is developed with a multi-hazard perspective to make it applicable to the widest range of emergencies and disasters, both natural and human caused. However, Incident Commanders and Emergency Operations Center Managers retain the flexibility to modify procedures and and/or organization structure as necessary to accomplish to emergency/disaster response and recovery missions in the context of a particular hazard scenario.

CITY OF WEST HOLLYWOOD



SEMS/NIMS

EMERGENCY PLAN

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ACKNOWLEDGMENTS

This plan is based upon a prototype model developed in the Los Angeles County area by the SEMS MHFP Committee. The members committed significant time and effort to create a plan which integrates the State's Standardized Emergency Management System (SEMS) while meeting the requirements of FEMA's planning guidance.

We extend our sincere appreciation to them for their wisdom and hard work. These emergency managers are:

Fan Abel, Los Angeles County Area E
Casey Chel, Los Angeles County Area G and Long Beach City Fire/LA County Area F
Brenda Hunemiller, City of El Monte
Chief Johnny Jee, Los Angeles County Fire Dept.
Mary Ann Klemundt, Cities of El Segundo and Montebello
Sheri Koomen, City of South Gate
Captain Art Madison, City of Pasadena Fire Dept.
Battalion Chief Jack Martincavage, Long Beach City Fire/Los Angeles County Area F
Mike Martinet, Los Angeles County Area G
Battalion Chief JW Milligan, City of Pasadena Fire Dept./Los Angeles County Area C
Jerry Roach, Los Angeles County Area D
Denise Thomas, City of Cypress
Virginia Young, Los Angeles County Area D

The Committee recognizes and appreciates those who provided information and materials that were adapted into this SEMS MHFP and those who participated in the review process.

In 2006, Terra Firma Enterprises and the Public Safety Department used the SEMS MHFP as the building block to incorporate the required elements as presented in Homeland Security Directive – 5: the National Incident Management System (NIMS) into the City's Emergency Response Plan to update the plan and to comply with both state and federal regulations.

In 2009 and 2013, staff made updates to the plan to address and integrate individuals with Access and Functional Needs (AFN), revise flooding map and hazards analysis, and include a threat assessment of an Electrical System Emergency.

The recommendations and suggestions included in this plan are intended to improve emergency preparedness, response and recovery and to satisfy the Standardized Emergency Management System requirements as presented in Title 19 of the California Code of Regulations and the National Incident Management System as presented in Homeland Security Presidential Directive - 5. Although Terra Firma Enterprises stands by the quality of its products, it is understood that disaster preparedness is not an exact science, and this Emergency Response Plan does not guarantee the safety of any individual, structure, or organization in a disaster. Terra Firma Enterprises assumes no liability for deaths, injuries, or property damage resulting from a disaster.

FOREWORD

This SEMS/NIMS Emergency Plan addresses the City of West Hollywood's 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 which can generate unique situations requiring unusual emergency 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 West Hollywood as part of the Los Angeles County Operational Area, California Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

Each element of the emergency management organization is responsible for assuring the preparation and maintenance of appropriate and current standard operating procedures (SOPs)/emergency operating procedures (EOPs), resource lists and checklists that detail how assigned responsibilities are performed to support SEMS/NIMS implementation and to ensure successful response during a major disaster. Such SOPs/EOPs should include the specific emergency authorities that designated officials and their successors can assume during emergency situations.

ASSUMPTIONS:

- The City of West Hollywood is primarily responsible for emergency actions and will commit all available resources to save lives, minimize injury to persons, and minimize damage to property.
- The City of West Hollywood will utilize SEMS/NIMS in emergency response operations.
- The Director of Emergency Services will coordinate the City's disaster response in conformance with its Emergency Services Ordinance.
- The City of West Hollywood will participate in the Los Angeles County Operational Area.
- The resources of the City of West Hollywood 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 City's emergency operation plans and procedures, whenever possible, will do its best to comply with the Americans with Disabilities Act (ADA).

EMERGENCY MANAGEMENT GOALS:

- Provide effective life safety measures and reduce property loss.
- Provide for the rapid resumption of impacted businesses and community services.

- Provide accurate documentation and records required for cost recovery efforts.

ORGANIZATION OF THE SEMS/NIMS EMERGENCY PLAN:

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

ACTIVATION OF THE SEMS/NIMS EMERGENCY PLAN:

- On the order of the official designated by the City of West Hollywood's Ordinance No.119, provided that the existence or threatened existence of a Local Emergency has been proclaimed in accordance with the ordinance.
- When the Governor has proclaimed a State of Emergency in an area including this jurisdiction.
- Automatically on the proclamation of a State of War Emergency as defined in California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code).
- A Presidential declaration of a National Emergency.
- Automatically on receipt of an attack warning or the observation of a nuclear detonation.
- An emergency situation that has occurred or might occur of such a magnitude that it will require a large commitment of resources from two or more City Departments over an extended period of time. Examples include an earthquake, brush fire, bombing, flooding, major hazardous material incident, civil disturbance, aircraft disaster, high rise structure fire, severe weather conditions or act of terrorism, large scale school incident, and special event.

APPROVAL AND PROMULGATION:

This SEMS/NIMS Emergency Response Plan 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 SEMS/NIMS Emergency Plan will be submitted to the State Office of Emergency Services 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.

TRAINING, EXERCISING, AND MAINTENANCE OF SEMS/NIMS EMERGENCY PLAN:

In compliance with NIMS, city personnel with roles in incident management either in the field

or the EOC will receive the appropriate NIMS training as outlined by the U.S. Department of Homeland Security. The Public Safety Department is responsible for coordination and scheduling of training and exercising of this plan. The City of West Hollywood's Emergency Management Organization will conduct regular exercises of this plan to train all necessary City staff in the proper response to disaster situations.

An exercise is a simulation of a series of emergencies for identified hazards affecting the City. During these exercises, emergency response organizations are required to respond as though a real emergency had occurred. The public will be made aware of these exercises through the proper media communications.

The SEMS/NIMS Emergency Plan will be reviewed annually to ensure that plan elements are valid, current, and comply with all relevant laws. Each responsible organization or agency will review and upgrade its portion of the SEMS/NIMS Emergency Plan 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 Emergency Plan revisions. The Public Safety Department is responsible for making revisions to the SEMS/NIMS Emergency Plan that will enhance the conduct of response and recovery operations. The Public Safety Department will prepare, coordinate, publish and distribute any necessary changes to the plan to all City departments and other agencies as shown by the distribution list.

The Public Safety Department will also review documents that provide the legal basis for emergency planning to ensure conformance to SEMS/NIMS requirements and modify as necessary.

City Council Approval Date: March 20, 2017

LETTER OF PROMULGATION

TO: OFFICIALS, EMPLOYEES, AND CITIZENS OF CITY OF WEST HOLLYWOOD

The preservation of life and property is an inherent responsibility of local, state, and federal government. The City of West Hollywood has prepared this SEMS/NIMS Emergency Plan 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 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 West Hollywood.

Concurrence of this promulgation letter constitutes the continued adoption of the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) by the City of West Hollywood. This SEMS/NIMS Emergency Plan will become effective on approval by the City Council.



Lauren Meister
Mayor
City of West Hollywood

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3/30/16	Part Two, Management Section	10, 11, 14	Lily Campbell

SEMS/NIMS Emergency Plan

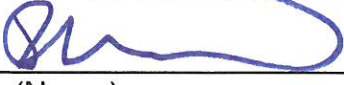
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DISTRIBUTION LIST

DEPARTMENTS/AGENCIES RECEIVING COPIES OF THE SEMS/NIMS EMERGENCY PLAN:	NO. OF COPIES
<i>CAL OES, Southern Region (DVD)</i>	<i>1</i>
<i>Mayor/City Council</i>	<i>5</i>
<i>City Manager</i>	<i>1</i>
<i>Public Safety</i>	<i>2</i>
<i>City Attorney</i>	<i>1</i>
<i>Administrative Services (City Clerk, Legal, Human Resources)</i>	<i>3</i>
<i>Community Development (Long Range & Mobility Planning, B&S, CHPP)</i>	<i>3</i>
<i>Economic Development</i>	<i>1</i>
<i>Finance & Technology Services</i>	<i>4</i>
<i>Human Services & Rent Stabilization (Social Services, Recreation, Special Events, Rent & Housing)</i>	<i>4</i>
<i>Communications</i>	<i>2</i>
<i>Public Works (Engineering, Code Compliance, Parking, Facilities/Field)</i>	<i>5</i>
<i>Los Angeles County Sheriff's Department, West Hollywood Station</i>	<i>2</i>
<i>Los Angeles County Fire Department, Battalion 1</i>	<i>1</i>

SIGNED CONCURRENCE BY PRINCIPAL DEPARTMENTS/AGENCIES

The City Manager's Department concurs with the City of West Hollywood's SEMS/NIMS Emergency Plan. As needed, revisions will be submitted to the Department of Public Safety.

Signed  City Manager
(Name) (Title)

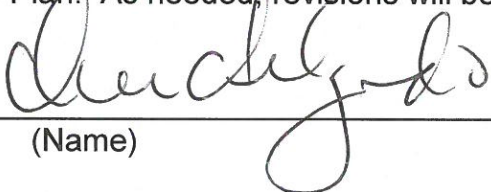
City Manager's Department, City of West Hollywood

The Department of Public Safety concurs with the City of West Hollywood's SEMS/NIMS Emergency Plan. As needed, revisions will be submitted to the Department of Public Safety.

Signed  Director
(Name) (Title)

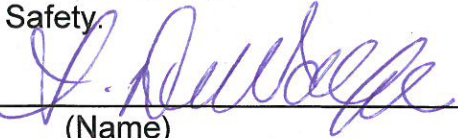
Department of Public Safety, City of West Hollywood

The Department of Public Works concurs with the City of West Hollywood's SEMS/NIMS Emergency Plan. As needed, revisions will be submitted to the Department of Public Safety.

Signed  Director
(Name) (Title)

Department of Public Works, City of West Hollywood

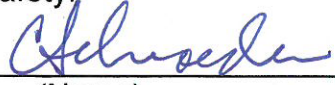
The Department of Community Development concurs with the City of West Hollywood's SEMS/NIMS Emergency Plan. As needed, revisions will be submitted to the Department of Public Safety.

Signed  Dep City Mgr/
Director
(Name) (Title)

Department of Community Development, City of West Hollywood

SEMS/NIMS Emergency Plan

The Department of Administrative Services concurs with the City of West Hollywood's SEMS/NIMS Emergency Plan. As needed, revisions will be submitted to the Department of Public Safety.

Signed  Administrative Services Director
(Name) (Title)

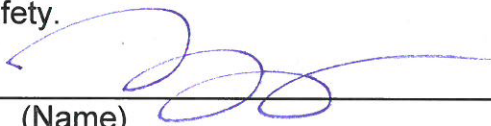
Department of Administrative Services, City of West Hollywood

The Department of Finance and Technology Services concurs with the City of West Hollywood's SEMS/NIMS Emergency Plan. As needed, revisions will be submitted to the Department of Public Safety.

Signed  Director of Finance & Technology / Deputy City Manager
(Name) (Title)

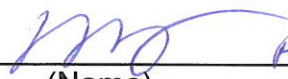
Department of Finance and Technology Services, City of West Hollywood

The Department of Communications concurs with the City of West Hollywood's SEMS/NIMS Emergency Plan. As needed, revisions will be submitted to the Department of Public Safety.

Signed  Dir of Comms
(Name) (Title)

Department of Communications, City of West Hollywood

The Department of Human Services and Rent Stabilization concurs with the City of West Hollywood's SEMS/NIMS Emergency Plan. As needed, revisions will be submitted to the Department of Public Safety.

Signed  PETER NOONAN Acting HRS Director FOR ES.
(Name) (Title)

Department of Human Services and Rent Stabilization, City of West Hollywood

The Department of Arts and Economic Development concurs with the City of West Hollywood's SEMS/NIMS Emergency Plan. As needed, revisions will be submitted to the Department of Public Safety.

Signed  Director of Economic Development
(Name) (Title)

Department of Economic Development, City of West Hollywood

SEMS/NIMS Emergency Plan

The Los Angeles County Sheriff's Department, West Hollywood Station concurs with the City of West Hollywood's SEMS/NIMS Emergency Plan. As needed, revisions will be submitted to the Department of Public Safety.

Signed

Sam G. Abner
(Name)

CAPTAIN
(Title)

Los Angeles County Sheriff's Department, West Hollywood Station

The Los Angeles County Fire Department, Battalion I concurs with the City of West Hollywood's SEMS/NIMS Emergency Plan. As needed, revisions will be submitted to the Department of Public Safety.

Signed

J. P. Sch
(Name)

BATTALION CHIEF
(Title)

Los Angeles County Fire Department, Battalion I

PART ONE, SECTION ONE

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PART ONE, SECTION ONE

BASIC PLAN

PURPOSE

The Basic Plan addresses the City's planned response to emergencies associated with natural disasters and technological incidents – including both peacetime and wartime nuclear defense operations. It provides an overview of operational concepts, identifies components of the City's emergency management organization within the Standardized Emergency Management System (SEMS) and 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.

This Emergency Operation Plan (EOP):

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

AUTHORITIES AND REFERENCES

Disaster response and recovery operations will be conducted as outlined in Concept of Operations, and in accordance with the enabling legislation, plans, and agreements listed in **Part One, Section Two-Authorities and References**.

PREPAREDNESS ELEMENTS

The City will place emphasis on: emergency planning; training of full time, auxiliary and reserve personnel; public awareness and education; integrating and coordinating emergency preparedness, response, and recovery for children and adults with access and functional needs (AFN); and assuring the adequacy and availability of sufficient resources to cope with emergencies. Emphasis will also be placed on mitigation measures to reduce

losses from disasters, as detailed in the City Local Hazard Mitigation Plan, including the development and enforcement of appropriate land use, design and construction regulations.

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 a number of similarities in operational concepts for peacetime and national security emergencies. Some emergencies will be preceded by a build-up or warning period, providing sufficient time to warn the population and implement mitigation measures designed to reduce loss of life and property damage. Other emergencies occur with little or no advance warning, thus requiring immediate activation of the emergency plan and commitment of resources. All agencies must be prepared to respond promptly and effectively to any foreseeable emergency, including the provision and utilization of mutual aid (see **Part One, Section Three-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.

Planning activities include:

- Developing hazard analyses
- Writing mutual aid plans
- Developing SOPs and checklists
- Training personnel and volunteers
- Improving public information and communications systems
- Developing systems for logistical support and financial accountability, i.e. disaster accounting system, pre-approved disaster contacts, vendor lists
- Developing and implementing a plan for photo documentation of pre-disaster condition of public buildings and infrastructure

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 resources listings.
- Review emergency purchasing agreements and contractor/vendor lists
- Review disaster cost accounting procedures
- Review plans for photographic documentation of disaster damages
- Dissemination of accurate and timely emergency public information.
- Accelerated training of permanent and auxiliary staff and volunteers.
- Inspection of critical facilities.
- Recruitment of additional staff and volunteers as Disaster Services Workers.
- Prepare for possible mobilization of resources.
- Testing warning and communications systems.

Response Phase

Pre-Emergency

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

- Evacuation of threatened populations to safe areas.
- Advising threatened populations of the emergency and apprising them of safety measures to be implemented.
- Advising the Los Angeles County Operational Area of the emergency.
- Identifying the need for mutual aid and requesting such through the Los Angeles County Operational Area via OARRS (Internet); or if OARRS is not available, then all reports are to be sent to the contact Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch Commander and City staff. The West Hollywood Sheriff's Station will then be responsible for entering the data into OARRS.
- 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 from outside the City.
- 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 emergency public information and warning to the public.
- Situation analysis.
- Resource allocation and control.
- Evacuation and rescue operations.
- Medical care operations.
- Coroner operations.
- Care and shelter operations.
- Access and perimeter control.
- Public health operations.
- Photographic documentation of all disaster damage to public property.
- Restoration of vital services and utilities.

When local resources are committed or are anticipated to be fully committed to the maximum and additional resources are required, requests for mutual aid will be initiated through the Los Angeles County Operational Area. Fire and law enforcement agencies will request or render mutual aid directly through established channels. Any action which involves financial outlay by the 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 Cal OES Director 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 or she will appoint a State Coordinating Officer (SCO). The SCO and an appointed Federal Coordinating Officer (FCO) will coordinate and control state and federal recovery efforts in supporting local operations. All emergency response efforts and initial recovery support will be coordinated by the REOC.

Sustained Emergency

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

Recovery Phase

Recovery is both a short and long-term activity. Short-term activity is intended to return critical systems to operation and long-term activity is designed to return life to normal in the community.

The City will provide local government leadership in developing economic recovery plans, mitigation plans, and local legislative strategies necessary to promote recovery. City Departments will review impacts on programs, and the City will aggressively pursue state and federal assistance for local recovery.

Outside agencies and nongovernmental organizations will provide some short-term assistance to disaster victims. Local Assistance Centers (LACs) or telephone call centers may also be established providing a "one-stop" service to begin the process of receiving federal, state, and local recovery assistance for the community.

As soon as possible, the Cal OES Director, 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. Disaster Application Centers (DACs), 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

Mitigation efforts occur both before and following disaster events. Post-disaster mitigation is part of the recovery process. Eliminating or reducing the impact of hazards which exist within the City and are a threat to life and property are part of the mitigation efforts.

Mitigation tools include:

- Local Hazard Mitigation Plan
- Local ordinances and statutes (zoning ordinance, building codes, enforcement, etc.).
- Structural measures.

- Tax levy or abatements.
- Public information and community relations.
- Land use planning.
- Professional training.

HAZARD IDENTIFICATION AND ANALYSIS

A hazard analysis has indicated that the City may be at risk to certain incidents and to national security emergencies. These hazards are identified in **Part One, Section Four-Threat Assessments**, which also provide general and specific information on their possible impact on the jurisdiction.

STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)

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

Fully activated, the SEMS consists of five levels: field response, local government, operational areas (county wide), Cal OES Mutual Aid Regions, and state government.

At the national level, Homeland Security Presidential Directive-5, *Management of Domestic Incidents*, established the National Incident Management System (NIMS) as the required emergency/disaster response system. This system provides a consistent nationwide approach for Federal, State, local, and tribal governments to work effectively and efficiently together to prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size or complexity. NIMS is based on many of the SEMS fundamentals. Agencies using SEMS have very minor adjustments incorporating NIMS into their plans, training, and exercises. In the middle of 2006, the State of California Office of Emergency Services issued guidance on how to incorporate NIMS into existing SEMS programs. The City of West Hollywood is currently following this state guidance in its executing of planning, training, and exercise activities to ensure NIMS compliance.

Field Response Level

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

logistics, and finance/administration. The City will do its best to integrate the needs of those with access and functional needs (AFN) in the aforementioned field functions.

Requests for any resources or support that cannot be obtained at the field level are sent to the City EOC.

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. In SEMS, the local government emergency management organization and its relationship to the field response level may vary depending upon factors related to geographical size, population, function, and complexity. 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). 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. Additional details relative to the organization and responsibilities of the SEMS elements at each of the levels are provided in **Part Two, Management System**.

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

Operational Area

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

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

SEMS regulations specify that all local governments within a county geographic area be organized into a single operational area and that the county board of supervisors be responsible for its establishment. The County of Los Angeles is the lead agency for the Los Angeles County Operational Area which includes the City of West Hollywood. All local governments should cooperate in organizing an effective operational area, but the

operational area authority and responsibility is not affected by the nonparticipation of any local government.

In compliance with SEMS, on July 5, 1995, the Los Angeles County Board of Supervisors reaffirmed its commitment to assume responsibility for operational area coordination through a formal resolution establishing the Los Angeles County Operational Area. An Operational Area Advisory Board was formed which meets quarterly. The jurisdictions within Los Angeles County are represented on this Board by the Disaster Management Area Coordinators (DMACs).

The Los Angeles County EOC will fulfill the role of the Operational Area EOC. Activation of the Operational Area 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 requesting resources from outside its boundaries. This does not include resources used in normal day-to-day operations which are obtained through existing mutual aid agreements.
- 7) The operational area has received resource requests from outside its boundaries. This does not include resources used in normal day-to-day operations which are obtained through existing mutual aid agreements.

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 Director of Emergency Operations with responsibility for coordinating emergency operations following whole or partial activation of the Los Angeles County Operational Area organization. The Operational Area will also be the focal point for information transfer and support requests by cities within the County. The Operational Area Director of Emergency Operations and supporting staff will constitute the requests for support that cannot be obtained within the County, and other relevant information, to Cal OES Southern Region. The County of Los Angeles EOC will fulfill the roles of Operational Area EOC.

Regional

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

Cal OES has also established three Administrative Regions (Coastal, Inland, and Southern). These Administrative Regions are the means by which Cal OES maintains day-

to-day contact with emergency services organizations at local, county, and private sector organizations.

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

The primary mission of the Southern Region's emergency management organization is to support all the operational areas' response and recovery operations and to coordinate non-law and nonfire mutual aid regional response and recovery operations through the Regional EOC (REOC).

Emergency management within the State of California is overseen and directed by the California Office of Emergency Services.

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.

California Emergency Functions (CA-EFs)

The California Emergency Functions (CA-EFs), while similar to the federal Emergency Support Functions (ESFs), are established to augment state operations during all phases of emergency management, using the resource of state agencies, departments and stakeholders from the public and private sector. The CA-ESFs are a source of discipline-specific and subject matter expertise that can be used during an emergency response at any level of SEMS.

Local governments and operational areas (OAs) are not required to implement the CA-EF concept unless they chose to do so. Instead, they should organize consistent with local resources and established SEMS regulations and guidelines.

NATIONAL INCIDENT MANAGEMENT SYSTEM

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

reporting of incident information and incident resources. (Refer to more detailed information regarding NIMS in Part Two)

FEDERAL

U.S. Department of Homeland Security (DHS)

The Homeland Security Act of 2002 established the Department of Homeland Security (DHS) to:

- Secure the United States from terrorist threats or attacks.
- Reduce the vulnerability of the United States to terrorism, natural disasters, and other emergencies.
- Minimize the damage and assist in the recovery from terrorist attacks, natural disasters and other emergencies.

FEDERAL EMERGENCY MANAGEMENT

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

EMERGENCY SUPPORT FUNCTIONS

The federal government organizes much of its resources and capabilities under 15 Emergency Support Functions (ESFs) as described in the National Response Framework (NRF). When the federal government deploys its ESF to assist in an emergency, it provides the greatest possible access to federal department and agency resources regardless of which organization has those resources.

See chart 1 – California Emergency Functions.

NIMS COMPONENTS

Six major components make up NIMS.

Command and Management

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

- **The ICS** - ICS is a standardized, all-hazard incident management concept. Its organizational structure allows its users to match the complexities and demands of single or multiple incidents without being hindered by jurisdictional boundaries.

- **Multi Agency Coordination Systems** - Provides coordination for incident prioritization, critical resource allocation, communications systems integration and information coordination. These systems include facilities, equipment, emergency operation centers (EOCs), personnel, procedures and communications.
- **Public Information Systems** – Public Information Systems refer to processes, procedures, and systems for communicating timely and accurate information to the public during crisis or emergency situations.

Preparedness

Effective incident management begins with a host of preparedness activities conducted on 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 provide assistance during an incident.

- **Publications Management** - Publications management refers to forms and forms standardization, developing publication materials, administering publications including establishing naming and numbering conventions, managing the publication and promulgation of documents, and exercising control over sensitive documents—and revising publications when necessary.

Resource Management

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 provides 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*" to assist state agencies,

local governments, tribes and special districts to incorporate NIMS into already existing programs, plans, training and exercises. The City is following this document to ensure NIMS compliance.

CONTINUITY OF GOVERNMENT

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. 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. **Part Two, Management Section** provides complete details on the Continuity of Government Program in California.

PUBLIC AWARENESS AND EDUCATION

The public's response to any emergency is based on an understanding of the nature of the emergency, 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.

Public awareness and education prior to any emergency are crucial to successful public information efforts during and after the emergency. The pre-disaster awareness and education programs must be viewed as equal in importance to all other preparations for emergencies and receive an adequate level of planning. These programs must be coordinated among local, state, and federal officials to ensure their contribution to emergency preparedness and response operations. Emergency Public Information procedures are addressed in **Part Two, Management Section**.

TRAINING AND EXERCISES

Training and exercises are essential at all levels of government to make emergency operations personnel operationally ready. All emergency plans should include provision for training.

The City's emergency/disaster management organization will conduct regular training and exercising of city staff in the use of this plan and other specific training as required for compliance with both SEMS and NIMS. The objective is to train and educate public officials, emergency response personnel, and the public. Both training and exercises are important components to prepare personnel for managing disaster operations. The best method for training staff to manage emergency operations is through exercises.

Training includes classroom instruction and drills. All staff who may participate in emergency response in the EOC must receive appropriate SEMS/NIMS/ICS training. **Refer to CalOES's Training Matrix for specific SEMS/NIMS/ICS classes and target audiences (www.CalOES.ca.gov).**

Exercises are conducted on a regular basis to maintain the readiness of operational procedures. Exercises provide personnel with an opportunity to become thoroughly familiar with the procedures, facilities, and systems which will actually be used in emergency situations. There are several forms of exercises:

- **Tabletop exercises** provide a convenient and low-cost method designed to evaluate policy, plans, and procedures and resolve coordination and responsibilities. Such exercises are a good way to see if policies and procedures exist to handle certain issues.
- **Functional exercises** usually take place in the EOC and simulate an emergency in the most realistic manner possible, without field activities. They are designed to test and evaluate the capability of an individual function such as evacuation, medical, communications, public information, or overall city response.
- **Full-scale exercises** simulate an actual emergency. They typically involve complete emergency management staff and are designed to evaluate the operational capability of the emergency management system.

ALERTING AND WARNING

Warning is the process of alerting governmental forces and the general public to the threat of imminent extraordinary danger. Dependent upon the nature of the threat and the population group at risk, warning can originate at any level of government.

Success in saving lives and property is dependent upon timely dissemination of warning and emergency information to persons in threatened areas. Local government is responsible for warning the populace of the jurisdiction. Government officials accomplish this using warning devices located within the community or mounted on official vehicles. The warning devices are normally activated from a point staffed 24 hours a day.

There are various mechanical systems in place, described below, whereby an alert or warning may originate or be disseminated. Following the description of the systems is an explanation of the "Emergency Conditions and Warning Actions" through which these systems may be accessed.

FEDERAL ALERTING AND WARNING SYSTEMS

EAS Emergency Alert System

The Emergency Alert System (EAS) is designed for the broadcast media to disseminate emergency public information. This system enables the President, and federal, state, and local governments to communicate with the general public through commercial broadcast stations.

This system uses the facilities and personnel of the broadcast industry on a volunteer basis. EAS is operated by the broadcast industry according to established and approved EAS plans, standard operating procedures and within the rules and regulations of the

Federal Communications Commission (FCC). FCC rules and regulations require all participating stations with an EAS operating area to broadcast a common program. Each broadcast station volunteers to participate in EAS and agrees to comply with established rules and regulations of the FCC.

EAS can be accessed at federal, state, and local levels to transmit essential information to the public. Message priorities under Part 73.922(a) of the FCC's rules are as follows:

- Priority One Presidential Messages (carried live)
- Priority Two EAS Operational (Local) Area Programming
- Priority Three State Programming
- Priority Four National Programming and News

Presidential messages, national programming and news will be routed over established network facilities of the broadcast industry. State programming will originate from the state operations center and will be transmitted through the state using the state's CLERS VHF/UHF radio relay stations.

The FCC has established committees of broadcast industry personnel at each governmental level to develop EAS plans. These include:

- Federal The EAS Advisory Committee
- State State Emergency Communications Committee
- Local Operational Area Emergency Communications Committee

NAWAS National Warning System

NAWAS is a dedicated wire-line system that provides two-way voice communications between federal warning center, state warning points, and local warning points. If the situation ever presents itself, NAWAS is a nationwide system developed to send warnings of impending attack throughout the nation. The system may be activated from two federal facilities that are staffed 24 hours daily: the National Warning Center (North American Air Defense Command, Colorado Springs) and the Alternate National Warning Center (Olney, Maryland).

During major peacetime emergencies, state agencies may use portions of NAWAS augmented by state and local systems. Each state has a warning point that controls the NAWAS connection within the state. See State Level CALWAS for more information.

Tests

NAWAS is tested three times daily at unscheduled times. The state warning point, Cal OES, acknowledges the test for California. If Cal OES does not respond, the alternate, CHP, will acknowledge the test. Immediately following the national test, the state NAWAS test is conducted.

Signals

Attention or Alert

The **Attention or Alert** signal is a three to five-minute steady tone on sirens, horns or other devices. This signal means: "An emergency situation exists or is imminent. Listen to your local or area radio or television station for essential information."

Attack Warning Signal

The **Attack Warning** signal, a three to five-minute wavering tone on sirens or a series of short blasts on horns or other devices, are repeated as often as NAWAS instructs or as local government authorities deem necessary.

The **Attack Warning** signal indicates that an actual attack against this country has been detected. This signal is used for the initial attack warning and subsequent attack warnings. **THIS SIGNAL WILL BE USED FOR NO OTHER PURPOSE AND WILL HAVE NO OTHER MEANING.** Everyone should immediately protect himself and listen to the area EAS station for instructions.

NWS National Weather Service

The National Weather Service transmits continuous weather information on 162.40, 162.475, and 162.55 MHZ frequencies and on the Internet at www.nwsla.noaa.gov/. Weather Service severe weather broadcasts are preceded with a 1,050 MHZ tone that activates weather monitor receivers equipped with decoders. The Weather Service can also access NAWAS to announce severe weather information. The City should report any unusual (funnel cloud, etc.) or other potentially hazardous weather situation to the NWS as quickly as possible.

National Weather Service

520 No. Elevar St.
Oxnard, CA 93030
<http://www.nwsla.noaa.gov/>

STATE ALERTING AND WARNING SYSTEMS

CALWAS California Warning System

CALWAS is the state portion of NAWAS that extends to communications and dispatch centers throughout the state. The Cal OES headquarters ties into the federal system through the Warning Center in Sacramento. Circuits then extend to county warning points. The California Highway Patrol headquarters in Sacramento is the State's alternate warning point. Both state and federal circuits are monitored 24 hours a day at the Warning Center, the alternate point and each of the local warning points. Counties not on this system will receive warning through other means (normally over the California Law Enforcement Telecommunications System [CLETS]).

Immediately following the NAWAS test through the Warning Center, the state conducts the CALWAS test. On alternate Wednesdays, the alternate state warning point, CHP, conducts a test at 10:00 a.m. local time.

Backup systems for CALWAS include:

- CESFRS California Emergency Services Fire Radio System
- CESRS California Emergency Services Radio System
- CLEMARS California Law Enforcement Mutual Aid Radio System
- CLERS California Law Enforcement Radio System
- CLETS California Law Enforcement Telecommunications System

CESFRS California Emergency Services Fire Radio System

CESFRS is the statewide communications network, available to all fire agencies. The three available channels have been designated Fire White #1, #2, and #3. White #1 is authorized for base station and mobile operations. White #2 and White #3 are for mobile and portable use only. All three white channels are designated by the Federal Communications Commission as “Intersystem” channels and are intended solely for inter-agency fire operations, i.e. mutual aid. White #2 and White #3 are intended for on-scene use only.

CESRS California Emergency Services Radio System

CESRS serves as an emergency communications system for Cal OES and county emergency services organizations. The system assists in the dissemination of warning information and to support disaster and emergency operations. The system may be used on a day-to-day basis for administrative emergency services business. Statewide communications are provided through a number of microwave interconnected mountain top relays. It operates under appropriate FCC rules and regulations and is administered by the State of California through Cal OES. See the “California Emergency Services Radio System, Plan and Licensing Guide”, July 1990, written by Cal OES Telecommunications Division for more information.

CLEMARS California Law Enforcement Mutual Aid Radio System

CLEMARS was established to provide common police radio frequencies for use statewide by state and local law enforcement agencies during periods of man-made or natural disasters or other emergencies where inter-agency coordination is required. It operates under appropriate FCC rules and regulations and is administered by the State of California through Cal OES.

Participation in CLEMARS is open to all California Law Enforcement agencies which are eligible to operate on radio frequencies authorized by the FCC for the Police Radio Service. In addition, the agency's political subdivision must be a signatory to the California Disaster and Civil Defense Master Mutual Aid Agreement and have developed a mutual aid response capability with trained personnel who will respond when requested by their operational area or regional mutual aid coordinator to provide required assistance.

The system establishes four priorities for use:

- I. Emergency Operations of law enforcement agencies, primarily mutual aid activities.
- II. Emergency or urgent operations of above, involving a single agency.
- III. Special event control activities, generally of a pre-planned nature and generally involving joint participation of two or more agencies; or two or more police divisions, stations of CHP, etc. Drills, rehearsals, command post exercises, and like activities shall be considered as Priority III activities.
- IV. When no traffic of a higher priority classification is in progress, agencies participating in CLEMARS may utilize the frequency for local communications as a secondary means of communication.

The Regional Law Enforcement Coordinator is responsible for coordination of use of the system within the Mutual Aid Region. The West Hollywood Sheriff's Station participates in CLEMARS, and is licensed for mobile and base station communications.

CLERS California Law Enforcement Radio System (Intercity Radio)

CLERS is a microwave interconnected radio repeater system with statewide coverage. It may also have been referred to locally as Intercity Radio. This system was designed for use by law enforcement agencies for point-to-point communications and to provide a backup warning system to all counties in the state. Cal OES provides and maintains the statewide repeater system and microwave network for use by law enforcement agencies. System users are responsible for providing their own base station equipment and obtaining proper licensing from the FCC. CLERS participation is voluntary, and many agencies no longer maintain the equipment. The Telecommunications Bureau of Cal OES is the contact for CLERS. The West Hollywood Sheriff's Station does not have a CLERS radio in the West Hollywood Station's radio room.

CLETS California Law Enforcement Telecommunications System

CLETS is a high-speed message switching system which became operational in 1970. CLETS provides law enforcement and criminal justice agencies access to various databases and the ability to transmit and receive point-to-point administrative messages to other agencies within California or via the National Law Enforcement Telecommunications System (NLETS) to other states and Canada. Broadcast messages can be transmitted intrastate to participating agencies in the Group Bulletin Network and to regions nationwide via NLETS. CLETS has direct interface with the FBI-NCIC, NLETS, DMV, Oregon, and Nevada. The State provides the computer hardware, switching center personnel, administrative personnel, and the circuitry to one point in each county. The local agencies provide the circuitry and equipment which link them to their county termination point. A number of agencies have message switching computer (MSC) systems and computer aided dispatch (CAD) systems which directly connect to CLETS. Many of these systems have mobile data terminals (MDTs) which allow an officer in the field to inquire directly into various systems. The CLETS terminal and information manual is located at the West Hollywood Sheriff's Station. The County of Los Angeles provides the local interface, known as JDIC (Justice Data Interface Controller).

EAS Emergency Alert System

Each state has been divided into a number of EAS operational areas, consisting of one or more counties within radio reception range of EAS stations serving the area. California has thirty EAS Operational Areas (OAs). Almost all AM-FM and TV broadcast stations have national defense emergency authorizations and several of these are protected from fallout. The purpose of EAS in California is to provide warning, emergency information, guidance, instructions and news of a manmade or natural threat to the public safety, health and welfare.

One primary station in each OA assumes the function of the Common Program Control Broadcast Station for the OA. It is called the CPCS-1 station. If for any reason a CPCS-1 is unable to carry out this responsibility, either primary or alternate broadcast stations assigned as CPCS locations, will be activated in descending order. CPCS assignments are made by the FCC, not the State or local governments. OAs are urged to develop EAS systems that employ a system whereby the local CAL OES feeds all the radio stations simultaneously and not just the CPCS-1 station.

See the Federal EAS description for Program Priorities. Message priorities are as follows:

- Priority One Immediate and positive action without delay is required to save lives.
- Priority Two Actions required for the protection of property and instructions to the public requiring expedient dissemination.
- Priority Three Information to the public and all others.

(Reference: State EAS Operations Plan, Emergency Alert System, November, 2002)

EDIS Emergency Digital Information System

The EDIS provides local, state, and federal agencies with a direct computer link to the news media and other agencies during emergencies. EDIS supplements existing emergency public information systems such as the Emergency Alert System. By combining existing data Input Networks with a digital radio Distribution System, EDIS gives authorized agencies a direct data link to the news media and other agencies.

The main purpose of EDIS is to distribute official information to the public during emergencies. However, a system that is not used day-to-day will not be used with confidence during an emergency. Therefore, certain non-emergency uses of EDIS are permitted so long as they do not interfere with more urgent transmissions.

EDIS may be used to transmit information in the following categories, listed in priority order:

- FLASH – Alerts and warning of immediate life-safety value to members of the public.
- NEWS – Information of immediate benefit to the public. Releases in this category may include reports of unusual natural, social, or technological events; notices of

government activities requiring specific action by members of the public; road and traffic information and instructions for those affected by an emergency.

- INFO – Advisory messages for coordination between government and the news media. Topics might include: times and locations of news briefings, schedules for media tours of emergency scenes, "pool coverage" arrangements, and airspace restrictions.
- TEST – Transmissions to verify operation of equipment and for training of originating personnel.

Senders of EDIS messages should bear in mind that almost anyone can obtain the equipment to receive EDIS messages. Confidential or sensitive information should never be transmitted over EDIS.

(Reference: Emergency Digital Information System Plan [EDIS], July 1991, written by the Cal OES Telecommunications Division.)

OASIS Operational Area Satellite Information System

The OASIS project, funded under the Earthquake Hazards Reduction Act of 1986, was established to create the most robust communications system possible using leased transponder space from commercial satellite operators. The result is the establishment of a system which allows virtually uninterruptable communication between state, regional, and operational area level EOCs.

OASIS is a system that consists of a communications satellite, multiple remote sites, and a hub.

The satellite is in a stationary or geo-synchronous orbit above the earth's equator. A high frequency (HF) radio system and a satellite communications network were constructed to link all 58 counties with Cal OES and other state agencies for disaster communications as well as day-to-day traffic. The system, which uses technology similar to cellular telephones, has 60 channels. When a user picks up the line, the system automatically searches for the best available channel.

The equipment necessary for the remote sites includes a six-foot diameter dish antenna using Very Small Aperture Terminal or VSAT technology. These sites were originally set up by CAL OES and are capable of conducting six simultaneous voice conversations and one data channel at a rate of 9600 baud.

The final component is the hub. The hub is a large external dish antenna and a network control station which is managed by Cal OES personnel. The hub provides access control for the system and can control up to 800 remote stations. Cal OES personnel will use the hub to define the network, detect trouble, and serve as an emergency alert network for other Cal EMA personnel.

OPERATIONAL AREA ALERTING, NOTIFICATION AND WARNING SYSTEMS

CUBE Caltech/U.S. Geological Survey Broadcast of Earthquakes

The CUBE system is the product of a cooperative effort between the California Institute of Technology and the United States Geological Survey. Earthquake data is collected at Caltech Seismological Laboratory in Pasadena and is reduced to provide earthquake time, location, and magnitude. This information is then transmitted to a commercial paging system where it is broadcast to government and private sector subscribers' paging units. These pagers may be carried by personnel or connected to a personal computer that receives the information and displays it on a map. The CUBE project offers the following capabilities to government:

- Automatically provides near real-time locations and magnitudes of earthquakes;
- Automatically provides estimates of the distribution of ground shaking following significant earthquakes, and;
- Warns of imminent ground shaking in the seconds following an earthquake, but before waves actually reach sites that may be damaged.

Subscribers within Los Angeles County government include emergency management personnel from the following departments: CAO, Sheriff, Fire, and Public Works. Computers are located in each of the following locations: County/Operational Area EOC, Fire, and Public Works Departmental Operations Centers.

EAS Emergency Alert System

Emergency information is broadcast directly via the Los Angeles County Sheriff's Department frequency. A decoder is available to alert that an Emergency Alert is about to be transmitted to eliminate the need for constant monitoring of the Sheriff's frequency or broadcast stations.

The Common Program Control Station (CPCS) is a primary station in an operational area which, preferably, has special communication links with appropriate authorities, (i.e., National Weather Service, Civil Defense, Government authorities, etc.) as specified in the State EAS Operational Plan. The primary CPCS station is responsible for coordinating the carriage of common emergency programs for its area. If it is unable to carry out this function, other Primary Stations in the operational area will be assigned the responsibility as indicated in the State EAS Operational Plan.

Los Angeles County Operational Area EAS stations are:

- KFI 640 AM
- KNX 1070 AM

Examples of emergencies identified by Los Angeles County Operational Area which may

warrant either immediate or delayed response under EAS by the broadcast industry are earthquake, serious fires, heavy rains and flooding, widespread power failures, severe industrial accidents, and hazardous material accidents. The context of any Emergency Alert transmitted on EAS should be of concern to a significant segment of the population of Los Angeles County.

EAS activation can be authorized by any one of the following parties:

- Sheriff of Los Angeles County – Director of Emergency Services or designee
- Chairman of the Los Angeles County Board of Supervisors or designee
- Mayor of the City of Los Angeles or designee
- Chief of Police of the City of Los Angeles or designee
- Authorized public official of the incorporated cities of Los Angeles County
- Authorized representative of the National Oceanic and Atmosphere Administration (NOAA)

The Sheriff of Los Angeles County, while not the originator of the EAS material, is responsible for the content and authenticity of the information broadcast over the local EAS. Local broadcast stations have the right to edit or use any or all of an EAS broadcast. Any jurisdiction may make separate programming arrangements with any broadcast station independent of the EAS. **(See Part Two Operations Support Documentation – EAS Plan for Los Angeles County, May 26, 1995.)**

ENN Emergency News Network

The Los Angeles County ENN is a communications protocol that incorporates voice, data, and video transmissions. It has been developed to provide direct access from local government agencies to media and corporate organizations for the immediate dissemination of emergency information.

Printed “text” information messages may be transmitted through any available Justice Data Interface Controller (JDIC) terminal directly to the commercial broadcast media and other public subscribers. The Statewide Emergency Digital Information Service (EDIS) is used as the pathway for ENN messages and is monitored by local, state, and national media. Local EAS voice and video broadcasts are accomplished at the Los Angeles County Operational Area Emergency Operations Center facility. **(See Part Two Management Support Documentation - ENN Administrative Policy.)**

LOCAL ALERTING AND WARNING SYSTEMS (See Part Two, Operations Support Documentation – Alerting and Warning)

Cable TV

The City's municipal cable channels, City channel 6 and City channel 10, can provide the public with alerting and notification of various disaster situations. The City's channel 6 and channel 10 can provide information to the citizens via computer graphic displays.

Emergency Alert System (EAS)

The EAS is administered by the Sheriff of Los Angeles County. Activation of the Los Angeles County EAS shall be for emergency events and conditions of concern to a significant segment of the population of Los Angeles County. The message must be a voice message, it may be prerecorded, and it must originate from the Sheriff's Emergency Operations Center of Sheriff's Communications Center.

City officials requesting County-wide activation should first review the following criteria:

- Pertinent data
- Area involved
- Actions desired from citizens
- Urgency of broadcast (immediate or delayed)
- Period of time broadcasting should continue

Electronic News Network (ENN)

The ENN is a subset of the EAS. It is a digital format that allows messages to be sent via the State of California's EDIS system. The digital message will be received by the media, schools, large business, and anyone who monitors the AQMD channels. It is less restrictive than an EAS broadcast and can be originated by any agency with access to a JDIC terminal. It allows for routine or test messages, in addition to emergency messages.

Radio

The City of West Hollywood would coordinate with local radio stations to provide the public with alert and notification of various disaster situations.

Internet

The city of West Hollywood will utilize its website at weho.org, and e-mail, Twitter, and Facebook accounts to provide its resident subscribers with alerts and notifications of various disaster situations.

Other

Other warning systems utilized by the City of West Hollywood include mobile emergency vehicle sirens and loudspeakers; helicopters using PA systems; local TV and radio; and door-to-door notification by Neighborhood Watch Block Captains, CERT members, and law enforcement volunteers, reserve deputies/officers, city staff, and disaster service workers.

EMERGENCY CONDITIONS AND WARNING ACTIONS

Methods of warning state and local governments of specific emergency conditions are described below:

Earthquake

Earthquakes occur without warning. Cal OES could receive notification of an earthquake as well as subsequent information, including damage reports, from various sources, such as:

- University of California Seismological Observatory, Berkeley
- California Institute of Technology, Pasadena
- Water Resources Department
- Cal OES Regional Offices
- Local Governments
- Federal/State Agencies
- Honolulu Observatory

This information may be received through NAWAS, radio, teletype, and/or telephone and would be further disseminated as appropriate using any or all of these means. The State Warning Center has a seismic alarm system that activates during earthquakes, prompting duty personnel to investigate the disturbance.

Earthquake Advisories

(Reference: California Earthquake Advisory Plan, Oct. 1990, Section 3. Procedures on the advisory can be found in Sections 6 and 7 of this document.)

Earthquake Advisories are statements by Cal OES regarding scientific assessment that, within a specified period (usually 3-5 days), there is an enhanced likelihood for damaging earthquakes to occur in areas designated in the Advisory. Advisories are not formal predictions and are issued following earthquakes in which there is concern about subsequent damaging earthquakes. The basis of the advisories is existing knowledge of the seismic history and potential of the area under consideration.

Local Government

Upon notification of an Earthquake Advisory from Cal OES, local government should: disseminate information to key personnel; ensure the readiness of systems essential to emergency operations; implement protective and mitigative actions; provide guidance to the public on appropriate precautionary actions.

Notification Process

Cal OES will notify State agencies, local governments, and designated Federal agencies of all Earthquake Advisories through a telecommunications and radio fan-out process.

The method of contact to State agencies, local governments, and Federal agencies will vary depending upon the availability of communications. Systems to be used may include: The California Warning System (CALWAS), the California Law Enforcement Telecommunications System (CLETS), the California Emergency Services Radio System (CESRS), FAX, and commercial telephone service.

Cal OES WILL FOLLOW A FOUR-STEP PROCESS IN ISSUING AND CANCELING ADVISORIES:

1. Information regarding additional seismic activity will be disseminated in the form of an **Earthquake Advisory**. The Advisory will include information on the background of the Advisory, the areas included in the Advisory, and the period of time in which the Advisory is in effect. **The Earthquake Advisory will be issued to jurisdictions determined to be located within the area of enhanced risk.** Advisories are usually issued for a 3-5 day period. Cal OES will keep local governments advised of any updates on the situation as they become available.

In most instances, the notification of the issuance of an Earthquake Advisory will be to the affected counties via CLETS, followed by an announcement over CALWAS. It is the responsibility of county offices that receive the Advisory to forward the information immediately to all cities within the county and county emergency services coordinators. City offices that receive the Advisory should, in turn forward the information to the city emergency services coordinator.

2. Following the issuance of the Earthquake Advisory to jurisdictions within the area of enhanced risk, Cal OES will issue a **Notice of Earthquake Advisory** to State departments, specified Federal agencies, and all other counties in the State.

The Notice of Earthquake Advisory is issued for informational purposes. No specific actions are recommended to jurisdictions receiving this notice, except at the discretion of local officials. It will be disseminated via the same telecommunications systems as the Earthquake Advisory.

3. Cal OES will inform the news media and public of an Earthquake Advisory by the issue of an **Earthquake Advisory News Release**.
4. At the end of the period specified in the initial Advisory, Cal OES will issue an **End of Earthquake Advisory Period** message. This cancellation message will be issued over the same telecommunications systems as were used to initially issue the Advisory and Notice of Advisory to State agencies, local government, specified Federal agencies, the news media, and the public. An Advisory may be extended if scientific assessments continue to indicate reasons for such a continuation.

Earthquake Prediction (Short-Term)

The Short-Term Earthquake Prediction Response Plan provides direction and guidance to State agencies for responding to (1) a prediction that an earthquake may occur within a few hours to a few days or (2) issuance of an Advisory regarding an increase likelihood that a damaging earthquake may occur. When implemented, the actions recommended within this Plan will result in increased operational readiness and preparedness of Stage agencies to deal effectively with a short-term earthquake prediction and with the predicted earthquake, should it occur.

Formal predictions include specific identification of expected magnitude, location, time, and likelihood of occurrence (i.e., probability), that have been rigorously reviewed and confirmed by the California Earthquake Prediction Evaluation Council (CEPEC).

Fire

Initial warnings of major conflagrations are normally issued by the affected area through the Operational Area and/or Cal OES Regional Fire Coordinator, using whatever means of communications is appropriate and available. Requests for mutual aid follow the same channels.

Flood

A flood emergency is normally preceded by a buildup period that permits marshaling of forces as required to combat the emergency. During the buildup period, Cal OES cooperates with the National Weather Service and the State Department of Water Resources by relaying pertinent weather information and river bulletins to local government officials in the affected areas. Cal OES receives this information over selected circuits and relays it to Cal OES Regions through the Cal OES private line teletype system and to law enforcement agencies via CLETS.

Flood Stages and Bulletins

During periods of potential flooding in Southern California, the National Weather Service, Los Angeles, will issue the appropriate bulletins typically from Oxnard. After receiving these messages, the state Warning Center transmits these messages immediately on CLETS to local governments in areas that are likely to be affected.

Hazardous Materials

Potential hazardous materials situations are identified during the planning phase by the LA County Fire Department (followed in a hierarchy by: the County Health Department, a contractor, Consolidated Waste, and then City staff). Area Plans address in detail the specifics for hazardous materials planning for the local area. Initial notifications of an incident are made by the responsible party or the responding agency to the **California Warning Center in Sacramento at (800) 852-7550** as soon as the incident occurs. The Warning Center then makes notifications to various state agencies and the regional duty officer.

National Terrorism Advisory System (NTAS)

In 2011, the National Terrorism Advisory System, or NTAS, replaced the color-coded Homeland Security Advisory System (HSAS). This new system will more effectively communicate information about terrorist threats by providing timely, detailed information to the public, government agencies, first responders, airports and other transportation hubs, and the private sector. NTAS Alerts will only be issued when credible information is available. These alerts will include a clear statement that there is an **imminent threat** or **elevated threat**. Using available information, the alerts will provide a concise summary of the potential threat, information about actions being taken to ensure public safety, and recommended steps that individuals, communities, businesses, and

governments can take to help prevent, mitigate, or respond to the threat.

The NTAS Alerts will be based on the nature of the threat: in some cases, alerts will be sent directly to law enforcement or affected areas of the private sector, while in others, alerts will be issued more broadly to the American people through both official and media channels. NTAS Alerts contain a **sunset** provision indicating a specific date when the alert expires – there will not be a constant NTAS Alert or blanket warning that there is an overarching threat. If threat information changes for an alert, the Secretary of Homeland Security may announce an updated NTAS Alert. All changes, including the announcement that cancels an NTAS Alert, will be distributed the same way as the original alert.

- **Elevated and Imminent Threat Level Warning System**

When there is credible information about a threat, an NTAS Alert will be shared with the American public. It may include specific information, if available, about the nature of the threat, including the geographic region, mode of transportation, or critical infrastructure potentially affected by the threat, as well as steps that individuals and communities can take to protect themselves and help prevent, mitigate or respond to the threat. The advisory will clearly indicate whether the threat is **Elevated**, if we have no specific information about the timing or location, or **Imminent**, if we believe the threat is impending or very soon.

- **Alerts**

The Secretary of Homeland Security will announce alerts publically. NTAS Alerts will be issued through state, local and tribal partners, the news media, and directly to the public via several channels. Alerts will simultaneously be posted at [DHS.gov/alerts](https://www.dhs.gov/alerts) and released to the news media for distribution. The Department of Homeland Security will also distribute alerts across its social media channels, including the Department's [Twitter stream](#), [Facebook page](#), and RSS feed. The NTAS Alerts carry an expiration date and will be automatically cancelled on that date. If the threat information changes for an alert, the Secretary of Homeland Security may announce an updated NTAS Alert. All changes, including the announcement that cancels an NTAS Alert, will be distributed the same way as the original alert.

Seismic Sea Wave (Tsunami)

NAWAS is an integral part of the Tsunami alerting system. Reports of major earthquakes occurring at any point in the Pacific Basin which may generate seismic sea waves are transmitted to the Honolulu Observatory for evaluation.

The Observatory staff determines action to be taken and relays it over the NAWAS circuits to inform the West Coast states. The State NAWAS circuit is used to relay the information to local Warning Points in coastal counties. This information is also transmitted to local jurisdictions over appropriate radio systems, teletype and telephone circuits to ensure maximum dissemination.

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.

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://wcatwac.arh.noaa.gov/>), located in Palmer, Alaska. The WCATWC is an element of the Department of Commerce, National Oceanographic & Atmospheric Administration (NOAA). Since later\ 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 CalOES 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).

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.

PART ONE, SECTION TWO

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 the SEMS to provide an effective response to multi-agency and multi-jurisdiction emergencies in California. SEMS is based on the Incident Command System (ICS) adapted from the system originally developed by the Firefighting Resources of California Organized for Potential Emergencies (FIRESCOPE) program. SEMS incorporates the use of ICS, the Master Mutual Aid Agreement and existing mutual aid systems, the Operational Area concept, multi-agency or inter-agency coordination, and OASIS.

The California Emergency Plan, which is promulgated by the Governor, is published in accordance with the Act and provides overall statewide authorities and responsibilities, and describes the functions and operations of government at all levels during extraordinary emergencies, including wartime. Section 8568 of the Act states, in part, that "the State Emergency Plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof". Local emergency plans are, therefore, considered to be extensions of the California Emergency Plan. The 2009 California Emergency Plan is compatible with SEMS.

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

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

- Immediate actions to save lives, protect property, and meet basic human needs.
- Implementation of emergency operations plans.
- Actions to support short-term recovery and some short-term mitigation activities.

EMERGENCY PROCLAMATIONS

Local Emergency

A Local Emergency may be proclaimed by the City Council or by the City Manager as specified by ordinance adopted by the City Council. A Local Emergency proclaimed by the City Manager must be ratified by the City Council within seven days. The governing body must review the need to continue the proclamation at least every fourteen days until the Local Emergency is terminated. The Local Emergency must be terminated by resolution as soon as conditions warrant. Proclamations are normally made when there is an actual incident or threat of disaster or extreme peril to the safety of persons and property within the city, caused by natural or man-made situations.

The proclamation of a Local Emergency provides the governing body with the legal authority to:

- If necessary, request that the Governor proclaim a State of Emergency.
- Promulgate or suspend orders and regulations necessary to provide for the protection of life and property, including issuing orders or regulations imposing a curfew within designated boundaries.
- Exercise full power to provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans, or agreements.
- Request state agencies and other jurisdictions to provide mutual aid.
- Require the emergency services of any local official or employee.
- Requisition necessary personnel and materials from any local department or agency.
- Obtain vital supplies and equipment and, if required, immediately commandeer the same for public use.
- Impose penalties for violation of lawful orders.
- Conduct emergency operations without incurring legal liability for performance, or failure of performance. (Note: Article 17 of the Emergency Services Act provides for certain privileges and immunities.)

State of Emergency

A State of Emergency may be proclaimed by the Governor when:

- Conditions of disaster or extreme peril exist which threaten the safety of persons and property within the state caused by natural or man-made incidents.
- He or she is requested to do so by local authorities.
- He or she finds that local authority is inadequate to cope with the emergency.

Whenever the Governor proclaims a State of Emergency:

- Mutual aid shall be rendered in accordance with approved emergency plans when the need arises in any county, city and county, or city for outside assistance.
- The Governor shall, to the extent he or she deems necessary, have the right to exercise all police power vested in the state by the Constitution and the laws of the

State of California within the designated area.

- Jurisdictions may command the aid of citizens as deemed necessary to cope with an emergency.
- The Governor may suspend the provisions of orders, rules or regulations of any state agency; and any regulatory statute or statute prescribing the procedure for conducting state business.
- The Governor may commandeer or make use of any private property or personnel (other than the media) in carrying out the responsibilities of his office.
- The Governor may promulgate, issue, and enforce orders and regulations deemed necessary.

State of War Emergency

Whenever the Governor proclaims a State of War Emergency, or if a State of War Emergency exists, all provisions associated with a State of Emergency apply, plus:

- All state agencies and political subdivisions are required to comply with the lawful orders and regulations of the Governor which are made or given within the limits of his authority as provided for in the Emergency Services Act.

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.
- National Incident Management System, U.S. Department of Homeland Security, March 1, 2004.
- Americans with Disabilities Act of 1990, as amended.
- Civil Rights Act of 1964 (Title VI), as amended.
- Executive Order 13347 - Individuals with Disabilities in Emergency Preparedness (July 22, 2004), as amended.
- Federal Communications Commission – Emergency Alert System Rules
- Pets Evacuation and Transportation Standards Act of 2006 (H.R. 3858), as amended.
- Post-Katrina Emergency Reform Act of 2006 (Public Law 109-295), as amended
- Rehabilitation Act of 1973 (Section 504 and 508), as amended.
- SARA Title III - Superfund Amendment and Reauthorization Act
- Homeland Security Act, Public Law 107-296, as amended (6 U.S.C. §101-557)
- Homeland Security Presidential Directive #5, February 28, 2003
- Homeland Security Presidential Directive #8, December 17, 2005
- Volunteer Protection Act of 1997, Public Law 105-19 (42 U.S.C. § § 14501 – 14505)

State

- 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).
- Standardized Emergency Management System (SEMS) Guidelines.
- California Emergency Services Act (California Government Code, Title 2, Division 1, Chapter 7, Article 12, Sections 8550-8668).
- Good Samaritan Liability
- California Natural Disaster Assistance Act (Chapter 7.5 of Division 1 of Title 2 of the Government Code).
- 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.
- Orders and Regulations which may be Selectively Promulgated by the Governor during a State of Emergency
- Orders and Regulations Promulgated by the Governor to Take Effect upon the Existence of a State of War Emergency
- California Master Mutual Aid Agreement
- California Constitution
- California Penal Code §409, §409.5, §409.6
- Executive Order S-2-05, National Incident Management System Integration into the State of California

Local

- Emergency Services Ordinance No.119, adopted October 20, 1986 by the City Council.
- Resolution No. 235 adopting the Master Mutual Aid Agreement, adopted September 18, 1986.
- Resolution No. 234 adopting Workmen's Compensation Benefits for Disaster Service Workers, adopted September 18, 1986.
- Ordinance No. 96-477 adopting the SEMS Emergency Plan (11/96), adopted November 18, 1996.
- City Council Item authorizing the approval of a Joint Powers Agreement with Disaster Management Area A, adopted June 19, 2000.
- City Council Item appointing official representatives to the Disaster Management Area A Board, adopted February 20, 2001.
- Resolution No. 06-335 adopting the National Incident Management System – NIMS, adopted February 6, 2006.

REFERENCES

- Los Angeles County Operational Area Emergency Response Plan
- Functional Needs Guidance - State of New Hampshire Emergency Operations Plan Support Annex
- National Response Plan
- Disaster Assistance Procedure Manual (Cal EMA).
- California Emergency Resources Management Plan

- NRT-1, Hazardous Materials Emergency Planning Guide and NRT-1A Plan Review Guide (Environmental Protection Agency's National Response Team).
- California Hazardous Materials Incident Contingency Plan.
- California Master Mutual Aid Agreement.
- California Law Enforcement Mutual Aid Plan.
- California Fire and Rescue Operations Plan.

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PART ONE, SECTION THREE

MUTUAL AID

INTRODUCTION

The foundation of California's emergency planning and response is a statewide mutual aid system which is designed to ensure that adequate resources, facilities, and other support is 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 (**see Part Two Management Support Documentation – Legal Documents**), 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, medical, and public works and are currently in progress for emergency managers (EMMA). In addition to the Mutual Aid agreements that are in place within the state of California, more recently, the Governor signed (September 2005) the Emergency Management Assistance Compact (EMAC) which allows the state of California to participate with 50 other states in a nationwide mutual aid system.

MUTUAL AID SYSTEM

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

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

Mutual aid may also be obtained from other states. The Governor signed the Emergency Management Assistance Compact (EMAC) which allows the State of California to participate with the other states in a nationwide mutual aid system. Interstate mutual aid may be obtained through direct state-to-state contacts, pursuant to interstate agreements and compacts, or may be coordinated through federal agencies.

MUTUAL AID REGIONS

Mutual aid regions are established under the California Emergency Services Act by the Governor. Six mutual aid regions numbered I-VI have been established within California. The City of West Hollywood is within Region I which is divided into two Regions for Law Enforcement Mutual Aid-Regions I and Region IA. Each mutual aid region consists of designated counties. Region I is in the Cal OES Southern Administrative Region. (See **Chart 3**).

MUTUAL AID COORDINATORS

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

Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the emergency services mutual aid system by emergency management staff at the local government, operational area, regional, and state levels. In the Operational Area, this would be coordinated through the Los Angeles County Office of Emergency Management. The flow of resource requests and information among mutual aid coordinators is illustrated in **Chart 2**.

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

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

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

PARTICIPATION OF VOLUNTEER AND PRIVATE AGENCIES

Volunteer agencies and private agencies may participate in the mutual aid system along with governmental agencies. For example, the disaster medical mutual aid system relies heavily on private sector involvement for medical/health resources. The City's emergency preparedness partnership, including volunteer agencies such as the American Red Cross, Salvation Army, Disaster Communication Services, community and 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.

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: Defined in the Federal Response Plan as 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 may be established in other states for a catastrophic California earthquake.

Mobilization Center: Off-incident location at which emergency 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.

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 West Hollywood will make non-law and non-fire mutual aid requests through the Los Angeles County Operational Area via OARRS (Internet); or if OARRS is not available, then all reports are to be sent to the contact Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch Commander and City staff. The West Hollywood Sheriff's Station will then be responsible for entering the data into OARRS. 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.

AUTHORITIES AND REFERENCES

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

- California Master Mutual Aid Agreement, December 1950.
- California Fire and Rescue Emergency Plan.
- California Law Enforcement Mutual Aid Plan.
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288, as amended) – provides federal support to state and local disaster activities.
- California Emergency Managers Mutual Aid Agreement, November 1997

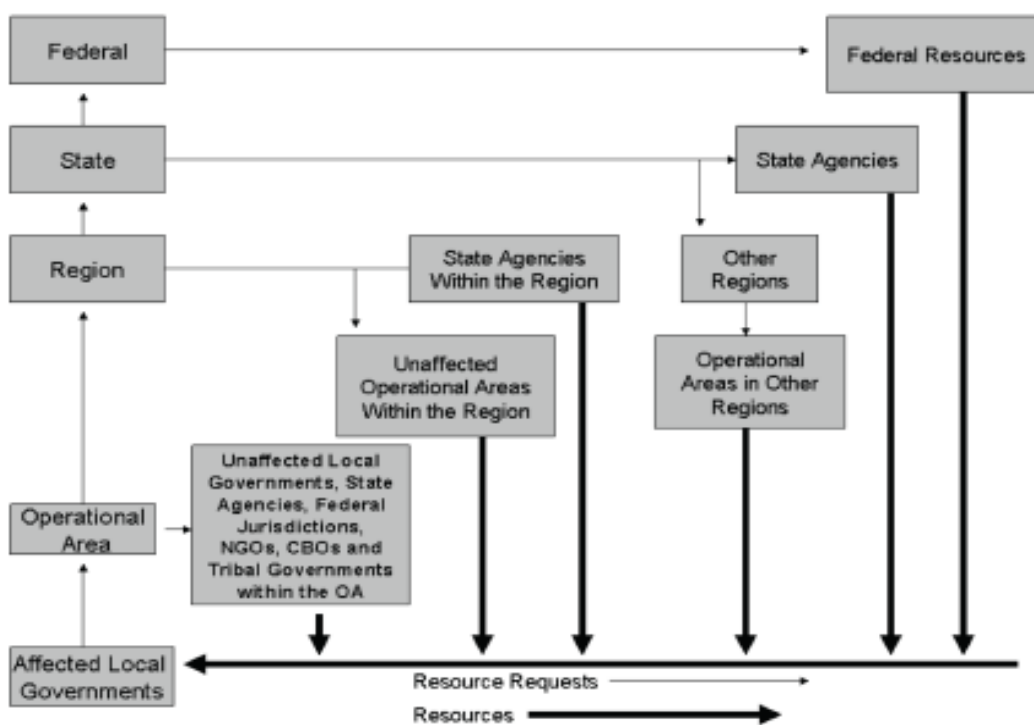
CITY OF WEST HOLLYWOOD MUTUAL AID AGREEMENTS

WITH	FOR	DATE
State of California	Master Mutual Aid	Nov. 15, 1950
<i>Area A Civil Defense and Disaster Board</i>	<i>Inter-Agency Cooperation in Major Natural and Man-Made Disasters</i>	
<i>Southern California Cities and Counties (Statewide)</i>	<i>Public Works Mutual Aid</i>	

Chart 1 MUTUAL AID SYSTEM FLOW CHART



Exhibit 10-3 – Flow of Requests and Resources



10.6.7. EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC)

California is a member of the interstate Emergency Management Assistance Compact (EMAC), a congressionally ratified organization that provides form, structure and procedures for rendering emergency assistance between states. After a state of emergency declaration, California can request and receive reimbursable assistance through EMAC from other member states quickly and efficiently without issues of liability. The Secretary of CalEMA and the states' EMAC Coordinator are responsible for facilitating requests for assistance pursuant to EMAC. Information on EMAC can be accessed at <http://www.emacweb.org>.

10.6.8. RESOURCE MANAGEMENT

It is the policy of the state that contracts and agreements for emergency response and disaster repair and restoration should be entered into by the lowest level of government possible. When

Chart 2 MUTUAL AID COORDINATORS FLOW CHART

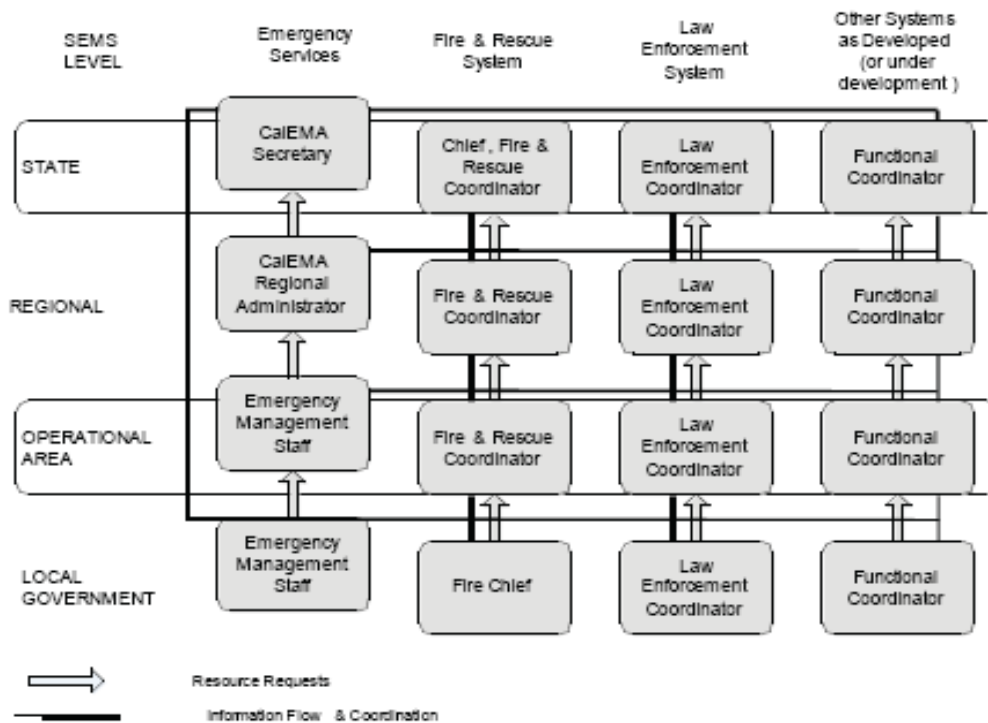


State of California

Emergency Plan

Section 10
Response Concept of Operations

Exhibit 10-2 – Discipline-Specific Mutual Aid Systems



10.6.6.FLOW OF MUTUAL AID AND OTHER RESOURCE REQUESTS

Exhibit 10-3 – Flow of Requests and Resources depicts the resource management process for the state under SEMS. In this model, the affected local government has the ability to access all stakeholders at all levels of the system.

CHART 3

Exhibit 10-1 –Mutual Aid Regions

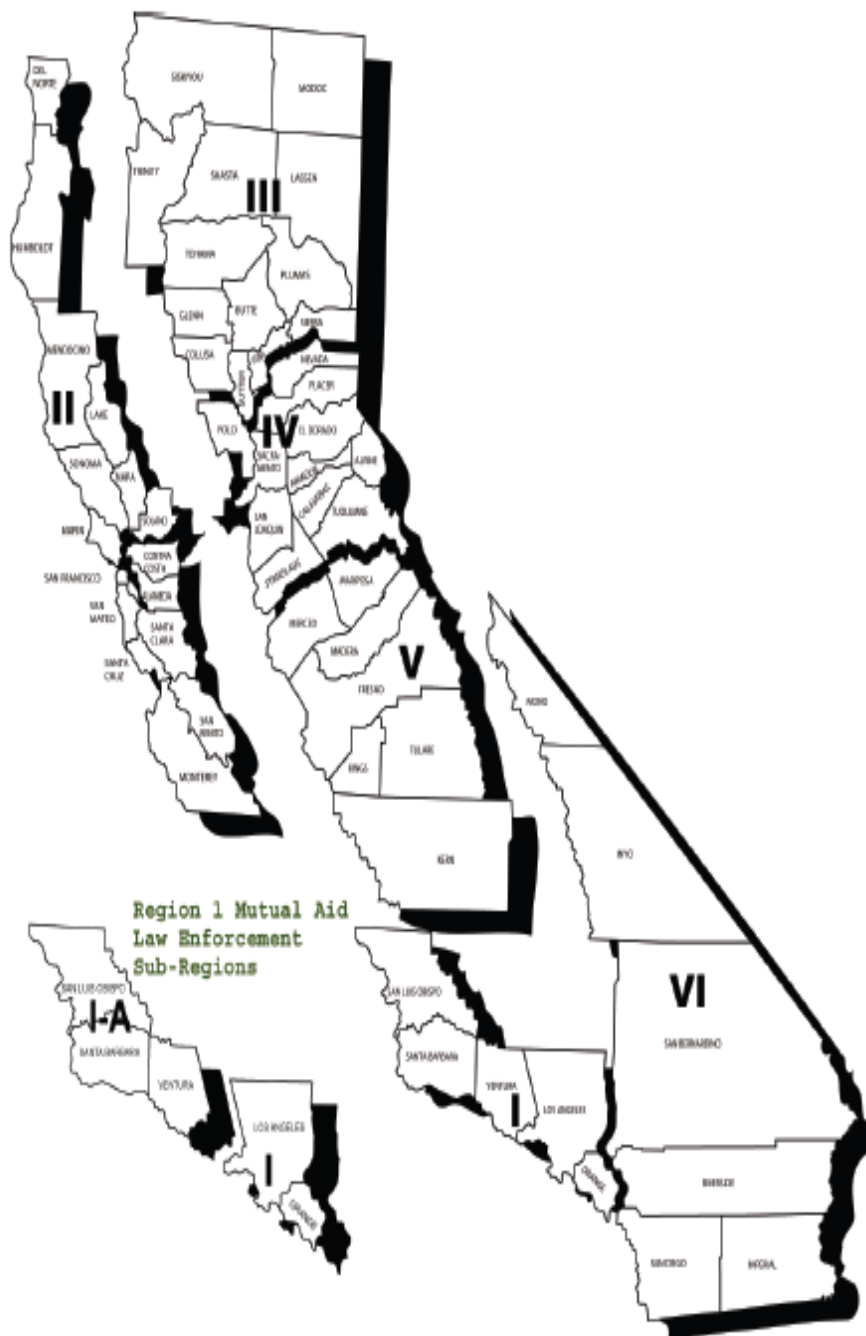
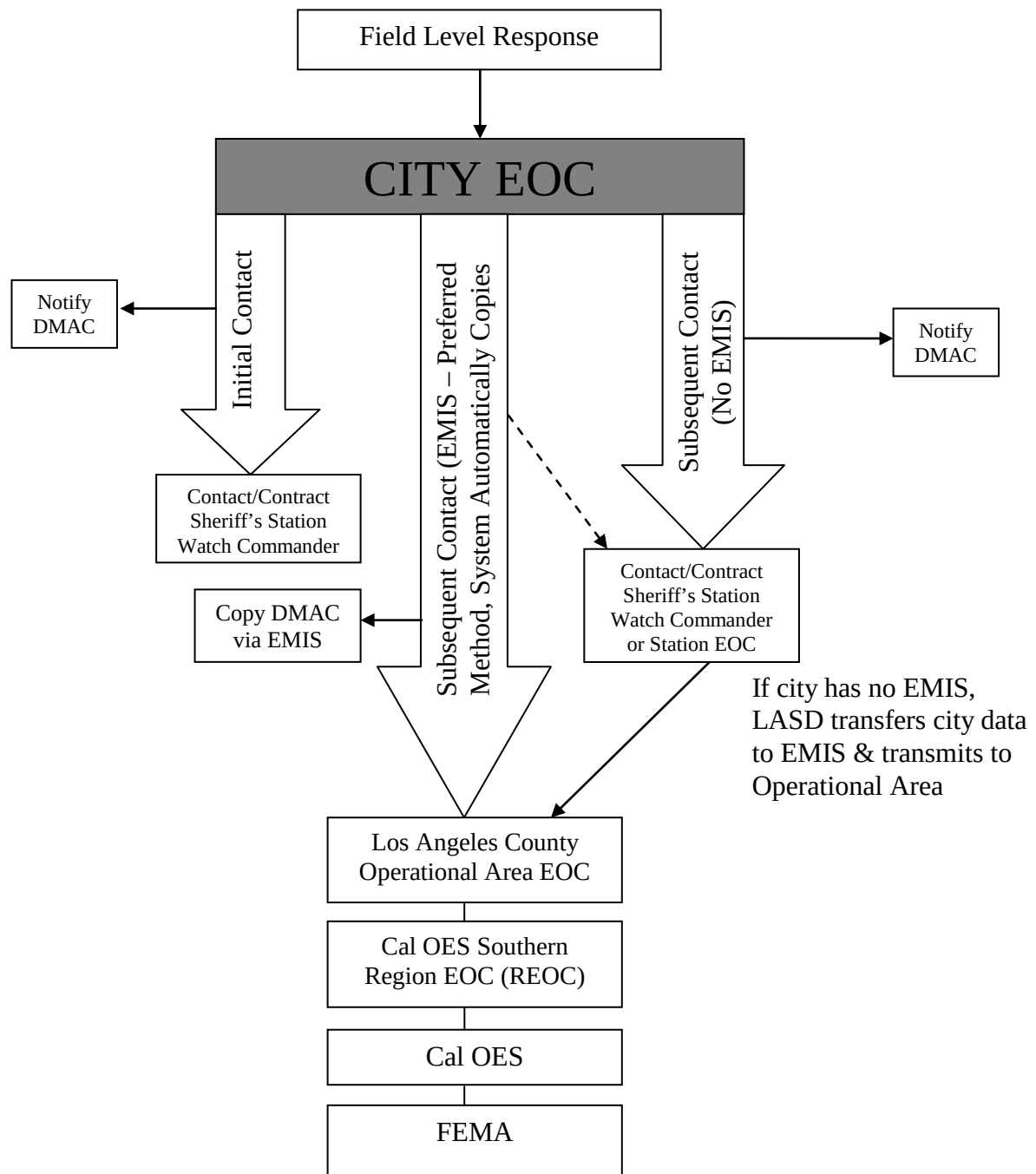


CHART 4 LA COUNTY OPERATIONAL AREA COORDINATION



PART ONE, SECTION FOUR

THREAT SUMMARY FOR CITY OF WEST HOLLYWOOD

The City of West Hollywood recognizes that the planning process must address each hazard that threatens the City. West Hollywood is vulnerable to a wide range of threats. There are three broad categories of hazards: natural, technological or man-made, and national security.

The City of West Hollywood is located within Area A, Los Angeles County, Westside, Region I, Southern Administrative Region of State Office of Emergency Services. It has a residential population of 34,399 (Census 2010) and a day-time population of 72,600. The City is bordered on the west by the City of Beverly Hills, and on the east, north, and south by the City of Los Angeles. West Hollywood consists of 1.9 square miles. Approximately 62.62% of the City's property is residential and 37.38% is commercial.¹

This section of the Basic Plan (Part One) consists of a series of threat assessments which describe the area at risk and the anticipated nature of the situation. For further details, refer to the Safety Element of the City's General Plan and the Hazard Mitigation Plan.

The City is subject to the following threats/hazards:

- An earthquake could impact either segments of or the total population.
- The City does not have any heavy industry; therefore, there will be no major effect by stationary hazardous materials users. However, a major street traverses the City and a transportation incident could happen.
- Portions of the City are subject to dam failure.
- The entire City may be subject to flooding, due to flash flooding, urban flooding (storm drain failure/infrastructure breakdown), river channel overflow, downstream flooding, etc. The City has not historically been vulnerable to storm surge inundation associated with hurricanes and tropical storms or severe winter storms.
- A transportation incident such as an air crash or trucking incident could impact areas within the City.
- A civil unrest incident could impact areas within the City or the entire City.
- The entire Los Angeles Basin is considered as a possible risk area for a nuclear event or act of terrorism; therefore both sheltering and evacuation should be considered. Neither the City nor the County of Los Angeles has the capability to plan for the organized evacuation of the basin; therefore, the extent of planning at this time is restricted to assisting and expediting spontaneous evacuation. In the increased readiness stage, expedient shelters will be utilized as appropriate and information will be provided to the public as the City no longer maintains public fallout shelters.

¹ Hazard Mitigation Plan City of West Hollywood, California, August 16, 2005, (Updated August 2008)

- Following the terrorist attacks on the United States on September 11th, 2001, the City Of West Hollywood has participated in region, state, and national terrorist prevention and response activities including grant funding, specialized training and exercises, and resource enhancements in response capabilities. The threat of WMD and other forms of terrorist incidents have become clear and much of the City's mitigation, preparedness, response, and recovery focus include terrorist events.

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

The City does not have its own police or fire department, but relies on the County of Los Angeles for provision of these services. The City also contracts for its maintenance and public works services. The City 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.

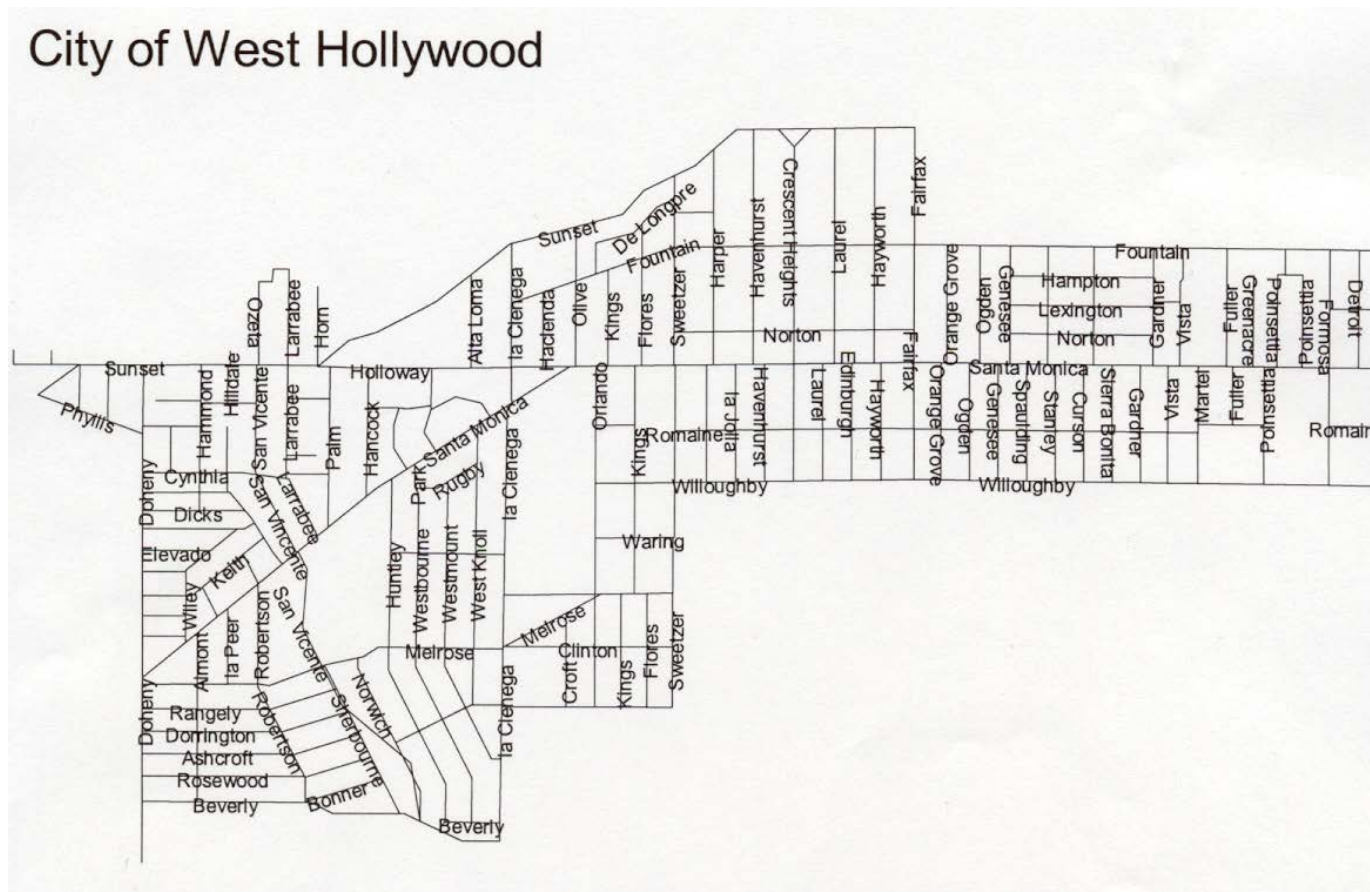
During the response phase, the West Hollywood Sheriff's Station EOC or Watch Commander is the coordination and communication point. Access to the Op Area is via EMIS (Internet); or if EMIS is not available, then all reports are to be sent to the contact Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch Commander and City staff. The West Hollywood Sheriff's Station will then be responsible for entering the data into EMIS.

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

Threat Assessment 1	Major Earthquake
Attachment 1	Earthquake Fault and Liquefaction Map
Attachment 2	Modified Mercalli Scale
Attachment 3	Richter Scale
Threat Assessment 2	Hazardous Materials
Attachment 1	Map of Businesses that Manufacture, Process, or Store Hazardous Materials
Attachment 2	List of Businesses that Manufacture, Process, or Store Hazardous Materials
Threat Assessment 3	Flooding
Attachment 1	FEMA's Letter of Revision: Flood Insurance Rate Map
Attachment 2	Flood Insurance Rate Map
Attachment 3	Final Summary of Map Actions
Attachment 4	Hollyhills Storm Drain Map
Attachment 5	Evacuation Routes Map

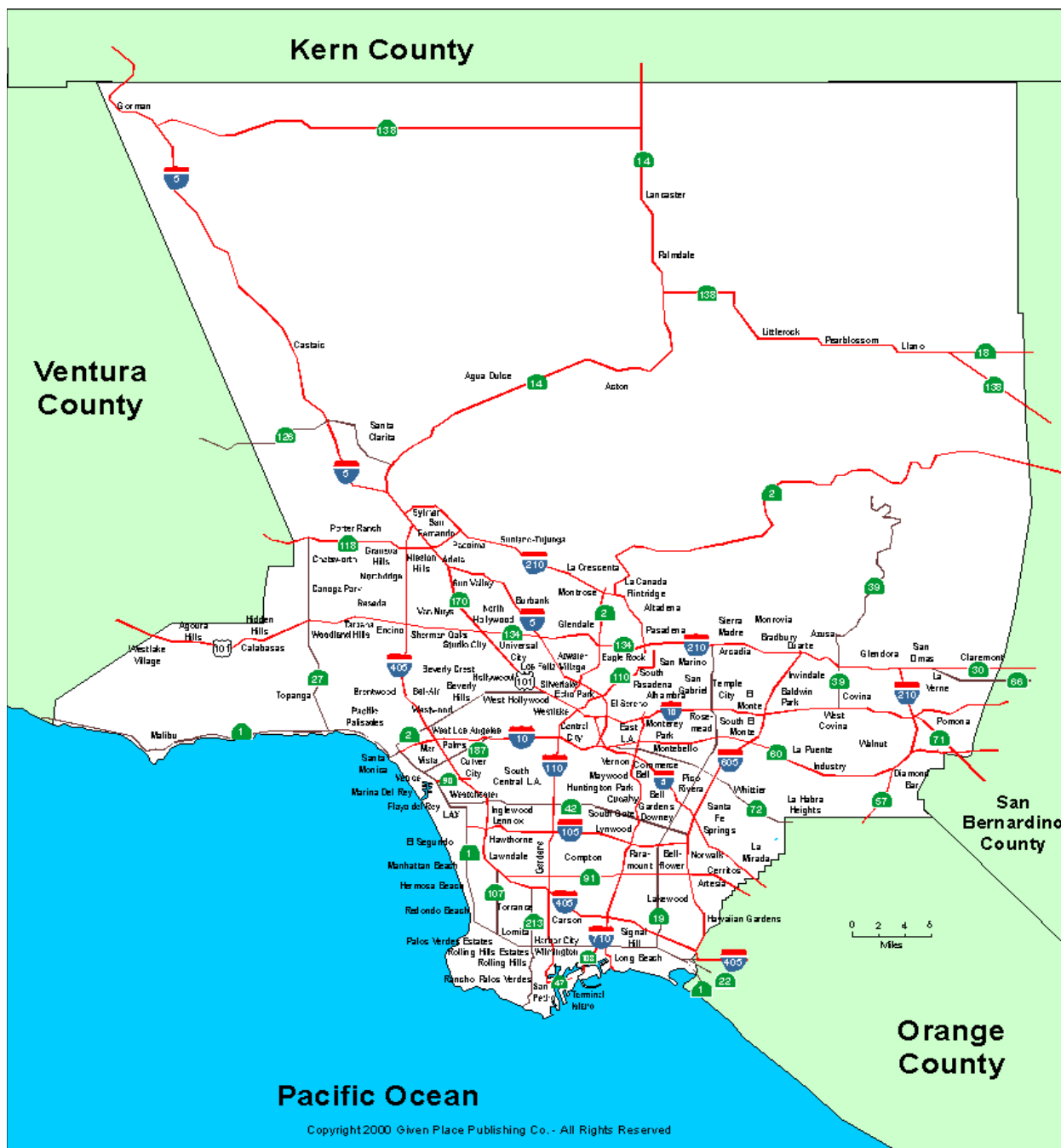
Threat Assessment 4 Attachments	Urban Flooding See those for Flooding
Threat Assessment 5 Attachment	Dam Failure Dam Inundation Map
Threat Assessment 6 Attachment	Transportation/Major Air Crash Map of Local Airports
Threat Assessment 7 Attachment Attachment	Transportation/Trucking Incident Truck Transportation Train Transportation
Threat Assessment 8	Civil Unrest
Threat Assessment 9	Terrorism
Threat Assessment 10	National Security Emergency
Threat Assessment 11	Public Health Emergency/Pandemic Event
Threat Assessment 12	Electrical System Emergency
Threat Assessment 13 Attachment	Special Events Safety Guide

CITY MAP



CITY MAP

ADJACENT JURISDICTIONS



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THREAT ASSESSMENT 1

MAJOR EARTHQUAKE

GENERAL SITUATION

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

Recent reports from scientists of the U.S. Geological Survey and the Southern California Earthquake Center say that the Los Angeles Area could expect one earthquake every year of magnitude 5.0 or more for the foreseeable future.

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 effect upon the population and could exceed the response capabilities of the individual cities, Los Angeles County Operational Area, and Cal OES. Damage control and disaster relief support would be required from other local governmental and private organizations, and from the state and federal governments.

The shaking from a major earthquake has the potential to cause serious catastrophic damage to buildings, including hospitals, businesses, schools, public service agencies, and other buildings critical to public and private use. Older buildings, including unreinforced masonry structures, are particularly vulnerable to damage from earthquakes. A major earthquake can also cause serious damage to dams, railways, airports, major highways and bridges, utilities, telephone systems, and other critical facilities.

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. In the most serious earthquakes, identification and burial of many dead persons could exceed the capacity of the coroner and would pose other difficult problems. Public health would be a major concern, due to potential contamination of water sources. Mass evacuation may be essential to save lives, particularly in areas downwind from hazardous material releases. Many families would be separated particularly if the

earthquake should occur during working hours, and a personal inquiry or locator system could be essential to maintain morale. 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 negative economic impact on the City of West Hollywood 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 critical data processing 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.

The damage to water systems could cause water pollution or water shortages. Two of the three major aqueducts serving Southern California are expected to be out of service from three to six months following a major event; only the Colorado River Aqueduct is expected to remain in service. Ruptures could occur along the water pipelines in the County; damage to reservoir outlets 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 a third of the wells inoperative for an infinite period.

SPECIFIC SITUATION

The potential hazards that the City of West Hollywood may face in an earthquake include the following:

Ground Shaking

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

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

Liquefaction

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

tanks may float to the surface and objects above the liquefaction strata may sink. Pipelines passing through liquefaction materials typically sustain a relatively large number of breaks in an earthquake.

DAMAGE TO VITAL PUBLIC SERVICES, SYSTEMS AND FACILITIES

Bed Loss in Hospitals

West Hollywood has no major medical facility; however Cedars-Sinai Hospital in Los Angeles borders the City. Public service agencies and volunteer personnel would be used to assist in the care of the injured.

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

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

Communications

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

Radio systems are expected to be 40 to 75% effective; microwave systems, 30% effective or less.

Dam and Flood Control Channels

Because of the current design and construction practices and ongoing programs of review and modification, catastrophic dam failure is considered unlikely. Many flood control channels are expected to suffer damage. Pumping stations in coastal communities are expected to fail due to liquefaction.

Electrical Power

Major power plants are expected to sustain some damage due to liquefaction and the intensity of the earthquake. Up to 60% of the system load may be interrupted immediately following the initial shock. According to representatives of Southern California Edison Company, the electrical power will not be rerouted and will be lost for an undefined period of time. Much of the imported power is expected to be lost. In some areas of greatest shaking

it should be anticipated that some of the distribution lines, both underground and surface, will be damaged. Much of the affected area may have service restored in days; damaged areas with underground distribution may require a longer time. Loss of Southern California Edison transmission lines is possible.

Fire Operations

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

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

Highways and Bridges

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

Natural Gas

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

Petroleum Fuels

Most major pipelines cross the San Andreas Fault, and pipeline breakage is expected. Although refineries located on poor soil may be damaged, all of the major oil refineries in the region are likely to survive. Older pipelines in this area are located in areas of poor soil stability. There is a possibility of fire where pipeline failures occur. Priorities will have to be established to assure adequate fuel for emergency crews. Ruptures of numerous lines due

to fault breaks on the Newport-Inglewood are most likely. Fire is a serious threat if leaking products are ignited. All the oil refineries in the Los Angeles area are subject to earthquake damage. Some harbor water areas will be covered with leaking petroleum products due to pipe damage; this can create a serious fire problem.

Railroads

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

Sanitation Systems

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

Water Supply

Two of the three major aqueducts serving Southern California are expected to be out of service for 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 outlets 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.

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

EMERGENCY RESPONSE ACTIONS

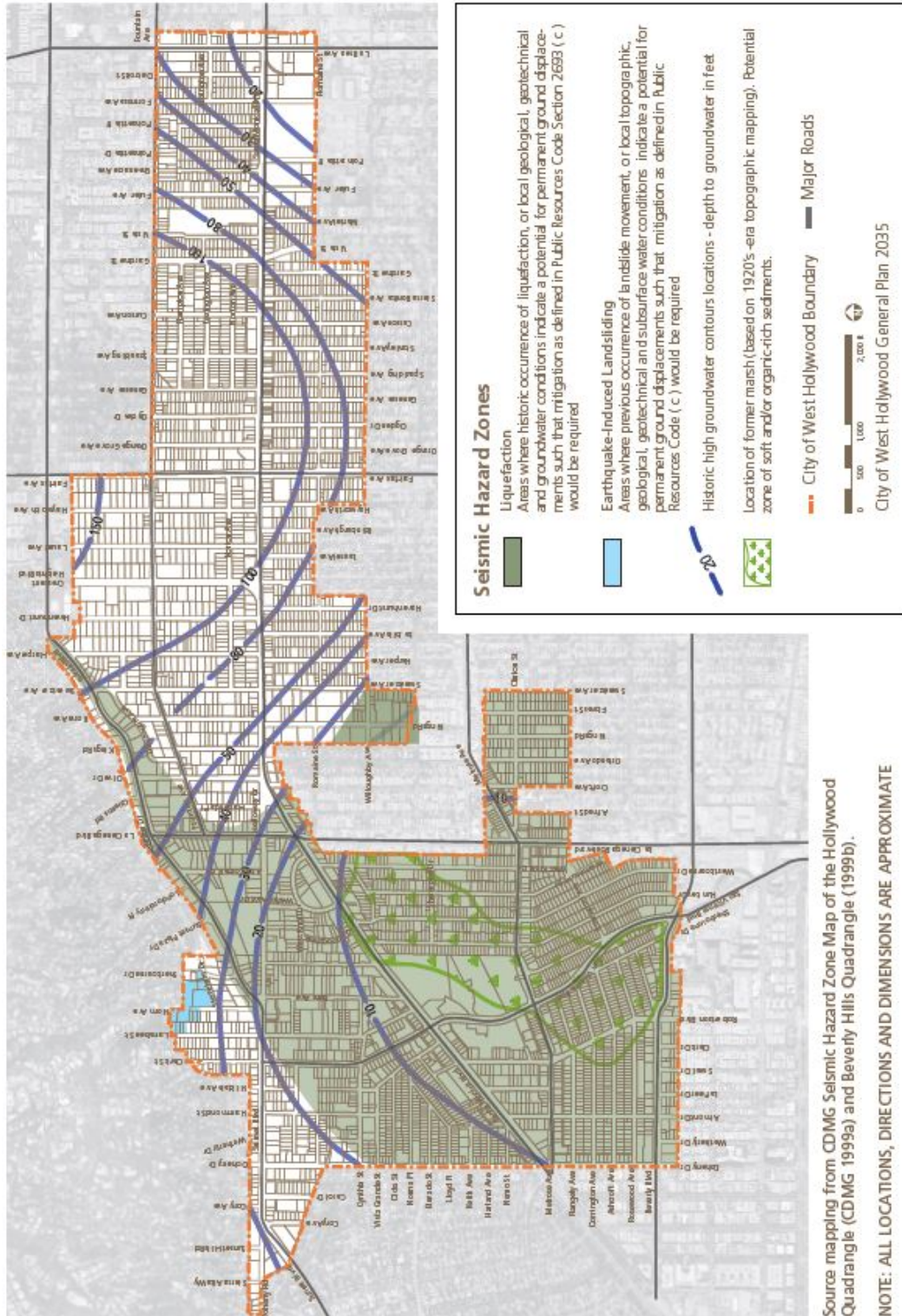
Emergency response actions applicable to all common hazards are presented in the **Checklist Actions in Part Two of this Plan.**

Attachments:

- 1 – Earthquake Fault and Liquefaction Potential Map
- 2 – Modified Mercalli Intensity Scale
- 3 – Richter Scale

ATTACHMENT 1, THREAT SUMMARY 1

EARTHQUAKE FAULT & LIQUEFACTION POTENTIAL



ATTACHMENT 2, THREAT SUMMARY 1

ABRIDGED MODIFIED MERCALLI INTENSITY SCALE

Intensity Value and Description	Average Peak Velocity (cm/sec)	Average Peak Acceleration (g = gravity)
I. Not felt except by a very few under especially favorable circumstances (I Rossi-Forel scale). Damage potential: None.	<0.1	<0.0017
II. Felt only by a few persons at rest, especially on upper floors of high-rise buildings. Delicately suspended objects may swing. (I to II Rossi-Forel scale). Damage potential: None.		
III. Felt quite noticeably indoors, especially on upper floors of buildings, but many people do not recognize it as an earthquake. Standing automobiles may rock slightly. Vibration like passing of truck. Duration estimated. (III Rossi-Forel scale). Damage potential: None.		
IV. During the day felt indoors by many, outdoors by few. At night some awakened. Dishes, windows, doors disturbed; walls make creaking sound. Sensation like a heavy truck striking building. Standing automobiles rocked noticeably. (IV to V Rossi-Forel scale). Damage potential: None. Perceived shaking: Light.	1.1 – 3.4	0.014 - 0.039
V. Felt by nearly everyone, many awakened. Some dishes, windows, and so on broken; cracked plaster in a few places; unstable objects overturned. Disturbances of trees, poles, and other tall objects sometimes noticed. Pendulum clocks may stop. (V to VI Rossi-Forel scale). Damage potential: Very light. Perceived shaking: Moderate.	3.4 – 8.1	0.039-0.092
VI. Felt by all, many frightened and run outdoors. Some heavy furniture moved, few instances of fallen plaster and damaged chimneys. Damage slight. (VI to VII Rossi-Forel scale). Damage potential: Light. Perceived shaking: Strong.	8.1 - 16	0.092 -0.18
VII. Everybody runs outdoors. Damage negligible in buildings of good design and construction; slight to moderate in well-built ordinary structures; considerable in poorly built or badly designed structures; some chimneys broken. Noticed by persons driving cars. (VIII Rossi-Forel scale). Damage potential: Moderate. Perceived shaking: Very strong.	16 - 31	0.18 - 0.34
VIII. Damage slight in specially designed structures; considerable in ordinary substantial buildings with partial collapse; great in poorly built structures. Panel walls thrown out of frame structures. Fall of chimneys, factory stacks, columns, monuments, and walls. Heavy furniture overturned. Sand and mud ejected in small amounts. Changes in well water. Persons driving cars disturbed. (VIII+ to IX Rossi-Forel scale). Damage potential: Moderate to heavy. Perceived shaking: Severe.	31 - 60	0.34 - 0.65
IX. Damage considerable in specially designed structures; well-designed frame structures thrown out of plumb; great in substantial buildings with partial collapse. Buildings shifted off foundations. Ground cracked conspicuously. Underground pipes broken. (IX+ Rossi-Forel scale). Damage potential: Heavy. Perceived shaking: Violent.	60 - 116	0.65 – 1.24
X. Some well-built wooden structures destroyed; most masonry and frame structures destroyed; ground badly cracked. Rails bent. Landslides considerable from river banks and steep slopes. Shifted sand and mud. Water splashed, slopped over banks. (X Rossi-Forel scale). Damage potential: Very heavy. Perceived shaking: Extreme.	> 116	> 1.24
XI. Few, if any, (masonry) structures remain standing. Bridges destroyed. Broad fissures in ground. Underground pipelines completely out of service. Earth slumps and land slips in soft ground. Rails bent greatly.		
XII. Damage total. Waves seen on ground surface. Lines of sight and level distorted. Objects thrown into air.		

Modified from Bolt (1993); Wald et al. (1999)

ATTACHMENT 3, THREAT SUMMARY 1

RICHTER SCALE

The Richter Scale is widely known, but often is a misunderstood scale. It is based on logarithms. Each whole number increase represents an increase in ground movement of 10 times. 7.0 represents ten times the ground movement of 6.0. 8.0 represents ten times the ground movement of a 7.0, and ten times ten, or 100 times the ground movement of a 6.0. However, for every whole number increase on the Richter Scale, there is a 31.5 increase in the amount of energy released. Therefore, a 7.0 earthquake (Richter) is 31.5 times as strong as a 6.0. An 8.0 is 31.5 times as strong, or 992.25 times as strong as a 6.0.

THREAT ASSESSMENT 2

HAZARDOUS MATERIALS INCIDENT

GENERAL SITUATION

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

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

SPECIFIC SITUATION

A hazardous chemical release in the City of West Hollywood 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 steadily increasing as our economy grows. There is a potential for a hazardous materials incident almost anywhere on the roads throughout the City. Chemicals may be transported through West Hollywood primarily on Santa Monica Boulevard and/or on other surface street truck routes.

BUSINESS USER ACCIDENTS

The Waters Bill (AB 2185) effective January 1, 1987 strengthens previous emergency plans by levying heavy fines on violators who fail to supply plans and requiring industrial firms to disclose the types of chemicals being manufactured, used, and stocked (right to know law). There are some local businesses that have large amounts of hazardous materials, such as Faith Plating. In addition there are several photo processing businesses, pool supply businesses, and others.

CLANDESTINE DUMPING

Clandestine dumping is the criminal act of disposing of toxic materials and hazardous waste

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

To reduce the amount of clandestine dumping, the City provides several hazardous waste disposal alternatives for businesses and residents. Residents and businesses can use the Hazardous Waste Disposal Facility in Santa Monica. Residents and businesses can also use the Hazardous Waste round-ups, a temporary collection program held at various locations in the County. Residents and businesses can also use the City's used oil collection program located at service stations throughout the City.

EMERGENCY RESPONSE ACTIONS

Emergency response actions applicable to all common hazards are presented in the **Checklist Actions in Part Two of this Plan**. Refer to your jurisdiction's Administering Agency Plan for specific information. Appropriate facility listings and maps are contained in that plan.

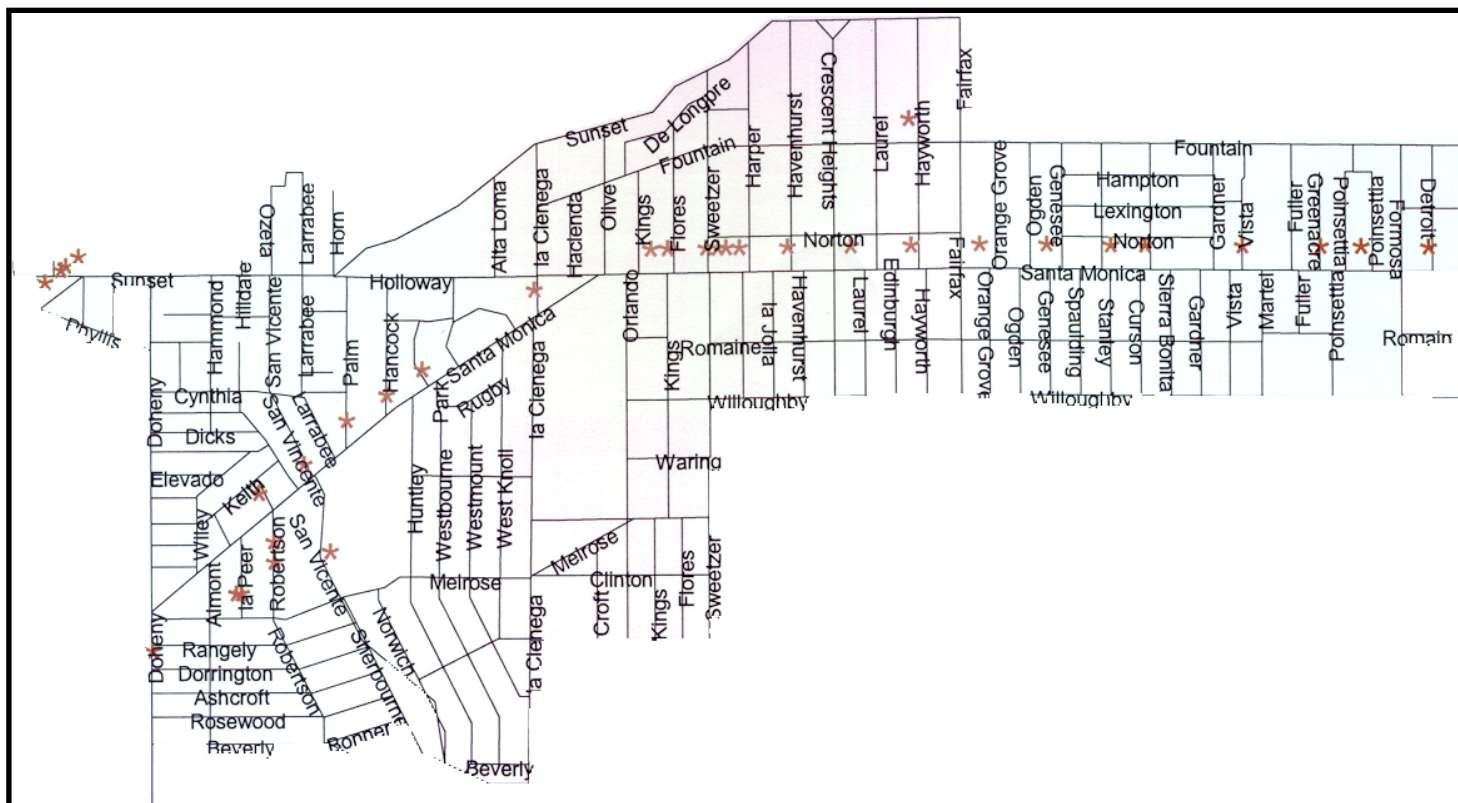
AREA PLAN REQUIREMENTS – EMERGENCY RESPONSE PROCEDURES

The Los Angeles County Fire Department serves the City of West Hollywood as the Administering Agency as required by Chapter 6.95 of the Health and Safety Code and maintains a hazardous materials response plan, including procedures and protocols for emergency rescue personnel which address guidelines for approach, recognition, and evaluation of releases. The plan monitors the use of equipment and the safety of personnel, coordinates with other relevant agencies, and uses an integrated response management system providing standardized organization structure, terminology, and procedures for use during any release or threatened release of hazardous materials. In addition, the plan provides for training, public safety information to the public, and incident critique and follow-up. This SEMS/NIMS Emergency Plan complies with and relies on the City's hazardous materials response plan as required by NRT1-A.

Attachments:

- 1 - Map of Locations of Businesses that Manufacture, Process or Store Hazardous Materials
- 2 - Listing of Businesses in the City of West Hollywood that Manufacture, Process or Store Hazardous Materials (Due to the potential sensitivity of this information, and the need for currency this list will be maintained in the Appendix Section of the Plan).

MAP OF LOCATIONS THAT MANUFACTURE, PROCESS, OR STORE HAZARDOUS MATERIALS



ATTACHMENT 2, THREAT ASSESSMENT 2

LOCATIONS THAT MANUFACTURE, PROCESS, OR STORE HAZARDOUS MATERIALS

Due to the sensitivity of this information and the need to maintain the information current, this list has been moved to the Appendix Section of the Plan.

THREAT ASSESSMENT 3

FLOODING

GENERAL SITUATION

The Los Angeles Basin, of which West Hollywood is a part, has historically experienced flooding during major winter storm events. Fortunately, the City is situated on relatively high ground and does not have a major waterway subject to flood hazards. However, the City is situated at the base of the mountains with steep narrow canyons that drain into the City. Since the City does not have a long history, there has not been a major flood event; therefore, predictions for future events are limited.

No portions of West Hollywood lie within a federally designated mandatory flood insurance zone.

SPECIFIC SITUATION

On June 3, 1994, the Federal Emergency Management Agency (FEMA) issued a Letter of Map Revision for Case No. 94-09-540P. The FEMA flood insurance rate map was revised for the eastern portion of the City to reflect upgrades to flood protection due to completion of the Los Angeles County Flood Control District's Pan Pacific Flood Control System. On September 29, 2008, FEMA issued a Letter of Map Revision for Case No. 08-09-1715P. The flood insurance rate map was revised for the southwest portion of the City to reflect upgrades to flood protection due to the completion of the Los Angeles County Flood Control District's Holly Hills Storm Drain System.

Localized flooding represents the only flood concern in the City. Historically, localized flooding has occurred in low topographic areas where street gutters must accommodate peak flows during a storm event. Generally, localized flooding does not overtop curbs and dissipates quickly after heavy rain ceases. The topographical features in the City and local drainage infrastructure reduce any serious threat of storm flooding within the City. The Los Angeles County Flood Control District maintains the backbone flood control system, a network of catch basins and underground storm drain pipes. The City owns and maintains a few catch basins and small storm drain pipes that directly flow into the Los Angeles County Flood Control District system.

EMERGENCY READINESS STAGES

Flood in the special risk areas can occur rapidly or slowly depending on the heaviness and severity of rainfall. Emergency preparedness will be based on four stages of response actions. These response actions serve as guidelines only and may be altered as necessary to accomplish the goals and priorities of the emergency response organization.

- **Stage I (Flood Watch)** - Light to Moderate rain. Monitor storm to establish precise nature of flood risk. Alert key personnel. Ensure availability of Shelters (if it is later necessary

to evacuate and look after local people). Ensure availability of sandbags at pre-designated locations.

- **Stage II - (Flood Warning or Urban and Small Stream Advisory)** Continuous moderate to heavy rain with back-to-back storms lasting longer than 72 hours. Public Works notified to post flooding warnings in affected areas. Monitor storm constantly to establish precise nature of flood risk and evolving situation. Establish liaison with all emergency services agencies and consider whether to set up Emergency Operations Center. Deploy staff to risk areas to monitor river levels. If needed alert staff to open shelters. Deploy reserve sand bags. Post flood warnings in affected areas.
- **Stage III - (Flood Statement)** Continuation of heavy rain. Streets should be closed to traffic. Threat to private property and persons. Areas should be evacuated.
- **Stage IV-** In addition to the Flood Warning activities, open shelters, assist with evacuations of flooded areas, deploy staff to assist in spreading flood warnings, liaison with media to pass on important information.

EVACUATION ROUTES

It is expected that all major streets (Santa Monica Blvd., Sunset Blvd., La Cienega, etc.) will be open. As such, evacuation should be easily facilitated. **(See Map, Attachment 2.)** Other pertinent information relating to evacuation operations are **Part Two, Operations Section**.

EMERGENCY RESPONSE ACTIONS

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

Attachments:

- 1 - FEMA's Letter of Revision: Flood Insurance Rate Map
- 2 - Flood Insurance Rate Map
- 3 - Final Summary of Map Actions
- 4 - Hollyhills Storm Drain Map
- 5 – Evacuation Routes Map

ATTACHMENT 1, THREAT ASSESSMENT 3

FEMA's Letter of Revision: Flood Insurance Rate Map



Federal Emergency Management Agency

Washington, D.C. 20472

September 16, 2008

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

The Honorable Jeffrey Prang
Mayor, City of West Hollywood
8300 Santa Monica Boulevard
West Hollywood, CA 90069

IN REPLY REFER TO:

Case No.: 08-09-1715P
Community Name: City of West Hollywood, CA
Community No.: 060720
Effective Date of
This Revision: **September 29, 2008**

Dear Mayor Prang:

The Flood Insurance Rate Map for your community has been revised by this Letter of Map Revision (LOMR). Please use the enclosed annotated map panel(s) revised by this LOMR for floodplain management purposes and for all flood insurance policies and renewals issued in your community.

Additional documents are enclosed which provide information regarding this LOMR. Please see the List of Enclosures below to determine which documents are included. Other attachments specific to this request may be included as referenced in the Determination Document. If you have any questions regarding floodplain management regulations for your community or the National Flood Insurance Program (NFIP) in general, please contact the Consultation Coordination Officer for your community. If you have any technical questions regarding this LOMR, please contact the Director, Mitigation Division of the Department of Homeland Security's Federal Emergency Management Agency (FEMA) in Oakland, California, at (510) 627-7175, or the FEMA Map Assistance Center toll free at 1-877-336-2627 (1-877-FEMA MAP). Additional information about the NFIP is available on our website at <http://www.fema.gov/nfip>.

Sincerely,

Craig S. Kennedy, CFM, Program Specialist
Engineering Management Branch
Mitigation Directorate

For: William R. Blanton Jr., CFM, Chief
Engineering Management Branch
Mitigation Directorate

List of Enclosures:

Letter of Map Revision Determination Document
Annotated Flood Insurance Rate Map

cc: The Honorable Antonio R. Villaraigosa
Mayor, City of Los Angeles

Ms. Sharon Perlstein, P.E.
City Engineer
City of West Hollywood

Mr. Gary Lee Moore
City Engineer
Department of Public Works
City of Los Angeles

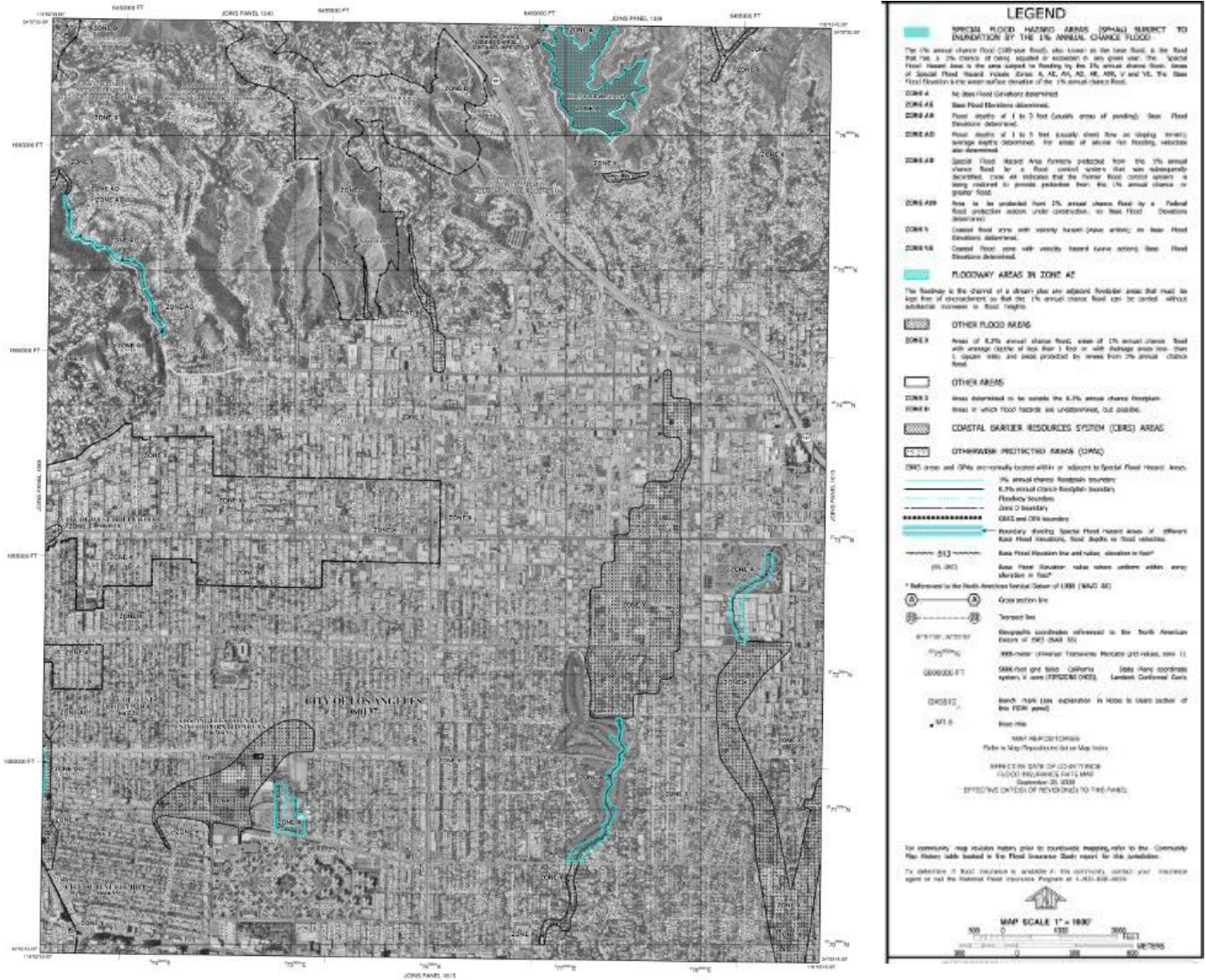
Mr. Geoffrey Owu
Department of Public Works
Los Angeles County

Mr. Ric Sun
Department of Public Works
Los Angeles County

Mr. Mark Pestrella
Assistant Deputy Director
Watershed Management Division
Los Angeles County

ATTACHMENT 2, THREAT ASSESSMENT 3

Flood Insurance Rate Map, Part 1



ATTACHMENT 3, THREAT ASSESSMENT 3

Final Summary of Map Actions

FINAL SUMMARY OF MAP ACTIONS

Community: City of West Hollywood, Los Angeles County, California Community No.: 060720

To assist your community in maintaining the Flood Insurance Rate Map (FIRM), we have summarized below the previous Letter of Map Change (LOMC) actions (i.e., Letters of Map Revision (LOMRs) and Letters of Map Amendment (LOMAs)) that will be affected when the revised FIRM becomes effective on September 20, 2006.

1. LOMRs and LOMAs Incorporated

The modifications effected by the LOMRs and LOMAs listed below will be reflected on the revised FIRM. However, these LOMRs and LOMAs will remain in effect until the revised FIRM becomes effective.

LOMC	Case No.	Date Issued	Project Identifier	Old Panel	New Panel
LOMR	94-09-540P	6/3/1994	Pan Pacific Flood Control System and Pan Pacific Detention Basin	0607200005A	06037C1605F
LOMR	99-09-419P	3/12/1999	Hollyhills Drain, Units 1-5	0607200005A	06037C1585F

2. LOMRs and LOMAs Not Incorporated

The modifications effected by the LOMRs and LOMAs listed below will not be reflected on the revised FIRM panels because of scale limitations or because the LOMR or LOMA issued had determined that the lot(s) or structure(s) involved were outside the Special Flood Hazard Area, as shown on the FIRM. These LOMRs and LOMAs will remain in effect until the revised FIRM becomes effective. These LOMRs and LOMAs will be revalidated free of charge 1 day after the revised FIRM becomes effective through a single letter that reaffirms the validity of the previous LOMC.

LOMC	Case No.	Date Issued	Project Identifier	Old Panel	New Panel
None					

3. LOMRs and LOMAs Superseded

The modifications effected by the LOMRs and LOMAs listed below have not been reflected on the Final revised FIRM panels because they are being superseded by new detailed flood hazard information or the information available was not sufficient to make a determination. The reason each is being superseded is noted below. These LOMRs and LOMAs will no longer be in effect when the revised FIRM becomes effective.

LOMC	Case No.	Date Issued	Project Identifier	Reason Determination Will Be Superseded
None				

1. Insufficient information available to make a determination.
2. Lowest Adjacent Grade and Lowest Finished Floor are below the proposed Base Flood Elevation.
3. Lowest Ground Elevation is below the proposed Base Flood Elevation.
4. Revised hydrologic and hydraulic analyses.
5. Revised topographic information.

Community: City of West Hollywood, Los Angeles County, California Community No.: 060720

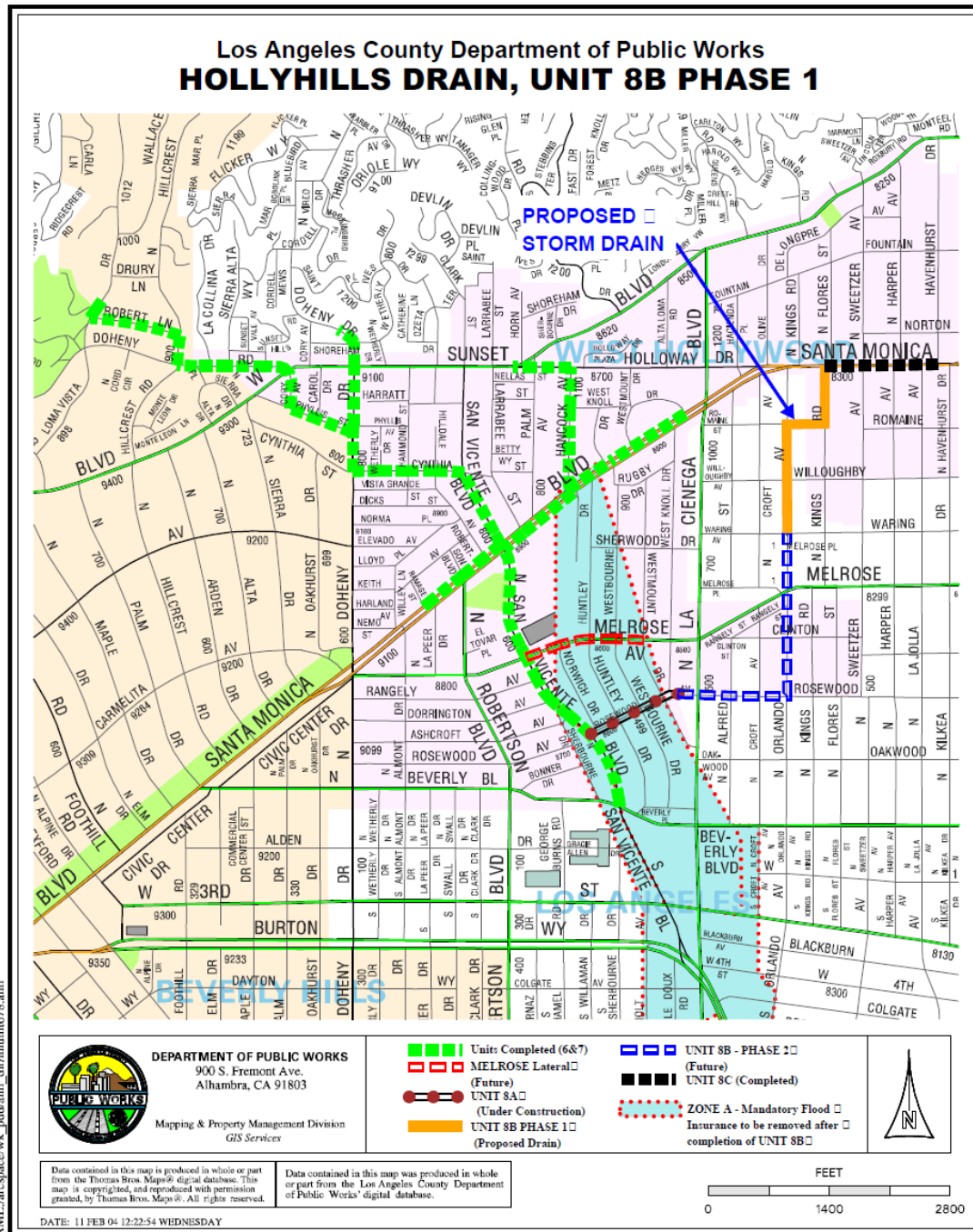
4. LOMRs and LOMAs To Be Redetermined

The LOMCs in Category 2 above will be revalidated through a single letter that reaffirms the validity of the determination in the previously issued LOMC. For LOMCs issued for multiple lots or structures where the determination for one or more of the lots or structures has changed, the LOMC cannot be revalidated through this administrative process. We will review the data previously submitted for the LOMR or LOMA requests listed below and issue a new determination for the affected properties after the effective date of the revised FIRM.

LOMC	Case No.	Date Issued	Project Identifier	Old Panel	New Panel
None					

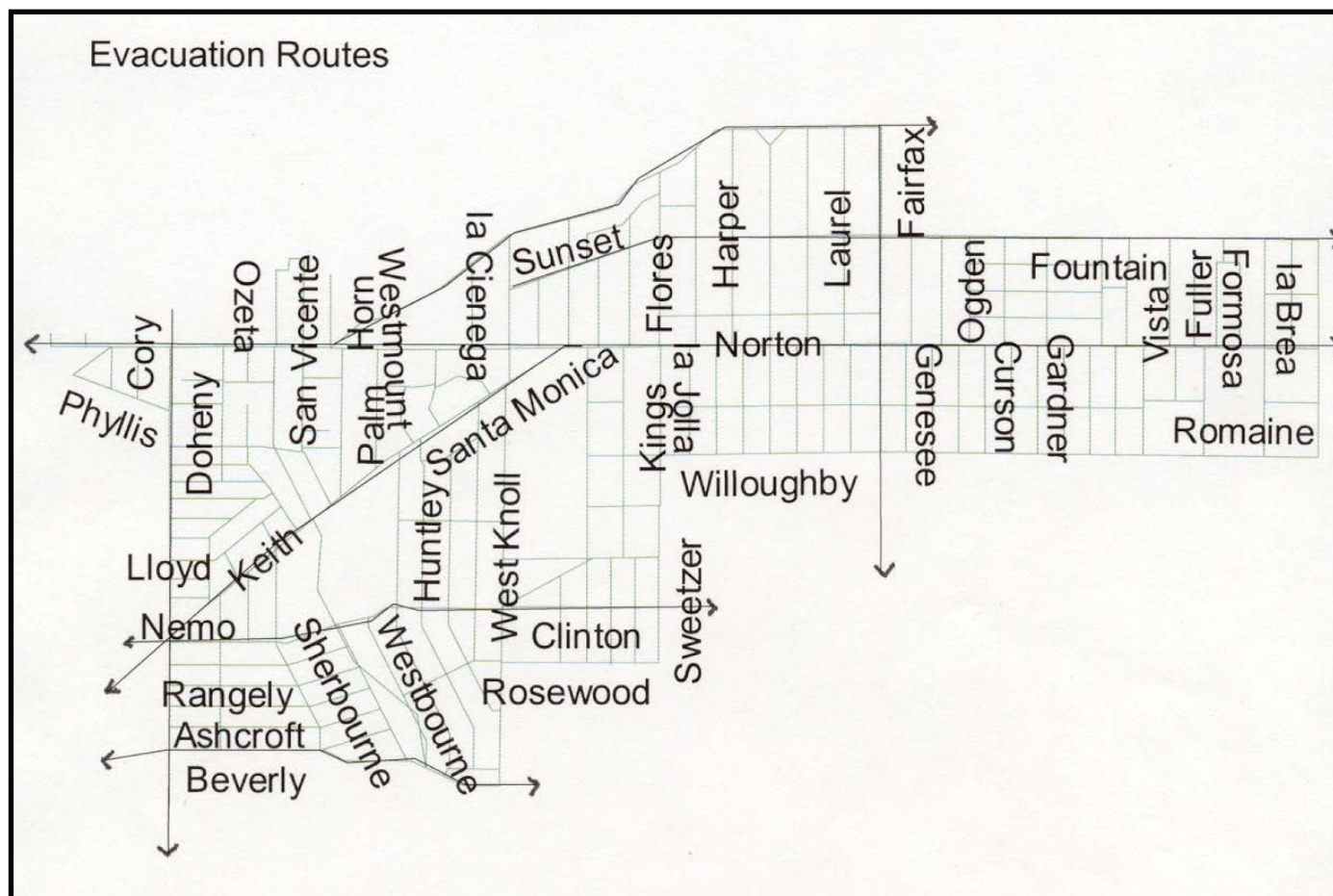
ATTACHMENT 4, THREAT ASSESSMENT 3

Hollyhills Storm Drain Map



ATTACHMENT 5, THREAT ASSESSMENT 3

EVACUATION ROUTES MAP



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THREAT ASSESSMENT 4

URBAN FLOODING

GENERAL SITUATION

Portions of the City of West Hollywood are prone to urban flooding, also sometimes referred to as ponding, due to debris accumulation on storm drains and in flood control channels and basins, overburdened pumping stations and aged drainage systems. Low-lying areas of the City are particularly susceptible to urban flooding.

Flood control channels and basins are at risk of overflowing their banks during times of heavy rainfall. No dams have release routes in the West Hollywood drainage area.

SPECIFIC SITUATION

On June 3, 1994, the Federal Emergency Management Agency (FEMA) issued a Letter of Map Revision for Case No. 94-09-540P. The FEMA flood insurance rate map was revised for the eastern portion of the City to reflect upgrades to flood protection due to completion of the Los Angeles County Flood Control District's Pan Pacific Flood Control System. On September 29, 2008, FEMA issued a Letter of Map Revision for Case No. 08-09-1715P. The flood insurance rate map was revised for the southwest portion of the City to reflect upgrades to flood protection due to the completion of the Los Angeles County Flood Control District's Holly Hills Storm Drain System.

Localized flooding represents the only flood concern in the City. Historically, localized flooding has occurred in low topographic areas where street gutters must accommodate peak flows during a storm event. Generally, localized flooding does not overtop curbs and dissipates quickly after heavy rain ceases. The topographical features in the City and local drainage infrastructure reduce any serious threat of storm flooding within the City. The Los Angeles County Flood Control District maintains the backbone flood control system, a network of catch basins and underground storm drain pipes. The City owns and maintains a few catch basins and small storm drain pipes that directly flow into the Los Angeles County Flood Control District system.

Health hazards could present themselves to residential dwellings and businesses in the affected areas if proper flood clean-up actions are not conducted immediately. Contamination due to flooded sewage systems poses the greatest risk to health and safety of persons in the affected areas.

EMERGENCY READINESS STAGES

Flooding in the identified risk areas can occur rapidly or slowly depending on the heaviness and severity of rainfall. Emergency preparedness will be based on four stages of response actions. These response actions serve as guidelines only and may be altered as necessary

to accomplish the goals and priorities of the emergency response organization.

- **Stage I (Flood Watch)** Light to moderate rain for indefinite period. All field units (Public Works, Sheriff, Fire Depts., etc.) are to review their procedures for flood incidents.
- **Stage II (Flood Warning or Urban and Small Stream Advisory)** Moderate to heavy rain expected for next forty-eight (48) to seventy-two (72) hours. Public information on location of sand bags, sand and flood clean-ups kits to be prepared and distributed to appropriate departments.
- **Stage III (Flood Statement)** Continuation of heavy rain over next seventy-two (72) to ninety-six (96) hours. Identified risk areas should be closed to traffic. Public information to be distributed to residents and businesses in affected areas by all available field units
- **Stage IV (Evacuation Notifications)** Safety/Health threat to private property and persons. Areas should be evacuated should flooding constitute a safety or health hazard.

EVACUATION ROUTES

It is expected that most streets will remain open. Should it become necessary, evacuations should be easily facilitated. Other pertinent information relating to evacuation operations are in **Part Two, Operations Section**.

EMERGENCY RESPONSE ACTIONS

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

Attachments:

See Flooding Attachments

THREAT ASSESSMENT 5

DAM FAILURE

GENERAL SITUATION

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

SPECIFIC SITUATION

There is one dam which is near the City of West Hollywood, the Mulholland Dam (Hollywood Reservoir). Failure of this dam during a catastrophic event, such as a severe earthquake, is considered a very unlikely event. In addition, recent information provided by the State of California has indicated that even if the dam failed, the City of West Hollywood would not be inundated to any significant degree. The inundation area on the east side of the City might extend as far west as Gardner Street.²

EVACUATION ROUTES

Pertinent information that relates to evacuation operations is included in **Part Two, Operations Section**.

EMERGENCY RESPONSE ACTIONS

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

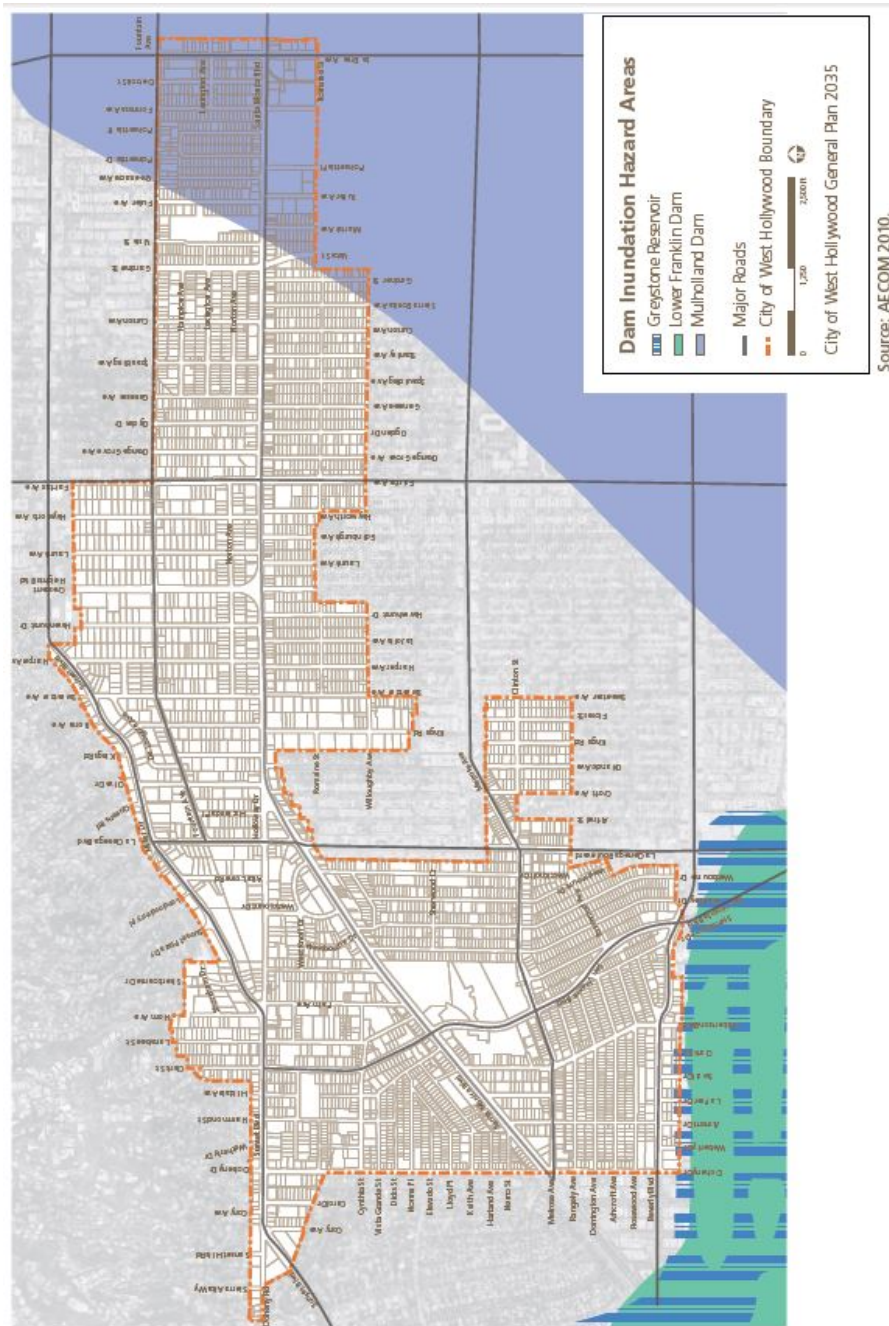
Reference: City of Los Angeles Department of Water and Power, Dam & Reservoir Emergency Notification List, presented in City of West Hollywood's Hazard Mitigation Plan.

Attachment:

1 – Dam Inundation Map

² West Hollywood General Plan, Safety Element

ATTACHMENT 1, THREAT ASSESSMENT 5 DAM INUNDATION FROM HOLLYWOOD RESERVOIR



Map for planning purposes only. This is NOT a contoured planning map. It is simply depicting the information stated in the General Plan, Safety Element that the inundation area might extend west to Gardner Street. This is simply to show the city blocks that may be involved in this scenario.

THREAT ASSESSMENT 6

TRANSPORTATION INCIDENT: MAJOR AIR CRASH

GENERAL SITUATION

An air crash that occurs in a heavily populated residential area can result in loss of life and property. The impact of a disabled aircraft as it strikes the ground creates the likely potential for multiple explosions, resulting in intense fires. Regardless of where the crash occurs, the resulting explosions and fires have the potential to cause injuries, fatalities, and the destruction of property at and adjacent to the impact point. The time of day when the crash occurs may have a profound affect 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. Sheriff 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 (such as from the Maple Counseling Center), should take a proactive approach toward identifying and addressing mental health needs stemming from any traumatic disaster. The American Red Cross is mandated by Congress to provide assistance to families and victims of air crashes.

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

The airports nearest to West Hollywood which handle the greatest amount of air traffic are as follows:

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. In 2014, LAX served nearly 70.7 million passengers.

Van Nuys Airport – located in the heart of the San Fernando Valley, is ranked as one of the world's busiest general aviation airports. The airport averages over 217,000 takeoffs and landings annually.

Burbank Airport – is ranked 61st busiest airport nationally in terms of air traffic that it handles. Burbank Airport served 3,861,179 passengers in 2014.

Long Beach Airport – is ranked as one of the busiest general aviation airport. Planes arrive and depart at a rate of 1.5 every two minutes. The Airport handles 41 daily commercial flights. In 2008, the airport served 1,413,251 passengers.

John Wayne Airport – is ranked as the 40th busiest airport in the United States. It had 10,180,258 passengers in 2015. The airport is the home base for approximately 450 general aviation aircraft.

Ontario International Airport – is the West Coast air and truck hub for UPS Airlines and is a major distribution point for FedEx Express. It is often an alternate landing site for large aircraft destined for LAX. It served 4,209,311 passengers in 2015.

SPECIFIC SITUATION

The City of West Hollywood is located in the western portion of Los Angeles County. The City is comprised of residential and commercial areas. The City is not under any major flight patterns, but light planes and helicopters regularly fly above the City. Sheriff's Department, medical, and news helicopters utilize helipads at the Sheriff's Station and Cedar's Sinai Medical Center. There is one helipad used on a regular basis in West Hollywood at the West Hollywood Sheriff's Station on San Vicente and Santa Monica Boulevard. This helipad is for official law enforcement use. Occasionally others might use the helipad. The weight limit is 5,000 pounds.

EMERGENCY RESPONSE ACTIONS

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

Attachments

1 – Map of Local Airports

ATTACHMENT 1, THREAT ASSESSMENT 6

MAP OF LOCAL AIRPORTS



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THREAT ASSESSMENT 7

TRANSPORTATION INCIDENT: TRUCK/TRAIN

GENERAL SITUATION

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

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

The Metro Red Line, a Los Angeles heavy rail subway, also transports passengers to the Hollywood area. Safety issues include: derailments, hazardous materials releases, sabotage, station accidents, boarding and disembarking accidents, and right-of-way accidents.

SPECIFIC SITUATION

The City of West Hollywood is not near any freeways. The majority of truck traffic is for local Western Los Angeles. One major east-west commercial route, Santa Monica Boulevard, passes through the City.

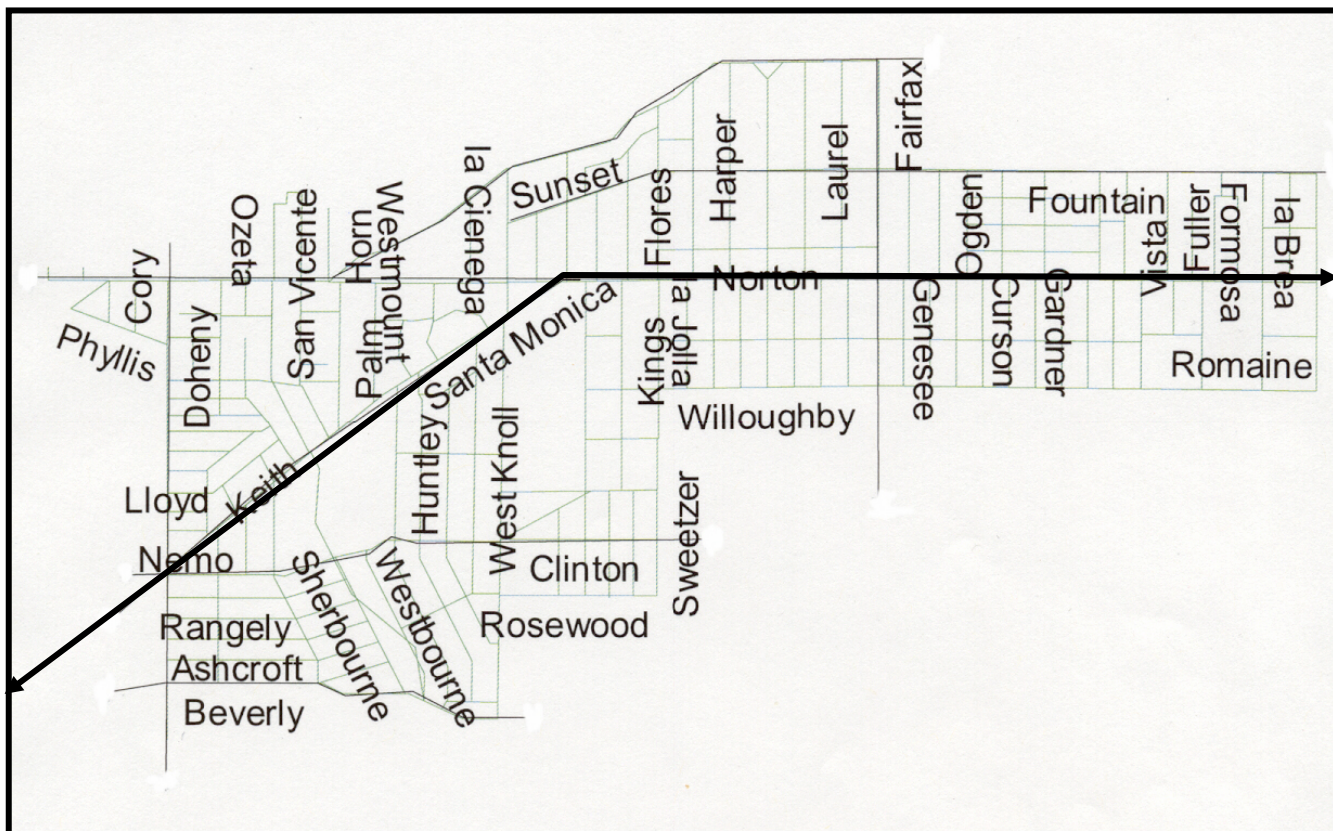
EMERGENCY RESPONSE ACTIONS

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

Attachments:

- 1 – Truck Transportation
- 2 – Train Transportation

ATTACHMENT 1, THREAT ASSESSMENT 7 PRIMARY TRANSPORTATION ROUTE



ATTACHMENT 2, THREAT ASSESSMENT 7 TRAIN TRANSPORTATION



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THREAT ASSESSMENT 8

CIVIL UNREST

GENERAL SITUATION

The spontaneous disruption of normal, orderly conduct and activities in urban areas, or outbreak of rioting or violence that is of a large nature is referred to as civil unrest. Civil unrest can be spurred by specific events, such as large sporting events or criminal trials, or can be the result of long-term disfavor with authority, social/economic factors, or racial or religious tensions.

Civil unrest is usually noted by the fact that normal on-duty Sheriff's and safety forces cannot adequately deal with the situation until additional resources can be acquired. This is the time period when civil unrest can grow to large proportions.

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

SPECIFIC SITUATION

The City of West Hollywood has faced civil unrest in various forms since its incorporation in 1984. There have been peaceful street demonstrations at San Vicente and Santa Monica Boulevard, some which have included marches as routine occurrences. These demonstrations are typically precipitated by actions of a state or national political body. Neighbors and businesses on or near the Western portion of Santa Monica Boulevard and San Vicente may be inconvenienced. Sheriff's personnel and the City's Public Safety staff are prepared to respond to these quickly and routinely.

The entire City, consisting of residential and commercial properties, is vulnerable to the effects of civil unrest.

The Cities of Beverly Hills and Los Angeles border West Hollywood and may be inconvenienced. Coordination between West Hollywood and these cities occurs routinely.

EMERGENCY RESPONSE ACTIONS

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

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THREAT ASSESSMENT 9

TERRORISM

GENERAL SITUATION

In the wake of the 1993 World Trade Center bombing in New York and the Oklahoma City bombing in 1995, terrorism became a serious concern for emergency management, emergency responders, and the public at large. However, the 2001 attack on the World Trade Center and the Pentagon has elevated our concern about terrorism to a level we never imagined, and requires us to be prepared to respond to situations that go beyond the terrorist incident scenarios that we are familiar with. FEMA's *Managing Terrorists Incidents, Interim Planning Guide For State and Local Governments*, July 2002, was referenced greatly for this section.

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

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

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

- The situation may not be recognizable until there are multiple casualties or a secondary event occurs that indicates that the first was not an accident. Most chemical and biological agents are not detectable by conventional methods used for explosives and firearms. Most agents can be carried in containers that look like ordinary items.
- There may be multiple events (i.e., one event in an attempt to influence another event's outcome).

- Responders are placed at a higher risk of becoming casualties because agents are not readily identifiable. Responders may become contaminated before recognizing the agents involved. First responders may, in addition, be targets for secondary releases or explosions.
- The location of the incident will be treated as a crime scene. As such, preservation and collection of evidence is critical. Therefore, it is important to ensure that actions on-scene are coordinated between response organizations to minimize any conflicts between law enforcement authorities, who view the incident as a crime scene, and other responders, who view it as a hazardous materials or disaster scene.
- In addition to local response coordination challenges, the WMD incident will add a myriad of state and federal agencies into the system. Coordination and communication issues between all response levels (local, state, and federal) will constantly need to be assessed.
- Contamination of critical facilities and large geographic areas may result. Victims may carry an agent unknowingly to public transportation facilities, businesses, residences, doctors' offices, walk-in medical clinics, or emergency rooms because they don't realize that they are contaminated. First responders may carry the agent to fire or precinct houses, hospitals, or to the locations of subsequent calls.
- The scope of the incident may expand geometrically and may affect mutual aid jurisdictions. Airborne agents flow with the air current and may disseminate via ventilation systems, carrying the agents far from the initial source.
- There will be a stronger reaction from the public than with other types of incidents. The deliberate destruction of life and property is both horrific and difficult to process, and the fear of additional attacks as well as the unknown makes the public's response more severe. Also, the thought of exposure to a chemical or biological agent or radiation evokes terror in most people.
- Time is working against responding elements. The incident can expand geometrically and very quickly. In addition, the effects of some chemicals and biological agents worsen over time.
- Support facilities, such as utility stations and 911 centers along with critical infrastructures, are at risk as targets.
- Specialized State and local response capabilities may be overwhelmed.

TERRORISM HAZARDS

Terrorism hazards may be WMD (including conventional explosives, secondary devices, and combined hazards) or other means of attack (including low-tech devices and delivery, attacks on infrastructure, and cyber terrorism).

WMD Hazard Agents

Weapons of mass destruction are defined as any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals; disease organisms; radiation or radioactivity; or explosion or fire.

At least two important considerations distinguish these hazards from other types of terrorist tools. First, in the case of chemical, biological, and radioactive agents, their presence may not be immediately obvious, making it difficult to determine when and where they have been released, who has been exposed, and what danger is present for first responders and medical technicians. Second, although there is a sizable body of research on battlefield exposures to WMD agents, there is limited scientific understanding of how these agents affect civilian populations.

Chemical

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

Table 1. General Indicators of Possible Chemical Agent Use

Stated Threat to Release a Chemical Agent
Unusual Occurrence of Dead or Dying Animals • For example, lack of insects, dead birds
Unexplained Casualties • Multiple victims • Surge of similar 911 calls • Serious illnesses • Nausea, disorientation, difficulty breathing, or convulsions • Definite casualty patterns
Unusual Liquid, Spray, Vapor, or Powder • Droplets, oily film • Unexplained odor • Low-lying clouds/fog unrelated to weather
Suspicious Devices, Packages, or Letters

- Unusual metal debris
- Abandoned spray devices
- Unexplained munitions

Biological

Recognition of a biological hazard can occur through several methods, including identification of a credible threat, discovery of bioterrorism evidence (devices, agent, clandestine lab), diagnosis (identification of a disease caused by an agent identified as a possible bioterrorism agent), and detection (gathering and interpretation of public health surveillance data).

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

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

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

Table 2. General Indicators of Possible Biological Agent Use

Stated Threat to Release a Biological Agent
Unusual Occurrence of Dead or Dying Animals
Unusual Casualties • Unusual illness for region/area • Definite pattern inconsistent with natural disease
Unusual Liquid, Spray, Vapor, or Powder • Spraying; suspicious devices, packages, or letters

Nuclear/Radiological

The difficulty of responding to a nuclear or radiological incident is compounded by the nature of radiation itself. In an explosion, the fact that radioactive material was involved may or may not be obvious, depending upon the nature of

the explosive device used. The presence of a radiation hazard is difficult to ascertain, unless the responders have the proper detection equipment and have been trained to use it properly. Although many detection devices exist, most are designed to detect specific types and levels of radiation and may not be appropriate for measuring or ruling out the presence of radiological hazards. Table 3 lists some indicators of a radiological release.

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

Stated Threat to Deploy a Nuclear or Radiological Device
Presence of Nuclear or Radiological Equipment • Spent fuel canisters or nuclear transport vehicles
Nuclear Placards/Warning Materials Along with Otherwise Unexplained Casualties

Conventional Explosives and Secondary Devices

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

Combined Hazards

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

of the reduced effectiveness of protective measures produced by employment of an initial WMD agent. Finally, the potential exists for multiple incidents in single or multiple municipalities.

Other Terrorism Hazards

Planners also need to consider the possibility of unusual or unique types of terrorist attacks previously not considered likely.³ Although it is not realistically possible to plan for and prevent every conceivable type of terrorist attack, planners should anticipate that future terrorism attempts could range from simple, isolated attacks to complex, sophisticated, highly coordinated acts of destruction using multiple agents aimed at one or multiple targets. Therefore, the plans developed for terrorist incidents must be broad in scope yet flexible enough to deal with the unexpected. These considerations are particularly important in planning to handle the consequences of attacks using low-tech devices and delivery, assaults on public infrastructure, and cyber terrorism. In these cases, the training and experience of the responders may be more important than detailed procedures.

Low-Tech Devices and Delivery

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

Infrastructure Attacks

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

³ Prior to the World Trade Center attack, the use of multiple commercial airliners with full fuel loads as explosive, incendiary devices in well-coordinated attacks on public and governmental targets, was not considered a likely terrorist scenario.

Cyber Terrorism

Cyber terrorism involves the malicious use of electronic information technology to commit or threaten to commit acts dangerous to human life, or against a nation's critical infrastructures in order to intimidate or coerce a government or civilian population to further political or social objectives (FBI NIPC, Congressional testimony, August 29, 2001). As with other critical infrastructure guidance, most cyber protection guidance focuses on security measures to protect computer systems against intrusions, denial of service attacks, and other forms of attack rather than addressing issues related to contingency and consequence management planning.

Unlike natural disasters, a disaster resulting from a terrorist incident is also a crime scene. Therefore, two response operations need to be managed simultaneously in the event of this type of incident. Previously these two operations were described in the California Terrorism Response Plan as: Crisis Management and Consequence Management, however, with the advent of Homeland Security Presidential Directive – 5 (HSPD-5), these two operations will now be treated as on single operation.

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

SPECIFIC SITUATION

In response to a growing concern about terrorism at the federal, state and local level, the City developed a broad threat assessment of potential terrorist targets, threat elements, and local response capabilities. This assessment is contained in a restricted use-planning document maintained by the Sheriff's Department. The information contained in this document will be used as necessary during a threat situation or actual event. However, following is a general overview of potential terrorist targets in Los Angeles County and specifically West Hollywood:

- Facilities that store, manufacture, or transport hazardous materials
- US and State Highways
- Telecommunications Facilities
- Federal, State, County, and City Offices
- Shopping Malls
- Medical Centers
- Schools, churches, and religious centers
- Research Facilities
- Electrical Facilities and Power Plants

- Water and Wastewater Facilities, Dams
- Bridges and Overpasses

EMERGENCY RESPONSE ACTIONS

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

THREAT ASSESSMENT 10

NATIONAL SECURITY EMERGENCY

GENERAL SITUATION

While the likelihood of nuclear war is low, terrorist activities and radiological materials accidents are still likely. Terrorist activities could result in nuclear weapons being detonated.

The following is provided for information and planning purposes:

Air Burst

An air burst, by definition, is when a nuclear weapon is detonated and the fireball does not touch the surface of the earth. Usually, the weapon is set to detonate at a height of between 5,000 and 15,000 feet. Air bursts are generally selected for their capability to generate high over-pressure and shock effect over large areas, as well as to ignite fires for great distances. Neither radiation nor radioactive fallout is considered to be a significant factor in the event of an air burst.

Surface Burst

A nuclear detonation is considered to be a surface burst when the fireball generated touches the surface of the earth. Surface bursts could include water bursts, under-water bursts and underground bursts.

Surface bursts produce large amounts of radioactive fallout. Therefore, some targets may be selected not only for the purpose of destroying facilities, but to also use the downwind fallout to prevent access or restrict movement in large geographical areas.

Detonation of a nuclear bomb can produce various damaging effects. Included are blast and over-pressure, intense heat and light, nuclear radiation (fission and fusion), electromagnetic pulse, and for surface bursts, radioactive fallout.

Blast

When the weapon is detonated, a tremendous pressure is developed. This over-pressure rapidly expands outward in all directions, creating extremely high winds. The expansion continues until the over-pressure is reduced to normal pressure. The rapid outward expansion of air creates a vacuum which must equalize. The winds then reverse to the opposite direction and continue until the air pressure is equalized. Damage and injury are caused not only by the outward expansion phase of the wind and pressure, but also in the opposite direction when the air is rushing back to fill the vacuum. It is believed that an ordinary California home would be destroyed at about 1.5 to 2 psi, often 2 to 5 miles from the detonation.

NOTE: Over-pressure is rated in pounds per square inch (psi). Normal pressure at sea level is 14.7 pounds per square inch. Therefore, if the pressure is increased to 15.7 psi, the over-pressure would be 1 psi.

Thermal Radiation

A burst of intense light and heat. This phenomenon can initiate fires as well as produce casualties. A one-megaton explosion can produce flash-blindness up to 13 miles on a clear day, or 53 miles on a clear night. Thermal radiation can cause skin and retinal burns many miles from the point of detonation. A one-megaton explosion can cause first-degree burns at distances of approximately 7 miles, second-degree burns at approximately 6 miles, and third- degree burns at approximately 5 miles from ground zero. Detonation of a single thermonuclear weapon could cause many thousands of burn casualties.

Initial Radiation

Defined as that radiation emitted during the first minute after detonation, it is comprised of gamma rays and neutrons. For large yield weapons, the range of the initial radiation is less than that of the lethal blast and thermal radiation effects. However, with respect to small yield weapons, the initial radiation may be the lethal effect with the greatest range.

Fallout

Produced by surface debris drawn into and irradiated by the fireball, then rising into the atmosphere and eventually returning to earth. When a nuclear detonation occurs, fission products and induced radioactive material from the weapon casing and debris that were pulled up into the fireball returns to earth as fallout. A source of ionizing radiation, fallout may be deposited miles from the point of detonation and thus affect people otherwise safe from the other effects of the weapon. The radiation danger associated with fallout decreases as the radioactive material decays. Decay rates range from several minutes to several years.

Electromagnetic Pulse (EMP)

Intense electric and magnetic fields that can damage unprotected electronic equipment. This effect is most pronounced in high altitude bursts (above 100,000). Surface bursts typically produce significant EMP up to the 1 psi over-pressure range, while air bursts produce somewhat less. No evidence exists suggesting that EMP produces harmful effects in humans.

SPECIFIC SITUATION

The population at risk is 34,399 night-time residents (Census 2010) and 72,600 or (slightly more) during the day time. Although the City has insufficient space for its residents for nuclear blast protection, a public information campaign could be issued to educate the residents on how to make their own homes better prepared as a fallout shelter.

EMERGENCY RESPONSE ACTIONS

Response activities to the nuclear materials threat will be far reaching and will consist of in-place protection measures, relocation and spontaneous evacuation.

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

THREAT ASSESSMENT 11

PUBLIC HEALTH EMERGENCY/ PANDEMIC EVENT

GENERAL SITUATION

Widespread public health emergencies, referred to as “pandemics”, occur when a disease, often a strain of influenza, emerges to which the population has little immunity. The 20th century saw three such pandemics, the most notable of which was the 1918 Spanish influenza pandemic that was responsible for 20-40 million deaths throughout the world.

Public health experts are always concerned about the risk of another pandemic where a disease spreads between and amongst species. When strains of animal disease interact with the common strains of human diseases, a mutation can occur, creating a disease capable of human-to-human transmission, initiating a pandemic. Depending on the nature of such a disease, between 25 to 35 percent of the population could become ill. This level of disease activity would disrupt all aspects of society and severely affect the economy.

Public Health Emergency – World Health Organization (WHO) Pandemic Phases

To ensure consistent planning efforts, federal, state and county public health agencies use the World Health Organization (WHO) pandemic phases as described below.

Interpandemic Period	General Definition
Phase 1	• No new influenza virus subtypes detected in humans. • May or may not be present in animals. • If present in animals, the risk of human infection is considered to be low.
Phase 2	• No new influenza virus subtypes detected in humans. • A circulating animal virus subtype may be detected in animals. • There may be a substantial risk of human disease.
Pandemic Alert Period	General Definition
Phase 3	• Humans have been infected with a novel virus subtype but human-to-human transmission has not occurred or only in rare instances of close contact.
Phase 4	• Small cluster(s) of cases with limited human-to-human transmission are documented, but spread is highly localized. • Virus is not well adapted to humans.

Interpandemic Period	General Definition
Phase 5	• Larger cluster(s) appear, but human-to-human spread is still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be highly transmissible. • The risk of pandemic is now substantial.
Pandemic Period	General Definition
Phase 6	• Increased and sustained transmission is documented in the general population.
Post-Pandemic Period	General Definition
Phase 7	• Continuing public health actions, including communication with the public on issues such as when public gatherings can resume and continued monitoring of possible outbreaks of infection, etc.

The Los Angeles County Department of Public Health (LACDPH) is the lead department for the county's response. LACDPH will work closely with local jurisdictions to ensure that:

- planning efforts are consistent throughout the county;
- official information will be provided to the jurisdictions in a timely manner;
- pharmaceutical distribution planning, training and exercising is conducted; and
- the organization is SEMS/NIMS (Standardized Emergency Management System/National Incident Management System) compliant.

SPECIFIC SITUATION

The population of West Hollywood could be at risk for various sources of Public Health Emergencies, caused by both natural and technological disasters. Examples of natural and technological disasters include but are not limited to SARS, Pandemic Flu, Earthquakes, Flooding, Fires, Aircraft crashes, Bioterrorism, and Heat waves.

The impact of these disasters on the community could include communicable diseases, a contaminated public water system, respiratory diseases, heart attacks and stress related disorders, morbidity and mortality.

In highly urbanized and densely populated Los Angeles County, quarantine and isolation practices would not be enforceable or practical. The City of West Hollywood will work in conjunction with county, state and federal agencies to aggressively promote basic sanitation and hygiene public education programs. The City will, at the direction of the Public Health Officer for Los Angeles County, implement the procedures and protocols as outlined in the **Public Health Emergency Annex to this plan.**

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 dependent 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 for 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:
 - o Home isolation of cases for a minimum of 7 days after disease onset;
 - o Monitoring of contacts for fever and respiratory symptoms for 5 days after exposure;
 - o Asking health care workers with a fever and have been previously exposed to not go to work;
 - o Closure of schools and work places with high incidence of influenza-like illness (ILI); and/or
 - o 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 populations 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 the Los Angeles County Department of Health Services:
 - o 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, and etc.
 - o 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 and 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 affects. 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.

DAMAGE TO VITAL PUBLIC SERVICES, SYSTEMS AND FACILITIES

The operation of public services at every structure is potentially at risk during a public health emergency. The specific critical facilities vulnerable in the City of West Hollywood include City Hall, City Parks, City Maintenance Facilities, City Parking Structures, Residential Properties, Commercial Properties, High-Occupancy Buildings, Local Schools, and Senior Facilities.

Public health emergencies can severely impact the City's ability to provide emergency and regular services to its constituents. In addition, if businesses are unable to operate due to the loss of personnel, revenue is substantially affected. Widespread and long-lasting detrimental effects also include mass homelessness, heavy loss of business, and the disruption of communications and health care systems.

A public health emergency could affect the entire 1.9 square miles of the City, and would affect approximately 36,000 residents. In addition, several thousand visitors can be present on a busy weekend evening, especially on the Sunset Strip.

EMERGENCY RESPONSE ACTIONS

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

Reference: County of Los Angeles Department of Public Health, All-Hazards Emergency Management Plan, Annex 11, Operational Plan for Implementation and Enforcement of Isolation and Quarantine Measures

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THREAT ASSESSMENT 12

ELECTRICAL SYSTEM EMERGENCY (POWER SHORTAGES AND ROTATING OUTAGES)

GENERAL SITUATION

A power/utility failure is defined as an actual or potential shortage of electric power or the interruption of electrical power which significantly threatens health and safety.

Many communities are vulnerable to many localized, short and long term energy emergencies. Power shortages or failures do occur and may be brought on by severe weather conditions, such as extreme heat, thunderstorms, or events such as war and civil disturbance.

SPECIFIC SITUATION

As did much of California, the City of West Hollywood has experienced Rolling Blackouts caused by an energy supply shortage. Rolling blackouts are ordered by the California ISO. The city is served by Southern California Edison (SCE), so SCE would notify city officials of pending blackouts and give the circuits and times the blackouts would take place.

The California Public Utilities Commission (CPUC) created a priority system in which certain customers who provide Essential public health, safety, and security services should normally be exempt from rotating outages, and the 13 specific categories Essential Use customers are as follows:

1. Government and other agencies providing Essential fire, police, and prison services.
2. Government agencies Essential to the national defense.
3. Hospitals and skilled nursing facilities.
4. Communication utilities, as they relate to public health, welfare, and security, including telephone utilities.
5. Navigation, communication traffic control, and landing and departure facilities for commercial air and sea operations.
6. Electric utility facilities and supporting fuel and fuel transportation services critical to continuity of electric power system operation.
7. Radio and television broadcasting stations used for broadcasting emergency messages, instruction, and other public information related to the electric curtailment emergency.
8. Water and sewage treatment utilities may request partial or complete [rotating outage] exemption from electric utilities in times of emergency identified as requiring their service, such as firefighting.

9. Areas served by networks, at utilities' discretion.
10. Rail rapid transit systems as necessary to protect public safety, to the extent exempted by the CPUC.
11. Customers served at transmission voltages to the extent that (a) they supply power to the grid in excess of their load at the time of the rotating outage, or (b) their inclusion in rotating outages would jeopardize system integrity.
12. Optional Binding Mandatory Curtailment Program customers.
13. Petroleum refineries, vital ancillary facilities, and other customers in the critical fuels chain of production, to the extent exempted by the CPUC.

The CPUC noted that even for these customers, “[p]rotection cannot be guaranteed because daily circuit switching may temporarily change a customer’s outage block and priority classification.”

EMERGENCY READINESS STAGES

The following stages are the three levels of emergencies that the California Independent System Operator (Cal-ISO or CAISO) can declare:

- **Stage 1** A stage 1 emergency is declared when the CAISO determines there will be an operating reserve shortfall within the next two hours. Stage 1 does not require interruption of service to customers.
- **Stage 2** A stage 2 emergency is declared anytime there will be a serious operating reserve shortfall within the next two hours. At this stage, interruption of service to some or all of the selected customers is required. Many customers have agreed to be interrupted in case of a Stage 2 emergency. These customers receive a reduced rate on their electrical service as compensation for agreeing to be curtailed.
- **Stage 3** A stage 3 emergency is declared anytime there will be a critical operating reserve shortfall within the next two hours. Stage 3 is the most severe emergency and indicates that without significant CAISO intervention, the electrical system is in danger of imminent collapse. Involuntary curtailment of service to consumers (i.e., a “rolling blackout”) may be required to maintain operating reserve above 3%. In the event the California Independent System Operator (CAISO) declares a Stage 3 alert creating a rotating outage event, SCE will use both the ONC and the SCE Alert programs to communicate with customers.

EVACUATION ROUTES

It is expected that most streets will remain open. Should it become necessary, evacuations would be facilitated. Other pertinent information relating to evacuation operations are in **Part Two, Operations Section**.

EMERGENCY RESPONSE ACTIONS

Emergency response actions applicable to all common hazards are presented in

the **Checklist Actions in Part Two of this Plan.**

Restoration of Service for Life-Threatening Emergencies:

If during a rotating outage, a life-threatening circumstance should arise and restoration of affected electric service is necessary, the responsible public safety agent(s) of West Hollywood (e.g., fire or police personnel) may contact SCE to request immediate service and will contact the requesting agent(s) to confirm restoration.

Should West Hollywood experience such a life-threatening circumstance and need service restoration to a particular location during a rotating outage, SCE can be contacted at **800-426-0621. This is a special number provided for Public Safety personnel use only.**

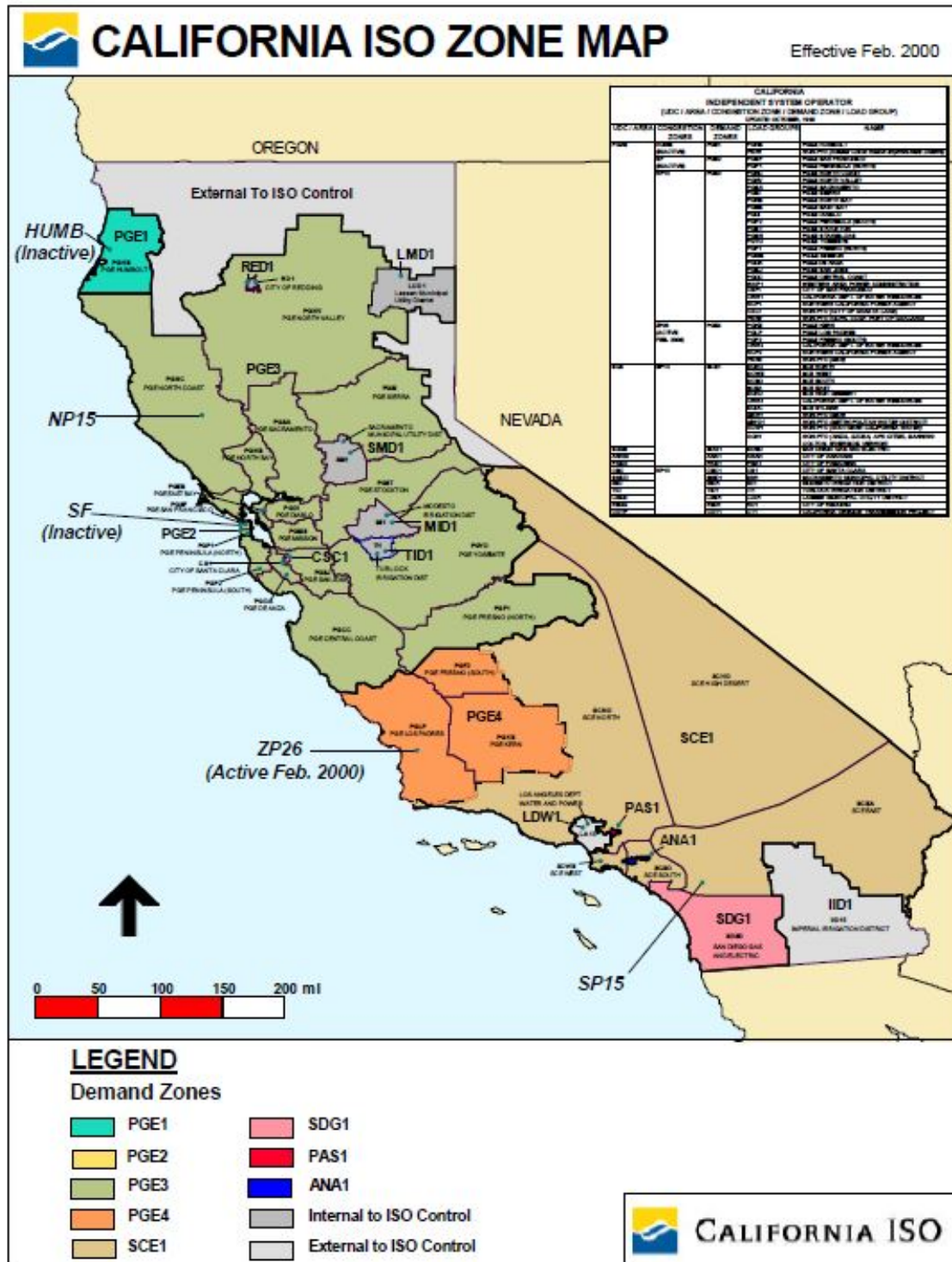
ATTACHMENT 1, THREAT ASSESSMENT 12

Attachments:

1 - California ISO Zone Map

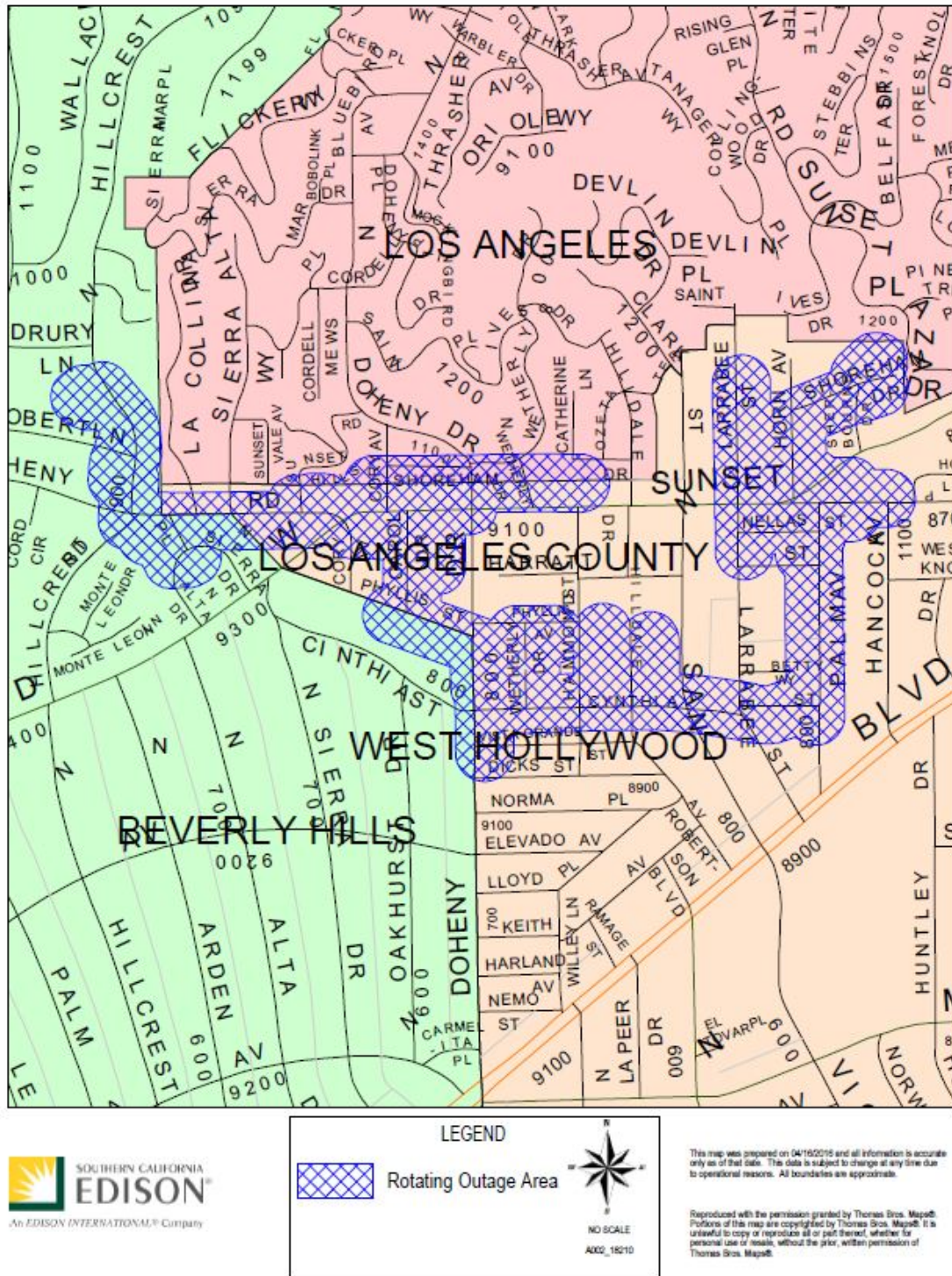
2 - Rotating Outage Maps (A002, A006, A009, A017, A025, A031, A036, A039, A049, A059, A072)

ATTACHMENT 1, THREAT ASSESSMENT 12 CALIFORNIA ISO ZONE MAP



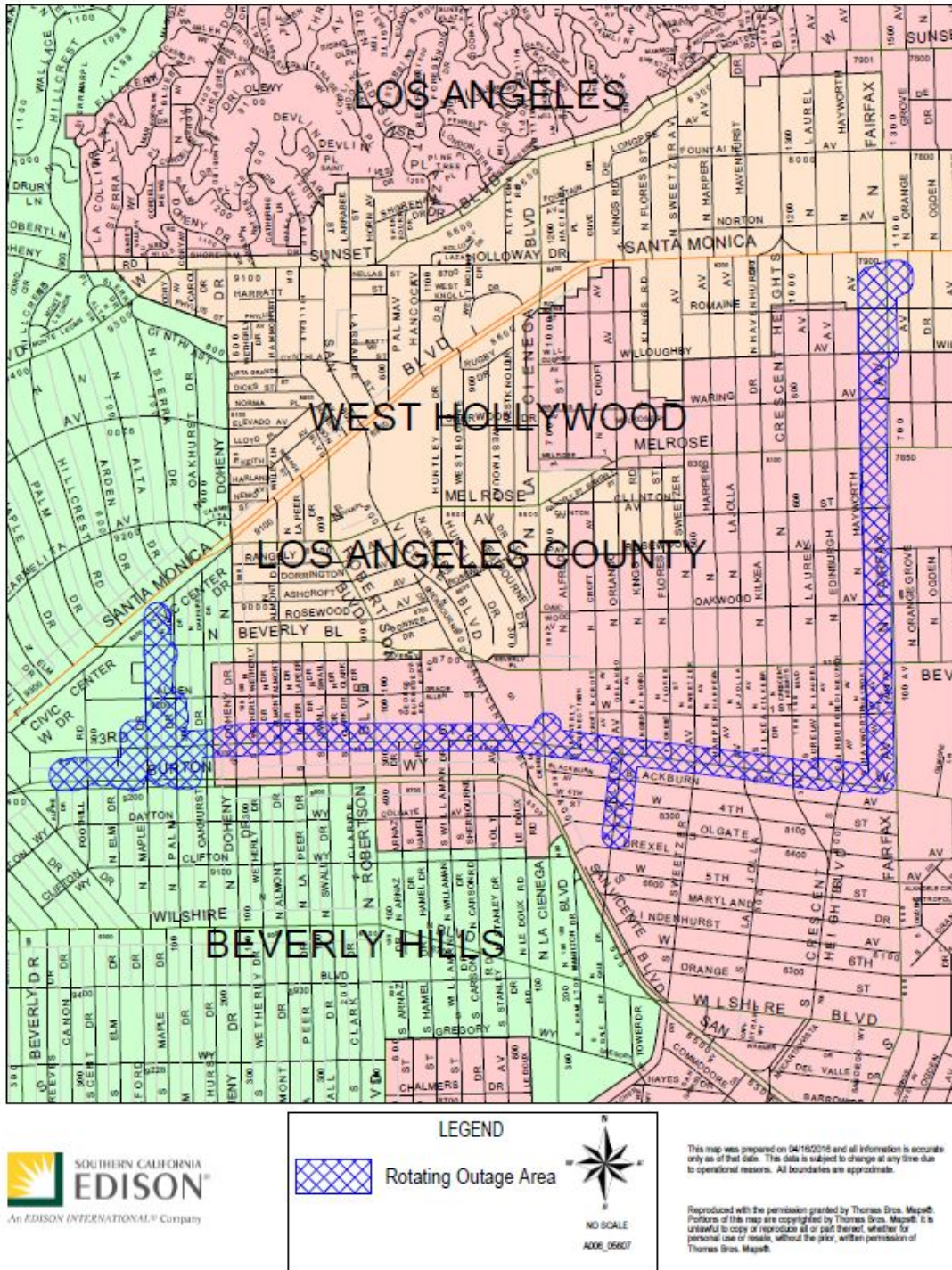
ATTACHMENT 2, THREAT ASSESSMENT 12 ROTATING OUTAGE MAP – GROUP A002

Rotating Outage Map - Group A002



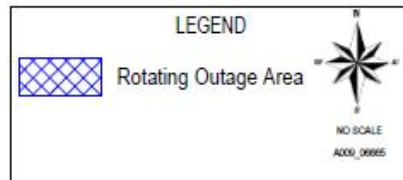
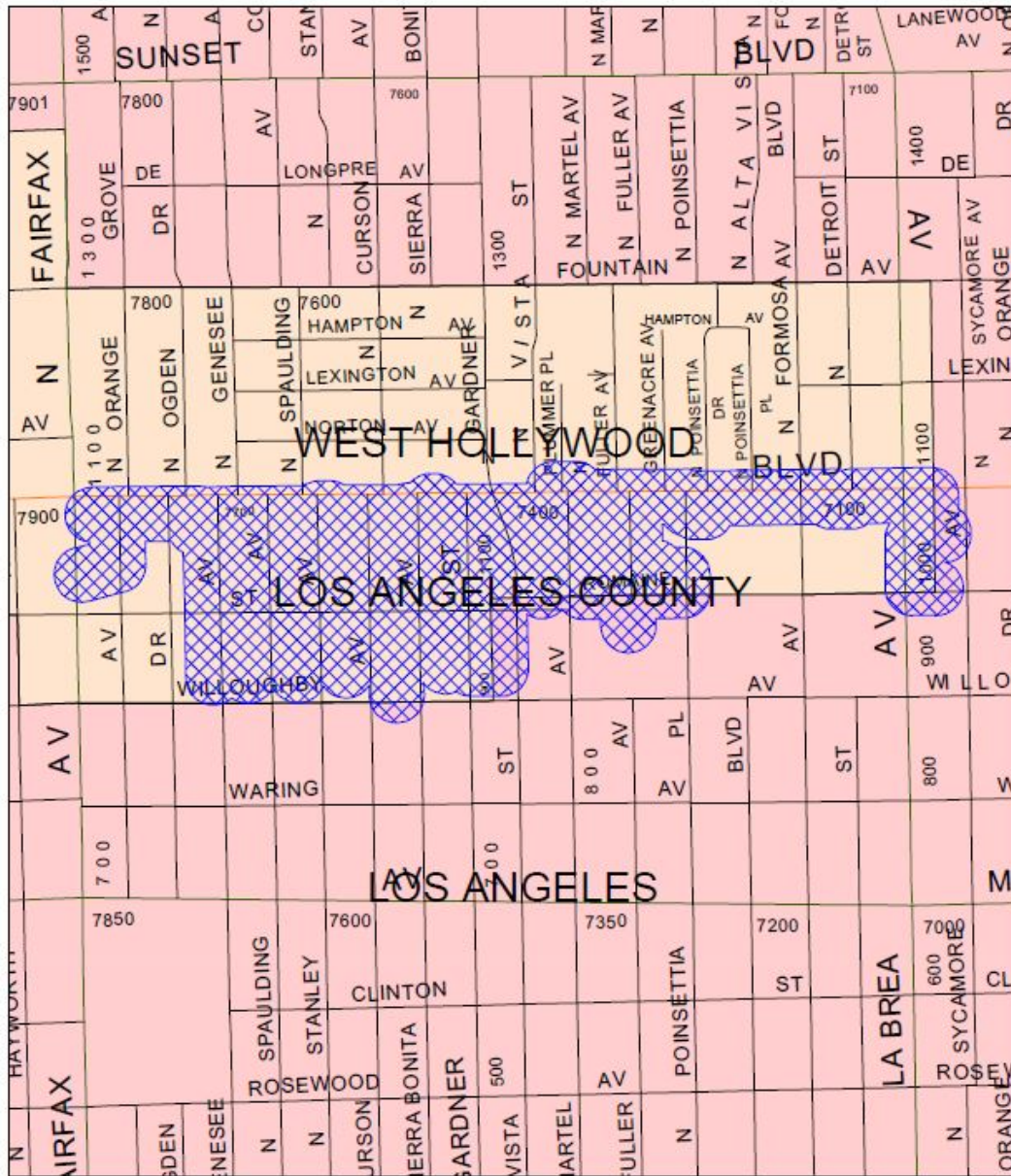
ATTACHMENT 3, THREAT ASSESSMENT 12 ROTATING OUTAGE MAP – GROUP A006

Rotating Outage Map - Group A006



ATTACHMENT 4, THREAT ASSESSMENT 12 ROTATING OUTAGE MAP – GROUP A009

Rotating Outage Map - Group A009

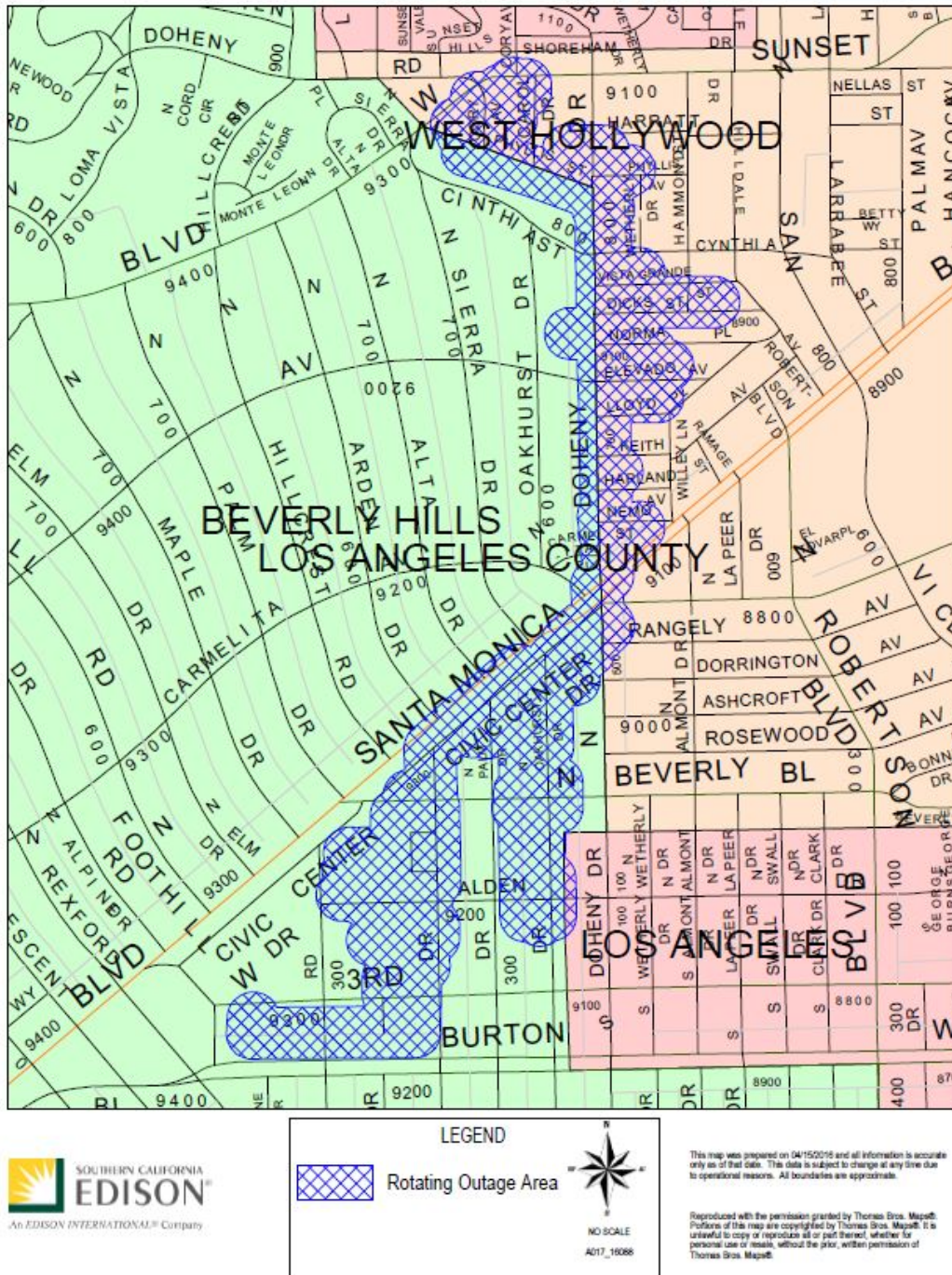


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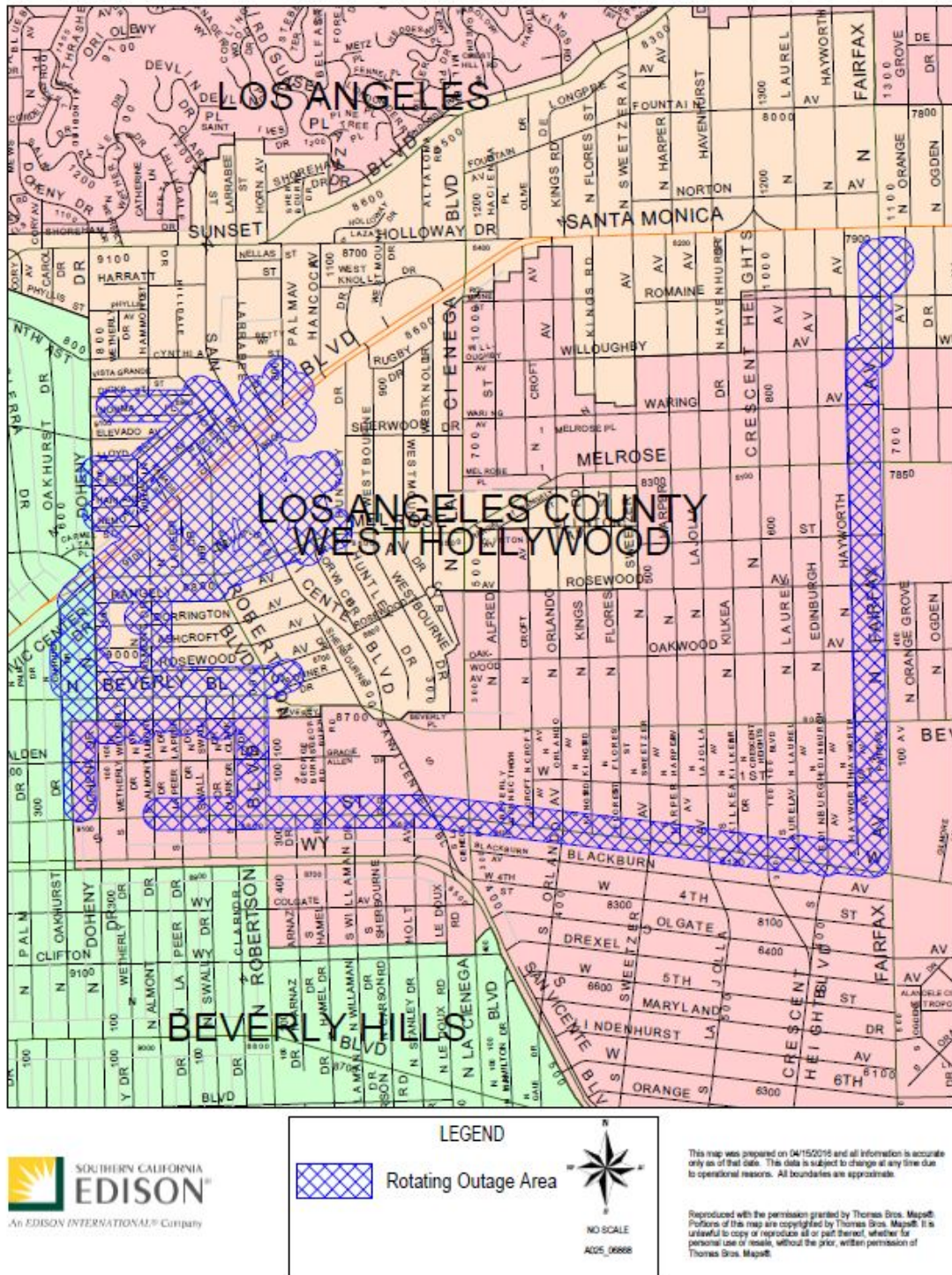
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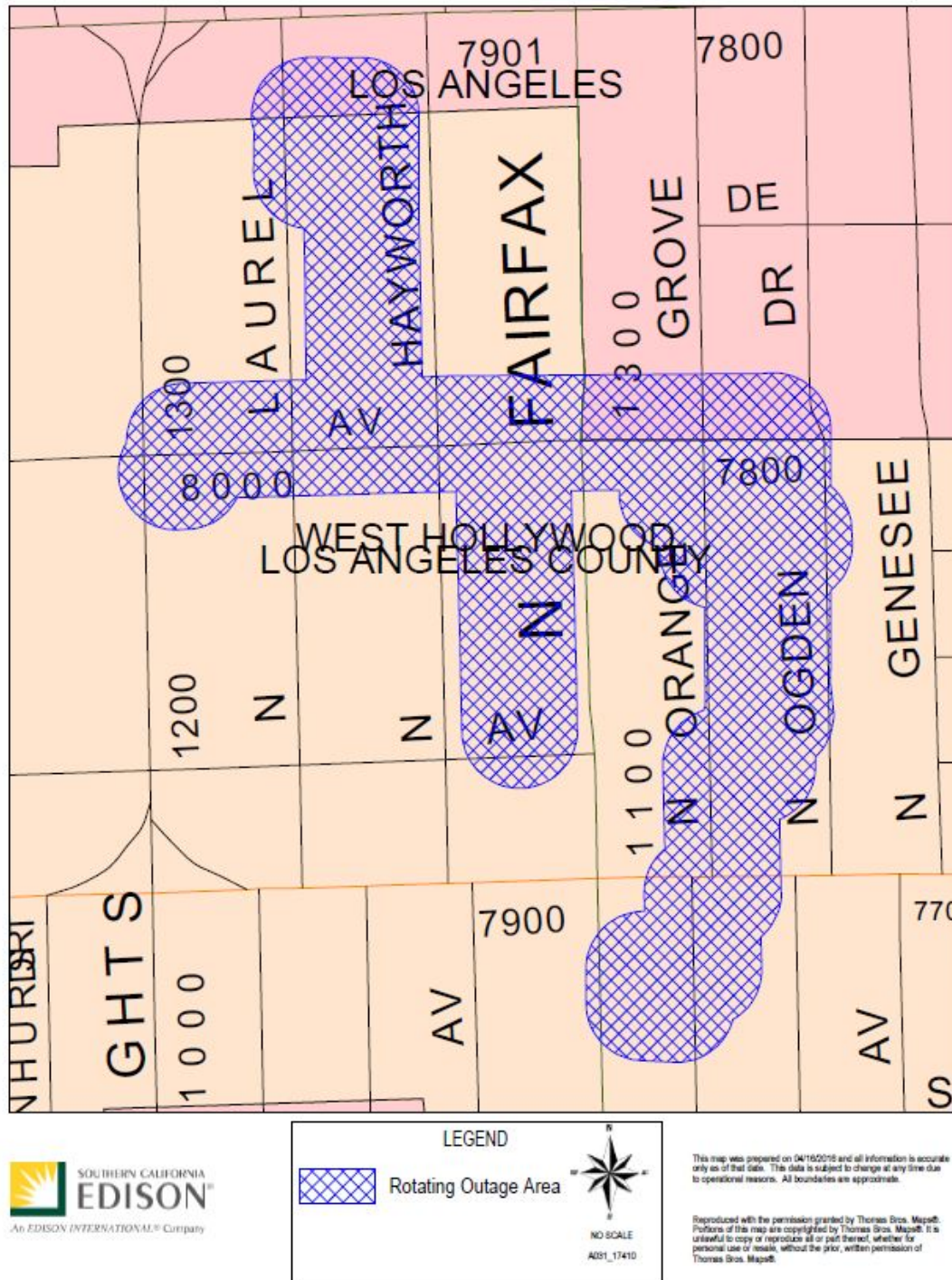
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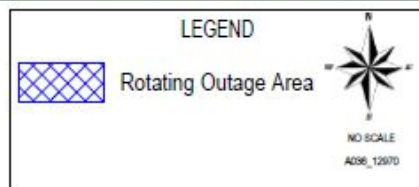
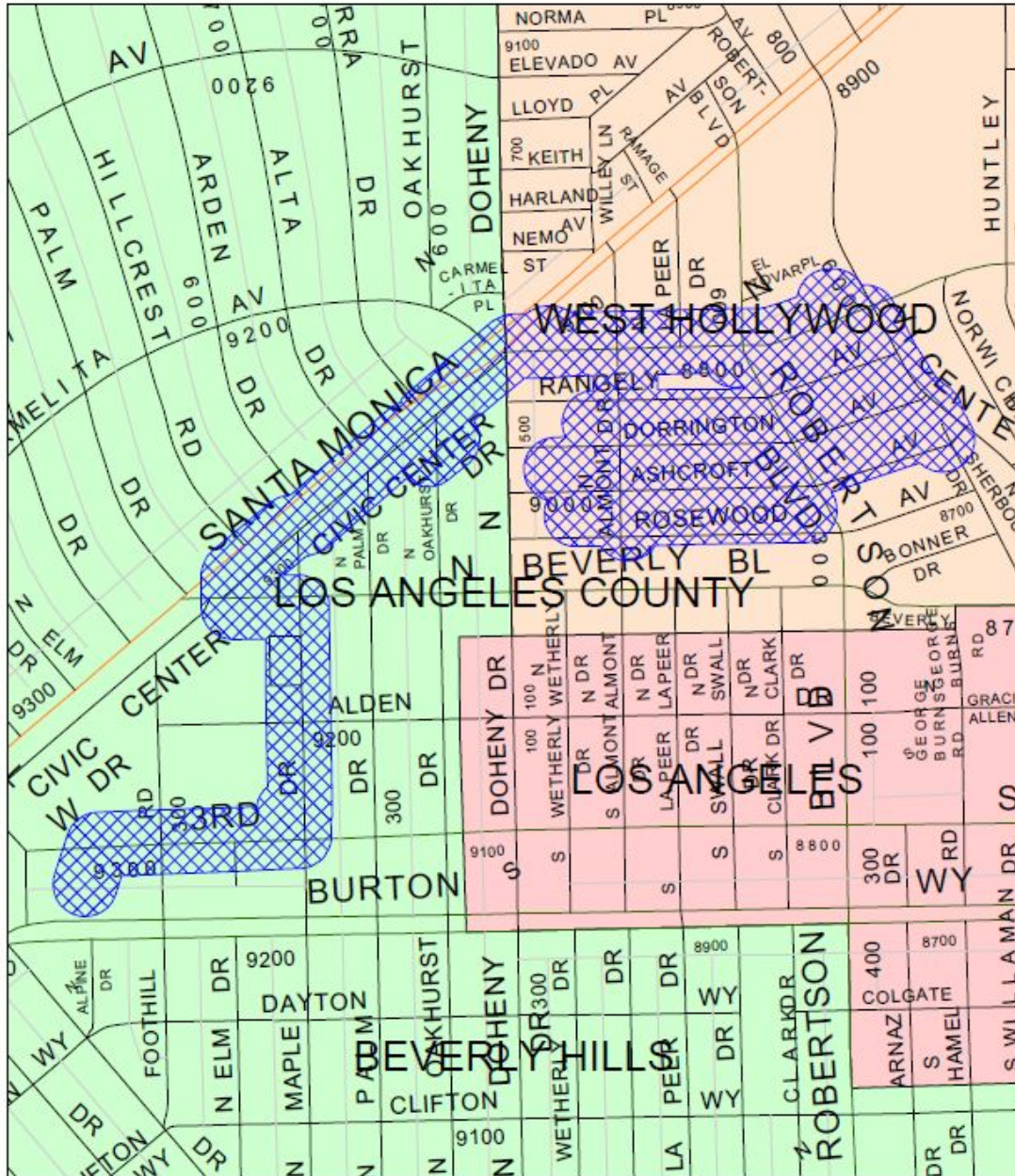
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Rotating Outage Map - Group A031



ATTACHMENT 8, THREAT ASSESSMENT 12 ROTATING OUTAGE MAP – GROUP A036

Rotating Outage Map - Group A036

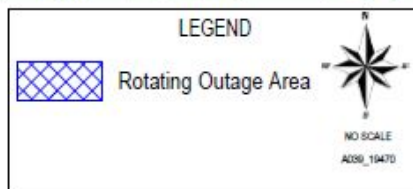
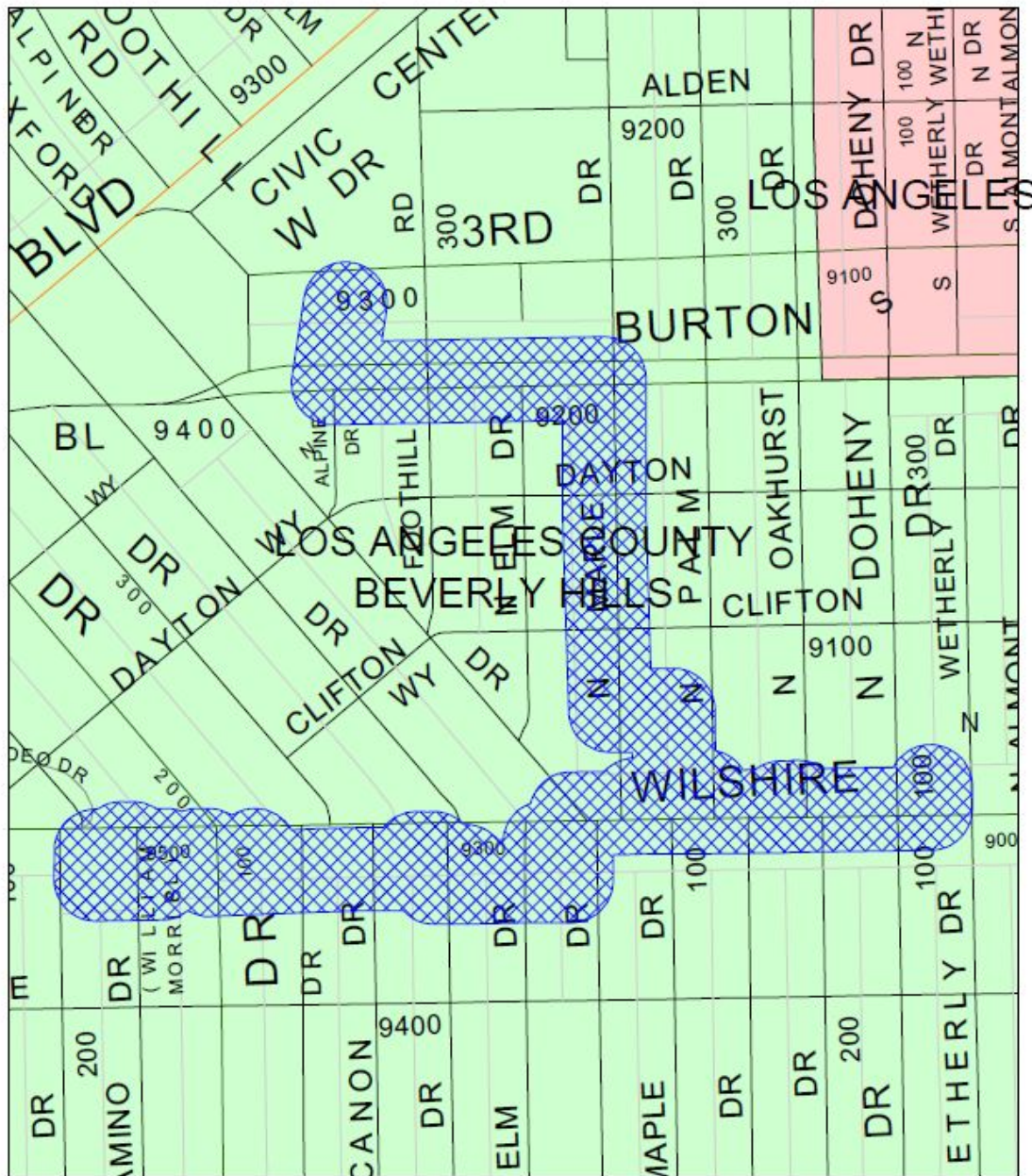


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ATTACHMENT 9, THREAT ASSESSMENT 12 ROTATING OUTAGE MAP – GROUP A039

Rotating Outage Map - Group A039

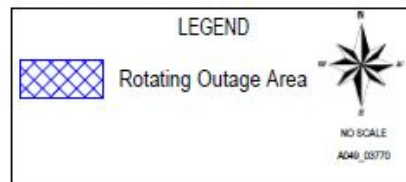
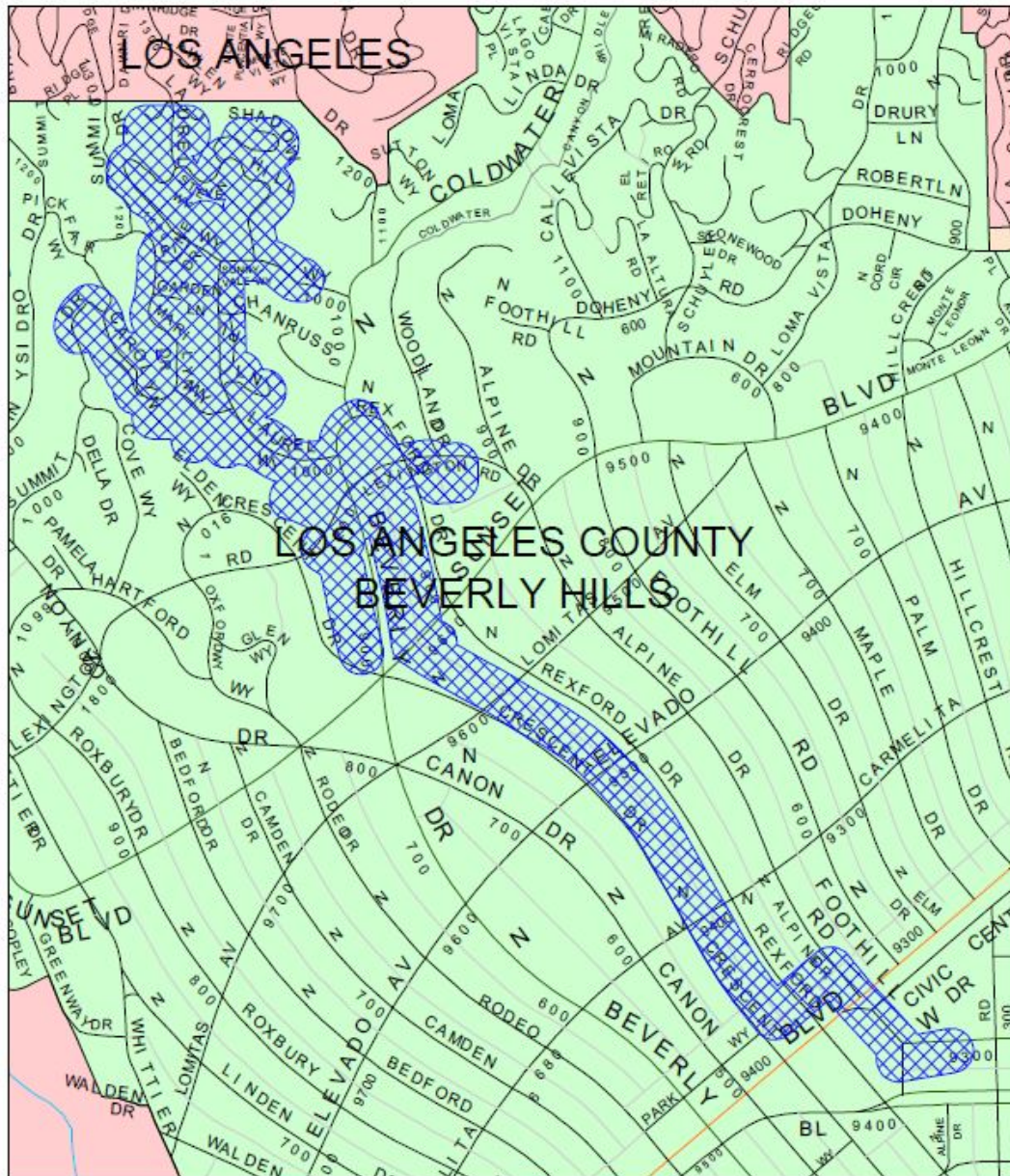


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ATTACHMENT 10, THREAT ASSESSMENT 12 ROTATING OUTAGE MAP – GROUP A049

Rotating Outage Map - Group A049

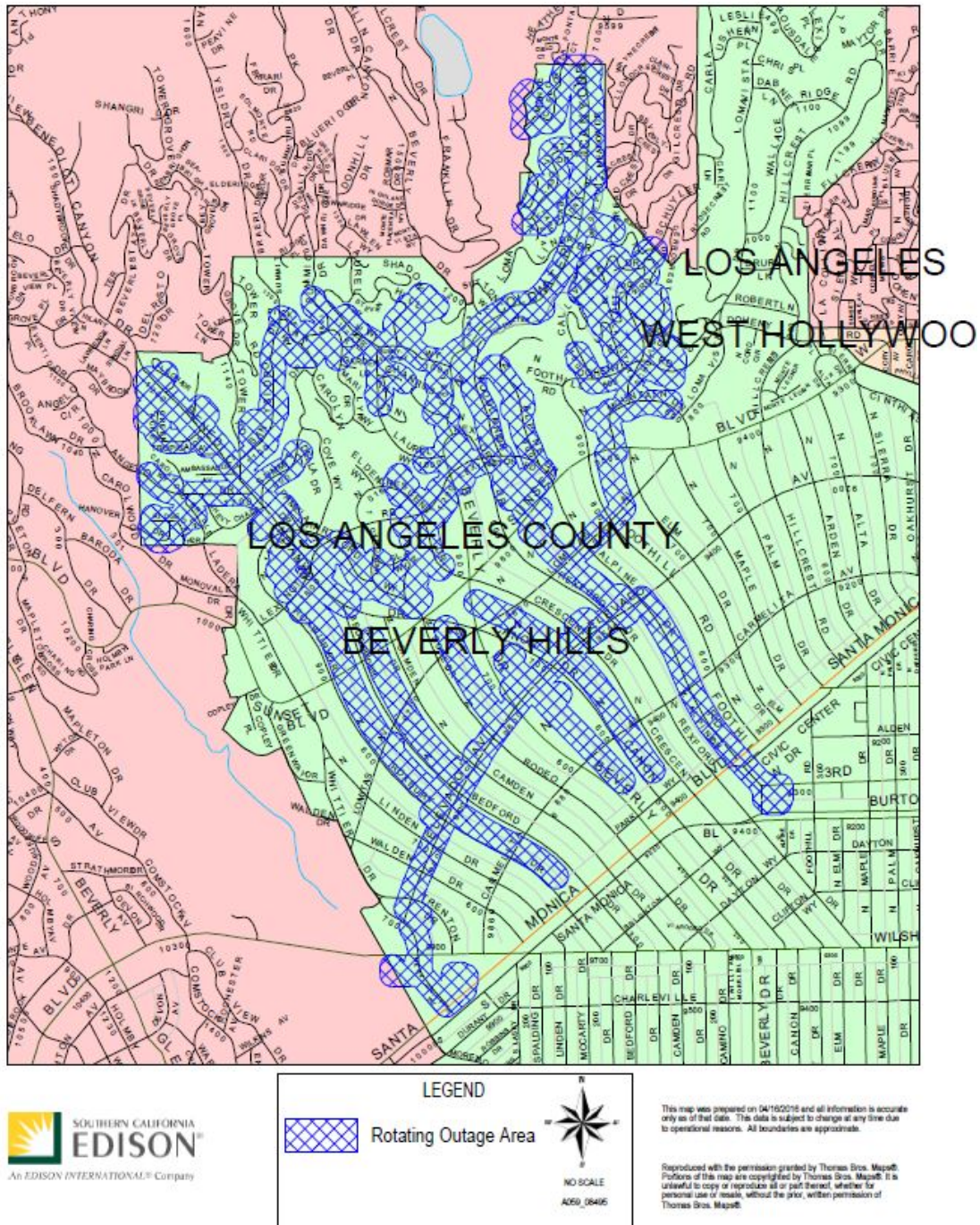


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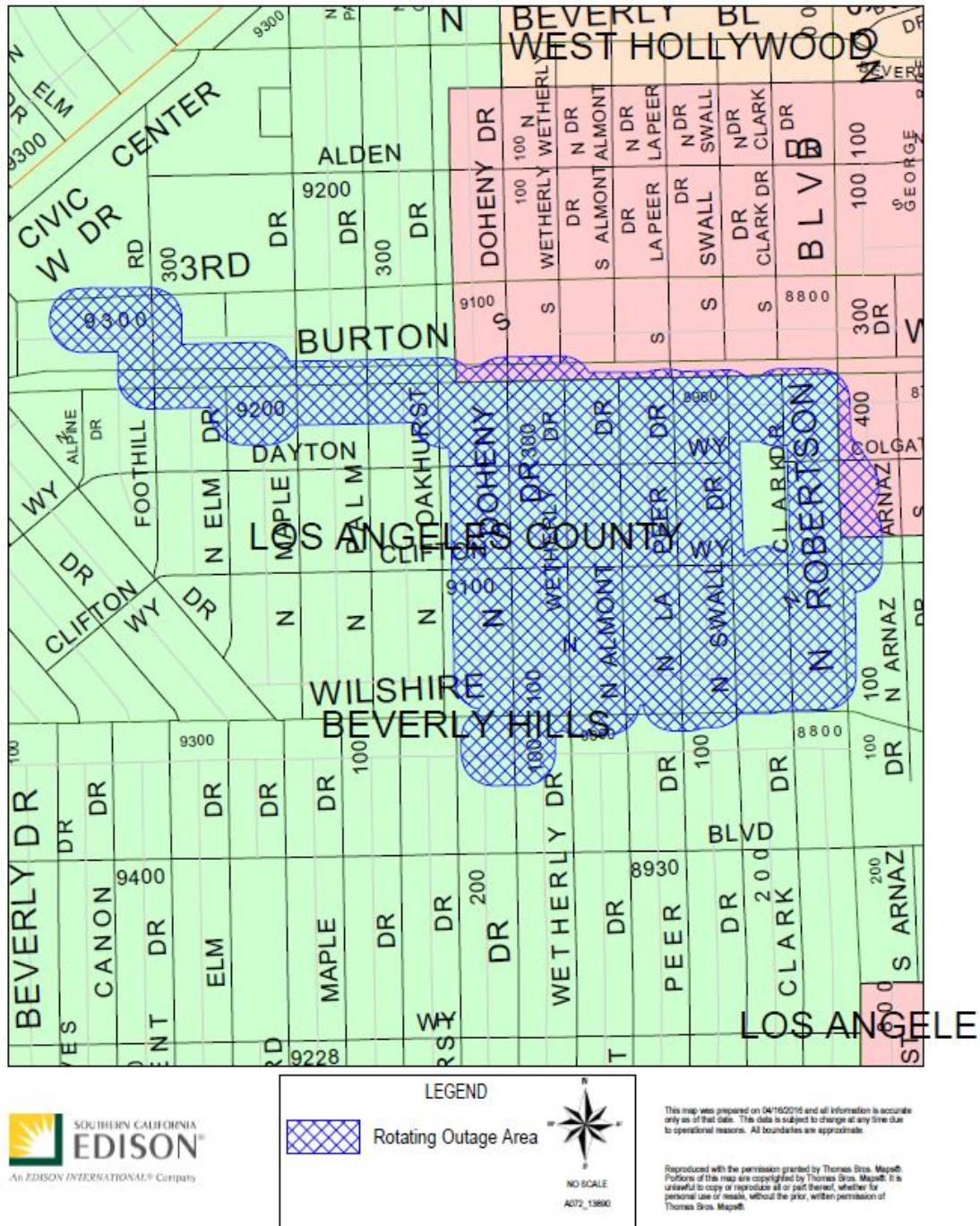
ATTACHMENT 11, THREAT ASSESSMENT 12 ROTATING OUTAGE MAP – GROUP A059

Rotating Outage Map - Group A059



ATTACHMENT 12, THREAT ASSESSMENT 12 ROTATING OUTAGE MAP – GROUP A072

Rotating Outage Map - Group A072



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THREAT ASSESSMENT 13

Special Events

GENERAL SITUATION

The Federal Emergency Management Agency (FEMA) defines a special event as a non-routine activity within a community that brings together a large number of people. Under normal conditions, these events go on with few or no problems. However, when something goes wrong, either as a result of a natural hazard or a manmade hazard, then local emergency management becomes involved. These mass gatherings are also potential targets for terrorists.

Crowds can increase the probability of a dangerous occurrence, increase the potential number of victims, make communication slower or more difficult, make changes in action slower or more difficult, and diffuse responsibility. Panic in a group is the flight from a real or perceived threat from which escape appears to be the only effective response. What appears to be panic is usually the result of poor inputs (especially communication) and previous knowledge and experience. Craze in a group is the temporary competitive rush by a group toward some attractive object. A craze tends to occur on entering an event, and may be exacerbated by the lack of information.

SPECIFIC SITUATION

The City of West Hollywood holds many festivals, concerts, fairs, and other large and small events that gather or have the potential to gather large crowds. The City of West Hollywood is home to the world famous Sunset Strip and hosts the Halloween Carnaval in October and the Christopher Street West Gay, Lesbian and Transgender Pride Parade and Festival in June, as well as dozens of visitor attractions that include a wide variety of restaurants and entertainment venues that cater to local residents, visitors, and tourists.

The threat level varies for each special event. Therefore, Event Action Plans are written for each special event.

EMERGENCY RESPONSE ACTIONS

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

Attachment:

1- Safety Guide

ATTACHMENT 1, THREAT ASSESSMENT 13, SAFETY GUIDE

The Los Angeles County Sheriff's Department developed a safety guide with tips on what to do if faced with a crisis situation.

Active Shooter Inside Your Building:

- Remain calm.
- GET OUT/ESCAPE: if possible, exit the building via safest possible route
- COVER/CONCEALMENT: if you cannot exit safely, find the nearest escape room, barricade doors, shut off lights, get out of sight, and keep quiet. Turn cell phones to silent mode.
- Call 911 as soon as it's safe. Do not open the door until a law enforcement officer advises it is safe to do so.
- Stay focused on survival and keep others around you calm and focused.
- DEFEND YOURSELF: as a last resort, if your life is in imminent danger, defend yourself.

Active Shooter Outside Your Building:

- Remain calm
- Proceed to a room that can be locked.
- Close and lock doors; if doors cannot be locked, barricade the door, shut off lights, get out of sight, and keep as quiet as possible. Silence cell phones.
- One person in the room should call 911 and advise the dispatcher what is taking place.
- Do not open the door until advised by law enforcement.

When Law Enforcement Arrives:

- Put down any items in your hands.
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers.

Hostage Situation:

- Immediately remove yourself from any danger when you become aware of a hostage situation.
- Call 911 and provide the following information: location of incident, number of possible hostage takers and description, number of hostages, weapons used, any injuries, your name, location and phone number.
- When law enforcement arrives: In a rescue situation, **Do Not Run**. Drop to the floor, and remain still.

Violent/Threatening Behavior:

- If you are a victim or witness to violent or threatening behavior, avoid confrontation and call 911.

- Maintain a safe distance from anyone acting violently or bizarre.
- Advise dispatcher the nature of the incident/threat, location and subject description.
- If a weapon is involved, flee to a safe area. If safe, keep the subject in view.

Bomb Threat:

- Remain calm and take the caller seriously.
- If possible, record the phone number displayed on caller ID.
- While on the phone, have a co-worker call 911.
- Keep the caller on the phone as long as possible. Ask: Where is the bomb located? When is it set to explode? What kind of bomb is it and what does it look like? Did you place the bomb and if so, why? What is your name?

Suspicious Package:

- Immediately contact law enforcement.
- Do not come into contact with any powder or fluid that might have spilled.
- Evacuate the immediate area, close door and ensure no one enters.
- If possible, shut down the ventilation system
- If chemicals are detected, stay up wind.
- Turn off two-way radios.
- Wash hands with soap and warm water.
- Do not clean up suspicious powders or other residue.
- Remove contaminated clothing as soon as possible. Place in plastic bag or sealed container.
- Create a list of all people who may have been affected.

SECTION FIVE

LIST OF ACRONYMS AND ABBREVIATIONS

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

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

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

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

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

REC	Regional Emergency Coordinator
REOC	Regional Emergency Operations Center
RIMS	Response Information Management System
RM	Radiological Monitor
RO	Radiological Officer
ROC	Regional Operations Center
RRCC	Regional Response Coordinating Center
RRT	Regional Response Team
RTOS	Rail Transit Operations Supervisor
SA	Salvation Army
SAC	Special Agent in Charge
SAP	State Assistance Program
SAR	Search and Rescue
SARA	Superfund Amendment Reauthorization Act (Title III)
SAST	California State Agency Support Team
SBA	Small Business Administration
SCAQMD	South Coast Air Quality Management District
SCC	Sheriff's Communications Center, 1277 North Eastern Avenue
SCESA	Southern California Emergency Services Association
SCO	State Coordinating Officer
SEMO	State Emergency Management Office
SEMS	Standardized Emergency Management System
SFLEO	Senior Federal Law Enforcement Officer
SFO	Senior Federal Officer
SHMO	State Hazard Mitigation Officer
SHPO	State Historic Preservation Officer
SIOC	Strategic Information and Operations Center
SITREP	Situation Report
SLPS	State and Local Programs and Support Directorate (FEMA)
SNAKE	Special Needs Assessment for Katrina Evacuees Project
SOC	State Operations Center
SOP	Standard Operating Procedure
STO	State Training Officer
Subgrantee	An eligible applicant in Federally declared disasters
TEWG	Terrorism Early Warning Group
TH	Temporary Housing
TSCA	Toxic Substances Control Act
TWG	Terrorism Working Group
USACE	United States Army Corps of Engineers
USAR	Urban Search and Rescue
USDA	U.S. Department of Agriculture
USFA	United States Fire Administration
USGS	United States Geological Survey
VA	Veterans Administration
VSAT	Very Small Aperture Terminal
VOAD	Volunteer Organizations Active in Disaster
WMD	Weapons of Mass Destruction.

GLOSSARY OF TERMS

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

A

Access and Functional Needs (AFN): Instead of the "special needs" or "disability" label, this term reflects the capabilities of an individual, not their condition, label or medical diagnosis. However, to be consistent with FEMA's definition of "special needs," AFN also reflects the populations whose members may have additional needs before, during, and after an incident in functional areas including but not limited to:

- maintaining independence
- communication
- transportation
- supervision
- medical care

and may include those individuals who:

- have disabilities
- live in institutional settings
- are elderly
- are children
- are from diverse cultures
- have limited English proficiency or are non-English speaking
- are transportation disadvantaged

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

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

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

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

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

Agency: An agency is a division of government with specific function, or a non-governmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having

statutory responsibility for incident mitigation), or assisting and/or cooperating (providing resources and/or assistance). (See Assisting, Cooperating Agency and Multi-agency.)

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

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

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

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

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

Allocated Resources: Resources dispatched to an incident.

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

American Red Cross: A quasi-governmental volunteer agency that provides disaster relief to individuals and families.

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.

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

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

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

Attention Signal: The two tone 853 /960 Hertz tone now shortened to eight seconds

that was the old EBS signal that activated decoders and alerted the public to stand by for emergency information.

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

B

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

Base Flood: A term used in the National Flood Insurance Program to indicate the minimum size flood to be used by a community as a basis for its floodplain management regulations; presently required by regulation to be that flood which has a one-percent chance of being equaled or exceeded in any given year. Also known as a 100-year flood or one-percent chance flood.

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

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

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

C

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

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

California Governor's Office of Emergency Services (Cal OES): Formerly California Emergency Management Agency (Cal EMA), the California Governor's Office of Emergency Services was established as part of the Governor's Office on January 1, 2009 – created by Assembly Bill 38 (Nava), which merged the duties, powers, purposes, and responsibilities of the former Governor's Office of Emergency Services with those of the Governor's Office of Homeland Security. Cal OES is responsible for the coordination of overall state agency response to major disasters in support of local government. The agency is responsible for assuring the state's readiness to respond and recover from all hazards – natural, manmade, war-caused emergencies and

disasters – and for assisting local governments in their emergency preparedness, response, recovery, and hazard mitigation efforts.

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

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

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

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

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

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

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

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

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

Civil Disorder: Any incident intended to disrupt community affairs that requires 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 out of 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 granted permission to originate EDIS messages. Please see EDIS definition below.

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

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

Command Post: (See Incident Command Post)

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

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 refer to a facility (e.g. a trailer or mobile van) used to provide the major part of an Incident Communications Center.

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

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

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

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

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

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

Consequence Management: Predominantly an emergency management function, it includes measures to protect public health and safety, restore essential government

services, and provide emergency relief to governments, businesses, and individuals affected by the consequences of terrorism. The requirements of consequence management and crisis management are combined in the National Response Plan.

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

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

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

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

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

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

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

D

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

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

Declaration: The formal action by the President to make a State eligible for major disaster or emergency assistance under the Robert T. Stafford Disaster Relief and

Emergency Assistance Act, PL 3-288, as amended (the Stafford Act).

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

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

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

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

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

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

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

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

Disability Navigator: A person who guides those with access and functional needs (AFN) to the available resources suiting their needs.

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

Disaster Application Center: A facility jointly established by the Federal and State Coordinating Officers within or adjacent to an disaster impacted area to provide disaster

victims a "one-stop" service in meeting their emergency representatives of local, state, and federal governmental agencies, private service organizations and certain representatives of the private sector.

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

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

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

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

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

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

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

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

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

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

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

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

REM.

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

E

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

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

EDIS: Emergency Digital Information Service. The "government wireless service" provided by the State and carried locally on 39.32 MHz. that is used for longer form text emergency information, along with a website at [<http://edis.oes.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 Medical Services: Treatment of casualties necessary to maintain their vital signs prior to treatment at a medical center.

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

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

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

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

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

Emergency Plans: Those official and approved documents which describe principles, policies, concepts of operations, methods and procedures to be applied in carrying out emergency operations or rendering mutual aid during emergencies. These plans include such elements as continuity of government, emergency functions of governmental agencies, mobilization and application of resources, mutual aid, and public information.

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

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

EOB: The Los Angeles County Sheriff's Department Emergency Operations Bureau. The EOB staffs and maintains the County Emergency Operations Center.

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

Emergency Public Information System: The network of information officers and their staffs who operate from EPICs (Emergency Public Information 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.

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

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

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

Essential Facilities: Facilities that are essential for maintaining the health, safety, and overall well-being of the public following a disaster (e.g., hospitals, 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.).

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

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

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

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

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

F

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

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

Red Cross.

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

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

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

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

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

Federal Insurance Administration (FIA): A government unit in FEMA that administers the National Flood Insurance Program.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

G

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

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

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

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

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

H

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

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

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

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

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

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

Hazard Mitigation Assistance Program: Authorized under Section 404 of the Stafford Act. Provides funding for hazard mitigation projects (not funded through other programs) that are cost effective and complement existing post-disaster mitigation

programs and activities.

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

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

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

Hierarchy of Command: (See Chain of Command)

I

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

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

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

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

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

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

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

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

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

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

Information Officer: A member of the Command Staff responsible for interfacing with the public and media or with other agencies requiring information directly from the incident. There is only one Information Officer per incident. The Information Officer may have assistants. This position is also referred to as Public Affairs or Public Information Officer in some disciplines. At SEMS EOC levels, the information function may be established as a Coordinator or as a section or branch reporting directly to the EOC Director.

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

Initial Response: Resources initially committed to an incident.

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

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

J

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

Landing Zone: (See Helispot)

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

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

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

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

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

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

Local Government: Local agencies defined in Government Code 8680.2 and special district as defined in California Code of Regulations, Title 19 Division 2, Chapter 5,

NDAA,2900(y).

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

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

Long-Term Earthquake Potential: No specific time frame. Can refer to decades, centuries or millennia.

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

M

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

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

Marshaling Area: An area used for the completed mobilization and assemblage of personnel and 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.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Mutual Aid Region: A mutual aid region is a subdivision of Cal 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 Emergency Training Center (NETC): FEMA's campus in Emmitsburg, Maryland, composed of the United States Fire Administration (USFA) and the Emergency Management Institute (EMI).

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

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

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

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

National 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 Plan (NRP): The federal plan to be used when responding to Incidents of National Significance.

National Terrorism Advisory System (NTAS): In 2011, NTAS replaced the color-coded Homeland Security Advisory System (HSAS) that was in place since 2002. The NTAS includes information specific to a particular credible threat and issues warnings according to whether an imminent or elevated threat occurs against the United States.

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.

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

O

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

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

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

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

Operational Area Response and Recovery System (OARRS): OARRS is a web-based software system that functions to support facilitation of emergency response activities, multi-jurisdictional response coordination, and information flow for the County as the facilitation and coordination point for emergency management activities within the geographic boundaries of the County. It establishes an interface to the State of California Emergency Response Information Management System (RIMS).

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

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

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

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

P

Plan: A document used by Cal OES which describes the broad, overall jurisdictional response to potential extraordinary emergencies or disasters.

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

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

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

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

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

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

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

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

R

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

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

Radiological Officer: (RO) An individual assigned to an Emergency Management Staff who is responsible for radiological protection operations. The RO is the principal advisor to the Director/Coordinator and other officials on matters pertaining to radiological protection operations.

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

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

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

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

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

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

Relocatees: Individuals who are relocated from a hazard area to a low risk area with the possibility of not returning.

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

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

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

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

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

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

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

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

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

S

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

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

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

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

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

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

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

Service Animal: Any dog that is individually trained to do work or perform tasks for the benefit of an individual with an access and functional need.

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

SHB: Sheriff's Headquarters Bureau. The Public Information arm of the Los Angeles County Sheriff's Department.

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

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

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

Alert--Three days to a few weeks

Imminent Alert--Now to three days

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

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

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

Special District: A unit of local government (other than a city, county, or city and

county) with authority or responsibility to own, operate, or maintain a project (as defined in California Code of Regulations 2900(s)) for purposes of natural disaster assistance. This may include a joint powers authority established under section 6500 et seq. of the Code.

Special Needs Assessment for Katrina Evacuees (SNAKE) Project: In the wake of Hurricane Katrina, the National Organization on Disability deployed teams of disability specialists and first responders to the Gulf region to perform rapid assessments of the special needs and living conditions of Katrina survivors with disabilities. The findings of this Special Needs for Katrina Evacuees (SNAKE) Project were released in two congressional briefings.

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

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

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

Standard Operating Procedures (SOPs): A set of instructions having the force of a directive, covering those features of operations which lend themselves to a definite or standardized procedure. Standard operating procedures support an annex by indicating in detail how a particular task will be carried out.

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

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

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

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

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

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

of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat.

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

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

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

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

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

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

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

Team: (See Single Resource.)

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.

The Petris Bill #1841: As a result of the lessons learned from the disasters in Northern

California, the State of California passed into law in September of 1992 the Petris Bill. This legislation directs Cal OES to implement the use of the ICS and MACS throughout the State by no later than December 1, 1996.

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

Tort: An act that harms another. It occurs when a person commits an act, without right, and as a result another is harmed.

Traffic Control Points (TCP): Places along movement routes that are manned by emergency personnel to direct and control the flow of traffic.

Triage: A process of priority sorting sick and injured people on the basis of urgency and type of condition presented so that they can be routed to appropriate medical facilities.

Tsunami: Also called a seismic sea wave. It is a large oceanic wave generated by earthquakes, submarine volcanic eruptions, or large submarine landslides in which sudden forces are applied to the water mass. The fastest tsunami waves can move at speeds of hundreds of miles per hour in the open ocean. However, as the waves enter shallower waters in coastal area, wave velocity decreases and wave height can increase to 100 feet or more on impact at the shore line.

Type: Refers to resource capability. A Type 1 resource provides a greater overall capability due to power, size, capacity, etc., than would be found in a Type 2 resource. Resource typing provides managers with additional information in selecting the best resource for the task.

U

Unified Area Command: A Unified Area Command is established when incidents under an Area Command area multi-jurisdictional. (See Area Command and Management).

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

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

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

Urban Fire: Any instance of uncontrolled burning which results in structural damage to residential, commercial, industrial, institutional, or other properties in developed areas.

Urban Rescue: The complex process in which trained personnel use specialized

equipment to locate and extricate victims trapped in collapsed buildings, and the mobilization and management of such personnel and equipment.

V

Volunteers: Individuals who make themselves available for assignment during an emergency. These people may or may not have particular skills needed during emergencies and may or may not be part of a previously organized group.

W

Wildfire: Any instance of uncontrolled burning in grasslands, brush, or woodlands.

Winter Storm (Severe): This includes ice storms, blizzards, and extreme cold. The National Weather service characterizes blizzards as combinations of winds in excess of 35 mph with considerable falling or blowing snow, frequently reducing visibility to 0.25 miles or less.

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MANAGEMENT SECTION

GENERAL

PURPOSE

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 West Hollywood's emergency management structure and how the emergency management team is activated.

OVERVIEW

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

OBJECTIVES

The overall objective of emergency management is to ensure the effective management of response forces and resources in preparing for, responding to, and recovering from situations associated with natural disasters, technological incidents, and national security emergencies. To carry out its responsibilities, the 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 and on-scene incident management as required.
- Coordinate and liaison with appropriate federal, state, and other local government agencies, as well as applicable segments of private sector entities and volunteer agencies.
- Establish priorities and resolve any conflicting demands for support.
- Prepare and disseminate emergency public information to inform, alert, and warn the public.
- Disseminate damage information and other essential data.
- Ensure that all EOC sections are aware of and follow documentation procedures to recover all eligible disaster response and recovery costs.

CONCEPT OF OPERATIONS

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

- The Standardized Emergency Management System (SEMS) and the National Incident

Management System (NIMS) will be followed.

- All existing city and departmental operating procedures will be adhered to unless modified by the City Council or Director of Emergency Operations.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with adopted policies.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will normally change at 8 AM and 8 PM. Operational periods should be event driven.

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

Level One - Decentralized Coordination and Direction

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

Level Two - Centralized Coordination and Decentralized Direction

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

Level Three - Centralized Coordination and Direction

A major local or regional disaster wherein resources in or near the impacted area are overwhelmed and extensive state and/or federal resources are required. A local emergency will be proclaimed and the Operational Area will be notified through the contact/contract Sheriff's Station. The city will coordinate with the Watch Commander of the contact/contract Sheriff's Station (West Hollywood) to request that the Operational Area activate OARRS (Internet) so that system can be used for reporting. If OARRS is not available, then all requests and reports are to be sent to the contact/contract Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch

Commander and city staff. The West Hollywood Sheriff's Station will then be responsible for entering the data into OARRS. **(See Planning Support Documentation - Los Angeles County Operational Area Disaster Information Reporting Procedures.)** A state declaration of emergency will be requested through the Operational Area and a Presidential Declaration of an Emergency or Major Disaster may also be requested through the Operational Area. All response and early recovery activities will be conducted from the EOC. All off-duty personnel will be recalled.

EMERGENCY MANAGEMENT ORGANIZATION AND RESPONSIBILITIES

City of West Hollywood's Emergency Management Organization

The City of West Hollywood 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 West Hollywood's Emergency Management Organization (including emergency response and recovery) will be directed by the City Manager who serves as the Director of Emergency Operations. The Director of Emergency Operations is responsible to the City Council and Disaster Council per Chapter No. VI, Ordinance No. 119 of the City of West Hollywood's Municipal Code. The Director of Emergency Operations is responsible for implementing the SEMS/NIMS Emergency Plan. While serving as the Director of Emergency Operations during an actual emergency/disaster, this position will be referred to as the Director of Emergency Operations (Management Section).

The Director of Emergency Operations 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 West Hollywood and providing support to other jurisdictions as required.
- Identifying and analyzing potential hazards and recommending appropriate countermeasures.
- Collecting, evaluating, and disseminating damage assessment and other essential information.
- Providing status and other reports to the Los Angeles County Operational Area via OARRS (Internet); or if OARRS is not available, then all requests and reports are to be sent to the contact/contract Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch Commander and City staff. The West Hollywood Sheriff's Station will then be responsible for entering the data into OARRS. **(See Planning Support Documentation - Los Angeles County Operational Area Disaster Information Reporting Procedures.)**

The City of West Hollywood's Emergency Organization Matrix is contained in **Chart 1**.

Los Angeles County Operational Area Emergency Management Organization

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 Region I. The Los Angeles County Operational Area Organization Matrix is contained in **Chart 2**.

The City of West Hollywood requests all mutual aid (except fire and law) through the Los Angeles County Operational Area via OARRS (Internet); or if OARRS is not available, then all requests and reports are to be sent to the contact/contract Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch Commander and city staff. The West Hollywood Sheriff's Station will then be responsible for entering the data into OARRS. **(See Planning Support Documentation - Los Angeles County Operational Area Disaster Information Reporting Procedures.)** The Los Angeles County Operational Area then requests public works, emergency managers, or other mutual aid through its regular channels. Fire and law requests mutual aid through their regular channels. **(See Chart 3.)**

Los Angeles County Operational Area Provision of Assistance to Cities (See City Assistance Requests Diagram, Chart 4)

- When a disaster or emergency occurs, a city will normally use its own internal assets to provide emergency services. If a city's internal assets are not sufficient to provide required services, the city will normally make a request to an adjoining jurisdiction for pre-arranged mutual aid.
- If mutual aid is not available due to a lack of communications, lack of an existing system, or the city has been so devastated that managers are not sure of what steps to take, a request for Operational Area support will be made to the Operational Area by coordination with the contact/contract Sheriff's Station (West Hollywood) Watch Commander. OARRS should then be used to coordinate actual requests for support. If OARRS is not available, then all requests and reports are to be sent to the contact/contract Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch Commander and city staff. The West Hollywood Sheriff's Station will then be responsible for entering the data into OARRS. **(See Planning Support Documentation - Los Angeles County Operational Area Disaster Information Reporting Procedures.)**
- If there is a question about which County EOC (CEOC) agency should get the request,

it should be forwarded to the CEOC Planning/Intelligence Section via OARRS; or if OARRS is not available, then all requests and reports are to be sent to the contact/contract Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch Commander and city staff. The West Hollywood Sheriff's Station will then be responsible for entering the data into OARRS. **(See Planning Support Documentation - Los Angeles County Operational Area Disaster Information Reporting Procedures.)**

- CEOC staff will analyze the request and the appropriate lead department CEOC representative will forward the request over OARRS to the departmental EOC. Final resolution of the request may be handled by a lead or support department or may require that the Operational Area Mutual Aid Coordinator to go to other Operational Areas for assistance.
- The furnishing department will directly inform the requesting city of the status of the request and also provide update information to the CEOC in a periodic Situation Report.
- Existing mutual aid agreements and financial protocols will be followed.

Mutual Aid Region Emergency Management

The City of West Hollywood 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). The Cal OES Region Office may also serve as a Disaster Support Area (DSA) when necessary.

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

The State of California Emergency Organization Chart is contained in **Chart 4**.

CHART 1

CITY OF WEST HOLLYWOOD'S EMERGENCY ORGANIZATION MATRIX

P=Primary S=Support

City of West Hollywood EOC Organization Matrix		City Attorney	City Clerk	City Manager	Finance	Purchasing	Planning	Public Safety	Police	Human Resources	Recreation	Information Services	Comm. Dev.	Public Safety	Code Compliance	Bldg. & Sfty.	City Council	Env. Svcs.	Transp.	Eng/Pub Wks	Social Svcs.	Landscape/Maint.	Fire/LACO	Law Enforcement/LACO	Schools/LAUSD	Utilities	Animal Control/LACO	Coroner/LACO	Gen. Svcs./LACO	Med. Hlth. Svcs./LACO	Pub. Wks./LACO	Social Svcs./LACO
MANAGEMENT	EOC. Dir			P										S			S															
	Asst. for EOC Dir.		S																													
	Deputy EOC Dir.																															
	Liaison Officer																															
	P.I.O.		S																													
	Legal Advisor	P																														
	EOC Coordinator		S																													
	Safety Officer															S																
	Security Officer																															
OPERATIONS	Ops. Coordinator			S									S	S	P			P	P	P	P	P		P								S
	Fire/Haz Mat/Rescue Branch																															
	Law Enforcement Branch																							P			P					
	Public Works																									S			S		P	
	Care & Shltr										S														S		S					
	Med./Pub. Hlth																													P		
	Bldg & Sfty Branch															P																
PLANNING	Plans/Intell. Coord.			S			P	P					P	S				S	S	S		S				S						
	Resources Unit						S																									
	Situation Status						S																									
	Damage Assess.						S																									
	Documentation Unit						S																									
	Advance Planning						S																									
	Recovery Planning	S					S																									
	GIS Unit						S					S																				
LOGISTICS	Demobilization						S							P																		
	Logistics Coord.		S	S	S								S					S	S	S						S			S			
	Procurement					P																										
	Personnel								P	S											S	P										S
	Facilities																															
	Transportation																															
FINANCE	Information											P																				
	Finance Coord.			S	P								S																			
	Purchasing					S																										
	Comp./Claims				S																											
	Cost Recovery				S																											
	Time Unit				S					S																						
FINANCE	Cost Analysis				S																											

Volunteer agencies will be integrated into the EOC as needed and appropriate.

Chart 2

LOS ANGELES COUNTY OPERATIONAL AREA ORGANIZATION MATRIX

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 Analysis	Emergency Public Information	Radiological Protection	Fire and Rescue	Law Enforcement	Medical	Public Health	Coroner	Care & Shelter/Human Services	Evacuation (Movement)	Urban Search & Rescue	Const. Eng. & Recovery	Supply Procurement	Personnel	Transportation Rsrcs.	Utilities	Finance/Admin.	Haz. Mat.	Status of County Govt.	Initial Recovery
Administrative Officer, Chief			R	S	S										S	S	P			P		P	P
Agriculture/Weights & Meas										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)													R					S					
Regional Planning															S								
Registrar- Recorder/ CO Clerk																	R						
Schools/Office of Education		R			R							S						R					
Sheriff	P	P	R	P	P	R	R	P			R	R	P	R				R					
Superior Courts								S															
Treasurer/Tax Collector											R						R						
All Departments																	R			R		R	

Chart 3

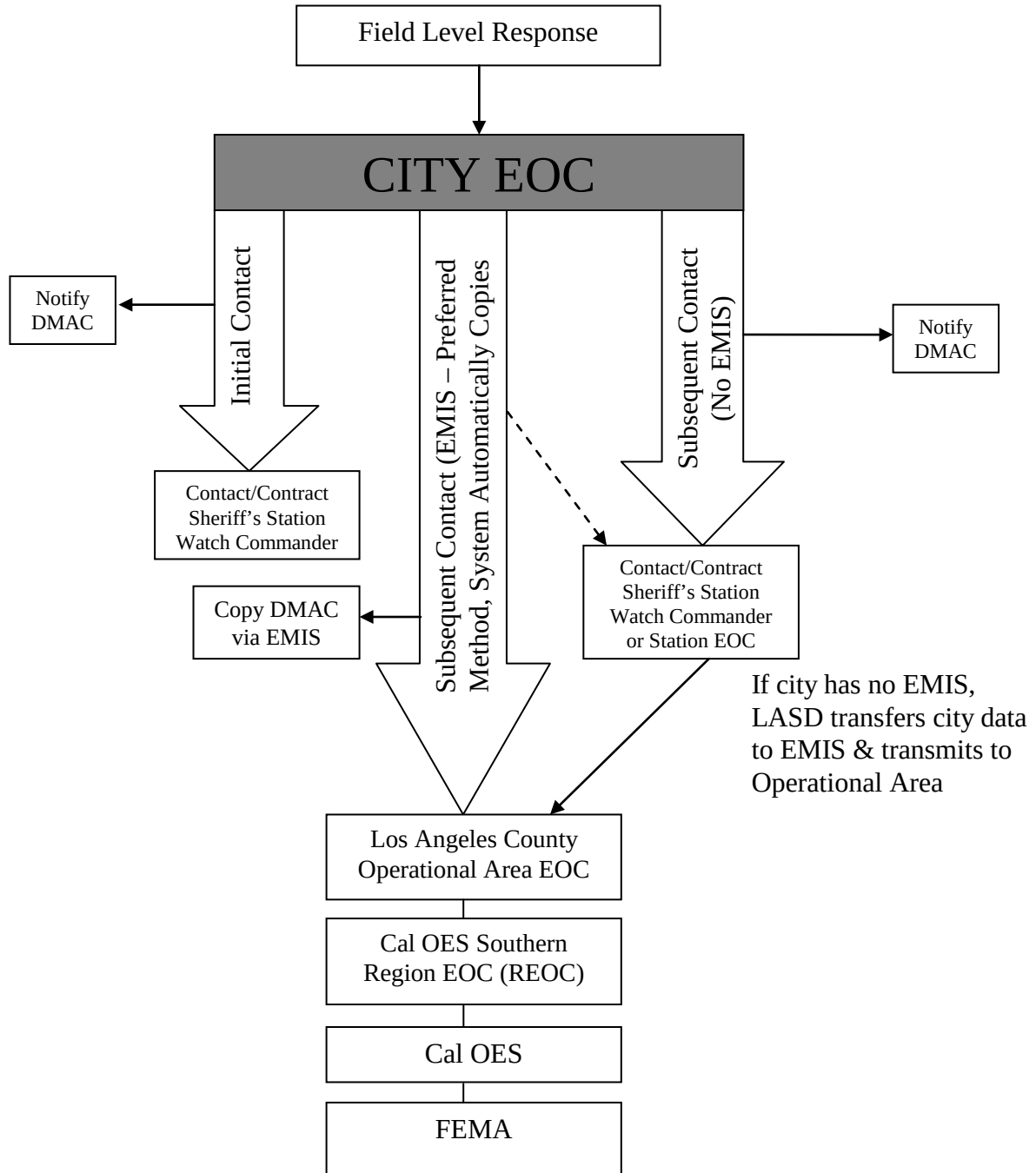
LOS ANGELES COUNTY OPERATIONAL AREA
CHANNELS OF INFORMATION AND COORDINATION

Chart 4

LOS ANGELES COUNTY OPERATIONAL AREA CITY ASSISTANCE REQUESTS DIAGRAM

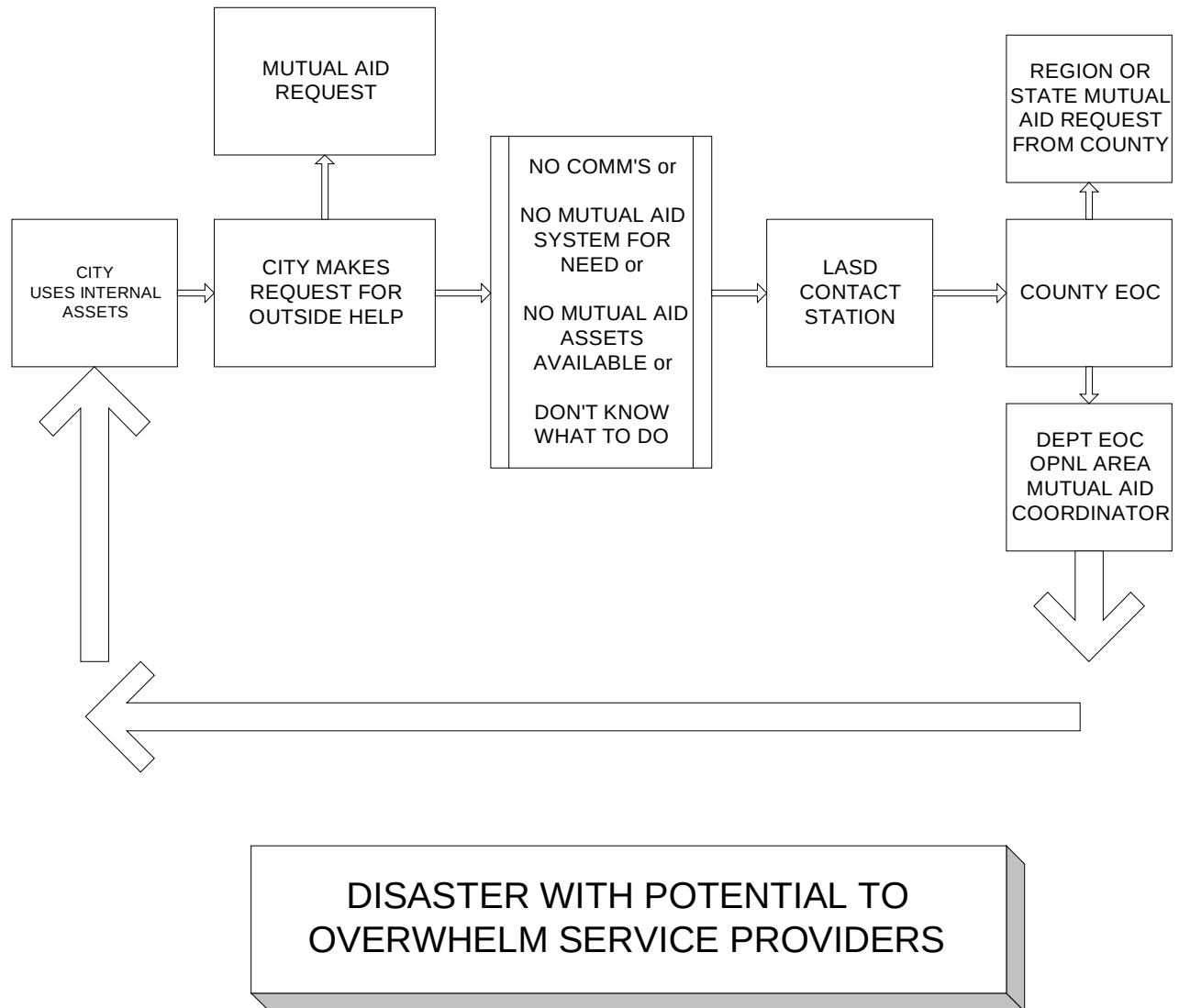
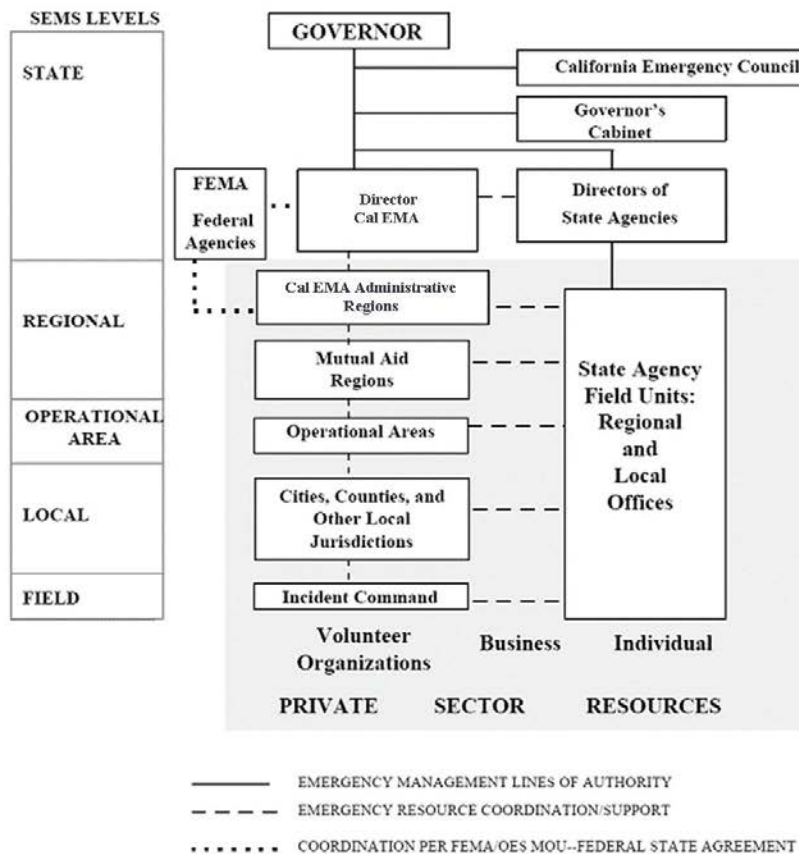


Chart 5
STATE OF CALIFORNIA EMERGENCY
ORGANIZATION MATRIX⁴



⁴ State of California Emergency Plan, September 2005

CONTINUITY OF GOVERNMENT

PURPOSE

A major disaster or an enemy attack could result in great loss of life and property, including the death or injury of key government officials. At the same time, there could be partial or complete destruction of established seats of government, and the destruction of public and private records essential to continued operations of government and industry.

In the aftermath of a major disaster, law and order must be preserved, and essential government services must be maintained. This is best accomplished by civil government. To this end, it is particularly essential that local units of government continue to function.

Applicable portions of the California Government Code and the State Constitution (cited in the next paragraphs) provide authority for the continuity and preservation of state and local government.

RESPONSIBILITIES

Government at all levels is responsible for providing continuous, effective leadership, and authority under all aspects of emergency services 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 additional resources may be provided by others upon request. A key aspect of this control is to be able to communicate official requests, situation reports, and emergency information throughout any disaster a community might face.

PRESERVATION OF LOCAL GOVERNMENT

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

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

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

LINES OF SUCCESSION FOR OFFICIALS CHARGED WITH DISCHARGING EMERGENCY RESPONSIBILITIES

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

Article 15, Section 8638 of the Emergency Services Act 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, may 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 may 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 / Community Development
Third Alternate:	Deputy City Manager / Finance and Technology Services

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

The Public Safety Director will advise and support the Director of Emergency Services to carry out emergency actions and duties.

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 Emergency Services Act 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), or
- 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 Emergency Services Act 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 Emergency Services Act 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 CITY OFFICES

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

1st Alternate:	Plummer Park 7377 Santa Monica Boulevard
2nd Alternate:	West Hollywood Sheriff's Station 720 N. San Vicente Boulevard
3rd Alternate:	West Hollywood Library / Community Meeting Room 625 N. San Vicente Boulevard

EMERGENCY OPERATIONS CENTER (EOC)

For information on the City EOC please refer to the EOC section in the Appendix of this Plan. The Appendix contains confidential and sensitive information. To maintain the safety and security of the citizens of West Hollywood the Appendix Section of this Plan is not a public document.

PRESERVATION OF VITAL RECORDS

In the City of West Hollywood, the following individuals are responsible for the preservation of vital records:

- 1) City Clerk
- 2) Assistant City Clerk

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 vital 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 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 restricted use document) to see where vital records of the City of West Hollywood are routinely stored.

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

REFERENCES

Judicial System, Article VI, Section 1, 4, 5, and 10, of the Constitution of California.

Local Government, Article XI, of the Constitution of California.

Preservation of Local Government, Article 15 of the California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code).

CONTINUITY OF GOVERNMENT

LINES OF SUCCESSION

SERVICE/DEPARTMENT	TITLE/POSITION
City Manager	1. City Manager 2. Deputy City Manager 3. Deputy City Manager
City Attorney	1. City Attorney 2. Assistant City Attorney 3. Administrative Services Director
Public Safety	1. Public Safety Director 2. Public Safety Supervisor 3. Public Safety Coordinator
Fire (LA County)	1. Assistant Fire Chief 2. Battalion Chief 3. Captain
Sheriff (LA County)	1. Captain 2. Operations Lieutenant 3. Watch Commander
Building & Safety	1. Building & Safety Manager 2. Senior Plans Checker 3. Building Inspector
Code Compliance	1. Code Compliance Manager 2. Code Compliance Supervisor 3. Senior Code Compliance Officer
City Clerk	1. City Clerk 2. Assistant City Clerk 3. Administrative Specialist
Public Works	1. Public Works Director 2. Parking Manager 3. City Engineer
Facilities	1. Facilities Manager 2. Senior Administrative Analyst 3. Facilities Superintendent

CDD/Planning	1. Community Development Director 2. Community Development Assistant Director 3. Planning Manager
Economic Development	1. Economic Development Director 2. Business Development Manager 3. Arts Manager
Finance & Technology Services	1. Finance Director 2. Finance Assistant Director 3. Revenue Manager
Human Services & Rent Stabilization	1. Human Services and Rent Stabilization Director 2. Social Services Manager 3. Recreation Manager
Human Resources	1. Human Resources Manager 2. Human Resources Analyst 3. Human Resources Analyst
Information Technology	1. IT Manager 2. Systems Engineer Supervisor 3. Systems Engineer
Communications	1. Communications Director 2. Public Information Officer 3. CATV Supervisor

STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)

GENERAL

The Standardized Emergency Management System (SEMS) is the system required by Government Code Section 8607(a) 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, operational area, regional, and state.

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

LOCAL GOVERNMENT LEVEL IN SEMS

Local government is one of the five levels of SEMS. The basic role of a local government is to manage and coordinate the overall emergency response and recovery activities within its jurisdiction.

A local government under SEMS is a city, county, city and county, school district, or special district. Special districts under SEMS are units 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.

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

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

SEMS REQUIREMENTS FOR LOCAL GOVERNMENTS

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

- 1) Use SEMS when

- A local emergency is declared or proclaimed, or
 - The local government EOC is activated.
- 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 West Hollywood's 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 emergency response activities.

The requirement to use SEMS includes:

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

CITY OF WEST HOLLYWOOD'S RESPONSIBILITIES UNDER SEMS

The development of SEMS will be a cooperative effort of all departments and agencies within the City of West Hollywood with an emergency response role. The Public Safety Department has the lead staff responsibility for SEMS development and planning with responsibilities for:

- Communicating information within the City of West Hollywood on SEMS requirements and guidelines.
- Coordinating SEMS development among departments and agencies.
- Identification of all departments and agencies involved in field level response.
- Identification of departments and agencies with department operations center (DOCs).
- Coordinating with other local governments, the operational area, and volunteer and private agencies on development of SEMS.
- Incorporating SEMS into the City of West Hollywood's Emergency Plan and procedures.
- Incorporating SEMS into the City of West Hollywood's emergency ordinances, agreements, memorandum of understandings, etc.
- Identification of special districts that operate or provide services within the boundaries of the City of West Hollywood. 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.

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

All local government staff who may participate in emergencies in the EOC, in department operations centers (DOCs), or at the field level must receive appropriate SEMS training as required by SEMS regulations. New personnel should be trained as they are hired. The Public Safety Department is responsible for documenting SEMS training in the City of West Hollywood.

West Hollywood has developed an exercise program that provides periodic exercises for EOC and DOC personnel under SEMS.

SEMS EOC ORGANIZATION

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

Management	Responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.
Operations	Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the local government's EOC Action Plan.
Planning/Intelligence	Responsible for collecting, evaluating, and disseminating information; developing the City of West Hollywood's EOC Action Plan and After-Action/Corrective Action Report in coordination with other functions; and maintaining documentation.
Logistics	Responsible for providing facilities, services, personnel, equipment, and materials.
Finance/Administration	Responsible for financial activities and other administrative aspects.

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

Organization Flexibility – Modular Organization

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

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

The position title "coordinator" refers to the lead person of each organizational element in the EOC. The term coordinator is used because the role of EOC elements is to coordinate. 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 be responsible for no more than seven employees, with the ideal span-of-control being three to five persons.

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

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

EOC ACTION PLANS

At local, operational area, regional, and state levels, the use of EOC action plans provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement. Action plans not only provide direction, but they also serve to provide a basis for measuring achievement of objectives and overall system performance. Action planning is an important management tool that involves:

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

The action planning process should involve the Director of Emergency Operations and General Staff along with other EOC elements, special district representatives, and other agency representatives, as needed. The Directors with assistance from the Planning/Intelligence Section are normally responsible for development of the action plan and for facilitation of action planning meetings.

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

MULTI-AGENCY OR INTER-AGENCY COORDINATION AT THE LOCAL GOVERNMENT LEVEL

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.

Multi-agency or Inter-agency Coordination in the EOC

- Emergency response is coordinated at the EOC through:
 - Representatives from the City of West Hollywood's departments and agencies
 - Representatives from outside agencies including special districts, volunteer agencies, and private organizations.
- Coordination with agencies not represented in the EOC may be accomplished through various methods of communications.
- Involvement in the EOC action planning process is essential for effective emergency management.

Multi-agency or Inter-agency Coordination Group

- May be established formally.
- Should develop consensus on priorities, resource allocation, and response strategies.
- May function within the EOC, at another location or through conference calls but should remain in contact with the EOC.
- EOC Action Plans should incorporate group priorities and objectives.
- Group objectives should be implemented through the EOC.
- The City of West Hollywood may participate with other local governments and agencies in a multi-agency coordination group organized by another local government, operational area, or regional level.

COORDINATION WITH THE FIELD RESPONSE LEVEL

Coordination among SEMS levels is clearly necessary for effective emergency response. In a major emergency, the City of West Hollywood's EOC may be activated to coordinate the overall response while the Incident Command System is used by field responders. Incident Commanders may report directly to the EOC. When the EOC is directly overseeing Incident Command teams, the EOC is operating in a centralized coordination and direction mode.

COORDINATION WITH LOS ANGELES COUNTY OPERATIONAL AREA LEVEL (See Planning Support Documentation - LA County Operational Area Disaster Information Reporting Procedures)

Coordination and communications should be established between activated local government EOCs and the operational area. For the City of West Hollywood, this channel is through OARRS (Internet); or if OARRS is not available, then all requests and reports

are to be sent to the contact/contract Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch Commander and City staff. The West Hollywood Sheriff's Station will then be responsible for entering the data into OARRS. The communications link to the Operational Area EOC is via OARRS; the communications link to the West Hollywood Sheriff's Station is by regular or cell phone.

The Los Angeles County Operational Area will direct the most heavily impacted cities to coordinate and communicate directly with the County/Operational Area EOC.

Los Angeles County will use an Operational Area MACS concept when developing response and recovery operations. When and where possible, the County will include jurisdictional representatives in planning for jurisdictional support.

REPORTING TO THE LOS ANGELES COUNTY OPERATIONAL AREA

City reports and notifications are to be made to the Los Angeles County Operational Area. These reports and notifications include:

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

Established reporting procedures to be followed:

1. Emergency Management Information System (OARRS – internet)
2. Phone or fax information (hard copy of reports) to Office of Emergency Management (OEM)
3. Make contact with Contact Sheriff's Station West Hollywood by means coordinated with and agreed to by the Watch Commander and city staff. The West Hollywood Sheriff's Station will then be responsible for transmitting the information to OEM via the duty officer or OARRS.

(Reference: Los Angeles County Operational Area Disaster Information Reporting Procedures).

SPECIAL DISTRICT INVOLVEMENT

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 and communications with special districts will be facilitated through the West Hollywood Sheriff's Station Regional Coordinator.

COORDINATION WITH VOLUNTEER AND PRIVATE AGENCIES

City EOCs will generally be a focal point for coordination of response activities with many non-governmental agencies. The City of West Hollywood's EOC should establish communication with private and volunteer agencies providing services with the City.

The Social Services Division will take the lead on agencies and provide contact names. The City funds numerous social service agencies, including the Maple Counseling Center, which will be able to assist.

Agencies that have county wide response roles and cannot respond to numerous city EOCs should be represented at the operational area level.

Cities served by a large number of private and volunteer agencies may not be able to accommodate representatives in the EOC from all agencies that have important response roles. Cities should develop alternate means of communicating with these agencies when liaison representation is not practical.

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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NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

OVERVIEW

The NIMS integrates existing best practices into a consistent, nationwide approach to domestic incident management that is applicable at all jurisdictional levels and across functional disciplines in an all-hazards context. Six major components make up this systems approach.

NIMS COMPONENTS

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

Command and Management

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

- **The ICS** - ICS defines the operating characteristics, interactive management components, and structure of incident management and emergency response organizations engaged throughout the life cycle of an incident;
- **Multi Agency Coordination Systems** - These define the operating characteristics, interactive management components, and organizational structure of supporting incident management entities engaged at the Federal, State, local, tribal, and regional levels through mutual-aid agreements and other assistance arrangements; and
- **Public Information Systems** - These refer to processes, procedures, and systems for communicating timely and accurate information to the public during crisis or emergency situations.

Preparedness

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

- **Planning** - Plans describe how personnel, equipment, and other resources are used to support incident management and emergency response activities. Plans provide mechanisms and systems for setting priorities, integrating multiple entities and functions, and ensuring that communications and other systems are available and integrated in support of a full spectrum of incident management requirements.

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

Resource Management

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, 2009*" to assist state agencies, local governments, tribes and special districts to incorporate NIMS into already existing programs, plans, training and exercises. The City of West Hollywood is following this document to ensure NIMS compliance.

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CITY OF WEST HOLLYWOOD'S EMERGENCY OPERATIONS CENTER (EOC)

Day-to-day operations are conducted from departments and agencies that are widely dispersed throughout the City. An EOC is a location from which centralized emergency management can be performed during a major emergency or disaster. This facilitates a coordinated response by the Director of Emergency Operations, staff, and representatives from organizations who are assigned emergency management responsibilities. The level of EOC staffing will vary with the specific 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 West Hollywood's 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 and alternate or sub EOCs, this information is found in the restricted use section of this plan, the Appendix.

The EOC, which doubles as a Community Conference Room, was constructed in 1995. It totals 600 square feet (20' by 30') and includes 5 secured workstations around the perimeter of the room as well as a storage room (80 square feet; 8' x 10') and portable tables and chairs. Immediately adjacent to the EOC are a small kitchen and restrooms.

Secured workstations include telecommunications (phone & computer) connections, work surface, chairs, and panels for placing maps.

The EOC's power supply is backed-up by a generator. The EOC has dedicated electrical circuits to which emergency power is provided by a diesel generator.

The operational capabilities of the Alternate EOC (or Sub-EOC) will be similar to those of the primary EOC. The Sub-EOC is a coordination center wherein the necessary command and staff personnel are centralized to control and coordinate station resources whenever a disaster, emergency, or civil disturbance is eminent or has occurred. The Sub-EOC is primarily concerned, on a station level, with policy-making, administration, personnel management, logistic support, strategic direction and tactical control of the operation. The on-duty Watch Sergeant or Watch Commander is responsible for its operation in the event of an incident. The Operations Commander is the Operational Station Coordinator, responsible for coordinating Mutual Aid and inter-jurisdictional emergency operations. Staffing for the Sub-EOC includes the Operations Commander, Operations Section, Intelligence Section, Logistics Section, Personnel Section, and Liaison Section/Message Center.

The Sub-EOC also has the responsibility for coordinating the County response to an adjacent city as assigned in the County "Emergency Operations Plan." These include Beverly Hills, Culver City, and Santa Monica.

DISPLAYS

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

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 such as casualty information, health concerns, property damage, fire status, size of risk area, scope of the hazard to the public, number of evacuees, etc. Posting of the significant events log is the responsibility of the Planning/Intelligence Section.

COMMUNICATIONS

Communications are provided in the EOC and include two types of phone lines, 8 bypass phones, cellular phones, and amateur radio. Communication facilities will be continuously staffed during emergencies, either by volunteers or City staff. The Logistics Section is responsible for communications.

Communications provided in the Sub-EOC include phone lines, Sheriff radio, and amateur radio. The amateur radio communications is maintained by a Disaster Communications Service (DCS) volunteer. The DCS equipment is physically located on the second floor, Room 205. Communication between the SUB-EOC and DCS personnel is maintained via intercom and/or messenger.

EOC MANAGEMENT

The EOC and alternate EOC facility management is the responsibility of the Public Safety Department and includes maintaining the operational readiness of the primary and alternate EOCs.

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

Emergency Notification procedures are contained in the Appendix.

The Director of Emergency Operations will have the primary responsibility for ensuring that the City Council is kept apprised of the situation and will bring all major policy issues to the Council for review and decision.

EOC TRAINING

The City of West Hollywood's Public Safety Department conducts regular EOC and Emergency Plan training for its employees. This includes annual introduction to SEMS/NIMS training for employees, EOC orientation, and coordination with the Los Angeles County EOC for OARRS training, advanced training for directors and policy makers, and advanced training for EOC staff. In addition, the City participates in regular OARRS exercises, the annual County-wide Exercise, and conducts at least one table-top EOC exercise a year. Under the direction of the Public Safety Department, other exercises are added as needed.

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CITY OF WEST HOLLYWOOD'S EOC ACTIVATION POLICY

Activation of the local government level means that at least one local government official implements SEMS/NIMS as appropriate to the scope of the emergency and the local government's role in response to the emergency.

The local government level is activated when field response agencies need support. The local official(s) implementing SEMS/NIMS may function from the EOC or from other locations depending on the situation. Activated EOCs may be partially or fully staffed to meet the demands of the situation.

When the City of West Hollywood's EOC is activated, staff notifies the Los Angeles County Operational Area via the West Hollywood Sheriff's Station Watch Commander and, via OARRS (Internet), and sends a City Status Report that indicates that the EOC is activated. If OARRS is not available, then the City Status Report is to be sent to the contact Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch Commander and City staff. The West Hollywood Sheriff's Station will then be responsible for entering the data into OARRS. (See Planning Support Documentation – Management/Los Angeles County Operational Area Disaster Information Reporting Procedures.)

WHEN TO ACTIVATE:

- A significant earthquake causing damage in the City or neighboring jurisdictions.
- An impending or declared "State of War Emergency".
- An emergency situation that has occurred or might occur of such a magnitude that it will require a large commitment of resources from two or more City Departments over an extended period of time. Examples include a major hazardous material incident, civil disturbance, a major fire, severe weather conditions, or an emergency at one of the City's special events.

WHO CAN ACTIVATE:

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

- City Manager
- Assistant City Manager
- Deputy City Manager
- Public Safety Director
- Sheriff's Captain
- Fire Chief

HOW TO ACTIVATE:

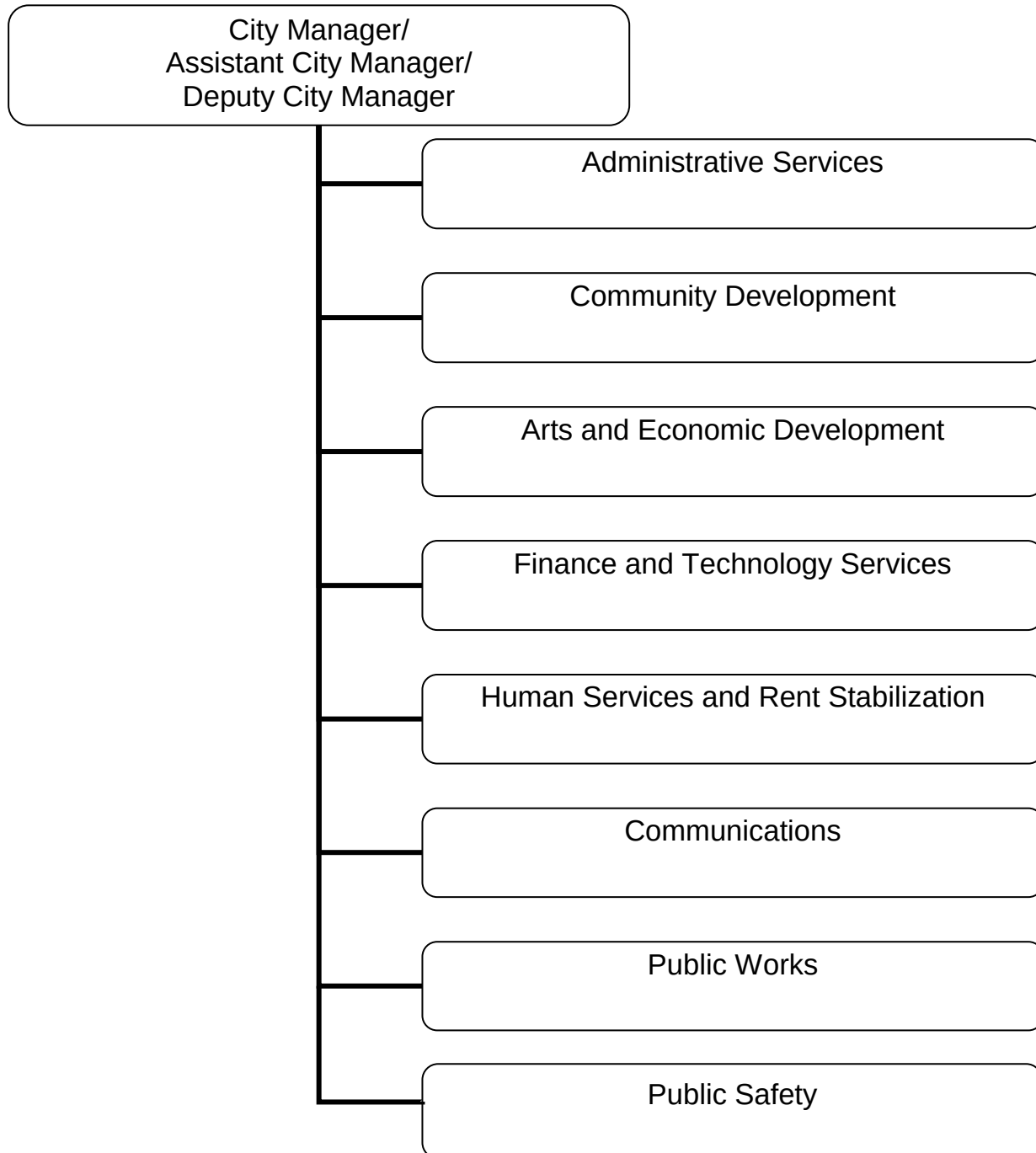
- Declare EOC activation and initiate.
- Contact staff needed to assist.
- Designate personnel to set up the EOC.
- Briefly describe the emergency/disaster situation causing this request.
- Request EOC "Level Two" or "Level Three" Activation.
- Request notification of EOC "Level Two" or "Level Three" staff.

(See Management Documentation Support - EOC Set-Up Procedures.)

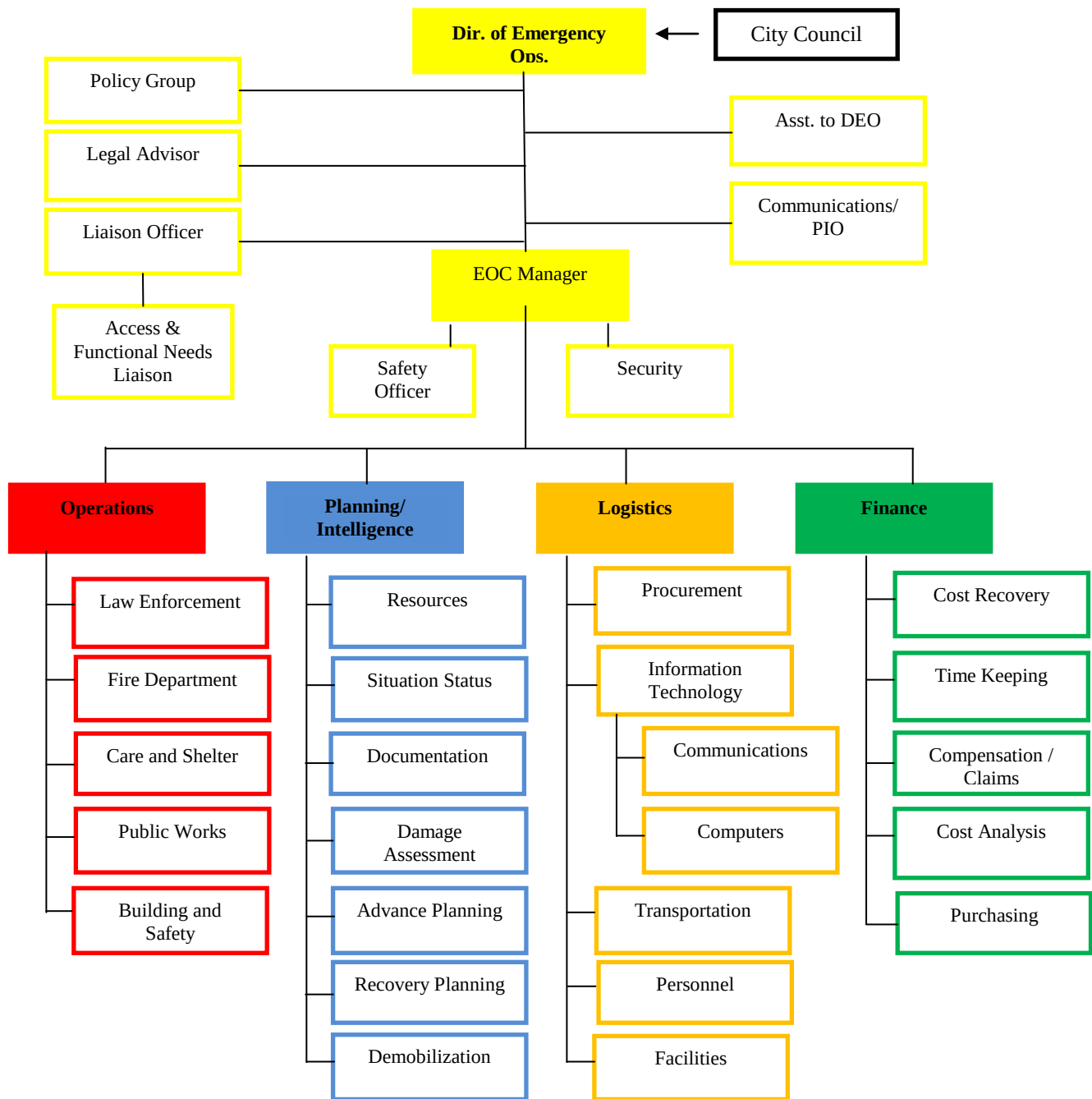
LOCAL GOVERNMENT EOC STAFFING GUIDE

Event/Situation	Activation Level	Minimum Staffing
Unusual occurrences with severe potential impacts on the health and safety of the public and/or environment	One	Director of Emergency Operations Public Safety Director Other Designees <i>Note: May be limited to Department Operations Center activation.</i>
Severe Weather Issuances (see Operations Support Documentation - NWS)		
Significant incidents involving 2 or more Departments		
Earthquake Advisory/Prediction Level One		
Earthquake with damage reported	Two	Director of Emergency Operations Public Safety Director Section Coordinators, Branches and Units as appropriate to situation Liaison/Agency Representatives/AFN Liaison Coordinator as appropriate Public Information Officer
Earthquake Advisory/Prediction Level Two or Three		
Major wind or rain storm		
Two or more large incidents involving 2 or more departments		
Wildfire affecting developed area		
Major scheduled event		
Severe hazardous materials incident involving large-scale or possible large-scale Evacuations		
Unusual occurrences with severe potential impacts on the health and safety of the public and/or environment		
Major city or regional emergencies; multiple departments with heavy resource involvement	Three	All EOC positions
Earthquake with damage		
Unusual occurrences with severe potential impacts on the health and safety of the public and/or environment		

CITY OF WEST HOLLYWOOD'S DAY-TO-DAY ORGANIZATION CHART



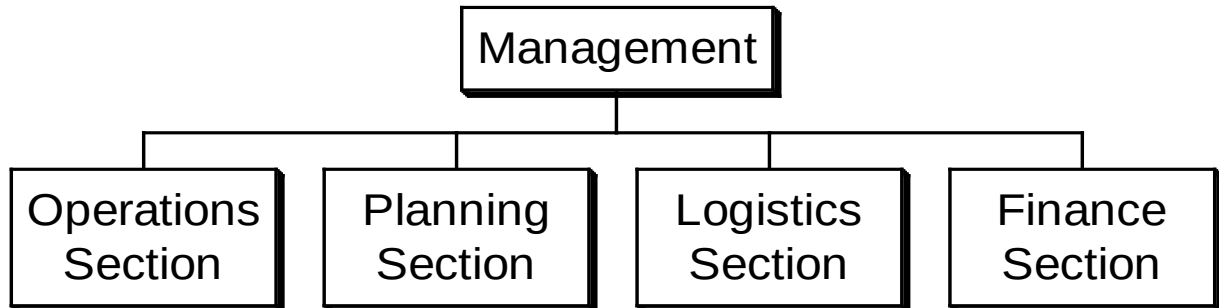
SEMS/NIMS ORGANIZATION CHART



* If all elements are activated, a deputy may be appointed to provide a manageable span of control. ** Some positions are normally coordinated by the County, but a local coordinator may be designated, if needed.

Field Units will be coordinating and communicating with each of the Branches under the Operations Section. The Incident Command System will be used in the field.

SEMS/NIMS RESPONSIBILITIES CHART



Responsibilities:

Management (Management Section)

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

Operations Section

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

Planning/Intelligence Section

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

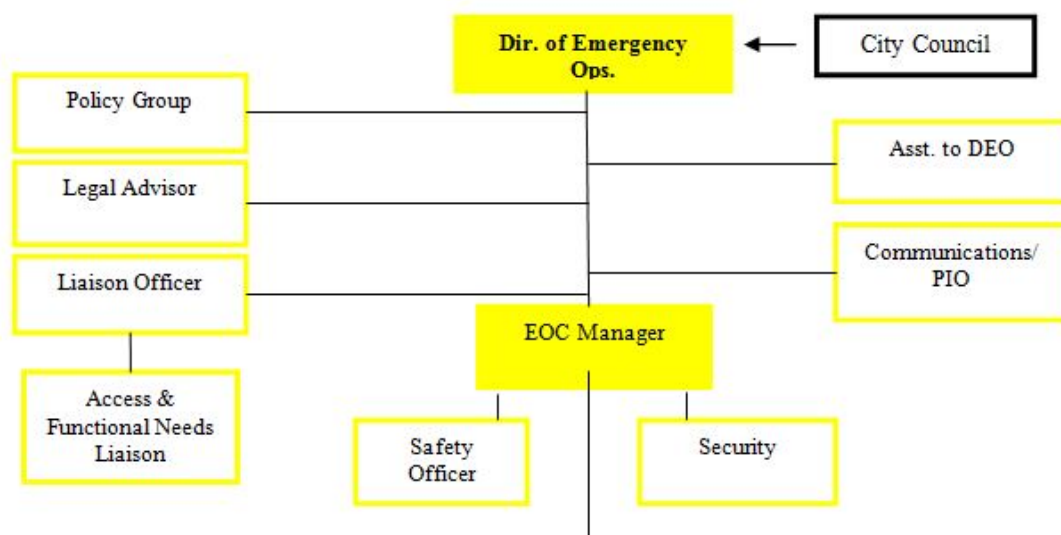
Logistics Section

Responsible for providing communications, facilities, services, personnel, equipment, supplies and materials.

Finance/Administration Section

Responsible for financial activities and other administrative aspects.

MANAGEMENT SECTION ORGANIZATION CHART



MANAGEMENT SECTION STAFF

The Management role is filled by the Director of Emergency Operations and is the position that is established at every EOC activation to coordinate EOC operations. The City Manager will fill this position while serving as the Director of Emergency Operations during an emergency/disaster. The Assistant City Manager shall serve as first alternate and the Deputy City Manager shall serve as second alternate to the Director of Emergency Operations. The Director of Emergency Operations, the Command Staff, the General Staff (Section Coordinators), the EOC Manager and others as designated make up the EOC Management Team. The team is responsible for advising the Director of Emergency Operations on policy matters. They also assist the Director of Emergency Operations in the development of overall strategy and tactics to mitigate the incident and rules, regulations, proclamations and orders. The Management Section also includes certain staff functions required to support the Management function:

- Policy Group
- Assistant to the Director of Emergency Operations (DEO)
- Public Information Officer
- Liaison Officer
- EOC Manager
- Safety Officer
- Security Officer
- City Council
- Legal Advisor
- Agency Representative
- AFN Liaison Coordinator

Policy Group

The Policy Group is made up of department directors and gives support to the Director of Emergency Operations.

Assistant to the Director of Emergency Operations

The Assistant to the Director of Emergency Operations will provide staff support to the Director of Emergency Operations.

Public Information Officer

The Public Information Officer (PIO) ensures that information support is provided on request; that information released is consistent, accurate and timely and appropriate information is provided to all required agencies and the media.

After receiving a briefing from the DEO, the PIO will establish an area for the media away from the EOC and Command Post at the City's Cable TV Office at West Hollywood Park. The PIO will provide news releases, answer questions the media may have and arrange for tours or photo opportunities of the incident. The PIO will coordinate **all** information releases and media contacts with the DEO.

Liaison Officer

The Liaison Officer serves as the point of contact for the AFN Liaison Coordinator and 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 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 of West Hollywood to coordinate the response efforts.

EOC Manager

The EOC Manager facilitates the overall functioning of the EOC, coordinates with other agencies and SEMS/NIMS levels, and serves as a resource to the DEO. In addition, the EOC Manager serves as a liaison to the DEO and the Policy Group and provides all necessary briefings. The EOC Manager is responsible for organizing, staffing, and overall operations of the EOC.

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.

Security Officer

The Security Officer is responsible for security of all EOC facilities and personnel access.

City Council

Proclaim and/or ratify a local emergency, approve emergency orders and serve as City Officials. The City Council does not report to the EOC, but rather supports the emergency management organization by establishing executive level policies, proclaiming and/or ratifying local proclamations and approving emergency orders. In addition, the City Council will continue to serve as City Council to ensure continuity of government.

Legal Advisor

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

Agency Representative

As an individual assigned to the EOC from another agency, the Agency Representative should be able to speak for his/her agency within established limits.

AFN Liaison Coordinator

Serve as the point of contact for the Agency Representatives specifically assisting those with access and functional needs (i.e. disability navigators and disability organizations).

Date: _____

Start Time: _____

End Time: _____

DIRECTOR OF EMERGENCY OPERATIONS**SUPERVISOR: City Council****GENERAL DUTIES:**

- Serve as the Director of Emergency Operations for the City of West Hollywood.
- Make executive decisions based on policies of the City Council.
- Develop and issue rules, regulations, proclamations and orders.
- Establish the appropriate level of organization, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional branches/groups/units as dictated by the situation.
- Exercise overall management responsibility for the coordination of the response 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.
- Ensure that multi-agency or inter-agency coordination is accomplished effectively within the EOC.

YOUR RESPONSIBILITY:

Overall management of the City of West Hollywood's emergency response and recovery effort.

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

CHECKLIST ACTIONS**ACTIVATION:**

- ☐ Determine the operational status and appropriate level of activation based on situation as known.
- ☐ As appropriate, respond to the EOC.
- ☐ Mobilize appropriate personnel for initial activation of the EOC.
- ☐ Activate an alternate EOC as required. When there is damage to the primary EOC sufficient to render it unusable, report to the alternate EOC.

START UP:

- ☐ Check in upon arrival at the EOC.
- ☐ Print your name on the EOC organization chart.
- ☐ Put on the vest with your title.

- ☐ Obtain a briefing on the situation.
- ☐ Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).
- ☐ Determine your work location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Begin documenting events and activities.
- ☐ Direct the implementation of the City of West Hollywood's SEMS/NIMS Emergency Plan.

Assignments/Staffing:

- ☐ Assign Section Coordinators (General Staff) as needed for:
 - Operations
 - Planning/Intelligence
 - Logistics
 - Finance/Administration
- ☐ Assign Management Section (Command Staff) positions as needed for:
 - Public Information Officer
 - Liaison Officer
 - Safety Officer
 - Security Officer
 - EOC Manager
 - Legal Advisor
 - City Council Liaison
- ☐ Determine the need for 24-hour operations and request staffing support as required.
- ☐ Confer with Command and General Staff to determine what representation is needed at the EOC from other agencies.
- ☐ Carry out responsibilities of your Section not currently staffed.

Notifications:

- ☐ Notify the Los Angeles County Operational Area that the City EOC is activated via OARRS (Internet); or if OARRS is not available, then all requests and reports are to be sent to the contact/contract Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch Commander and City staff. The West Hollywood Sheriff's Station will then be responsible for entering the data into OARRS. **(See Planning Support Documentation - LA County Operational Area Disaster Information Reporting Procedures.)**
- ☐ Authorize activation of DCS.
- ☐ Ensure that the Operational Area and the Disaster Management Area Coordinator has been notified via the Operational Area Response and Recovery System (OARRS).
- ☐ Establish and maintain contacts with adjacent jurisdictions/agencies and with other organizational levels as appropriate.

- ☐ Establish a link between City, its political bodies, and the county and state legislative bodies, if needed.

Meeting/Briefings:

- ☐ 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
- ☐ Appoint and ensure that EOC Section Coordinators (General Staff) are in place as soon as possible and are staffing their respective sections.
 - ◆ Operations Section Coordinator
 - ◆ Planning/Intelligence Section Coordinator
 - ◆ Logistics Section Coordinator
 - ◆ Finance/Administration Section Coordinator
- ☐ Ensure that the Management Section is staffed as soon as possible at the level needed.
 - ◆ Public Information Officer
 - ◆ Liaison Officer
 - ◆ EOC Manager
 - ◆ Safety Officer
 - ◆ Security Officer
 - ◆ Legal Officer
- ☐ Request additional personnel to maintain a 24-hour operation as required.
- ☐ Identify Section priorities, objectives and significant problems.
- ☐ Establish the frequency of briefing sessions to be provided to the EOC Manager.
- ☐ Conduct periodic briefings for the Management Section Staff (PIO, Liaison Officer, Safety Officer, Security Officer, Policy Group, EOC Manager and Legal Advisor). Ensure that all staff is aware of overall priorities.

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal OES and FEMA.

- ☐ Open and maintain a position log.
- ☐ Using activity log (form #EOC-001), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - ◆ Messages received
 - ◆ Action taken
 - ◆ Decision justification and documentation
 - ◆ Requests filled
 - ◆ EOC personnel, time on duty and assignments
- ☐ Ensure that all EOC Management Team meetings, General Staff meetings, and policy decisions are documented.
- ☐ Be sure that all your Section logs and files are maintained.
- ☐ Provide Section personnel and equipment time records to the Time Unit at the end of each work shift.

Ongoing Actions:

- ☐ Ensure that telephone, radio, and data communications with other facilities are established and tested.
- ☐ Ensure that all departments account for personnel and work assignments.
- ☐ Confirm the delegation of authority. Obtain any guidance or direction as necessary.
- ☐ Determine appropriate delegation of purchasing authority to the Purchasing Unit of the Finance/Administration Section.
- ☐ Confer with Legal Advisor prior to issuing rules, regulations, proclamations, and emergency orders.
- ☐ Coordinate with other Department Heads to establish City Hall hours of operation and setting priorities for restoration of city services.
- ☐ Coordinate with human resources regarding employee welfare issues.
- ☐ Address any political issues that might arise. Determine the need to contact specific legislative bodies to ensure the best possible response to your community.

- ☐ Schedule the first planning meeting.
- ☐ Confer with EOC Operations Section Coordinator and other General Staff to determine what representation is needed at the EOC from other agencies.
- ☐ Ensure that the field agency representatives and the AFN Liaison Coordinator have been assigned to other facilities as necessary.
- ☐ Determine need and establish, if necessary, a deputy director position.
- ☐ Establish the frequency of briefing sessions.
- ☐ Based on the situation as known or forecast, determine likely future EOC Management Section needs.
- ☐ Think ahead and *anticipate* situations and problems before they occur.
- ☐ Request additional resources through the appropriate EOC Logistics Section Unit.
- ☐ Carry out responsibilities of your EOC Section not currently staffed.
- ☐ Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- ☐ Ensure that all your Section logs and files are maintained.
- ☐ Monitor Section activities and adjust Section organization as appropriate.
- ☐ Resolve problems that arise in conducting your Section and EOC responsibilities.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Section and EOC planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Ensure that all your Section personnel and equipment time records and a record of expendable materials used are provided to the Time Unit and Cost Analysis Unit of the Finance/Administration Section at the end of each operational period.

- ☐ Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- ☐ Carry out responsibilities of all other EOC Sections not currently staffed.
- ☐ Assess situation, work in progress, resources and estimate incident duration.
- ☐ Set up EOC planning meeting schedule with all EOC Section Coordinators.
- ☐ Develop overall strategy with the EOC Section Coordinators.
- ☐ Ensure that EOC Sections are carrying out their principle duties:
 - ◆ Implementing operational objectives per the EOC Action Plan.
 - ◆ Preparing action plans and status reports.
 - ◆ Providing adequate facility and operational support.
 - ◆ Providing administrative and fiscal record keeping and support.
- ☐ Develop and issue appropriate rules, regulations, proclamations, and emergency orders.
- ☐ Initiate **Emergency Proclamations** as needed (**See Management Support Documentation - Legal Documents**)
- ☐ Establish City Hall hours of operation.
- ☐ Conduct periodic briefing sessions with the entire EOC Management Team to update the overall situation.
- ☐ Conduct periodic briefing sessions with the City Council to update the overall situation.
- ☐ Set priorities for restoration of city services.
- ☐ Hold action planning meeting of section and branch coordinators, the AFN Liaison Coordinator, agency representatives (as required) and key staff. The activities to be covered in an action planning meeting are:
 - ◆ Provide briefings on current and forecasted situation and major reportable incidents within affected Operational Area.
 - ◆ Obtain any additional information from other sources on the current situation assessment.
 - ◆ Review availability and status of ordered, en route, or staged resources.
 - ◆ Establish with staff the next Operational Period for which the EOC Action Plan should be developed.
 - ◆ Define priority actions to be accomplished or undertaken within the next Operational Period in light of the known and forecasted situation and status of available resources.

- ◆ Establish assignments for available and incoming resources based on current and forecast situation and established priorities.
 - ◆ Determine need for additional resources. Establish specific responsibilities for ordering.
 - ◆ Discuss and resolve any internal coordination issues.
 - ◆ Ensure that staff is clear on the EOC Action Plan. Have pertinent elements documented for distribution as necessary.
 - ◆ Establish time for next action planning meeting.
-
- ☐ Approve and authorize the implementation of the EOC Action Plan developed and prepared by the EOC Planning/Intelligence Section and EOC Management Team.
 - ☐ In conjunction with the EOC Public Information Officer (PIO), coordinate and conduct news conferences and review media releases as required. Establish procedure for information releases affecting inter-agency coordination.
 - ☐ Authorize PIO to release information to the media and to access the Emergency Alert System (EAS) as needed.
 - ☐ Authorize PIO to contact Los Angeles County Sheriff's Department for broadcast of Emergency Alert System (EAS) messages.
 - ☐ Establish procedure for information releases affecting inter-agency coordination.
 - ☐ Brief and coordinate with EOC Manager on VIP tours.
 - ☐ 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.
 - ☐ In conjunction with the EOC Safety Officer, establish and maintain a safe working environment.
 - ☐ Ensure that proper security of the EOC is maintained at all times.
 - ☐ Ensure that the EOC 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.
 - ☐ Monitor section level activities to assure that all appropriate actions are being taken.

Shift Change:

- ☐ Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- ☐ Provide incoming personnel with the next EOC Action Plan.
- ☐ Submit completed logs, time cards, etc. for your Section before you leave.
- ☐ Determine when you should return for your next work shift.
- ☐ Leave contact information for where you can be reached.

Deactivation:

- ☐ Authorize deactivation of sections, branches, or units when they are no longer required.
- ☐ Notify Los Angeles County Operational Area via the West Hollywood Sheriff's Station EOC or Watch Commander, adjacent facilities and other EOCs as necessary of planned time for deactivation. Notification to the Op Area is via OARRS (Internet); or if OARRS is not available then all requests and reports are to be sent to the contact/contract Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch Commander and City staff. The West Hollywood Sheriff's Station will then be responsible for entering the data into OARRS. **(See Planning Support Documentation - LA County Operational Area Disaster Information Reporting Procedures.)**
- ☐ Ensure that any open actions not yet completed will be taken care of after deactivation.
- ☐ Ensure that all required forms or reports are completed prior to deactivation.
- ☐ Prepare a list of outstanding issues that need to be addressed after EOC has been deactivated.
- ☐ Be prepared to provide input to the EOC After-Action Report/Corrective Action Report.
- ☐ Deactivate the EOC and close out logs when emergency situation no longer requires activation.
- ☐ Proclaim termination of the emergency and proceed with recovery operations.

NOTES:

Date: _____ Start Time: _____ End Time: _____

PUBLIC INFORMATION OFFICER**SUPERVISOR: Director of Emergency Operations****GENERAL DUTIES:**

- Serve as the dissemination point for all media releases within the affected area. Other agencies wishing to release information to the public should coordinate through the Public Information function.
- Coordinate as necessary to ensure that the public within the affected area receives complete, accurate, timely, and consistent information about lifesaving procedures, health preservation instructions, emergency status and other information, and relief programs and services. Information released should be posted on the Press Release Clip- Board in the EOC. **(See Management Support Documentation – PIO Support Information)**
- Review and coordinate all related information releases, including dissemination of emergency information to city departments to keep employees apprised of the situation.
- Maintain a relationship with the media representatives and hold periodic press conferences as required.
- Establish a media center or Joint Information Center (JIC) for media use and dissemination of information at the City's Cable TV Office at West Hollywood Park.
- Provide news releases, answer questions the media may have, and arrange for tours or photo opportunities of the incident.

YOUR RESPONSIBILITY:

Ensure that information support is provided on request; that information released is consistent, accurate, and timely; and that appropriate information is provided to all required agencies.

In larger disasters, the Emergency Public Information function may, as conditions and/or activation levels require, expand into a Branch structure and may send a representative to the federal Joint Information Center (JIC).

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

CHECKLIST ACTIONS**Start Up:**

- ☐ Check-in upon arrival at the EOC.
- ☐ Report to Director of Emergency Operations.
- ☐ Obtain a briefing on the situation.

- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the PIO by putting your title on your person (vest, name tag). Print your name on the EOC organization chart next to your assignment.

Assignments/Staffing:

- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Determine 24-hour staffing requirements and request additional support as required.
- ☐ Organize a hot-line to answer inquiries from the public.
- ☐ Determine need for additional PIO personnel and request approval from the Director of Emergency Operations. 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. See Management Section Supporting Documents for information on a PIO team organization.)
- ☐ Organize a staffing and equipment to handle media calls.
- ☐ Establish and monitor a rumor control function to identify false or erroneous information. Develop procedure to be used to correct such information.

Notifications:

- ☐ Notify all EOC sections and field personnel that the PIO function has been established. 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:

- ☐ Brief new or relief personnel in your unit/positions.
- ☐ Attend all Section meetings and briefings.
- ☐ Arrange for meeting between media and city officials or incident level PIO's for information on specific incidents.

- ☐ Periodically prepare briefings for the elected officials or executives.
- ☐ Coordinate with the City Council Liaison for media contact with city officials.

Action Plan:

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

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal OES and FEMA.

- ☐ Open and maintain a position activity log (form #EOC-001).
- ☐ Provide personnel and equipment time records to the Director of Emergency Operations at the end of each work shift.
- ☐ Maintain file copies of all information releases.
- ☐ Using activity log, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - ◆ Messages received
 - ◆ Action taken
 - ◆ Decision justification and documentation
 - ◆ Requests filled
 - ◆ EOC personnel, time on duty and assignments

Ongoing Actions:

- ☐ Implement City PIO/media procedures. **(See Part Two, Management Section Supporting Documents.)**
- ☐ Obtain approval from EOC Manager for the release of all information.
- ☐ Keep up to date on the situation and resources associated with your position. Maintain current status reports and displays.
- ☐ Keep the Director of Emergency Operations advised of your status and activity and on any problem areas that now need or will require solutions.
- ☐ Coordinate with Incident Commanders and field PIOs to work with the media at incidents.

- ☐ If possible, carry a tape recorder and tape all interviews that you give.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and **anticipate** support requirements and forward to your Section Coordinator.
- ☐ Monitor your position activities and adjust staffing and organization to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief new or relief personnel in your Unit/position. Ensure that in-progress activities are identified and follow-up requirements are known.
- ☐ Secure guidance from the Director of Emergency Operations regarding the release of available information.
- ☐ Keep the Director of Emergency Operations advised of all unusual requests for information and of all major critical or unfavorable media comments. Provide an estimate of the impact and severity and make recommendations as appropriate.
- ☐ Coordinate all media events with the Director of Emergency Operations.
- ☐ Ensure that all departments, agencies, and response organizations in the jurisdiction are aware that they must coordinate release of emergency information through the PIO and that all press releases must be cleared with the Director of Emergency Operations before releasing information to the media.
- ☐ Establish a Media Information Center at a site away from the EOC, Command Post and incident for media use and dissemination of information. Provide necessary work space, materials, telephones and staffing. Media Information Center Location: Cable TV Office, West Hollywood Park Auditorium. Announce safe access routes to Media Information Center for media.

- ☐ Schedule and post times and locations of news briefings in the EOC, Media Information Center, and other appropriate areas.
- ☐ Prepare and provide approved information to the media. Post news releases in the EOC, Media Information Center, and other appropriate areas.
- ☐ Develop an information release program.
- ☐ Interact with other branches/groups/units to provide and obtain information relative to public information operations.
- ☐ Coordinate with the Situation Status Unit of the Planning/Intelligence Section to define areas of special interest for public information action. Identify means for securing the information as it is developed.
- ☐ Maintain an up-to-date picture of the situation for presentation to media.
- ☐ Obtain, process, and summarize information in a form usable in presentations.
- ☐ Provide periodic briefings and press releases about the disaster situation throughout the affected areas. Refer media representatives to incident level PIOs for specific information.
- ☐ As required, periodically prepare briefings for the jurisdiction executives or elected officials.
- ☐ Respond to information requests from the Director of Emergency Operations and EOC Management Team.
- ☐ Ensure that a rumor control function is established as necessary, and has the means for identifying false or erroneous information. Develop procedure to be used to squelch such information.
- ☐ Provide sufficient staffing and telephones to efficiently handle incoming media and public calls and to gather status information.
- ☐ Establish and staff a hot-line to answer inquiries from the public as needed.
- ☐ Provide sufficient staffing and telephones to efficiently handle incoming media and public calls and to gather status information.
- ☐ Prepare, update, and distribute to the public a Disaster Assistance Information Directory containing locations to obtain food, shelter, supplies, health services, etc.
- ☐ Determine with radio and TV stations are operational.

- ☐ Broadcast emergency information/updates on City website, hotline, mass notification system, local AM radio station, Facebook/Twitter, local TV, and City TV-Channel 10, either through the message board or live taping of Mayor or Director of Emergency Operations.
- ☐ Arrange for meetings between media and city officials or incident personnel.
- ☐ Prepare a briefing sheet to be distributed to all employees and the Disaster Hotline at the beginning of each shift so they can answer questions from the public, such as shelter locations, water distribution sites, DACs, LACs, etc. **(See Part Two, Management Support Documentation)**
- ☐ Provide escort service to the media and VIPs and arrange for tours and photo opportunities when available staff and time permit. Coordinate VIP tours with Liaison Officer, City Council, and Legislative Liaison.
- ☐ Assist in making arrangements with adjacent jurisdictions for media visits.
- ☐ Determine which radio and TV stations are operational. **(See Part Two, Management Support Documentation)**
- ☐ Determine requirements for support to the emergency public information function at other EOC levels.
- ☐ Monitor broadcast media, and use information to get general information, identify and correct inaccurate information, develop follow-up news releases and rumor control.
- ☐ When federal emergency response teams respond, coordinate activities through the Los Angeles County Operational Area to ensure coordination of local, state and federal public information activities. If a federal Joint Information Center (JIC) is established, designate a City representative to the JIC.
- ☐ Ensure that announcements, information, and materials are translated and prepared for special populations (non-English speaking; non-readers; elderly; the hearing, sight and mobility impaired; etc.).
- ☐ Warn all non-English speaking and deaf and hard of hearing 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 and video services to contact the deaf
 - Using pre-identified lists and non-governmental agencies to reach populations with access and functional needs

- ☐ Prepare materials that describe the health risks associated with each hazard, the appropriate self-help or first aid actions, and other appropriate survival measures.
- ☐ Prepare instructions for people who must evacuate from a high-risk area, including the following information for each threat: evacuation routes; suggestions on types and quantities of clothing, food, medical items, etc. the evacuees should bring; location of shelters.
- ☐ During periods of increased national readiness, or in time of need, prepare materials that address national security survival tips.
- ☐ 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 Information routes, instructions, and arrangements for persons without transportation or special needs (non-ambulatory, sight-impaired, etc.).
 - ◆ Location of mass care shelters, first aid stations, food and water distribution points, etc.
 - ◆ Location where volunteers can register and be given assignments.
 - ◆ Street 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.
 - ◆ 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.
 - ◆ How and where people can obtain information about relatives/friends in the disaster area.
(Coordinate with the Red Cross on the release of this information)
- ☐ Issue other information pertaining to the emergency/disaster (acts of heroism, historical property damaged or destroyed, prominence of those injured or killed, other human interest stories)
- ☐ Through the Los Angeles County Operational Area, coordinate with state, federal, or private sector agencies to get technical information (health risks, weather, etc.) for release to the public and media.
- ☐ Ensure file copies are maintained of all information released and posted in the EOC.
- ☐ Provide copies of all releases to the Director of Emergency Operations.

- ☐ Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

Shift Change:

- ☐ Brief incoming personnel and identify in-progress activities which need follow-up.
- ☐ Provide incoming personnel with the next EOC Action Plan.
- ☐ Submit completed logs, time cards, etc. to the Director of Emergency Operations before you leave.
- ☐ Determine when you should return for your next work shift.
- ☐ Leave contact information number where you can be reached.

Deactivation:

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

NOTES:

Date: _____

Start Time: _____

End Time: _____

ASSISTANT TO THE DIRECTOR OF EMERGENCY OPERATIONS**SUPERVISOR: Director of Emergency Operations****GENERAL DUTIES:**

- Provide administrative support to the Director of Emergency Operations.
- Coordinate with the AFN Liaison Coordinator and the Agency Representatives assigned to the EOC.
- Handle requests from other agencies for sending liaison personnel to other EOCs.
- 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, actions plans, and appropriate situation information is disseminated to Agency Representatives and the AFN Liaison Coordinator.

YOUR RESPONSIBILITY:

Conduct administrative duties as assigned by the Director of Emergency Operations.

Serve as the initial point of contact for the AFN Liaison Coordinator and Agency Representatives from assisting organizations and agencies outside the city government structure; aid in coordinating the efforts of these outside agencies to reduce the risk of operating independently. Any state and/or federal emergency official should make contact with the Liaison Officer to ensure continuity of operations.

Multi-agency or inter-agency coordination is defined as the participation of agencies and disciplines involved at any level of the SEMS 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.

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

- ☐ Check-in upon arrival at EOC.
- ☐ Report to the Director of Emergency Operations.
- ☐ Obtain a briefing on the situation.

- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Assistant for the Director of Emergency Operations by putting on the vest with your title. Print your name on the EOC organizational chart next to your assignment.

Assignments/Staffing:

- ☐ Clarify any issues regarding your authority and assignments and what others in the organization do.
- ☐ Report to Director of Emergency Operations.

Notifications:

- ☐ Open and maintain a position activity log.
- ☐ Determine 24-hour staffing requirements and request additional support as required.
- ☐ Request additional resources through the appropriate EOC Logistics Section Unit.

Meetings/Briefings:

- ☐ Brief new and relief personnel in your Unit/position.
- ☐ Attend all Section meeting and briefings.
- ☐ Provide periodic update briefing to Director of EOC as needed.

Action Planning:

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

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal OES and FEMA.

- ☐ Using activity log, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - ◆ Messages received
 - ◆ Action taken
 - ◆ Decision justification and documentation

- ◆ Requests filled
- ◆ EOC personnel, time on duty and assignments

Ongoing Actions:

- ☐ Keep up to date on the situation and resources associated with your position. Maintain current status reports and displays.
- ☐ Keep the Director of Emergency Operations advised of your status and activity and on any problem areas that now need or will require solutions.
- ☐ Establish operating procedure with the Information Technology Branch of the EOC Logistics Section for use of telephone, radio, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and **anticipate** support requirements and forward to your Section Coordinator.
- ☐ Monitor your position activities and adjust staffing and organization to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- ☐ Arrange and coordinate VIP tours with PIO, Legislative Liaison, and City Council Members.
- ☐ Contact all on-site Agency Representatives and the AFN Liaison Coordinator. 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).
- ☐ 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

- ☐ Determine status and resource needs and availability of other agencies.
- ☐ Brief Agency Representatives and the AFN Liaison Coordinator on current situation, priorities, and EOC Action Plan.
- ☐ Request the AFN Liaison Coordinator and Agency Representatives to contact their agencies, determine level of activation of agency facilities, and obtain any intelligence or situation information that may be useful to the EOC.
- ☐ Notify and coordinate with adjacent jurisdictions on facilities and/or dangerous releases that may impose risk across boundaries.
- ☐ Respond to requests for liaison personnel from other agencies.
- ☐ Act as liaison with state or federal emergency response officials and appropriate city personnel.
- ☐ Determine if there are communication problems in contacting outside agencies. Provide information to the Information Technology Branch of the EOC Logistics Section.
- ☐ Know the working location for the AFN Liaison Coordinator and any Agency Representative assigned directly to a branch/group/unit.
- ☐ Compile a list of Agency Representatives, including the AFN Liaison Coordinator, and make this list available to all Section and Branch/Group/Unit Coordinators (agency, name, EOC phone).
- ☐ Respond to requests from sections and branches/groups/units for Agency and AFN Liaison Coordinator information. Direct requesters to the appropriate Agency Representatives or to the AFN Liaison Coordinator.
- ☐ Provide periodic update briefings to Agency Representatives and the AFN Liaison Coordinator as necessary.

Deactivation:

- ☐ Release Agency Representatives no longer required after coordination, including the AFN Liaison Coordinator, with the Director of Emergency Operations and the rest of the General Staff.
- ☐ Ensure that all required forms or reports are completed prior to your release and departure.

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

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Date: _____ Start Time: _____ End Time: _____

LIAISON OFFICER

SUPERVISOR: Director of Emergency Operations

GENERAL DUTIES:

- Coordinate with Agency Representatives and the AFN Liaison Coordinator assigned to the EOC.
- Handle requests from other agencies for sending liaison personnel to other EOCs.
- Integrate all responding outside agencies into the City's disaster operations.
- Function as a central location for incoming Agency Representatives and the AFN Liaison Coordinator, provide workspace and arrange for support as necessary.
- 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 and the AFN Liaison Coordinator.

YOUR RESPONSIBILITY:

Serve as the point of contact for the AFN Liaison Coordinator and Agency Representatives from assisting organizations and agencies outside the city government structure; aid in coordinating the efforts of these outside agencies to reduce the risk of operating independently. Any state and/or federal emergency official should make contact with the Liaison Officer to ensure continuity of operations.

Multi-agency or inter-agency coordination is defined as the participation of agencies and disciplines involved at any level of the SEMS/NIMS 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.

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

CHECKLIST ACTIONS

Start Up:

- ☐ Check-in upon arrival at EOC.
- ☐ Determine EOC Assignment
- ☐ Identify yourself as the Liaison Officer by putting on the vest with your title. Print your name on the EOC organizational chart next to your assignment.
- ☐ Obtain a briefing on the situation.

- ☐ Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position's responsibilities.
- ☐ Open and maintain a position activity log. Begin documenting events and activities.
- ☐ Determine 24-hour staffing requirements and request additional support as required.
- ☐ Request additional resources through the appropriate EOC Logistics Section Unit.
- ☐ Based on the situation as known or forecast determine likely future Section needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.

Assignments/Staffing:

- ☐ Report to the Director of Emergency Operations.
- ☐ Clarify issues regarding your authority and assignment.
- ☐ Contact all on-site Agency Representatives and the AFN Liaison Coordinator. 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).
- ☐ 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
- ☐ Respond to requests for liaison personnel from other agencies and the AFN Liaison Coordinator.
- ☐ Know the working location for any agency rep assigned directly to a branch/group/unit, including the AFN Liaison Coordinator.
- ☐ Compile a list of Agency Representatives, including the agencies supervised by the AFN Liaison Coordinator, and make this list available to all EOC staff (agency, name, EOC phone).
- ☐ Be sure that agency reps, including the agencies supervised by the AFN Liaison Coordinator, are assigned to other facilities as necessary.

Notifications:

- ☐ Notify pre-identified outside agency reps and the AFN Liaison Coordinator that the EOC has been activated. Request an agency rep and the AFN Liaison Coordinator if necessary.
- ☐ Determine if there are communication problems in contacting outside agencies. Provide information to the Information Systems Branch of the Logistics Section.

Meetings/Briefings:

- ☐ Brief new or relief personnel in your-Unit/position.
- ☐ Attend all Section meetings and briefings.
- ☐ Brief agency reps and the AFN Liaison Coordinator on current situation, priorities and EOC Action Plan.
- ☐ Provide periodic update briefings to agency reps and the AFN Liaison Coordinator as necessary.

Action Planning:

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

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal OES and FEMA.

- ☐ Open and maintain an Activity Log (Form #EOC-001). This is a log to record what you do during your shift at the EOC. Document such things as:
 - Messages received.
 - Action taken.
 - Decision and policy justification and documentation.
 - Requests filled.
 - EOC assignments.
- ☐ Provide personnel and equipment time records to the Director of Emergency Operations at the end of each work shift.

Ongoing Actions:

- ☐ Provide EOC organization chart, floor plan and contact information to all agency reps and the AFN Liaison Coordinator. Review the locations and general duties of all activated EOC positions.
- ☐ Obtain any situation information from outside agencies that may be useful to the EOC.
- ☐ Notify and coordinate with adjacent jurisdictions on hazards or conditions which may impose risk across jurisdictional boundaries.

- ☐ Act as liaison with county, state, federal or outside emergency response agencies.
- ☐ Arrange and coordinate VIP tours with PIO, Legislative Liaison, and City Council members.
- ☐ Determine if there are any communication problems in contacting outside agencies. Coordinate with the Logistics Section.
- ☐ Direct any requests for agency information to that agency rep or to the AFN Liaison Coordinator.
- ☐ 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 your logistical needs and forward to the Director of Emergency Operations for approval.
- ☐ Request approved additional resources through the Logistics Section.
- ☐ Keep the Director of Emergency Operations advised of your status and activity.

Shift Change:

- ☐ Keep the Director of Emergency Operations advised of your status and activity.
- ☐ Brief incoming personnel and identify in-progress activities which need follow-up.
- ☐ Provide incoming personnel the next EOC Action Plan.
- ☐ Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Determine when you should return for your next work shift.
- ☐ Leave contact information where you can be reached.

EOC Deactivation:

- ☐ Release Agency Representatives no longer required after coordination, including the AFN Liaison Coordinator, with the Director of Emergency Operations and the rest of the General Staff.
- ☐ Ensure that all required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to After-Action/Corrective Action Report.
- ☐ Determine what follow-up to your assignment might be required before you leave.
- ☐ Deactivate the Liaison Officer position and close out logs when authorized by the Director of Emergency Operations.
- ☐ Leave forwarding phone number where you can be reached.

Date: _____

Start Time: _____

End Time: _____

EOC MANAGER**SUPERVISOR: Director of Emergency Operations****GENERAL DUTIES:**

- Coordinate Emergency Operations Center (EOC) internal management systems.
- Liaison with outside public jurisdictions and internal departments.
- Assist and serve as an advisor to the Director of Emergency Operations and General Staff as needed.
- Provide information and guidance to the EOC Management Team.
- Maintain contact with the Los Angeles County Operational Area EOC Liaison Officer.
- Serve (temporary assignment) as a Section Coordinator if assigned by the Director of Emergency Operations
- Coordinate all visits to the EOC.

YOUR RESPONSIBILITY:

Facilitate the overall functioning of the EOC, coordinate with other agencies and SEMS/NIMS levels, and serve as a resource to the Director of Emergency Operations.

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

CHECKLIST ACTIONS**Start Up:**

- ☐ Check in upon arrival at the EOC.
- ☐ Determine EOC assignment
- ☐ Print your name on the EOC organization chart.
- ☐ Obtain a briefing on the situation.
- ☐ Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).
- ☐ Determine your work location and set up as necessary.
- ☐ Put on the vest with your title.
- ☐ Review your position responsibilities.
- ☐ Open and maintain a position activity log. Begin documenting events and activities.

Assignments/Staffing:

- ☐ Report to the Director of Emergency Operations.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Assist in shift change issues.

Notifications:

- ☐ Notify the Operational Area via OARRS of an EOC Activation, EOC deactivation, or issuance of a local emergency proclamation (provide copy of proclamation). If OARRS IS NOT accessible, then all requests and reports are to be sent to the contact Sheriff's Station West Hollywood Decision by means coordinated with and agreed to by the Watch Commander and city staff. The West Hollywood Sheriff's Station will then be responsible for sending the information to the Operational Area EOC.
- ☐ Make sure that the Disaster Management Area Coordinator (DMAC) is kept updated on EOC, response and recovery issues.
- ☐ Be sure that all notifications are made to the Los Angeles County Operational Area (Op Area).

Meetings/Briefings:

- ☐ Brief new or relief personnel in your Unit/position.
- ☐ Attend all Section meetings and briefings.
- ☐ Attend periodic briefing sessions conducted by the Director of Emergency Operations.

Action Planning:

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

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal OES and FEMA.

- ☐ Open and maintain an Activity Log (Form #EOC-001). This is a log to record what you do during your shift at the EOC. Document such things as:
 - Messages received.

- Action taken.
- Decision and policy justification and documentation.
- Requests filled.
- EOC assignments.

☐ Provide personnel and equipment time records to the Director of Emergency Operations at the end of each work shift.

☐ Be sure that all documentation is being properly maintained by EOC personnel

Ongoing:

☐ Assist the Director of Emergency Operations and the Command and General Staff in developing an overall strategy, including:

- Assessing the situation.
- Defining the problem.
- Establishing priorities.
- Determining the need for evacuation.
- Estimating the incident duration.

☐ Advise the Director of Emergency Operations on proclamations and required notifications.

☐ Assist the Planning/Intelligence Section in the development, continuous updating and implementation of the EOC Action Plan.

☐ Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.

☐ Be sure efficient operating procedures are maintained in the EOC.

☐ Assist all EOC sections in addressing any issues that might arise.

☐ Assist the Safety Officer in monitoring performance of EOC personnel for signs of stress. Make recommendations to the Director of Emergency Operations regarding the need for Critical Incident Stress Debriefing.

☐ Ensure that all necessary communications have been established.

☐ Work with other agencies (Operational Area, state, federal and others as assigned).

☐ Advise the Director of Emergency Operations of any issues that need to be addressed and of any responsibilities that need to be assigned.

☐ Be sure that all necessary notifications have been made. As necessary, verify that requests for assistance have been received by the Los Angeles County Operational Area.

- ☐ Coordinate and monitor all EOC visitations.
- ☐ Coordinate all EOC functions with neighboring jurisdictions, the Los Angeles County Operational Area and other support and response organizations.
- ☐ Determine general EOC logistical needs and forward to the Director of Emergency Operations for approval.
- ☐ Request approved resources through the Logistics Section.
- ☐ Keep the Director of Emergency Operations advised of your status and activity.

Shift Change:

- ☐ Keep the Director of Emergency Operations advised of your status and activity.
- ☐ Brief incoming personnel and identify in-progress activities which need follow-up.
- ☐ Provide incoming personnel the next EOC Action Plan.
- ☐ Submit completed logs, time cards, etc. to the Director of Emergency Operations before you leave.
- ☐ Determine when you should return for your next work shift.
- ☐ Leave contact information where you can be reached.

EOC Deactivation:

- ☐ Be sure that all required forms or reports are completed prior to deactivation.
- ☐ Prepare a list of outstanding issues that need to be addressed after EOC has been deactivated.
- ☐ Provide input to the After-Action Report/Corrective Action Report (AAR/CAR).
- ☐ Deactivate the EOC Manager position and close out logs when authorized by the Director of Emergency Operations.
- ☐ Leave forwarding phone number where you can be reached.

NOTES:

Date: _____

Start Time: _____

End Time: _____

SAFETY OFFICER**SUPERVISOR: EOC Manager****GENERAL DUTIES:**

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

YOUR RESPONSIBILITY:

Identify and mitigate safety hazards and situations of potential City liability during EOC operations and ensure a safe working environment in the EOC.

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

CHECKLIST ACTIONS**Start Up:**

- ☐ Check in upon arrival at the EOC.
- ☐ Determine EOC assignment
- ☐ Print your name on the EOC organization chart.
- ☐ Obtain a briefing on the situation.
- ☐ Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).
- ☐ Determine your work location and set up as necessary.
- ☐ Put on the vest with your title.
- ☐ Review your position responsibilities.
- ☐ Begin documenting events and activities.

Assignments/Staffing:

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

Meetings/Briefings:

- ☐ Brief new or relief personnel in your Unit/position.
- ☐ Attend all Section meetings and briefings.

Action Planning:

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

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal OES and FEMA.

- ☐ Open and maintain an Activity Log (Form #EOC-001). This is a log to record what you do during your shift at the EOC. Document such things as:
 - Messages received.
 - Action taken.
 - Decision and policy justification and documentation.
 - Requests filled.
 - EOC assignments.
- ☐ Provide personnel and equipment time records to the EOC Manager at the end of each work shift.

Ongoing:

- ☐ Evaluate the safety of the EOC and advise the EOC Manager of any conditions which might result in injury.
- ☐ Be sure that personnel working in the EOC know the location of all fire extinguishers, fire hoses, emergency pull stations and emergency exits.
- ☐ Monitor performance of EOC personnel for signs of stress. Make recommendations to the EOC Manager regarding need for Critical Incident Stress Debriefing.
- ☐ Be sure that personnel working in the EOC are familiar with potential hazardous conditions in the facility.
- ☐ Be sure that the EOC location is free from environmental threats.
- ☐ For an earthquake event, provide guidance regarding actions to be taken in preparation for aftershocks.
- ☐ Keep the EOC Manager advised of safety concerns at the EOC.

- ☐ Coordinate with Compensation/Claims Unit on any personnel injury claims or records preparation as necessary for proper case evaluation and closure.
- ☐ Determine your logistical needs and forward to the EOC Manager for approval.
- ☐ Request approved resources through the Logistics Section.
- ☐ Keep the EOC Manager advised of your status and activity.

Shift Change:

- ☐ Brief incoming personnel and identify in-progress activities which need follow-up.
- ☐ Provide incoming personnel the next EOC Action Plan.
- ☐ Submit completed logs, time cards, etc. to the EOC Manager before you leave.
- ☐ Determine when you should return for your next work shift.
- ☐ Leave contact information where you can be reached.

EOC Deactivation:

- ☐ Be sure that all required forms or reports are completed prior to deactivation.
- ☐ Prepare a list of outstanding issues that need to be addressed after EOC has been deactivated.
- ☐ Provide input to the After-Action Report/Corrective Action Report (AAR/CAR).
- ☐ Deactivate the EOC Safety Officer position and close out logs when authorized by the EOC Manager.
- ☐ Leave forwarding phone number where you can be reached.

NOTES:

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Date: _____

Start Time: _____

End Time: _____

SECURITY OFFICER**SUPERVISOR:** EOC Manager**GENERAL DUTIES:**

- Provide twenty-four hour a day security for EOC facilities.
- Control personnel access to facilities in accordance with policies established by the Director of Emergency Operations.

YOUR RESPONSIBILITY:

Security of all EOC facilities and personnel access.

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

- ☐ Check-in upon arrival at the EOC.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the EOC Security Officer by putting on the vest with your title. Print your name on the EOC organizational chart next to your assignment.
- ☐ Obtain a copy of the current EOC Action Plan.
- ☐ Begin documents events and activities.
- ☐ Establish a secure EOC check-in location.

Assignments/Staffing:

- ☐ Clarify any issues regarding your authority and assignment and what others in the EOC organization do.
- ☐ Report to EOC Manager.

- ☐ Open and maintain a position activity log.
- ☐ Determine 24-hour staffing requirements and request additional support as required.
- ☐ Request additional resources through the appropriate EOC Logistics Section Unit.
- ☐ Based on the situation as known or forecast determine likely future Branch/Unit needs.
- ☐ Establish a secure EOC check-in location.

Meetings/Briefings:

- ☐ Brief new or relief personnel in your unit/position.
- ☐ Attend all Section meeting and briefings.

Action Planning:

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

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal OES and FEMA.

- ☐ Using activity log, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - ◆ Messages received
 - ◆ Action taken
 - ◆ Decision justification and documentation
 - ◆ Requests filled
 - ◆ EOC personnel, time on duty and assignments

Policies:

- ☐ Ensure that only authorized staff is granted access to the EOC.

Ongoing:

- ☐ Keep up to date on the situation and resources associated with your position. Maintain current status reports and displays.

- ☐ Keep the EOC Manager advised of your status and activity and on any problem areas that now need or will require solutions.
- ☐ Establish operating procedure with the Information Technology Branch of the EOC Logistics Section for use of telephone, radio, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and **anticipate** support requirements and forward to your Section Coordinator.
- ☐ Monitor your position activities and adjust staffing and organization to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Determine current security requirements and establish staffing as needed.
- ☐ Determine needs for special communications. Make needs known to the Information Technology Branch of the EOC Logistics Section.
- ☐ Complete a radio or communications check with all on-duty security personnel as appropriate.
- ☐ Establish or relocate security positions as dictated by the situation.
- ☐ Determine needs for special access facilities. Consider need for vehicle traffic control plan. Develop if required.
- ☐ Assist in any EOC evacuation.
- ☐ Assist in sealing off any danger areas. Provide access control as required.
- ☐ As requested, provide security for any EOC critical facilities, supplies, or materials.
- ☐ Provide executive security as appropriate or required.

- ☐ Provide security input and recommendations as appropriate to conditions to EOC Manager.
- ☐ Ensure that proper security of the EOC is maintained at all times.

Shift Change:

- ☐ Brief incoming personnel and identify in-progress activities which need follow-up.
- ☐ Provide incoming personnel the next EOC Action Plan.
- ☐ Submit completed logs, time cards, etc. to the EOC Manager 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 prior to your release and departure.
- ☐ Be prepared to provide input to After-Action/Corrective Action Report.
- ☐ Determine what follow-up to your assignment might be required before you leave.
- ☐ Deactivate the Security Officer position and close out logs when authorized by the EOC Manager.
- ☐ Leave forwarding phone number where you can be reached.

NOTES:

Date: _____

Start Time: _____

End Time: _____

LEGAL ADVISOR**SUPERVISOR: Director of Emergency Operations****GENERAL DUTIES:**

- Prepare proclamations, emergency ordinances and other legal documents and provide legal services as required.
- Maintain legal information, records and reports relative to the emergency. **(See Management Support Documentation – Legal Documents).**
- Commence legal proceedings as needed.
- Participate as a member of the EOC Management Team when requested by Director of Emergency Operations.

YOUR RESPONSIBILITY:

Act as the City Attorney, provide legal advice to the Director of Emergency Operations in all legal matters relative to the emergency and assist in the proclamation of an emergency.

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

CHECKLIST ACTIONS**Start Up:**

- ☐ Check-in upon arrival at the EOC.
- ☐ Report to the Director of Emergency Operations.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Obtain a copy of the current EOC Action Plan.
- ☐ Review your position responsibilities.
- ☐ Begin documenting events and activities.
- ☐ Identify yourself as the Legal Advisor/Officer by putting on the vest with your title. Print your name on the EOC organizational chart next to your assignment.

Assignments/Staffing:

- ☐ Report to the Director of Emergency Operations.
- ☐ Clarify issues regarding your authority and assignment.

Meetings/Briefings:

- ☐ Brief new or relief personnel in your unit/position.
- ☐ Attend all Section meeting and briefings.

Action Planning:

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

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal OES and FEMA.

- ☐ Using activity logs (Form #EOC-001), maintain all required records and documentation to support the EOC After-Action Report and the history of the emergency/disaster.
Document:
 - ◆ Messages received
 - ◆ Action taken
 - ◆ Decision justification and documentation
 - ◆ Requests filled
 - ◆ EOC personnel, time on duty and assignments

Ongoing:

- ☐ Keep up to date on the situation and resources associated with your position. Maintain current status reports and displays.
- ☐ Keep the Director of Emergency Operations advised of your status and activity and on any problem areas that now need or will require solutions.
- ☐ Establish operating procedure with the Information Technology Branch of the EOC Logistics Section for use of telephone, radio, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.

- ☐ Anticipate potential situation changes, such as severe aftershocks, in all planning.
Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate support requirements and forward to your Section Coordinator.
- ☐ Monitor your position activities and adjust staffing and organization to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief new or relief personnel in your Unit/position.
- ☐ Ensure that in-progress activities are identified and follow-up requirements are known.
- ☐ Prepare proclamations, emergency ordinances, and other legal documents required by the City Council and the Director of Emergency Operations.
- ☐ 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 Director of Emergency Operations on areas of legal responsibility and identify potential liabilities.
- ☐ Advise the City Council, Director of Emergency Operations, and management personnel of the legality and/or legal implications of contemplated emergency actions and/or policies.
- ☐ Prepare documents relative to the demolition of hazardous structures or conditions.

Shift Change:

- ☐ Brief incoming personnel and identify in-progress activities which need follow-up.
- ☐ Provide incoming personnel the next EOC Action Plan.

- ☐ Submit completed logs, time cards, etc. to the Director of Emergency Operations 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 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 the Legal Advisor/Officer position and close out logs when authorized by the Director of Emergency Operations.
- ☐ Leave forwarding phone number where you can be reached.

NOTES:

Date: _____

Start Time: _____

End Time: _____

CITY COUNCIL**SUPERVISOR: Electorate****GENERAL DUTIES:**

- Proclaim and/or ratify a local emergency.
- Establish executive level policies for management of emergency.
- Ensure that the Director of Emergency Operations has clear policy direction.
- Obtain briefings from Director of Emergency Operations and provide information to the public and media.
- Support a multi-agency disaster response.
- Host and accompany VIPs and government officials on tours of the emergency/disaster.

YOUR RESPONSIBILITY:

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

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

CHECKLIST ACTIONS**Start Up:**

- ☐ Check-in at the City Manager's Office/Policy Group
- ☐ Receive incident briefing from the Director of Emergency Operations.
- ☐ Call emergency meetings of the City Council to proclaim and/or ratify a local emergency and approve emergency orders as needed.
 - ◆ Three (3) members of the City Council are needed for an official quorum.
 - ◆ Emergency proclamations must be ratified within seven (7) days.
 - ◆ Approve extraordinary expenditure requirements as necessary.
- ☐ Review, at least every 21 days, the need for continuing the Local Emergency and proclaim the termination of the Local Emergency as conditions warrant.
- ☐ In consultation with the Director of Emergency Operations and General Staff, develop temporary emergency policies for managing the strategic aspects of the emergency.
- ☐ Oversee the release of official statements.

- ☐ Upon request of PIO or Liaison Officer, host and accompany VIPs and governmental officials on tours of the emergency/disaster area. Coordinate all tours with Public Information Officer (PIO).
- ☐ Provide interviews to the media as arranged by the PIO.
- ☐ Refer all requests for emergency information to the Director of Emergency Operations or Public Information Officer.
- ☐ Serve on and coordinate activities of the Disaster Council.
- ☐ Using activity log, maintain all required records and documentation to support EOC 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

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal OES and FEMA.

Assignments/Staffing:

- ☐ Do not respond to the EOC, unless requested to do so by the EOC Manager.

Ongoing Actions:

- ☐ Develop or utilize existing citizen's advisory group to address concerns.
- ☐ Consider developing an emergency planning task force within the local business or trade association to discuss concerns and disseminate pre-event planning information and post-event recovery information.
- ☐ Consider developing a plan to provide a "citizen and business aid" location that can be utilized for information and assistance to citizens and businesses impacted by an emergency.
- ☐ Encourage post-event discussions in the community to identify perceived areas of improvements

Deactivation:

- ☐ Ensure that all required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- ☐ Determine what follow-up to your assignment might be required before you leave.
- ☐ Leave forwarding phone number where you can be reached.

NOTE: Council Members should refrain from direct involvement with City or joint City/County/State Emergency Operations Center (EOC) activities. Council Members will be provided information updates through the Director of Emergency Operations.

NOTES:

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Date: _____

Start Time: _____

End Time: _____

POLICY GROUP**SUPERVISOR: Director of Emergency Operations****GENERAL DUTIES:**

- Participate as a member of the Policy Group providing support to the Director of Emergency Services for the City of West Hollywood.
- Assist in making executive decisions based on policies of the City Council.
- Assist the Director of Emergency Operations in the development of rules, regulations, proclamations, and orders.

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

- ☐ As appropriate, report to the policy room in City Hall (For locations of EOCs and Alternate EOCs please refer to the Appendix).
- ☐ Mobilize appropriate personnel for initial activation of the EOC.
- ☐ Obtain briefing from whatever sources are available.
- ☐ Identify yourself by putting on the vest with your title. Print your name on the EOC organizational chart next to your assignment.
- ☐ Determine if all **your** key Department personnel or alternates have been notified or are en-route to the EOC as necessary.
- ☐ Obtain a briefing or preliminary survey of the emergency/disaster from **your** staff and impact on **your** Department's operational capability.

Assignments/Staffing:

- ☐ Upon on arrival, identify yourself as a member of the Policy Group.
- ☐ Review your position responsibilities.
- ☐ Receive incident briefing from the Director of Emergency Operations.

- ☐ Provide the Director of Emergency Operations with a status report of **your** Department.
- ☐ Advise identified department staff to activate **your** Department Emergency Voicemail.
- ☐ Request additional personnel to maintain a 24-hour operation as required.
- ☐ Assist the Director of Emergency Operations in the preparation of the Action Plan.
- ☐ Determine information needs and advise the Director of Emergency Operations of those needs.
- ☐ Assign Department staff to the EOC as needed.

Meetings/Briefings:

- ☐ Advise and assist the Director of Emergency Operations 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.
- ☐ Brief new or relief personnel in your Unit/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

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal OES and FEMA.

- ☐ Open and maintain a position activity log.
- ☐ Using activity logs (Form #EOC-001), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - ◆ Messages received
 - ◆ Action taken
 - ◆ Decision justification and documentation
 - ◆ Requests filled
 - ◆ EOC personnel, time on duty and assignments

Ongoing Actions:

- ☐ Provide the Director of Emergency Operations with a status report of **your** Department.
- ☐ Advise identified department staff to activate **your** Department Emergency Voicemail.
- ☐ Request additional personnel to maintain a 24-hour operation as required.
- ☐ Assist the Director of Emergency Operations in the preparation of the Action Plan.
- ☐ Determine information needs and advise the Director of Emergency Operations of those needs.
- ☐ Assign Department staff to the EOC as needed.

Shift Change:

- ☐ Brief incoming personnel and identify in-progress activities which need follow-up.
- ☐ Provide incoming personnel the next EOC Action Plan.
- ☐ Submit completed logs, time cards, etc. to the Director of Emergency Operations 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 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.
- ☐ Leave forwarding phone number where you can be reached.

NOTES:

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Date: _____ Start Time: _____ End Time: _____

AGENCY REPRESENTATIVE

SUPERVISOR: **Liaison Officer**

YOUR RESPONSIBILITY:

As an individual assigned to the EOC from another agency, the Agency Representative should be able to speak for his/her agency within established limits.

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

CHECKLIST ACTIONS**Start Up:**

- ☐ Check in upon arrival at the EOC.
- ☐ Determine EOC assignment.
- ☐ Print your name on the EOC organization chart.
- ☐ Obtain a briefing on the situation.
- ☐ Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).
- ☐ Determine your work location and set up as necessary, including any resource materials you brought with you.
- ☐ Put on the vest with your title.
- ☐ Review your position responsibilities.
- ☐ Begin documenting events and activities.
- ☐ Obtain EOC organization chart, floor plan and contact information listing. Review the locations and general duties of all activated EOC positions.

Assignments/Staffing:

- ☐ Report to Liaison Officer if that position has been activated. If not activated, report to the Director of Emergency Operations.
- ☐ Clarify issues regarding your authority and assignment.

Notifications:

- ☐ Establish communications link(s) with home agency. If unable to communicate, notify the Information Technology Branch of the EOC Logistics Section.
- ☐ If necessary, clarify your decision making authority with your agency.
- ☐ Open and maintain a position activity log.

Meetings/Briefings:

- ☐ Represent your agency at briefing and planning meetings as appropriate. Be prepared to provide updates about your agency's activities and priorities at these meetings.
- ☐ Attend all meetings as requested.
- ☐ Have a debriefing session with the Liaison Officer prior to your departure.

Action Planning:

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

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal OES and FEMA.

- ☐ Using activity log, maintain all required records and documentation to support EOC After-Action Report and the history of the emergency/disaster. Document:
 - ◆ Messages received
 - ◆ Action taken
 - ◆ Decision justification and documentation
 - ◆ Requests filled
 - ◆ EOC personnel, time on duty and assignments

Ongoing Actions:

- ☐ Keep up to date on the situation and resources associated with your position. Maintain current status reports and displays.
- ☐ Keep the EOC Liaison Officer advised of your status and activity and on any problem areas that now need or will require solutions.

- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and **anticipate** support requirements and forward to your Section Coordinator.
- ☐ 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.

Shift Change:

- ☐ Brief incoming personnel and identify in-progress activities which need follow-up.
- ☐ Provide incoming personnel the next EOC Action Plan.
- ☐ Submit completed logs, time cards, etc. to the Director of Emergency Operations before you leave.
- ☐ Determine when you should return for your next work shift.
- ☐ Leave contact information where you can be reached
- ☐ Ensure that your personnel and equipment time records and a record of expendable materials used are provided to the Liaison Officer at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Deactivation:

- ☐ Coordinate deactivation with EOC Liaison Officer. Ensure your agency's representation is no longer needed prior to leaving.

- ☐ 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.
- ☐ Leave forwarding phone number where you can be reached.

NOTES:

Date: _____ **Start Time:** _____ **End Time:** _____

AFN LIAISON COORDINATOR

SUPERVISOR: **Liaison Officer**

GENERAL DUTIES:

- Coordinate the disability navigators and disability organizations assigned to the EOC.
- Function as a central location for incoming disability navigators and disability organizations, provide workspace and arrange for support as necessary.
- Interact with other sections and branches/groups/units within the EOC to co-identify and ensure that equipment, expendable materials and resources specifically meet the demands of those with access and functional needs.

YOUR RESPONSIBILITY:

Serve as the point of contact for the Agency Representatives specifically assisting those with access and functional needs (i.e. disability navigators and disability organizations); aid in co-coordinating the efforts of these reps, with the Liaison Officer, to reduce the risk of operating independently. Any state and/or federal emergency official should be directed to the Liaison Officer to ensure continuity of operations.

Multi-agency or inter-agency coordination is defined as the participation of agencies and disciplines involved at any level of the SEMS/NIMS 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.

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

CHECKLIST ACTIONS

Start Up:

- ☐ Check-in upon arrival at EOC.
- ☐ Determine EOC Assignment
- ☐ Identify yourself as the AFN Liaison Coordinator by putting on the vest with your title. Print your name on the EOC organizational chart next to your assignment.
- ☐ Obtain a briefing on the situation.
- ☐ Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).
- ☐ Review your position's responsibilities.

- ☐ Open and maintain an activity log. Begin documenting events and activities.
- ☐ Determine 24-hour staffing requirements and request additional support as required.
- ☐ Request additional resources through the appropriate EOC Logistics Section Unit.
- ☐ Based on the situation as known or forecast determine likely future Section needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Obtain EOC organization chart, floor plan and contact information listing. Review the locations and general duties of all activated EOC positions.

Assignments/Staffing:

- ☐ Report to the Liaison Officer if that position has been activated. If not activated, report to the Director of Emergency Operations.
- ☐ Clarify issues regarding your authority and assignment.
- ☐ Know the working location for the agency reps assisting those with access and functional needs (i.e. disability navigators and disability organizations).
- ☐ Be sure that agency reps assisting those with access and functional needs (i.e. disability navigators and disability organizations) are assigned to other facilities as necessary.
- ☐ Provide advisement to Sections/Units/Branches.

Notifications:

- ☐ Establish communications link(s) with home agency. If unable to communicate, notify the Information Technology Branch of the EOC Logistics Section.
- ☐ If necessary, clarify your decision making authority with your agency.
- ☐ Open and maintain a position activity log.

Meetings/Briefings:

- ☐ Represent the agencies assisting those with access and functional needs (i.e. disability navigators and disability organizations) at briefing and planning meetings

as appropriate. Be prepared to provide updates about these agencies activities and priorities at these meetings.

- ☐ Brief agency reps assisting those with access and functional needs (i.e. disability navigators and disability organizations) on current situation, priorities and EOC Action Plan.
- ☐ Attend all Section/Unit/Branch meetings and briefings as requested.
- ☐ Have a debriefing session with the Liaison Officer prior to your departure.
- ☐ Brief new or relief personnel in your-Unit/position.

Action Planning:

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

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal OES and FEMA.

- ☐ Using activity log, maintain all required records and documentation to support EOC After-Action Report and the history of the emergency/disaster. Document:
 - ◆ Messages received
 - ◆ Action taken
 - ◆ Decision justification and documentation
 - ◆ Requests filled
 - ◆ EOC personnel, time on duty and assignments

Ongoing Actions:

- ☐ Keep up to date on the situation and resources associated with your position. Maintain current status reports and displays.
- ☐ Keep the EOC Liaison Officer advised of your status and activity and on any problem areas that now need or will require solutions.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.

- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and **anticipate** support requirements and forward to your Section Coordinator.
- ☐ 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.
- ☐ Continue to provide advisement to Sections/Units/Branches.

Shift Change:

- ☐ Brief incoming personnel and identify in-progress activities which need follow-up.
- ☐ Provide incoming personnel the next EOC Action Plan.
- ☐ Submit completed logs, time cards, etc. to the Director of Emergency Operations before you leave.
- ☐ Determine when you should return for your next work shift.
- ☐ Leave contact information where you can be reached
- ☐ Ensure that your personnel and equipment time records and a record of expendable materials used are provided to the Liaison Officer at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Deactivation:

- ☐ Coordinate deactivation with EOC Liaison Officer. Ensure the agency reps assisting those with access and functional needs (i.e. disability navigators and disability organizations) are no longer needed prior to leaving.

- ☐ 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.
- ☐ Leave forwarding phone number where you can be reached.

NOTES:

MANAGEMENT SECTION SUPPORT DOCUMENTATION

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Extracted from the California Emergency Plan

**ORDERS AND REGULATIONS WHICH MAY BE SELECTIVELY
PROMULGATED BY THE GOVERNOR DURING A STATE OF
EMERGENCY**

Order 1 (Employment)

It is hereby ordered that the period of employment for State Personnel Board emergency appointments, as provided in Section 19120 of the Government Code and State Personnel Board Rules 301-303, be waived for positions required for involvement in emergency and/or recovery operations. The requirements and period of employment for such appointments will be determined by the Director, Cal OES, but shall not extend beyond the termination date of said State of Emergency.

Order 2 (Medical Supplies)

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, Cal OES, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, all drugs and medical supply stocks intended for wholesale distribution shall be held subject to the control and coordination of the Department of Health Services, Food and Drug Section. Authority imparted under this Order, and specific to the proclaimed emergency, shall not extend beyond the termination date of said State of Emergency.

Order 3 (Salary Payment)

It is hereby ordered that during the proclaimed State of Emergency appropriate parts of Sections 18020-18026 of the Government Code and State Personnel Board Rules 130-139 be waived to permit cash compensation to personnel whose work is designated by the Director, Cal OES, as essential to expedite emergency and recovery operations for all time worked over the employee's regular workweek, at a rate of 1-1/2 times the regular rate of pay. The Director, Cal OES, will also designate the beginning and ending dates for such overtime for each individual involved. This waiver shall not extend beyond the termination date of said State of Emergency.

Order 4 (Bonding)

It is hereby ordered that, in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, Cal OES, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, the provisions of Sections 3247-3258 of the Civil Code relating to state contracting bonding requirements for the performance of heavy rescue, debris removal, expedient construction, preparation of mobile home sites, and related activities are suspended. This suspension shall not extend beyond the termination date of said State of Emergency.

Order 5 (Temporary Housing)

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, Cal OES, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, those zoning, public health, safety, or intrastate transportation laws, ordinances, regulations, or codes which the Director, Cal OES, determines impair the provision of temporary housing be suspended for a time not to exceed 60 days, after the proclaimed State of Emergency and authorization by the President upon the declaration of a Major Disaster for the Temporary Housing Program as prescribed in Section 404 of Public Law 93-288 and Section 8654(a) of the Government Code.

Order 6 (Petroleum Fuels)

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, Cal OES, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, distribution of intra-state petroleum stocks including those in refinery storage, major distribution installations and pipeline terminals, shall be held subject to the control and coordination of the Energy Resources Conservation and Development Commission. Petroleum stocks may be prioritized and diverted for use into a disaster area or in support of disaster mitigation operations. Any and all actions taken shall be at the discretion and judgment of the State Fuel Allocator, California Energy Commission, for use in disaster mitigation. Such actions shall be coordinated with and prioritized by the Director, Office of Emergency Services, but shall not extend beyond the termination date of said State of Emergency.

Order 7 (Banking)

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, Cal OES, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, all banks will take emergency operating actions pursuant to Section 1916 of the Financial Code. Actions taken under this Order, and specific to the proclaimed emergency, shall not extend beyond the termination date of said State of Emergency.

Extracted from the California Emergency Plan

**ORDERS AND REGULATIONS PROMULGATED BY THE
GOVERNOR TO TAKE EFFECT UPON THE EXISTENCE OF A
STATE OF WAR EMERGENCY**

Order 1 (Orders and Regulations in Effect)

It is hereby ordered that the following orders and regulations, numbered 2 through 12, having been duly made in advance of a State of War Emergency, approved by the California Emergency Council, and filed with the Secretary of State and the county clerk of each county, shall take full effect upon the existence of a State of War Emergency and shall remain in full force and effect until amended or rescinded or until termination of said State of War Emergency. (See Section 8567(a), (b), and (d), State Emergency Services Act.)

Order 2 (Warning)

It is hereby ordered that, immediately upon the existence of a State of War Emergency, all counties, cities and counties, and cities of the State will immediately sound the indicated warning signal and/or take all other appropriate actions to warn residents. The warning signals necessary to effectuate this action shall be those prescribed by the Federal Government for this purpose.

Order 3 (Authority and Implementation under State of War Emergency)

It is hereby ordered that the Director of the Office of Emergency Services is authorized and directed to act on behalf of the Governor and in the name of the State of California in implementing and operating the California War Emergency Plan; and he is authorized to assume command and control of operations within the state in accordance with such plan, insofar as adherence to such plan is adequate, and to deviate from such plan, as directed by the Governor or to the extent and in such manner as he may deem necessary for the protection of life, property, and resources of or within the state against unforeseen circumstances or hazards which, by reason of their character or magnitude, are beyond the scope of such plan; and

It is further ordered that the Director of the Office of Emergency Services is authorized to delegate such powers as are herein granted, or as authorized under Article 5 of the California Emergency Services Act, to personnel of his office as he may deem necessary, and such personnel may act on behalf of and in the name of the Director of the Office of Emergency Services in carrying out any authority so delegated.

Order 4 (Personnel)

It is hereby ordered that all public employees or persons holding positions of responsibility in the State or in accredited local emergency organizations, and all registered disaster service workers, and all unregistered persons impressed into service during a State of War Emergency by a person having the authority to command the aid of citizens in the execution of his duties, are hereby declared to be members of the Statewide War-Emergency Organization; and

It is further ordered that all officials of local political subdivisions of the State and all registered disaster service workers who perform duties in the State or Regional emergency operations headquarters are hereby declared to be personnel of the State War-Emergency Organization for the period of the State of War Emergency, subject to the direction of the

Governor, the Director of the Office of Emergency Services, and/or the Manager of the regional headquarters to which such persons are assigned or attached; and

It is further ordered that all officials and registered disaster service workers heretofore designated as Coordinators or as staff personnel of Operational Area organizations, which have been ratified by the California Emergency Council, are hereby declared to be personnel of the State War Emergency Organization.

Order 5 (War Powers)

It is hereby ordered that the governmental functions for the protection of lives, property, and resources of the State and of every political subdivision thereof shall continue in full force and effect, and all duly constituted officials of the State and of every political subdivision thereof shall continue to discharge their responsibilities and shall comply with, enforce, and assume the responsibility for implementing such regulations and orders not inconsistent with or contradictory to rules, regulations, or orders issued by the President of the United States or the Commanding General, Sixth United States Army, as are now or may hereafter be promulgated by the Governor, in accordance with approved plans and procedures.

Order 6 (Sales Restrictions)

It is hereby ordered that, in accordance with national and state policy, as reflected in the General Freeze Order, Part A, California Emergency Resources Management Plan, all retail sales and transfers of consumer items are prohibited for a period of at least five days following the onset of a State of War Emergency, except for the most essential purposes as determined by federal, state, or local authorities and except for essential health items and perishables in danger of spoilage.

Order 7 (Alcohol Sales)

It is hereby ordered that the sale of alcoholic beverages shall be discontinued immediately.

Order 8 (Petroleum Sales)

It is hereby ordered that all petroleum stocks for California distribution, including those in refinery storage, major distributing installations, and pipe line terminals, shall be held subject to the control of the State Petroleum Director; and

It is further ordered that, following the period of prohibition of sales imposed by Order 6, retail outlets for petroleum products shall operate in accordance with rules and regulations prescribed by the State Petroleum organization as outlined in Part B-VII of the California Emergency Resources Management Plan.

Order 9 (Food Sales)

It is hereby ordered that all wholesale food stocks, including those under the control of processors, wholesalers, agents and brokers, be held subject to the control of the State Food Director, except that:

- (1) Fresh fluid milk, fresh vegetables, and bread are not subject to this order; and
- (2) Supplies necessary for immediate essential use, on the basis of 2000 calories per person per day, of persons in homes or in mass care centers, restaurants, hotels, hospitals, public institutions, and similar establishments feeding approximately 100 persons or more per day, may be obtained from wholesale and/or retail sources upon approval by local authorities operating in accordance with existing state and federal food supply policies; and

It is further ordered that, following the period of prohibition of sales imposed by Order 6, retail outlets for food stocks shall operate in accordance with rules and regulations prescribed by the State Food Organization as outlined in Part B-III of the California Emergency Resources Management Plan.

Order 10 (Medical Supplies)

It is hereby ordered that all drugs and medical supply stocks in California, intended for wholesale distribution, shall be held subject to the control of the Chief, State Emergency Medical and Health Organization; and

It is further ordered that, following the period of prohibition of sales imposed by Order 6, retail outlets for drugs and medical supplies shall operate in accordance with rules and regulations prescribed by the State Emergency Medical and Health Organization as outlined in Part B-IV of the California Emergency Resources Management Plan.

Order 11 (Banking)

It is hereby ordered that all banks will take emergency operating actions pursuant to Sections 1915 and 1916 of the Financial Code.

Order 12 (Rent Control/Rationing)

It is hereby ordered that, pursuant to the California Emergency Resources Management Plan, Part B-II, Economic Stabilization, and in conjunction with the lifting of the General Freeze Order as referred to in Order 6, price and rent control and consumer rationing will be invoked and administered by the State Economic Stabilization Organization. Rationed items may include those identified in the list of essential survival items contained in Part A, California Emergency Resources Management Plan, and such other items as may be in short supply.

LOCAL AND STATE EMERGENCY PROCLAMATIONS

LOCAL EMERGENCY PROCLAMATIONS/RESOLUTIONS

When there is a condition of extreme peril or potential peril to the safety of persons and property, and the condition is beyond the capability of the local forces to control effectively, the local governing body (City Council, Board of Supervisors, or a person authorized by ordinance) may proclaim that a local emergency exists. A local emergency may be proclaimed to exist due to a specific situation, such as flood, fire, storm, earthquake, epidemic, drought, sudden and severe energy shortage, or other condition. The type of disaster, date of occurrence and area affected are to be identified. (See examples of local emergency proclamations/resolutions in **Exhibits 1, 2 and 3.**) A copy of the resolution must be provided to the Los Angeles County Operational Area for transmission to Cal OES.

To qualify for assistance under the state California Disaster Assistance Act (CDAA), such proclamations must be made within 10 days of the event.

The governing body must review the need for continuing the Local Emergency Proclamation **at least every 21 days.**

The Proclamation of a Local Emergency:

- Gives public employees and governing bodies certain legal immunities for emergency actions taken.
- Enables local agencies to request state assistance under the State CDAA.
- Allows the chief executive or other authorized official designated by local ordinance to:
 - Establish curfews.
 - Take any measures necessary to protect and preserve public health and safety.
 - Exercise all authority granted by local ordinance.

LOCAL RESOLUTION REQUESTING STATE DIRECTOR, OFFICE OF EMERGENCY SERVICES, CONCURRENCE IN LOCAL EMERGENCIES

Following the proclamation of a local emergency and in the event public real property has been damaged or destroyed and assistance is needed in the repair and restoration, the governing body may request the Cal OES Director to concur in their proclamation of a local emergency and to provide assistance under the California Disaster Assistance Act (CDAA). The resolution must indicate the nature and date of the emergency, and the person designated to receive, process, and coordinate all aid. The resolution will be sent to Cal OES through the Los Angeles County Operational Area (see **Exhibit 6**).

To assist the Cal OES Director in evaluating the situation, and in making a decision on whether or not to concur in the local emergency, the following is required to accompany the resolution:

- Certified copy of Local Emergency Proclamation (see **Exhibits 1, 2, or 3**).
- Damage Assessment Summary

Note: The Local Emergency proclamation must be made within 10 days of the occurrence to qualify for assistance under the California Disaster Assistance Act. Financial assistance available under the CDAA is administered by Cal OES.

Financial assistance available:

- Assistance to repair, restore, reconstruct or replace public real property or public facilities belonging to local agencies damaged as a result of natural disasters;
- Indirect costs; and
- Direct costs of grant administration.

STATE OF EMERGENCY/PRESIDENTIAL DECLARATION

Resolution Requesting Governor to Proclaim a State of Emergency

After a proclamation of a local emergency, the governing body of the city or county, having determined that local forces are unable to mitigate the situation, may request by resolution that the Governor proclaim a state of Emergency in the area to invoke mandatory mutual aid and provide state assistance under CDAA (see **Exhibits 4 and 5**). A copy of the request for a Governor's Proclamation, with the following supporting data, will be forwarded to the Cal OES Director through the Los Angeles County Operational Area.

- Certified copy of the local emergency proclamation (see **Exhibits 1, 2 and 3**).
- Damage Assessment Summary (to be provided if state financial assistance under provisions of the Natural Disaster Assistance Act is requested).

Financial assistance available:

- Eligible disaster response costs;
- Assistance to repair, restore, reconstruct, or replace public real property or public facilities belonging to local agencies damaged as a result of natural disasters;
- Indirect costs; and
- Direct costs of grant administration.

The Office of Emergency Services prepares a recommendation as to the action that should be taken by the Governor. If the action recommends a Governor's Proclamation, Cal OES prepares the proclamation.

Presidential Declaration

Following the above procedures, the governing body of the local jurisdiction may also pass a resolution (see **Exhibit 5**) asking the Cal OES Director to recommend that the Governor request a Presidential Declaration of a Major Disaster under the authority of Public Law 93-288. The Governor's Request to the President is submitted through the Federal Emergency Management Agency (FEMA). Supplementary justification data may be required to accompany the local resolution (certified copy) and Damage Assessment Survey.

Financial assistance available:

- Individual assistance to the private sector;
- Matching fund assistance for cost sharing required under federal disaster assistance programs (subject to state eligible project criteria);
- Local agency overtime costs and the costs of supplies used during eligible disaster response projects;
- Assistance to repair, restore, reconstruct or replace public real property or public facilities belonging to local agencies damaged as a result of natural disasters;
- Indirect costs; and
- Direct costs of grant administration.

LOCAL PROCLAMATION OF TERMINATION OF LOCAL EMERGENCY

The governing body must review the need for continuing the local Emergency Proclamation **at least every 21 days**, and proclaim the termination at the earliest possible date (see **Exhibit 7**).

SAMPLE EMERGENCY PROCLAMATION FORMS

The following suggested resolutions were developed by Cal OES to carry out the authority granted in Chapter 2.80 of the City of West Hollywood's Municipal Code relating to Emergency Organization and Functions. As the provisions of the emergency ordinance in effect in any particular city or county may differ, it is suggested that these resolutions be reviewed prior to the occurrence of any emergency by the city attorney concerned, and such changes made as may be necessary to bring them into conformance with the emergency ordinance of the particular city.

Government Code Section No. 8630: "(a) A local emergency may be proclaimed only by the governing body of a city, county, or city and county, or by an official so designated by that governing body. (b) Whenever a local emergency is proclaimed by an official designated by ordinance, the local emergency shall not remain in effect for a period in excess of seven days unless it has been ratified by the governing body. (c)(1) The governing body shall review, at its regularly scheduled meetings until the local emergency is terminated, the need for continuing the local emergency. However, in no event shall a review take place more than 21 days after the previous review. (2) Notwithstanding paragraph (1), if the governing body meets weekly, it shall review the need for continuing the local emergency at least every 14 days until the local emergency is terminated. (d)The

governing body shall proclaim the termination of the local emergency at the earliest possible date that conditions warrant.”

When a county proclaims a local emergency pursuant to Section 8630 of the Government Code, based upon conditions which include both incorporated and unincorporated territory of the county, it is not necessary for the cities to also proclaim the existence of a local emergency independently. Further, cities within a county are bound by county rules and regulations adopted by the county pursuant to Section 8634 of the Government Code during a county proclaimed local emergency when the local emergency includes both incorporated and unincorporated territory of the county even if the cities do not independently proclaim the existence of a local emergency.

- Exhibit 1 - Resolution Proclaiming Existence of a Local Emergency (by City Council).
- Exhibit 2 - Resolution Proclaiming Existence of a Local Emergency (by Director of Disaster Emergency Services). Must be ratified by governing body within 7 days.
- Exhibit 3 - Resolution Confirming Existence of a Local Emergency (used by a City Council within 7 days to ratify the proclamation of local emergency issued by the Director of Disaster Emergency Services).
- Exhibit 4 - Resolution Requesting Governor to Proclaim a State of Emergency.
- Exhibit 5 - Resolution Proclaiming Existence of a Local Emergency and Requesting Governor to (1) Proclaim a State of Emergency; and (2) Request a Presidential Declaration.
- Exhibit 6 - Local Resolution Requesting State Director, Office of Emergency Services' Concurrence in Local Emergencies.
- Exhibit 7 - Resolution Proclaiming Termination of a Local Emergency.

Sample

Exhibit 1

Sample

**RESOLUTION PROCLAIMING EXISTENCE OF A LOCAL EMERGENCY
(by City Council)**

WHEREAS, Chapter 2.80 of the City of West Hollywood's Municipal Code Municipal Code empowers the City Council to proclaim the existence or threatened existence of a local emergency when said city is affected or likely to be affected by a public calamity; and

WHEREAS, said City Council does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within said city, caused by _____;
(fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes)
commencing on or about _____.mon the _____ day of _____, 20____); and

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists throughout the city of West Hollywood and

IT IS HEREBY FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the Director of Emergency Services and the emergency organization of this city shall be those prescribed by state law, by ordinances, and resolutions of this city and approved by the City Council on _____, 20____.

IT IS FURTHER PROCLAIMED AND ORDERED that said local emergency shall be deemed to continue to exist until its termination is proclaimed by the City Council of the City of West Hollywood, State of California.*

Dated: _____

CITY COUNCIL

ATTEST: _____

City of West Hollywood

* Section 8630 of the Government Code provides: "...The governing body shall review, at least every 21 days until such local emergency is terminated, the need for continuing the local emergency and shall proclaim the termination of such local emergency at the earliest possible date that conditions warrant."

Sample

Exhibit 2

Sample

RESOLUTION PROCLAIMING EXISTENCE OF A LOCAL EMERGENCY*
(by Director of Emergency Services)

WHEREAS, Chapter 2.80 of the City of West Hollywood's Municipal Code empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when said city is affected or likely to be affected by a public calamity and the City Council is not in session; and

WHEREAS, the Director of Emergency Services of the City of West Hollywood does hereby find;

That conditions of extreme peril to the safety of persons and property have arisen within said city, caused by _____; and _____;
(fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes)

That the City Council of the City of West Hollywood is not in session (and cannot immediately be called into session);

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists throughout the City of West Hollywood; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the emergency organization of this city shall be those prescribed by state law, by ordinances, and resolutions of this city, and by the City of West Hollywood SEMS/NIMS Emergency Plan, as approved by the City Council on _____, 20____.

Dated: _____

By: _____
Director of Emergency Services

City of West Hollywood

* Section 8630 of the Government Code provides: "...Whenever a local emergency is proclaimed by an official designated by ordinance, the local emergency shall not remain in effect for a period in excess of seven days unless it has been ratified by the governing body ..."

Sample

Exhibit 3

Sample

RESOLUTION CONFIRMING EXISTENCE OF A LOCAL EMERGENCY*

WHEREAS, Chapter 2.80 of the City of West Hollywood's Municipal Code empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when said city is affected or likely to be affected by a public calamity and the City Council is not in session, subject to ratification by the City Council within seven days; and

WHEREAS, conditions of extreme peril to the safety of persons and property have arisen within this city, caused by _____
(fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes)
commencing on or about _____.m. on the _____ day of _____, 20____, at which time the City Council of the City of West Hollywood was not in session; and

WHEREAS, said City Council does hereby find that the aforesaid conditions of extreme peril did warrant and necessitate the proclamation of the existence of a local emergency; and

WHEREAS, the Director of Emergency Services of the City of West Hollywood did proclaim the existence of a local emergency within said city on the _____ day of _____, 20____;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that said local emergency shall be deemed to continue to exist until its termination is proclaimed by the City Council of the City of West Hollywood, State of California.**

Dated: _____

CITY COUNCIL
City of West Hollywood

ATTEST: _____

* This form may be used by the City Council to ratify the proclamation of existence of a local emergency, issued by the Director of Emergency Services.

** Section 8630 of the Government Code provides: "...The governing body shall review, at least every 21 days until such local emergency is terminated, the need for continuing the local emergency and shall proclaim the termination of such local emergency at the earliest possible date that conditions warrant."

Sample

Exhibit 4

Sample

**RESOLUTION REQUESTING GOVERNOR TO
PROCLAIM A STATE OF EMERGENCY**

WHEREAS, on _____, 20____, the City Council of the City of West Hollywood found that due to _____;
(fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes)
a condition of extreme peril to life and property did exist within said city; and

WHEREAS, in accordance with state law the City Council proclaimed an emergency did exist throughout the City of West Hollywood; and

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that a copy of this resolution be forwarded to the Governor of California with the request that he proclaim the City of West Hollywood to be in a state of emergency; and

IT IS FURTHER ORDERED that a copy of this resolution be forwarded to the State Director of the Office of Emergency Services; and

IT IS FURTHER RESOLVED that _____, (Title)_____,
is thereby designated as the authorized representative for public assistance and _____, (Title)_____, is hereby designated as the authorized representative for individual assistance of the City of West Hollywood for the purpose of receipt, processing, and coordination of all inquiries and requirements necessary to obtain available state and federal assistance.

Dated : _____

CITY COUNCIL

ATTEST: _____

City of West Hollywood

Sample

Exhibit 5

Sample

**RESOLUTION PROCLAIMING EXISTENCE OF A LOCAL EMERGENCY
AND REQUESTING GOVERNOR TO (1) PROCLAIM A STATE OF
EMERGENCY; AND (2) REQUEST A PRESIDENTIAL DECLARATION**

WHEREAS, Chapter 2.80 of the City of West Hollywood's Municipal Code empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when said city is affected or likely to be affected by a public calamity; and

WHEREAS, the City Council has been requested by the Director of Emergency Services of the City of West Hollywood to proclaim the existence of a local emergency therein; and

WHEREAS, said City Council does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within said city, caused by
; and
(fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes)

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists throughout said city; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the Director of Emergency Services* and the emergency organization of the city shall be those prescribed by state law, by ordinances, and resolutions of this city approved by the City Council on _____.

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that a copy of this resolution be forwarded to the Governor of California with the request that he proclaim the City of West Hollywood to be in a state of emergency; and further that the Governor request a Presidential Declaration.

IT IS FURTHER ORDERED that a copy of this resolution be forwarded to the State Director of the Office of Emergency Services.

IT IS FURTHER RESOLVED that _____, (Title) _____, is designated as the local Hazard Mitigation Coordinator of the City of West Hollywood for the purpose of assessing damage within said city and consulting with Federal/State survey teams about hazard mitigation actions; and

IT IS FURTHER RESOLVED that _____, (Title) _____, is hereby designated as the authorized representative for public assistance and _____, (Title) _____ is hereby designated as the authorized representative for individual assistance of the City of West Hollywood for the purpose of receipt, processing, and coordination of all inquiries and requirements necessary to obtain available state and federal assistance.

Dated: _____

CITY COUNCIL

ATTEST: _____

City of West Hollywood

Sample

Exhibit 6

Sample

**LOCAL RESOLUTION REQUESTING STATE DIRECTOR, OFFICE OF
EMERGENCY SERVICES' CONCURRENCE IN LOCAL EMERGENCIES**

WHEREAS, on _____, 20____, the City Council of the City of West Hollywood found that due to _____;
(fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes)
a condition of extreme peril to life and property did exist within said city; and

WHEREAS, in accordance with state law the City Council now proclaims an emergency does exist throughout said City;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that a copy of this resolution be forwarded to the State Director of the Office of Emergency Services with a request that he find it acceptable in accordance with provisions of the California Disaster Assistance Act; and

IT IS FURTHER RESOLVED that _____, (Title) _____,
is hereby designated as the authorized representative of the City of West Hollywood for the purpose of receipt, processing, and coordination of all inquiries and requirements necessary to obtain available state assistance.

Dated: _____

CITY COUNCIL

ATTEST: _____

City of West Hollywood

* Proclamation of local emergency must be made within 10 days of the disaster occurrence in order to qualify for assistance under the California Disaster Assistance Act.

Note: Attach list of damaged Public Facilities showing location and estimated cost of repairs.

Sample

Exhibit 7

Sample

RESOLUTION PROCLAIMING TERMINATION OF LOCAL EMERGENCY

WHEREAS, a local emergency existed in the City of West Hollywood in accordance with the resolution thereof by the City Council on the _____ day of _____, 20____, or

Director of Emergency Services on the _____ day of _____,
20_____, and its ratification by the City Council on the _____ day of
_____, 20____,

as a result of conditions of extreme peril to the safety of persons and property caused by
_____; and
(fire, flood, storm, epidemic, riot, earthquake, drought, energy shortage, or other causes)

WHEREAS, the situation resulting from said conditions of extreme peril is now deemed to be within the control of the normal protective services, personnel, equipment, and facilities of and within said City of _____;

NOW, THEREFORE, the City Council of the City of West Hollywood, State of California, does hereby proclaim the termination of said local emergency.

Dated: _____

CITY COUNCIL
City of West Hollywood

ATTEST: _____

Extracted from the California Emergency Plan

**CALIFORNIA DISASTER AND CIVIL DEFENSE
MASTER MUTUAL AID AGREEMENT**

This agreement was adopted by the City of West Hollywood.

This agreement made and entered into by and between the STATE OF CALIFORNIA, its various departments and agencies, and the various political subdivisions, municipal corporations, and other public agencies of the State of California;

WITNESSETH:

WHEREAS, It is necessary that all of the resources and facilities of the State, its various departments and agencies, and all its political subdivisions, municipal corporations, and other public agencies be made available to prevent and combat the effect of disasters which may result from such calamities as flood, fire, earthquake, pestilence, war, sabotage, and riot; and

WHEREAS, It is desirable that each of the parties hereto should voluntarily aid and assist each other in the event that a disaster should occur, by the interchange of services and facilities, including, but not limited to, fire, police, medical and health, communication, and transportation services and facilities, to cope with the problems of rescue, relief, evacuation, rehabilitation, and reconstruction which would arise in the event of a disaster; and

WHEREAS, It is necessary and desirable that a cooperative agreement be executed for the interchange of such mutual aid on a local, county-wide, regional, state-wide, and interstate basis;

NOW, THEREFORE, IT IS HEREBY AGREED by and between each and all of the parties hereto as follows:

- (1) Each party shall develop a plan providing for the effective mobilization of all its resources and facilities, both public and private, to cope with any type of disaster.
- (2) Each party agrees to furnish resources and facilities and to render services to each and every other party to this agreement to prevent and combat any type of disaster in accordance with duly adopted mutual aid operational plans, whether heretofore or hereafter adopted, detailing the method and manner by which such resources, facilities, and services are to be made available and furnished, which operational plans may include provisions for training and testing to make such mutual aid effective; provided, however, that no party shall be required to deplete unreasonably its own resources, facilities, and services in furnishing such mutual aid.
- (3) It is expressly understood that this agreement and the operational plans adopted pursuant thereto shall not supplant existing agreements between some of the parties hereto providing for the exchange or furnishing of certain types of facilities and services on a reimbursable, exchange, or other basis, but that the mutual aid extended under this agreement and the operational plans adopted pursuant thereto, shall be without reimbursement unless otherwise expressly provided for by the parties to this agreement or as provided in Sections 1541, 1586, and 1587, Military and Veterans Code; and that such mutual aid is intended to be available in the event

of a disaster of such magnitude that it is, or is likely to be, beyond the control of a single party and requires the combined forces of several or all of the parties to this agreement to combat.

- (4) It is expressly understood that the mutual aid extended under this agreement and the operational plans adopted pursuant thereto shall be available and furnished in all cases of local peril or emergency and in all cases in which a STATE OF EXTREME EMERGENCY has been proclaimed.
- (5) It is expressly understood that any mutual aid extended under this agreement and the operational plans adopted pursuant thereto, is furnished in accordance with the "California Disaster Act" and other applicable provisions of law, and except as otherwise provided by law that: "The responsible local official in whose jurisdiction an incident requiring mutual aid has occurred shall remain in charge at such incident including the direction of such personnel and equipment provided him through the operation of such mutual aid plans." (Sec. 1564, Military and Veterans Code.)
- (6) It is expressly understood that when and as the State of California enters into mutual aid agreements with other states and the Federal Government that the parties to this agreement shall abide by such mutual aid agreements in accordance with law.
- (7) Upon approval or execution of this agreement by the parties hereto all mutual aid operational plans heretofore approved by the State Disaster Council, or its predecessors, and in effect as to some of the parties hereto, shall remain in full force and effect as to them until the same may be amended, revised, or modified. Additional mutual aid operational plans and amendments, revisions, or modifications of existing or hereafter adopted mutual aid operational plans, shall be adopted as follows:
 - (a) County-wide and local mutual aid operational plans shall be developed by the parties thereto and are operative as between the parties in accordance with the provisions of such operational plans. Such operational plans shall be submitted to the State Disaster Council for approval. The State Disaster Council shall notify each party to such operational plans of its approval, and shall also send copies of such operational plans to other parties to this agreement who did not participate in such operational plans and who are in the same area and affected by such operational plans. Such operational plans shall be operative as to such other parties 20 days after receipt thereof unless within that time the party by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, declines to participate in the particular operational plan.
 - (b) State-wide and regional mutual aid operational plans shall be approved by the State Disaster Council and copies thereof shall forthwith be sent to each and every party affected by such operational plans. Such operational plans shall be operative as to the parties affected thereby 20 days after receipt thereof unless within that time the party by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, declines to participate in the particular operational plan.
 - (c) The declination of one or more of the parties to participate in a particular operational plan or any amendment, revision, or modification thereof, shall not

affect the operation of this agreement and the other operational plans adopted pursuant thereto.

- (d) Any party may at any time by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, decline to participate in any particular operational plan, which declination shall become effective 20 days after filing with the State Disaster Council.
 - (e) The State Disaster Council shall send copies of all operational plans to those state departments and agencies designated by the Governor. The Governor may, upon behalf of any department or agency, give notice that such department or agency declines to participate in a particular operational plan.
 - (f) The State Disaster Council, in sending copies of operational plans and other notices and information to the parties to this agreement, shall send copies to the Governor and any department or agency head designated by him; the chairman of the board of supervisors, the clerk of the board of supervisors, and County Disaster Council, and any other officer designated by a county; the mayor, the clerk of the city council, the City Disaster Council, and any other officer designated by a city; the executive head, the clerk of the governing body, or other officer of other political subdivisions and public agencies as designated by such parties.
- (8) This agreement shall become effective as to each party when approved or executed by the party, and shall remain operative and effective as between each and every party that has heretofore or hereafter approved or executed this agreement, until participation in this agreement is terminated by the party. The termination by one or more of the parties of its participation in this agreement shall not affect the operation of this agreement as between the other parties thereto. Upon approval or execution of this agreement the State Disaster Council shall send copies of all approved and existing mutual aid operational plans affecting such party which shall become operative as to such party 20 days after receipt thereof unless within that time the party by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, declines to participate in any particular operational plan. The State Disaster Council shall keep every party currently advised of who the other parties to this agreement are and whether any of them has declined to participate in any particular operational plan.
- (9) Approval or execution of this agreement shall be as follows:
- (a) The Governor shall execute a copy of this agreement on behalf of the State of California and the various departments and agencies thereof. Upon execution by the Governor a signed copy shall forthwith be filed with the State Disaster Council.
 - (b) Counties, cities, and other political subdivisions and public agencies having a legislative or governing body shall by resolution approve and agree to abide by this agreement, which may be designated as "CALIFORNIA DISASTER AND CIVIL DEFENSE MASTER MUTUAL AID AGREEMENT." Upon adoption of such a resolution, a certified copy thereof shall forthwith be filed with the State Disaster Council.

- (c) The executive head of those political subdivisions and public agencies having no legislative or governing body shall execute a copy of this agreement and forthwith file a signed copy with the State Disaster Council.
- (10) Termination of participation in this agreement may be affected by any party as follows:
 - (a) The Governor, upon behalf of the State and its various departments and agencies, and the executive head of those political subdivisions and public agencies having no legislative or governing body, shall file a written notice of termination of participation in this agreement with the State Disaster Council and this agreement is terminated as to such party 20 days after the filing of such notice.
 - (b) Counties, cities, and other political subdivisions and public agencies having a legislative or governing body shall by resolution give notice of termination of participation in this agreement and file a certified copy of such resolution with the State Disaster Council, and this agreement is terminated as to such party 20 days after the filing of such resolution.

IN WITNESS WHEREOF this agreement has been executed and approved and is effective and operative as to each of the parties as herein provided.

/signed/ EARL WARREN
GOVERNOR
On behalf of the State of
California and all its
Departments and Agencies

ATTEST: /signed/ FRANK M. JORDAN
Secretary of State

November 15, 1950
(GREAT SEAL)

Note:

There are references in the foregoing agreement to the California Disaster Act, State Disaster Council, and various sections of the Military and Veterans Code. Effective November 23, 1970, by enactment of Chapter 1454, Statutes 1970, the California Disaster Act (Sections 1500 ff., Military and Veterans Code) was superseded by the California Emergency Services Act (Sections 8550 ff., Government Code), and the State Disaster Council was superseded by the California Emergency Council.

Section 8668 of the California Emergency Services Act provides:

- (a) Any disaster council previously accredited, the State Civil Defense and Disaster Plan, the State Emergency Resources Management Plan, the State Fire Disaster Plan, the State Law Enforcement Mutual Aid Plan, all previously approved civil defense and disaster plans, all mutual aid agreements, and all documents and agreements existing as of the effective date of this chapter, shall remain in full force and effect until revised, amended, or revoked in accordance with the provisions of this chapter.

In addition, Section 8561 of the new act specifically provides:

"Master Mutual Aid Agreement" means the California Disaster and Civil Defense Master Mutual Aid Agreement, made and entered into by and between the State of California, its various departments and agencies, and the various political subdivisions of the state, to facilitate implementation of the purposes of this chapter.

Substantially the same provisions as previously contained in Section 1541, 1564, 1586 and 1587 of the Military and Veterans Code, referred to in the foregoing agreement, are now contained in Sections 8633, 8618, 8652 and 8643, respectively, of the Government Code.

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EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC)

ARTICLE I - PURPOSE AND AUTHORITIES

This compact is made and entered into by and between the participating member states which enact this compact, hereinafter called party states. For the purposes of this agreement, the term "states" is taken to mean the several states, the Commonwealth of Puerto Rico, the District of Columbia, and all U.S. territorial possessions.

The purpose of this compact is to provide for mutual assistance between the states entering into this compact in managing any emergency or disaster that is duly declared by the governor of the affected state(s), whether arising from natural disaster, technological hazard, man-made disaster, civil emergency aspects of resources shortages, community disorders, insurgency, or enemy attack.

This compact shall also provide for mutual cooperation in emergency-related exercises, testing, or other training activities using equipment and personnel simulating performance of any aspect of the giving and receiving of aid by party states or subdivisions of party states during emergencies, such actions occurring outside actual declared emergency periods. Mutual assistance in this compact may include the use of the states' National Guard forces, either in accordance with the National Guard Mutual Assistance Compact or by mutual agreement between states.

ARTICLE II - GENERAL IMPLEMENTATION

Each party state entering into this compact recognizes many emergencies transcend political jurisdictional boundaries and that intergovernmental coordination is essential in managing these and other emergencies under this compact. Each state further recognizes that there will be emergencies which require immediate access and present procedures to apply outside resources to make a prompt and effective response to such an emergency. This is because few, if any, individual states have all the resources they may need in all types of emergencies or the capability of delivering resources to areas where emergencies exist. The prompt, full, and effective utilization of resources of the participating states, including any resources on hand or available from the Federal Government or any other source, that are essential to the safety, care, and welfare of the people in the event of any emergency or disaster declared by a party state, shall be the underlying principle on which all articles of this compact shall be understood.

On behalf of the governor of each state participating in the compact, the legally designated state official who is assigned responsibility for emergency management will be responsible for formulation of the appropriate interstate mutual aid plans and procedures necessary to implement this compact.

ARTICLE III - PARTY STATE RESPONSIBILITIES

A. It shall be the responsibility of each party state to formulate procedural plans and programs for interstate cooperation in the performance of the responsibilities listed in this article. In formulating such plans, and in carrying them out, the party states, insofar as practical, shall:

i. Review individual state hazards analyses and, to the extent reasonably possible, determine all those potential emergencies the party states might jointly suffer, whether due to natural disaster, technological hazard, man-made disaster, emergency aspects of resource shortages, civil disorders, insurgency, or enemy attack.

ii. Review party states' individual emergency plans and develop a plan which will determine the mechanism for the interstate management and provision of assistance concerning any potential emergency.

iii. Develop interstate procedures to fill any identified gaps and to resolve any identified inconsistencies or overlaps in existing or developed plans.

iv. Assist in warning communities adjacent to or crossing the state boundaries.

v. Protect and assure uninterrupted delivery of services, medicines, water, food, energy and fuel, search and rescue, and critical lifeline equipment, services, and resources, both human and material.

vi. Inventory and set procedures for the interstate loan and delivery of human and material resources, together with procedures for reimbursement or forgiveness.

vii. Provide, to the extent authorized by law, for temporary suspension of any statutes or ordinances that restrict the implementation of the above responsibilities.

B. The authorized representative of a party state may request assistance of another party state by contacting the authorized representative of that state. The provisions of this agreement shall only apply to requests for assistance made by and to authorized representatives. Requests may be verbal or in writing. If verbal, the request shall be confirmed in writing within 30 days of the verbal request. Requests shall provide the following information:

i. A description of the emergency service function for which assistance is needed, such as but not limited to fire services, law enforcement, emergency medical, transportation, communications, public works and engineering, building inspection, planning and information assistance, mass care, resource support, health and medical services, and search and rescue.

ii. The amount and type of personnel, equipment, materials and supplies needed, and a reasonable estimate of the length of time they will be needed.

iii. The specific place and time for staging of the assisting party's response and a point of contact at that location.

C. There shall be frequent consultation between state officials who have assigned emergency management responsibilities and other appropriate representatives of the party states with affected jurisdictions and the United States Government, with free exchange of information, plans, and resource records relating to emergency capabilities.

ARTICLE IV – LIMITATIONS

Any party state requested to render mutual aid or conduct exercises and training for mutual aid shall take such action as is necessary to provide and make available the resources covered by this compact in accordance with the terms hereof; provided that it is understood that the state rendering aid may withhold resources to the extent necessary to provide reasonable protection for such state.

Each party state shall afford to the emergency forces of any party state, while operating within its state limits under the terms and conditions of this compact, the same powers (except that of arrest unless specifically authorized by the receiving state), duties, rights, and privileges as are afforded forces of the state in which they are performing emergency services. Emergency forces will continue under the command and control of their regular leaders, but the organizational units will come under the operational control of the emergency services authorities of the state receiving assistance. These conditions may be activated, as needed, only subsequent to a declaration of a state of emergency or disaster by the governor of the party state that is to receive assistance or commencement of exercises or training for mutual aid and shall continue so long as the exercises or training for mutual aid are in progress, the state of emergency or disaster remains in effect or loaned resources remain in the receiving state(s), whichever is longer.

ARTICLE V - LICENSES AND PERMITS

Whenever any person holds a license, certificate, or other permit issued by any state party to the compact evidencing the meeting of qualifications for professional, mechanical, or other skills, and when such assistance is requested by the receiving party state, such person shall be deemed licensed, certified, or permitted by the state requesting assistance to render aid involving such skill to meet a declared emergency

or disaster, subject to such limitations and conditions as the governor of the requesting state may prescribe by executive order or otherwise.

ARTICLE VI – LIABILITY

Officers or employees of a party state rendering aid in another state pursuant to this compact shall be considered agents of the requesting state for tort liability and immunity purposes; and no party state or its officers or employees rendering aid in another state pursuant to this compact shall be liable on account of any act or omission in good faith on the part of such forces while so engaged or on account of the maintenance or use of any equipment or supplies in connection therewith. Good faith in this article shall not include willful misconduct, gross negligence, or recklessness.

ARTICLE VII - SUPPLEMENTARY AGREEMENTS

Inasmuch as it is probable that the pattern and detail of the machinery for mutual aid among two or more states may differ from that among the states that are party hereto, this instrument contains elements of a broad base common to all states, and nothing herein contained shall preclude any state from entering into supplementary agreements with another state or affect any other agreements already in force between states. Supplementary agreements may comprehend, but shall not be limited to, provisions for evacuation and reception of injured and other persons and the exchange of medical, fire, police, public utility, reconnaissance, welfare, transportation and communications personnel, and equipment and supplies.

ARTICLE VIII – COMPENSATION

Each party state shall provide for the payment of compensation and death benefits to injured members of the emergency forces of that state and representatives of deceased members of such forces in case such members sustain injuries or are killed while rendering aid pursuant to this compact, in the same manner and on the same terms as if the injury or death were sustained within their own state.

ARTICLE IX – REIMBURSEMENT

Any party state rendering aid in another state pursuant to this compact shall be reimbursed by the party state receiving such aid for any loss or damage to or expense incurred in the operation of any equipment and the provision of any service in answering a request for aid and for the costs incurred in connection with such requests; provided, that any aiding party state may assume in whole or in part such loss, damage, expense, or other cost, or may loan such equipment or donate such services to the receiving party state without charge or cost; and provided further, that any two or more party states may enter into supplementary agreements establishing a different allocation of costs among those states. Article VIII expenses shall not be reimbursable under this provision.

ARTICLE X – EVACUATION

Plans for the orderly evacuation and interstate reception of portions of the civilian population as the result of any emergency or disaster of sufficient proportions to so warrant, shall be worked out and maintained between the party states and the emergency management/services directors of the various jurisdictions where any type of incident requiring evacuations might occur. Such plans shall be put into effect by request of the state from which evacuees come and shall include the manner of transporting such evacuees, the number of evacuees to be received in different areas, the manner in which food, clothing, housing, and medical care will be provided, the registration of the evacuees, the providing of facilities for the notification of relatives or friends, and the forwarding of such evacuees to other areas or the bringing in of additional materials, supplies, and all other relevant factors. Such plans shall provide that the party state receiving evacuees and the party state from which the evacuees come shall mutually agree as to reimbursement of out-of-pocket expenses incurred in receiving and caring for such evacuees, for expenditures for transportation, food, clothing, medicines and medical care, and like items. Such expenditures shall be reimbursed as agreed by the party state from which the evacuees come. After the termination of the emergency or disaster, the party state from which the evacuees come shall assume the responsibility for the ultimate support of repatriation of such evacuees.

ARTICLE XI – IMPLEMENTATION

A. This compact shall become operative immediately upon its enactment into law by any two (2) states; thereafter, this compact shall become effective as to any other state upon its enactment by such state.

B. Any party state may withdraw from this Compact by enacting a statute repealing the same, but no such withdrawal shall take effect until 30 days after the governor of the withdrawing state has given notice in writing of such withdrawal to the governors of all other party states. Such action shall not relieve the withdrawing state from obligations assumed hereunder prior to the effective date of withdrawal.

C. Duly authenticated copies of this compact and of such supplementary agreements as may be entered into shall, at the time of their approval, be deposited with each of the party states and with the Federal Emergency Management Agency and other appropriate agencies of the United States Government.

ARTICLE XII – VALIDITY

This Act shall be construed to effectuate the purposes stated in Article I hereof. If any provision of this compact is declared unconstitutional, or the applicability thereof to any person or circumstances is held invalid, the constitutionality of the remainder of this Act and the applicability thereof to other persons and circumstances shall not be affected thereby.

ARTICLE XIII - ADDITIONAL PROVISIONS

Nothing in this compact shall authorize or permit the use of military force by the National Guard of a state at any place outside that state in any emergency for which the President is authorized by law to call into federal service the militia, or for any purpose for which the use of the Army or the Air Force would in the absence of express statutory authorization be prohibited under Section 1385 of title 18, United States Code.

Ratified during the 2nd session of the 104th Congress and became Public Law 104-321, October 1996

**CITY OF WEST HOLLYWOOD
Chapter 2.80
EMERGENCY ORGANIZATION**

2.80.010 Purposes.

The declared purposes of this chapter are to provide for the preparation and carrying out of plans for the protection of persons and property within this city in the event of an emergency; the direction of the emergency organization; and the coordination of the emergency functions of this city with all other public agencies, corporations, organizations, and affected private persons.

(Ord. [86-119](#) (part), 1986: prior code § 3600)

2.80.020 Definition. As used in this chapter:

1. "Emergency" shall mean the actual or threatened existence of conditions of disaster or of extreme peril to the safety of persons and property within this city caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, or earthquake, or other conditions, including conditions resulting from war or the imminent threat of war, but other than conditions resulting from a labor controversy, which conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of this city, requiring the combined forces of other political subdivisions to combat.

(Ord. [86-119](#) (part), 1986: prior code § 3601)

2.80.030 Disaster Council Membership.

The City of West Hollywood Disaster Council is hereby created and shall consist of the following:

- a. The Mayor, who shall be chairman.
- b. The Director of Emergency Services who shall be vice chairman.
- c. Such emergency coordinators as are provided for in a current emergency plan of this city, adopted pursuant to this chapter.
- d. Such representatives of civic, business, labor, veterans, professional, or other organizations having an official emergency responsibility, as may be appointed by the Director with the advice and consent of the City Council.

(Ord. [96-477](#) § 2, 1996: Ord. [86-119](#) (part), 1986: prior code § 3602)

2.80.040 Disaster Council Powers and Duties.

It shall be the duty of the City of West Hollywood Disaster Council, and it is hereby empowered, to develop and recommend for adoption by the City Council, emergency and mutual aid plans and agreements and such ordinances and resolutions and rules and regulations as are necessary to implement such plans and agreements. The Disaster Council shall meet upon call of the chairman or, in his absence from the city or inability to call such meeting, upon call of the vice chairman.

(Ord. [86-119](#) (part), 1986: prior code § 3603)

2.80.050 Director of Emergency Services.

There is created the office of Director of Emergency Services. The City Manager or alternate, as stated in the Standardized Emergency Management System ("SEMS") documents and the emergency plan of this city, shall be the Director of Emergency Services.

(Ord. [96-477](#) § 3, 1996: Ord. [86-119](#) (part), 1986: prior code § 3604)

2.80.060 Powers and Duties of the Director of Emergency Services.

a. The Director is hereby empowered to:

1. Request the City Council to proclaim the existence or threatened existence of a "local emergency" if the City Council is in session, or to issue such proclamation if the City Council is not in session. Whenever a local emergency is proclaimed by the Director, the City Council shall take action to ratify the proclamation within seven days thereafter or the proclamation shall have no further force or effect.
2. Request the Governor to proclaim a "state of emergency" when, in the opinion of the Director, the locally available resources are inadequate to cope with the emergency.
3. Control and direct the effort of the emergency organization of this city for the accomplishment of the purposes of this chapter.
4. Direct cooperation between and coordination of services and staff of the emergency organization of this city; and resolve questions of authority and responsibility that may arise between them.
5. Represent this city in all dealings with public or private agencies on matters pertaining to emergencies as defined herein.
6. In the event of the proclamation of a "local emergency" as herein provided, the proclamation of a "state of emergency" by the Governor or the Director of the State Office of Emergency Services, or the existence of a "state of war emergency," the Director is hereby empowered:
 - (a) To make and issue rules and regulations on matters reasonably related to the protection of life and property as affected by such emergency; provided, however, such rules and regulations must be confirmed at the earliest practicable time by the City Council;

- (b) To obtain vital supplies, equipment, and such other properties found lacking and needed for the protection of life and property and to bind the city for the fair value thereof and, if required immediately, to commandeer the same for public use;
- (c) To require emergency services of any city officer or employee and, in the event of the proclamation of a "state of emergency" in the County in which this city is located or the existence of a "state of war emergency," to command the aid of as many citizens of this community as he or she deems necessary in the execution of his or her duties; such persons shall be entitled to all privileges, benefits, and immunities as are provided by state law for registered disaster service workers;
- (d) To requisition necessary personnel or material of any city department or agency; and
- (e) To execute all of this ordinary power as City Manager, all of the special powers conferred upon him or her by this chapter or by resolution or emergency plan pursuant hereto adopted by the City Council, all powers conferred upon him or her by any statute, by any agreement approved by the City Council, and by any other lawful authority.

b. The Director of Emergency Services shall designate the order of succession to that office, to take effect in the event the Director is unavailable to attend meetings and otherwise perform his or her duties during an emergency.

(Ord. [96-477](#) § 4, 1996: Ord. [86-119](#) (part), 1986: prior code § 3605)

2.80.070 Emergency Organization.

All officers and employees of this city, together with those volunteer forces enrolled to aid them during an emergency, and all groups, organizations, and persons who may by agreement or operation of law, including persons impressed into service under the provisions of subparagraph (a)(6)(b) of Section [2.80.060](#), be charged with duties incident to the protection of life and property in this city during such emergency, shall constitute the emergency organization of the City of West Hollywood.

(Ord. [86-119](#) (part), 1986: prior code § 3606)

2.80.080 Emergency Plan.

Staff as assigned by the City Manager shall be responsible for the development of the City of West Hollywood Emergency Plan, which plan shall provide for the effective mobilization of all of the resources of this city, both public and private, to meet any condition constituting a local emergency, state of emergency, or state of war emergency, and shall provide for the organization, powers and duties, services, and staff of the

emergency organization. Such plan shall take effect upon adoption by resolution of the City Council.

(Ord. [96-477](#) § 5, 1996: Ord. [86-119](#) (part), 1986: prior code § 3607)

2.80.090 Expenditures.

Any expenditures made in connection with emergency activities, including mutual aid activities, shall be deemed conclusively to be for the direct protection and benefit of the inhabitants and property of the City of West Hollywood.

(Ord. [86-119](#) (part), 1986: prior code § 3608)

2.80.100 Punishment of Violations.

It shall be a misdemeanor, punishable by a fine of not to exceed one thousand (\$1,000.00) dollars or by imprisonment for not to exceed six months, or both, for any person, during an emergency, to:

- a. Willfully obstruct, hinder, or delay any member of the emergency organization in the enforcement of any lawful rule or regulation issued pursuant to this chapter, or in the performance of any duty imposed upon him by virtue of this chapter.
- b. Do any act forbidden by any lawful rule or regulation issued pursuant to this chapter.
- c. Wear, carry, or display, without authority, any means of identification specified by the emergency agency of the State.
- d. Be in violation of any lawful curfew order enacted pursuant to this chapter, unless the individual violates such order by reason of good cause, necessity or is homeless and has no place to go.

(Ord. [382](#) §§ 1, 2, 1993: Ord. [86-119](#) (part), 1986: prior code § 3609)

2.80.110 Standardized Emergency Management System Compliance.

The West Hollywood Emergency Plan is in compliance with the Standardized Emergency Management System (SEMS), as established in the Government Code, SB 1841, Section 8607.

The Public Safety Administrator, with assistance from designated staff, is responsible for updating and maintaining the Emergency Plan, as well as keeping it in compliance with SEMS.

(Ord. [86-119](#) (part), 1986: prior code § 3610)

AUTHORITIES AND RESPONSIBILITIES OF LOCAL HEALTH OFFICERS IN DISASTERS

These references have been prepared strictly as a guide, and should not be construed as providing legal advice. To ensure compliance with applicable laws and regulations, city or county legal counsel should be consulted prior to invoking the authorities discussed in this document

HSC = Health and Safety Code

GC = Government Code

CCR = California Code of Regulations

PC = Penal Code

GENERAL DUTIES AND RESPONSIBILITIES OF COUNTY HEALTH OFFICER

The local health officer is delegated the responsibility for enforcement of public health laws and regulations.

HSC § 101000 County Health Officer Appointment

“Each board of supervisors shall appoint a health officer who is a county officer.”

HSC § 101460 City Health Officer; Appointment.

“Every governing body of a city shall appoint a health officer, except when the city has made other arrangements as specified in this code, for the county to exercise the same powers and duties within the city, as are conferred upon city health officers by law.”

HSC § 101400 Contracts For County Performance Of City Health Functions.

“The board of supervisors may contract with a city in the county, and the governing body of a city may contract with the county for the performance by health officers or other county employees of any or all enforcement functions within the city related to ordinances of public health and sanitation, and all inspections and other related functions.”

HSC § 101025 Duties Of Governing Body Of County

“The board of supervisors of each county shall take measures as may be necessary to preserve and protect the public health in the unincorporated territory of the county, including, if indicated, the adoption of ordinances, regulations and orders not in conflict with general laws, and provide for the payment of all expenses incurred in enforcing them.”

HSC § 101030 Enforcement Duties.

“The county health officer shall enforce and observe all of the following in the unincorporated area of the county:

- (a) Orders and ordinances of the board of supervisors pertaining to public health and sanitary matters;
- (b) Orders including quarantine and other regulations prescribed by the department; and
- (c) Statutes related to public health.”

HSC § 101375 Consent Of City; Enforcement Duties Of County Health Officer.

"When the governing body of a city in the county consents by resolution or ordinance, the county health officer shall enforce and observe in the city all of the following:

- (a) Orders and quarantine regulations prescribed by the department and other regulations issued under this code.
- (b) Statutes relating to the public health."

HSC § 101405 Powers Of County Health Officers In City.

"Whenever a contract has been duly entered into, the county health officer and his or her deputies shall exercise the same powers and duties in the city as are conferred upon city health officers by law."

EMERGENCIES, EMERGENCY PROCLAMATIONS, AND HEALTH OFFICER AUTHORITY DURING A PROCLAIMED EMERGENCY

GC § 8558 Degrees Of Emergency.

"Three conditions or degrees of emergency are established by this chapter:

(a) **"State of war emergency"** means the condition which exists immediately, with or without a proclamation thereof by the Governor, whenever this state or nation is attacked by an enemy of the United States, or upon receipt by the state of a warning from the federal government indicating that such an enemy attack is probable or imminent.

(b) **"State of emergency"** means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy or conditions causing a "state of war emergency," which conditions, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the California Public Utilities Commission.

(c) **"Local emergency"** means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy, which conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and require the combined forces of other political subdivisions to combat, or with respect to regulated energy utilities, a sudden severe energy shortage requires extraordinary measures beyond the authority vested in the California Public Utilities Commission."

GC § 8630 Proclamation by local governing body.

“(a) A local emergency may be proclaimed only by the governing body of a city, county, or city and county, or by an official designated by ordinance adopted by that governing body.

(b) Whenever a local emergency is proclaimed by an official designated by ordinance, the local emergency shall not remain in effect for a period in excess of seven days unless it has been ratified by the governing body.

(c) (1) The governing body shall review, at its regularly scheduled meetings until the local emergency is terminated, the need for continuing the local emergency. However, in no event shall a review take place more than 21 days after the previous review.

(2) Notwithstanding paragraph (1), if the governing body meets weekly, it shall review the need for continuing the local emergency at least every 14 days, until the local emergency is terminated.

(d) The governing body shall proclaim the termination of the local emergency at the earliest possible date that conditions warrant.”

County Declaration of Local Emergency Applies to the Cities within the County

GC § 8630 Proclamation By Local Governing Body. Notes Of Decisions: 62 Ops.Atty.Gen. 710, 11-16-79

1. In general. “When the county has declared the local emergency based upon conditions which include both incorporated and unincorporated territory of the county, it is not necessary for the cities to also declare the existence of a local emergency independently.”

Health Officer's Authority During a Proclaimed Emergency

HSC § 101040 Authority To Take Preventive Measures During Emergency.

“The county health officer may take any preventive measure that may be necessary to protect and preserve the public health from any public health hazard during any “state of war emergency,” “state of emergency,” or “local emergency,” as defined by Section 8558 of the Government Code, within his or her jurisdiction. “Preventive measure” means abatement, correction, removal or any other protective step that may be taken against any public health hazard that is caused by a disaster and affects the public health. Funds for these measures may be allowed pursuant to Sections 29127 to 29131, inclusive, and 53021 to 53023, inclusive, of the Government Code and from any other money appropriated by a county board of supervisors or a city governing body to carry out the purposes of this section. The county health officer, upon consent of the county board of supervisors or a city governing body, may certify any public health hazard resulting from any disaster condition if certification is required for any federal or state disaster relief program.”

Health Emergency

HSC § 101080 Declaration Of Health Emergency; Conditions; Duration; Review.

“Whenever a release, spill, escape, or entry of waste occurs as described in paragraph (2) of subdivision (b) of Section 101075 and the director or the local health officer reasonably determines that the waste is a hazardous waste or medical waste, or that it may become a hazardous waste or medical waste because of a combination or reaction with other substances or materials, and the director or local health officer reasonably determines that the release or escape is an immediate threat to the public health, the director may declare a health emergency and the local health officer

may declare a county health emergency in the county or any area thereof affected by the threat to the public health. Whenever a local health emergency is declared by a local health officer pursuant to this section, the local health emergency shall not remain in effect for a period in excess of seven days unless it has been ratified by the board of supervisors. The board of supervisors shall review, at least every 14 days until the local health emergency is terminated, the need for continuing the local health emergency and shall proclaim the termination of the local health emergency at the earliest possible date that conditions warrant the termination."

Health Officer's Authority During a Declared Health Emergency

HSC §101085 Health Emergencies; Powers Of Health Officials.

"(a) After the declaration of a health emergency or a county health emergency pursuant to Section 101080, the director or local health officer may do any or all of the following:

(1) Require any person or organization that the director or local health officer shall specify to furnish any information known relating to the properties, reactions, and identity of the material that has been released, spilled, or escaped. The director or local health officer may require information to be furnished, under penalty of perjury, by the person, company, corporation, or other organization that had custody of the material, and, if the material is being transferred or transported, by any person, company, corporation, or organization that caused the material to be transferred or transported. This information shall be furnished to the director or local health officer upon request in sufficient detail, as determined by the director or local health officer, as required to take any action necessary to abate the health emergency or county health emergency or protect the health of persons in the county, or any area thereof, who are, or may be affected. However, the burden, including costs, of furnishing the information shall bear a reasonable relationship to the need for the information and the benefits to be obtained there from.

(2) Provide the information, or any necessary portions thereof, or any other necessary information available to the director or local health officer to state or local agencies responding to the health emergency or county health emergency or to medical and other professional personnel treating victims of the local health emergency.

(3) Sample, analyze, or otherwise determine the identifying and other technical information relating to the health emergency or county health emergency as necessary to respond to or abate the county health emergency and protect the public health.

(b) This section does not limit or abridge any of the powers or duties granted to the State Water Resources Control Board and to each regional water quality control board by Division 7 (commencing with Section 13000) of the Water Code. This section also does not limit or abridge the powers or duties granted to the State Air Resources Board or to any air pollution control district by Division 26 (commencing with Section 39000). This section does not limit or abridge any of the powers or duties granted to the Director of Food and Agriculture or to any county agricultural commissioner by Division 6 commencing with Section 11401) or by Division 7 (commencing with Section 12501) of the Food and Agricultural Code."

Personnel Resources Available to the Health Officer During a Health or Local Emergency

HSC § 101310 Health Emergencies.

"In the event a health emergency is declared by the board of supervisors in a county, or in the event a county health emergency is declared by the county health officer pursuant to Section 101080, the local health officer shall have supervision and control over all environmental health and sanitation programs and personnel employed by the county during the state of emergency".

Note: A "health emergency" that is declared by the board of supervisors under HSC §101310 is a "local emergency" which has been proclaimed for a health-related reasons as defined under GC § 8558 (c) pursuant to GC § 8630. Historically, this has been interpreted to include emergencies with public health consequences such as an earthquake, flood, or other disaster

The Authority To Order An Evacuation

PC § 409.5

"(a) Whenever a menace to the public health or safety is created by a calamity including a flood, storm, fire, earthquake, explosion, accident, or other disaster, officers of the Department of the California Highway Patrol, police departments, marshal's office or sheriff's office, any officer or employee of the Department of Forestry and Fire Protection designated a peace officer by subdivision (g) of Section 830.2, any officer or employee of the Department of Parks and Recreation designated a peace officer by subdivision (f) of Section 830.2, any officer or employee of the Department of Fish and Game designated a peace officer under subdivision (e) of Section 830.2, and any publicly employed full-time lifeguard or publicly employed full-time marine safety officer while acting in a supervisory position in the performance of his or her official duties, may close the area where the menace exists for the duration thereof by means of ropes, markers, or guards to any and all persons not authorized by the lifeguard or officer to enter or remain within the enclosed area. **If the calamity creates an immediate menace to the public health, the local health officer may close the area where the menace exists pursuant to the conditions set forth in this section.** (emphasis added)

(b) Officers of the Department of the California Highway Patrol, police departments, marshal's office or sheriff's office, officers of the Department of Fish and Game designated as peace officers by subdivision (e) of Section 830.2, or officers of the Department of Forestry and Fire Protection designated as peace officers by subdivision (g) of Section 830.2 may close the immediate area surrounding any emergency field command post or any other command post activated for the purpose of abating any calamity enumerated in this section or any riot or other civil disturbance to any and all unauthorized persons pursuant to the conditions set forth in this section whether or not the field command post of other command post is located near to the actual calamity or riot or other civil disturbance.

(c) Any unauthorized person who willfully and knowingly enters an area closed pursuant to subdivision (a) or (b) and who willfully remains within the area after receiving notice to evacuate or leave shall be guilty of a misdemeanor.

(d) Nothing in this section shall prevent a duly authorized representative of any news service, newspaper, or radio or television station or network from entering the areas closed pursuant to this section."

The Authority To Order An Evacuation As a Result of An Avalanche

PC § 409.6.

“(a) Whenever a menace to the public health or safety is created by an avalanche, officers of the Department of the California Highway Patrol, police departments, or sheriff's offices, any officer or employee of the Department of Forestry and Fire Protection designated a peace officer by subdivision (g) of Section 830.2, and any officer or employee of the Department of Parks and Recreation designated a peace officer by subdivision (f) of Section 830.2, may close the area where the menace exists for the duration thereof by means of ropes, markers, or guards to any and all persons not authorized by that officer to enter or remain within the closed area. **If an avalanche creates an immediate menace to the public health, the local health officer may close the area where the menace exists pursuant to the conditions which are set forth above in this section.** (emphasis added)

(b) Officers of the Department of the California Highway Patrol, police departments, or sheriff's offices, or officers of the Department of Forestry and Fire Protection designated as peace officers by subdivision (g) of Section 830.2, may close the immediate area surrounding any emergency field command post or any other command post activated for the purpose of abating hazardous conditions created by an avalanche to any and all unauthorized persons pursuant to the conditions which are set forth in this section whether or not that field command post or other command post is located near the avalanche.

(c) Any unauthorized person who willfully and knowingly enters an area closed pursuant to subdivision (a) or (b) and who willfully remains within that area, or any unauthorized person who willfully remains within an area closed pursuant to subdivision (a) or (b), after receiving notice to evacuate or leave from a peace officer named in subdivision (a) or (b), shall be guilty of a misdemeanor. If necessary, a peace officer named in subdivision (a) or (b) may use reasonable force to remove from the closed area any unauthorized person who willfully remains within that area after receiving notice to evacuate or leave.

(d) Nothing in this section shall prevent a duly authorized representative of any news service, newspaper, or radio or television station or network from entering the areas closed pursuant to this section.”

COMMUNICABLE DISEASE PREVENTION AND CONTROL

HSC §120100. Definition of Health Officer

"Health Officer," as used in the Communicable Disease Prevention and Control Act (§27) includes county, city, and district health officers, and city and district health boards, but does not include advisory health boards.

HSC §120130 Isolation and Quarantine

...A health officer may require isolation (strict or modified) or quarantine for any case of contagious, infectious, or communicable disease when this action is necessary for the protection of the public health.

HSC §120175 Measures to Prevent Spread of Disease

Each health officer knowing or having reason to believe that any case of the disease made reportable by regulation of the department, or any other contagious, infectious or communicable disease may exist, or has recently existed, within the territory under his or her jurisdiction, shall take measures as may be necessary to prevent the spread of the disease or occurrence or additional cases.

HSC §120275 Violation of Isolation or Quarantine Order

Any person who, after notice, violates, or who, upon the demand of any health officer, refuses or neglects to conform to, any rule, order, or regulation prescribed by the department respecting a quarantine or disinfection of persons, animals, things, or places, is guilty of a misdemeanor.

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EMERGENCY ALERT SYSTEM (EAS) ACTIVATION PROCEDURES

(This information has been moved to the Appendix, a restricted use of this Plan, due to the sensitive nature of the information).

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THE PUBLIC INFORMATION OFFICER (PIO)

The City has a responsibility for providing the public with accurate, timely, and consistent information in an emergency. Informing the public is a special priority during emergency incidents, and the public expects timely information about the emergency.

The objectives of Emergency Public Information are to:

- Rapidly provide the general public with information about the emergency and instructions about what they should do.
- Provide the media with accurate, timely information about the extent of the emergency and response efforts.

To meet these objectives, public information officers (PIOs) at all levels must work together and with media representatives to disseminate information and instructions to the public when emergencies occur. The PIO team should:

- Provide a PIO planning/work area in or near the EOC.
- Coordinate with the Incident Command Post staff to establish a Media Photo Site for visual access near the scene of the incident.
- Establish a Media Information Center for briefing the news media.
- Establish a rumor control function to respond to public and media inquiries.
- Coordinate with the Liaison Officer to handle VIP tours.

The **primary role** of the PIO is to disseminate emergency instructions and critical information through the media to the public.

A **secondary function** is to provide the public (through the media) with accurate and complete information regarding incident cause, size, status, resources committed and potential short or long-term impacts, if known. For large incidents or incidents involving numerous response agencies, PIOs from all responding agencies should combine to form a public information team under the direction of the designated PIO in the EOC.

PIO TEAMS

PIO Teams consist of representatives from all departments who will support the Public Information function. All involved departments will name individuals who can speak and work as a representative of the City and the individual departments. These departments' representatives will work together under the general direction of the PIO function coordinator so that all information released is through coordinated effort.

EMERGENCY NOTIFICATION

Emergency notification instructions and advisories are primarily the City's responsibility. During the initial emergency phase, the PIO will assist in alerting the public to hazards and for providing emergency instructions regarding protective actions to be taken to avoid injury and protecting property. These public notifications should be made as soon as possible through the broadcast media to provide adequate time for response.

Notifications should include local and national wire services. To notify news media of a breaking story, give the following information:

- Your name
- Title
- City of West Hollywood
- Type of incident
- Safety information
- Location of incident (include Thomas Brothers map coordinates).
- Any additional information for the news media (command post location, equipment on scene, best access route, etc.).

The PIOs will release emergency public information locally and provide status information to PIOs at higher levels of government. This information should be coordinated with all agencies involved in the incident.

EMERGENCY PHASE

During this phase the public information system is mobilized to provide public information of a pending hazard or to respond to media and public inquiries.

The PIO is an essential part of the field level and EOC Command Staff. The PIO function should be established as soon as possible to ensure prompt access to all current emergency response and health or safety information available. On-scene PIOs will coordinate with the PIO in the EOC.

Rapid dissemination of information is especially critical in a breaking event. The information should advise the public of the potential hazards and the nature of the hazard, area involved, evacuations and traffic control.

Rumor Control

Government is responsible for providing information and instructions to the public along with establishing an effective rumor control system. It is important to establish Rumor Control to respond to direct public and media inquiry.

MEDIA INFORMATION

Media Information Center

Media accommodation begins with access to the scene through a Media Information Center. It is important to remember that the media is an important element of emergency response as they can provide critical information to the Incident Commander/Emergency Operations Director and staff as well as the public.

A Media Information Center should be established to provide warning or precautionary information and to release information:

- On general safety instructions to the public via the media.
- Relating to the response activities on scene, medical, shelter, road/street closures and damage assessment.
- On the status of the incident, deaths (**when confirmed by the Coroner**), injuries, displaced persons, damages, hospital status, school status and major problems.

The Media Information Center should be clearly marked if located within police lines. It should be staffed by qualified PIOs and open to all authorized news media representatives. The Media Information Center should be closed to the general public. Appropriate government officials and incident specialists may be brought into the Media Information Center area for interviews.

When working with the media it is important to provide:

- Location of media center(s)
- Best access routes to media center
- Location of media access photo sites
- Times of news briefings
- Airspace restrictions
- Street closures/detours
- Shelter and hospital addresses
- Hazardous materials dangers
- Language assistance for non-English speaking journalists
- Scheduled media tours of incident area (coordinate with the Liaison Officer)
- Weather information

A Joint Information Center (JIC) should be established when multiple jurisdictions, agencies, and levels of government are involved in the response. The PIOs at the JIC will employ the Joint Information System (JIS) to share and coordinate public information, whether formally or informally, to ensure delivery of accurate and timely information the public needs and wants.

Media Identification

Provisions for press passes should be determined before an incident occurs. Generally, the Police Department issues press passes to representatives from legitimate news gathering agencies. Provisions for a system of temporary press passes should be addressed to cover the occasion when legitimate journalists arrive on the scene of a major incident.

As a general guideline, any person employed by a news gathering agency, be it newspaper, wire service, television or radio station, or as a free lance journalist or photojournalist, is authorized access to disaster areas under Penal Code section 409.5 (d) or PC 409.6(d). As a general rule, media representatives should not be admitted to National Defense Areas such as the crash site of a military aircraft (66 Ops. Cal. Atty. Gen. 497 (1983).

Other means of identification are Media Vehicle Placards and Press Photographer license plates (California vehicle Code Section 5008). The Department of Motor Vehicles, Special Plate Section states in part:

"Any person who is regularly employed or engaged as a bona fide newspaper, newsreel, or television photographer or cameraman may apply for press

photographers' plates. No more than one set of the special plates will be issued to a press photographer. Photojournalists must derive more than 50% of their personal income as a press photographer from a bona-fide news organization."

These plates can be identified by the letters PP inside a triangle shaped shield, followed by a number. These vehicle identification plates serve only to identify the vehicle as the property of a media representative and all persons inside the vehicle should be properly identified.

News Conferences and Briefings

The Media Information Center should be able to accommodate all media representatives during news conference briefings. State policy allows all media representatives equal access to information developed for release. Physical access to the media center and site could be controlled or restricted. If access is controlled or restricted, public safety personnel at perimeter/barriers must be instructed in these procedures. For access within police and fire lines, media representatives must have valid "authorized" media identification issued by public safety agency or authorization on company letterhead (67 Ops.Cal.Atty.Gen.535 (1984)).

Media briefings and press conferences should be conducted on a regular or "as needed" basis. In preparing for briefings and press conferences, PIOs shall:

- Arrange for an official spokesperson.
- Announce briefings times to all media.
- Arrange media tours, if such action will not hinder response efforts. (Coordinate with the Liaison Officer)
- Conduct tours for media pool representatives as needed.

PIOs should ensure that all information available for release is clear, concise, confirmed and approved by appropriate authority before release to the media or public. PIOs should not release unconfirmed information or speculations. Information that is not confidential and would not hamper an investigation or jeopardize the rights and safety of an individual can and should be released.

Media Pools

The media should be allowed reasonable access. If restrictions or limitations are unavoidable, a "pool" system may be used to avoid congestion. Journalists on the scene should be permitted to select representatives from each medium (radio, television, newspaper, wire service, magazine, video and still photographers). They should also consider selecting representatives from each level of coverage (local, regional, national and international). These are then escorted into the area. These representatives will then share all information, photographs and video/audio tape with other accredited journalists. Only journalists present when the pool is activated should be allowed access to pool material. A sign-up sheet may be used to record participants.

When access by the media must be denied or severely restricted, a valid explanation must be provided. The media pool is seen as a restriction placed on the media and coverage of

the news. Media pools should be considered only as a last resort. Media representatives must be reasonably accommodated at disaster scenes.

Journalists selected as pool members must be willing and able to meet deadlines and share video, audio or still coverage, in a timely manner to all entitled to material generated by the media pool. Journalists not assigned to the media pool must obey lawful orders of public safety officers. Once the media pool is formed, only authorized pool members may have access to the immediate scene while access is limited.

Media Access Photo Sites (MAPS)

Media Access Photo Sites (MAPS) should be established for photojournalists to provide visual access. MAPS are specific locations designated for use by still and video media to provide visual access to emergency, crime, and hazardous materials scenes. The MAPS should be identified and established as a priority by the PIO or knowledgeable representative of the Incident Commander.

Criteria considered in identifying locations for Media Access Photo Sites:

- The site should be as close as possible to the incident yet not interfere with the operation of public safety officers or compromise the safety of media representative.
- The location should be chosen to give the best visual access to all areas of interest associated with the incident.
- The need to locate video trucks and support equipment as close as possible for technical reasons should be considered.

Journalists will have access to the media photo site; however all media briefings and interviews should be conducted at the Media Information Center near the Command Post or EOC.

In the event that the incident falls under the jurisdiction of the National Transportation Safety Board (NTSB), the media photo site should be activated immediately by the PIO Function. The Police Department will act as the investigator's agent when restricting access. They will decide on access. Officers are urged to treat the area as a crime scene, even though the incident may not have been the result of an obvious criminal act. Media photo sites should be placed outside the immediate crime scene area(s).

POST-EMERGENCY PHASE

Recovery

Information will continue to be released after termination of the emergency. This will include information on clean-up, possible health effects, traffic reports, restoration of essential services, extent of damage and available assistance programs available.

It is the responsibility of the PIO to:

- Advise the public of recovery efforts.
- Provide for public meetings to address public concerns.
- Continue monitoring public attitudes and revise public information strategies accordingly.

- Reduce tension by issuing news releases on a regular basis.
- Record and evaluate actions taken during incident for after action report.
- Consider contacting the media for their input into the after action report.
- Ensure that the PIO has business cards with phone numbers to give to media.

The following information should be released to the public when providing EMERGENCY public information.

LIFESAVING/HEALTH PRESERVATION INSTRUCTIONS

- ___ What to do (and why)
- ___ What **not** to do (and why)
- ___ Information (for parents) on status and actions of schools (if in session)
- ___ Hazardous/contaminated/congested areas to avoid
- ___ Curfews
- ___ Road, bridge, freeway overpass, dam conditions, and alternate routes to take
- ___ Evacuation:
 - Routes.
 - Instructions (including what to do if vehicle breaks down).
 - Arrangements for persons without transportation.
 - Location of mass care/medical/Coroner facilities, food, safe water.
 - Status of hospitals.
- ___ First aid information
- ___ Fire fighting instructions
- ___ Emergency telephone number (otherwise request people not to use telephone). Stress to out-of-area media that people should **NOT** telephone into the area. Lines must be kept open for emergency calls
- ___ Instructions/precautions about utility use, sanitation, how to turn off utilities
- ___ Essential services available: hospitals, grocery stores, banks, pharmacies, etc.
- ___ Weather hazards/health risks (if appropriate)

EMERGENCY STATUS INFORMATION

- ___ Before release, clear all information with the Emergency Operations Deputy Director and the Emergency Operations Director
- ___ Verify all information before release
- ___ Provide all hotline numbers
- ___ Description of the emergency situation, including:
 - Number of deaths and injuries
 - Property damage to city and businesses and dollar value
 - Persons displaced
 - Magnitude of earthquake, number of fires, etc.
- ___ Description of government and private response efforts (mass care, medical, search and rescue, emergency repair, debris clearance, fire/flood fighting, etc.)
- ___ Any of the priority 1 information in summary form on a "nice to know" rather than "vital to know and act upon" basis
- ___ Status of Local Proclamation, Governor's Proclamation and Presidential Declaration
- ___ Where people should report/call to volunteer
- ___ How people in other areas can obtain information about relatives/friends in the disaster area (coordinate with Red Cross on release of this information). How disaster victims

can locate family members

OTHER USEFUL INFORMATION

Usually this type of information will be released in the Recovery Period because of lack of time and other priorities during other phases:

- State/Federal assistance available
- Disaster Application Center opening dates/times
- Historical events of this nature
- Charts/photographs/statistics from past events
- Human interest stories
- Acts of heroism
- Historical value of property damaged/destroyed
- Prominence of those killed/injured

MEDIA PHONE LIST - RADIO/TV/PRINT

TELEVISION

KNBC-TV 4

100 Universal City Plaza, Bldg 2120
Universal City, CA 91608
Tele: (818) 840-4444
FAX: (818) 840-3003

KABC-TV 7

500 Circle Seven Drive
Glendale, CA 91201
Tele: (818) 863-7777
FAX: (818) 863-7080

KCOP – MY 13

1999 S. Bundy Drive
Los Angeles, CA 90025
Tele: (310) 584-2369
FAX: (323) 850-1265/6197

KTLA-TV 5

5800 Sunset Boulevard
Los Angeles, CA 90028-8588
Tele: (323) 460-5500
FAX: (323) 460-5333

KCAL-TV 9

6121 Sunset Blvd.
Los Angeles, CA 90028
Tele: (323) 460-3316
FAX: (323) 460-3733

KCBS-TV 2

4200 Radford Ave.
Studio City, CA 91604
Tele: (818) 655-2299
FAX: (818) 655-2221

FOX 11 NEWS

1999 S. Bundy Drive
Los Angeles, CA 90025
Tele: (310) 584-2025
FAX: (310) 584-2024

RADIO

KNX-AM

5670 Wilshire Blvd. #200
Los Angeles, CA 90036
Tele: (323) 900-2070
FAX: (323) 964-8329

PRINT

City News Service

11400 W. Olympic Blvd. S-780
Los Angeles, CA 90064
Tele: (310) 481-0404
FAX: (310) 481-0416

Associated Press

221 S. Figueroa Street, Ste. 300
Los Angeles, CA 90012
Tele: (213) 621-1200
FAX: (213) 346-0200

Los Angeles Times

202 W. 1st Street
Los Angeles, CA 90012
Tele: (213) 237-5000

Media Page

Tele: (310) 838-1436
Emergency: (800) 677-4649
Fax: (310) 838-4495

WEHOville.com

1138 Hacienda Place #211
West Hollywood, CA 90069
Tele: (917) 335-6962

Beverly Press

5150 Wilshire Blvd. #330
Los Angeles, Ca 90036
Tele: (323) 933-5518
FAX: (323) 933-5812

West Hollywood Independent

1730 West Olympic Blvd. Suite 500
Los Angeles, CA 90015
Tele: (323) 932-6397
FAX: (323) 932-8250

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MEDIA RELATIONS DOS and DON'TS

DO	DON'T
Prepare Assume you're being recorded Respect their deadlines Know the law regarding media Speak officially-no opinions Give the whole story Treat them all equally Highlight your priorities Say "I don't know" Be there for them-return calls Prepare a fact sheet of frequently asked questions Suggest interesting story ideas Offer tours or support information Think "sound bite" or quote Listen to the question Practice Anticipate questions Correct their mistakes Remember you are the expert	Lie Fake it Go "off the record" Say "no comment" Use industry slang or terminology Speculate Make flippant remarks Tell one news agency what another is doing Wear sunglasses on camera Fill the "pregnant pause" Put down your detractors Argue with the press Try to say everything at once Answer hypothetical questions Say "Ah" Respond to emotional appeals with emotion Send a news release unless it's newsworthy Break the connection

Speak only for your agency or level of government.

- Arrange for meetings between the media and incident (field) personnel.
- Make sure telephones, coffee, etc., are available for media representatives if possible.
- Try to stay with your prepared statement.
- Stay cool; don't let questions unnerve you.
- Be direct and **only** comment on what you know - **DO NOT SPECULATE!**
- Have information release policy pre-set with EOC Manager.
- Try to make the media your friend-they can either help or hinder your operation.

SAMPLE MESSAGES FOR RELEASE TO THE PUBLIC AND MEDIA

EARTHQUAKE:

No Information Available
Update on Earthquake
Summary Statement on Earthquake

HAZARDOUS MATERIALS:

Unidentified Spill/Release in Heavy Traffic Area
Low Hazard/Confined Spill/Release - No General Evacuation
High Hazard Spill/Release - General Evacuation Requested/Mandatory
Summary Statement - Hazardous Material Incident

FLOODING:

Roads Closed
Approved Viewing Spots
Evacuation Ordered Flooding

DAM FAILURE:

Small Dam Crack
Evacuation Ordered - Dam Failure

POWER OUTAGE

Please be advised that Edison is undergoing a Stage III Power Alert, resulting in temporary rolling power outages for portions of the City of West Hollywood. Power will be restored within a given amount of time, generally within one hour. For more information, contact Edison at 1.800.655.4555

RADIO MESSAGE

EARTHQUAKE

NO INFORMATION AVAILABLE

This is *(identify presenter)* _____ at the _____. An earthquake of undetermined magnitude has just been felt in the _____ area. At this time we have no confirmed reports of injuries or damage. Police and fire units are responding to the area. We will keep you updated as reports come in. Meanwhile, be prepared for aftershocks. If shaking begins again and you can safely do so, quickly seek shelter under a sturdy piece of furniture. Avoid dangerous objects such as tall, unsecured bookcases, mirrors and windows. If your house has been damaged and you smell gas, shut off the main gas valve. Switch off electrical power if you suspect damage to the wiring. Do not use your telephone unless you need emergency help. Check your house for damage. Leave your house only if it is severely damaged.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

RADIO MESSAGE

EARTHQUAKE

UPDATE ON EARTHQUAKE

This is *(identify presenter)* _____ at the _____. The magnitude of the earthquake which struck the _____ area at _____ today has been determined to be _____. The epicenter has been fixed at _____ by *(scientific authority)*.

This office has received reports of _____ deaths ***(confirmed by coroner)***, _____ injuries, and _____ homes damaged. No dollar damage figure is yet available. Police and fire units are on the scene to assist residents.

(Continue with summary of situation.)

Aftershocks continue to be felt in the area. If you feel shaking and it is safe to do so, quickly seek shelter under a sturdy piece of furniture. Avoid danger spots. Do not use your telephone unless you need emergency help.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

MEDIA

EARTHQUAKE

SUMMARY STATEMENT

At approximately ____ today, a magnitude ____ earthquake struck the _____ area, with its epicenter at _____. Fire and police units were immediately dispatched to assess injuries and damage.

*(Indicate injuries, deaths (**confirmed by the Coroner**), property damage, fires, etc., reported to date.)*

_____ aftershocks were felt, the largest occurring at *(time)* _____. No additional damage was reported *(or specify damage)*.

Over _____ response personnel from police agencies, fire agencies and other City staff were called into action. The American Red Cross opened shelters at _____ for persons unable to remain in their homes and reported lodging and feeding over _____ persons. At *(time)* _____ on *(date)* _____, the County Board of Supervisors/City Council proclaimed the existence of a Local Emergency and requested that the Governor proclaim a State of Emergency. The Board/Council also asked the Governor to request the President to declare a Major Disaster/Emergency. Damage to private and public buildings has been estimated to exceed \$_____.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

RADIO MESSAGE

HAZARDOUS MATERIALS INCIDENT (including WMD)

UNIDENTIFIED SPILL/RELEASE IN HEAVY TRAFFIC AREA

This is *(identify presenter)* _____ at the _____. An unidentified substance has been spilled/released at *(specific location)* _____. Please avoid the area, if possible, while crews are responding. The best alternate routes are _____.

If you are already in the area, please be patient and follow directions of emergency response personnel. The substance will be evaluated by specially trained personnel, and further information will be released as soon as possible.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

Thank you for your cooperation.

RADIO MESSAGE

HAZARDOUS MATERIALS INCIDENT (including WMD)

LOW HAZARD/CONFINED SPILL/RELEASE - NO GENERAL EVACUATION

This is *(identify presenter)* _____ at the _____. A small amount of _____, a hazardous substance, has been spilled/released at _____. Streets are blocked, traffic is restricted, and authorities have asked residents in the immediate _____ block area to evacuate. Please avoid the area. The material is slightly/highly toxic to humans and can cause the following symptoms: _____. If you think you may have come in contact with this material, you should *(give health instructions/hotline number, if available)*.

For your safety, please avoid the area if at all possible. Alternate routes are _____ and traffic is being diverted. If you are now near the spill/release area, please follow directions of emergency response personnel. Cleanup crews are on the scene.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it. Thank you for your cooperation.

(Suggest EAS use: request repeated broadcast)

RADIO MESSAGE

HAZARDOUS MATERIALS INCIDENT (including WMD)

**HIGH HAZARD SPILL/RELEASE - GENERAL EVACUATION
REQUESTED/MANDATORY**

This is *(identify presenter)* _____ at the _____. A large/small amount of _____, a highly hazardous substance, has been spilled/released at _____. Because of the potential health hazard, authorities are requesting/requiring all residents within _____ blocks/miles of the area to evacuate. If you are *(give evacuation zone boundaries)* _____, you and your family should/must leave as soon as possible/now. Go immediately to the home of a friend or relative outside the evacuation area or to *(indicate shelter)*.

If you can drive a neighbor who has no transportation, please do so. If you need transportation, call _____. Children attending the following schools: _____ *(list)* will be evacuated to: _____. Do not drive to your child's school. Pick your child up from school authorities at the evacuation center.

Listen to this station for instructions.

The material is highly toxic to humans and can cause the following symptoms: _____. If you are experiencing any of these symptoms, seek help at a hospital outside the evacuation area, or at the evacuation center at:

To repeat, if you are in the area of _____ you should/must leave, for your own safety. Do not use your telephone unless you need emergency assistance.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

MEDIA

HAZARDOUS MATERIALS INCIDENT (including WMD)

SUMMARY STATEMENT

(TO BE ADAPTED ACCORDING TO THE SITUATION)

At approximately _____ a.m./p.m. today (a private citizen, city employee, etc) reported a spill/release of a potentially hazardous substance to this office.

(Police/fire) units were immediately dispatched to cordon off the area and direct traffic. The material was later determined to be (describe)_____, a (hazardous/harmless) (chemical/substance/material/gas) which, upon contact, may produce symptoms of _____.

Precautionary evacuation of the (immediate/X__-block) area surrounding the spill was (requested/required) by (agency) _____.

Approximately (number) _____ persons were evacuated.

Clean-up crews from (agency/company) _____ were dispatched to the scene, and normal traffic had resumed by (time) _____, at which time residents were allowed to return to their homes. There were no injuries reported (or)_____ persons, including (no. of) _____ (fire/police) personnel, were treated at area hospitals for and (all, number) _____were later released. Those remaining in the hospital are in condition.

Response agencies involved were _____.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

RADIO/TV MESSAGE

FLOODING

ROADS CLOSED

This is *(identify presenter)* _____ from the _____. The recent storm has caused severe/moderate flooding in several/many areas of the city/county. As of today, the following roads/streets have been closed by law enforcement officials: _____

Please avoid these roads/streets. If you must travel, use alternate routes. Avoid all coastal roads.

Again, those roads/streets which have been closed are _____

_____.

Please stay tuned to this station for additional road closure information.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

RADIO/TV MESSAGE

FLOODING

APPROVED VIEWING SPOTS

This is *(identify presenter)* _____ from the _____. The following storm-damaged areas are still extremely hazardous and should be avoided: _____

_____.

Please do not try to sightsee in these areas. You could be hurt.

Again, please avoid the storm-damaged areas, flood control channels and streams. You may place your life and that of others in danger.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

Thank you for your cooperation.

RADIO/TV MESSAGE

**EVACUATION ORDERED
(specify mandatory or voluntary)**

This is *(identify presenter)* _____. The (disaster) situation continues in parts of the City of West Hollywood. For your safety, I am asking that you leave the *(give boundaries of local area, evacuation routes)* _____ area as soon as possible.

Be sure to take essential items - medicine, special foods, personal items, baby supplies, clothing, money, and valuable papers - but do not overload your car. Secure your home before you leave. Be sure to check on any neighbors who may need assistance.

If you cannot stay with relatives or friends outside of the evacuated area, go to (one of) the Red Cross shelter(s) at _____.

Pets will not be allowed in American Red Cross shelters, unless these pets are considered service animals. If you cannot make arrangements for someone outside the evacuated area to take care of your pet, *(give instructions)* _____.

Do not allow your pet to run loose. If you cannot make arrangements for your large animals, *(give instructions)* _____.

If you have no means of transportation or if you are physically unable to evacuate on your own, ask a neighbor to assist you or call _____. Otherwise, please do not use your telephone except to report an emergency.

I repeat. If you live in the *(give boundaries)* _____ area, you are requested/required to evacuate for your own safety. Stay tuned to this station for more information and instructions.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

Thank you for your cooperation and your courtesy to others.

Repeat complete message.

RADIO MESSAGE

RESEVOIR FAILURE

SMALL DAM/RESERVOIR CRACK

This is *(identify presenter)* _____ at the _____. We have reports of a small crack in the _____ dam. At this time this information is unconfirmed. _____ units are responding to the area. We will keep you updated. Please do not use your telephone unless you need emergency help.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

Stay tuned to this station for emergency instructions and information on the situation.

RADIO/TV MESSAGE

RESERVOIR FAILURE - EVACUATION ORDERED

(To be announced by Mayor, Police Chief, or other City authority.)

This is *(identify presenter)* _____. The crack in the _____ dam appears to be growing larger. _____ have warned that complete rupture could occur within the next few days/few hours/week. For your safety, I am asking that you leave the *(give boundaries of threatened area and evacuation routes)* _____ area as soon as possible. The American Red Cross is setting up shelters at _____. If you cannot stay with relatives or friends outside the evacuation area, go to one of these shelters.

Take only essential items - medicine, special foods, personal items, baby supplies, clothing, money, and valuable papers. **Do not overload your car.** Secure your home before you leave. Lock windows and doors, turn off water and gas, and disconnect all electrical appliances except refrigerators and freezers. Be sure you have a full tank of gas.

Pets will not be allowed in American Red Cross shelters unless these pets are considered service animals. If you cannot make arrangements for someone outside the evacuation area to take care of your pet, *(give instructions)* _____.

Do not allow your pet to run loose. If you cannot make arrangements for your large animals, *(give instructions)* _____.

If you have no means of transportation, ask help from a neighbor or friend, or walk to one of the following pickup points: _____.

Bring only what you can carry. A bus will take you to an American Red Cross shelter. If you are physically unable to go to one of the pickup points, call _____. Otherwise, please do not use your telephone. Lines must be kept free.

These instructions will continue to be repeated, along with additional information about the emergency situation.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

Stay tuned to this station.

Please remain calm. Your cooperation and courtesy to others will help us to evacuate the area safely and quickly.

MEDIA ACCREDITATION PROCEDURES

During a local emergency the Cable TV offices/West Hollywood Park Auditorium may be used as the Joint Information Center. All media personnel requesting information should report there.

Media personnel should be prepared to present photo I.D. in the form of a valid signed and dated photo identification card issued to the bearer from the Los Angeles County Sheriff's Department. Additional verification may be required.

No provisions will be made to feed or house media personnel.

Members of the media may not be allowed to enter the Emergency Operations Center (EOC) without authorization, as their presence may disrupt emergency operations.

EMERGENCY PUBLIC INFORMATION (EPI) RELEASE LOG

[illegible]

* T - Taped or live broadcast
F - Field contact

P - Phone report
N - News release (indicate no.)

0 - Office visit

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MEDIA ACCESS REGULATIONS

The following are extracts from Government Codes and Regulations relating to the granting of access to the media to closed or restricted areas during incidents and disasters:

California Penal Code

Section 409.5 Power of peace officers to close areas during emergencies; Entering or remaining within area as misdemeanor; Exception as to newspaper representatives, etc.

- (a) Whenever a menace to the public health or safety is created by a calamity such as flood, storm, fire, earthquake, explosion, accident or other disaster, officers of the California Highway Patrol, California State Police, police departments or sheriff's office, any officer or employee of the Department of Forestry designated a peace officer by subdivision (f) of Section 830.3, and any officer or employee of the Department of Parks and Recreation designated a peace officer by subdivision (l) of Section 830.3, may close the area where the menace exists for the duration thereof by means of ropes, markers or guards to any and all persons not authorized by such officer to enter or remain within the closed area. If such a calamity creates an immediate menace to the public health, the local health officer may close the area where the menace exists pursuant to the conditions which are set forth above in this section.
- (b) Officers of the California Highway Patrol, California State Police, police departments, or sheriff's office or officers of the Department of Forestry designated as peace officers by subdivision (f) of Section 830.3 may close the immediate area surrounding any emergency field command post or any other command post activated for the purpose of abating any calamity enumerated in this section or any riot or other civil disturbance to any and all unauthorized persons pursuant to the conditions which are set forth in this section whether or not such field command post or other command post is located near to the actual calamity or riot or other civil disturbance.
- (c) Any unauthorized person who willfully and knowingly enters an area closed pursuant to subdivision (a) or (b) and who willfully remains within such area after receiving notice to evacuate or leave shall be guilty of a misdemeanor.
- (d) **Nothing in this section shall prevent a duly authorized representative of any news service, newspaper, or radio or television station or network from entering the areas closed pursuant to this section.**

Federal Aviation Regulations

Subpart B - Flight Rules Section 91.91 Temporary Flight Restrictions

- (a) Whenever the Administrator determines it to be necessary in order to prevent an unsafe congestion of sight-seeing aircraft above an incident or event which may generate a high degree of public interest, or to provide a safe environment for the operation of disaster relief aircraft, a Notice to Airmen will be issued designating an area within which temporary flight restrictions apply.
- (b) When a Notice to Airmen has been issued under this section, no person may operate an aircraft within the designated area unless:
 - (1) That aircraft is participating in disaster relief activities and is being operated under the direction of the agency responsible for relief activities;
 - (2) That aircraft is being operated to or from an airport within the area and is operated so as not to hamper or endanger relief activities;
 - (3) That operation is specifically authorized under an IFR ATC clearance;
 - (4) VFR flight around or above the area is impracticable due to weather, terrain, or other considerations, prior notice is given to the Air Traffic Service facility specified in the Notice to Airmen, and en route operation through the area is conducted so as not to hamper or endanger relief activities; or,
 - (5) That aircraft is carrying properly accredited news representatives, or persons on official business concerning the incident or event which generated the issuance of the Notice to Airmen; the operation is conducted in accordance with 91.79 of this chapter; the operation is conducted above the altitudes being used by relief aircraft unless otherwise authorized by the agency responsible for relief activities; and further, in connection with this type of operation, prior to entering the area the operator has filed with the Air Traffic Service facility specified in the Notice to Airmen a flight plan that includes the following information:
 - (i) Aircraft identification, type and color.
 - (ii) Radio communications frequencies to be used.
 - (iii) Proposed types of entry and exit of the designated areas.
 - (iv) Name of news media or purpose of flight.
 - (v) Any other information deemed necessary by ATC.

PIO STATUS LOG

1. INCIDENT NAME		2. TYPE		3. Cause							
4. LOCATION/JURISDICTION		5. INCIDENT COMMANDER		6. START TIME	7. CLOSE TIME						
8. AREAS INVOLVED			14. AREAS EVACUATED								
9. AGENCIES RESOURCES COMMITTED			15. SHELTER CENTERS								
10. CASUALTIES A. INCIDENT PERSONNEL B. PUBLIC a. Injuries _____ a. Injuries _____ b. Fatalities _____ b. Fatalities _____			16. HOSPITAL/CONTACT PERSON								
11. DAMAGE ESTIMATES A. PUBLIC B. PRIVATE \$ _____ \$ _____			17. ROAD STATUS								
12. WARNINGS-EXPECTED HAZARDS			18. MISCELLANEOUS								
<table border="1"><thead><tr><th>LOCATION</th><th>TYPE</th><th>PERIOD</th></tr></thead><tbody><tr><td> </td><td></td><td></td></tr></tbody></table>			LOCATION	TYPE	PERIOD	 					
LOCATION	TYPE	PERIOD									
13. CURRENT WEATHER		FORECAST WEATHER									
		19. PIO PHONES									
		20. LOCATION									
		21. PREPARED BY		DATE/TIME							
		22. APPROVED BY			209-LEICS 1/98						

SCHOOLS-SPECIFIC INFORMATION

Schools	Status	Comments ☐ All Students Accounted for ☐ Number and type of injuries ☐ Missing persons, names ☐ Assistance required
PUBLIC SCHOOLS:		
ELEMENATARY SCHOOLS		
K-8 SCHOOLS		
HIGH SCHOOLS		
ALTERNATE SCHOOLS		
PRIVATE SCHOOLS:		

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EOC VISITOR CONTROL PROCEDURES

Visitors wishing to enter the Emergency Operations Center during an actual emergency or disaster must fill out a Visitation Request Form (**attached**).

All Visitation Request Forms will be reviewed by the *EOC MANAGER*. Only those visitors whom the *EOC MANAGER* determines will benefit the emergency operations effort will be allowed into the Emergency Operations Center. This might include, but is not limited to officials, representatives from other cities, etc. All visitors must remain within the Visitor Control Area while in the EOC unless directed to do otherwise by City EOC staff.

This form should be routed to the Documentation Unit (Planning/Intelligence Section).

**CITY OF WEST HOLLYWOOD
EOC VISITATION REQUEST FORM**
(Return to EOC Manager)

DATE _____

NAME _____
(Please print)

ADDRESS _____

TELEPHONE (Work) _____

ORGANIZATION REPRESENTED _____

REASON FOR REQUEST _____

I understand that completion of this form does not constitute an agreement, expressed or implied, to permit me to enter the Emergency Operations Center (EOC).

If granted permission to enter the EOC, I agree to remain in the Visitor Control Area while in the EOC unless I am directed elsewhere by EOC staff. Further, I understand that visitation privileges may be terminated at any time and I agree to leave promptly upon notification of the termination of visitation privileges.

Signature

Signature of Authorizing Employee _____

Time In _____ Time Out _____ Areas Visited _____

ACTIVITY LOG

1. INCIDENT NAME	2. Operational Period: Date From: Date To:	
	Time From: Time To:	
3. Name:	4. EOC Position:	5. Unit Leader (Name and Position)

7. RESOURCES ASSIGNED:

NAME	EOC POSITION	Contact Number

8. ACTIVITY LOG (CONTINUE ON REVERSE):

Date/Time	Notable Activities

8. Prepared by: Name: _____ Position/Title: _____ Signature: _____

Activity Log, Page 1

Date/Time: _____

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PART TWO OPERATIONS SECTION

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OPERATIONS SECTION

GENERAL

PURPOSE

To enhance the capability of the City of West Hollywood to respond to emergencies by carrying out coordinated tactical operations based upon the EOC Action Plan. It is the policy of this Section that the priorities of responses are to be:

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

OVERVIEW

The Operations Section's primary responsibility is to manage the tactical operation of various response elements involved in the disaster/emergency and request resources as needed. These elements may include:

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

OBJECTIVES

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

CONCEPT OF OPERATIONS

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

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with adopted policies.

- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will normally change at 8 AM and 8 PM. Operational periods should be event driven.

SECTION ACTIVATION PROCEDURES

The Director of Emergency Operations is authorized to activate the Operations Section.

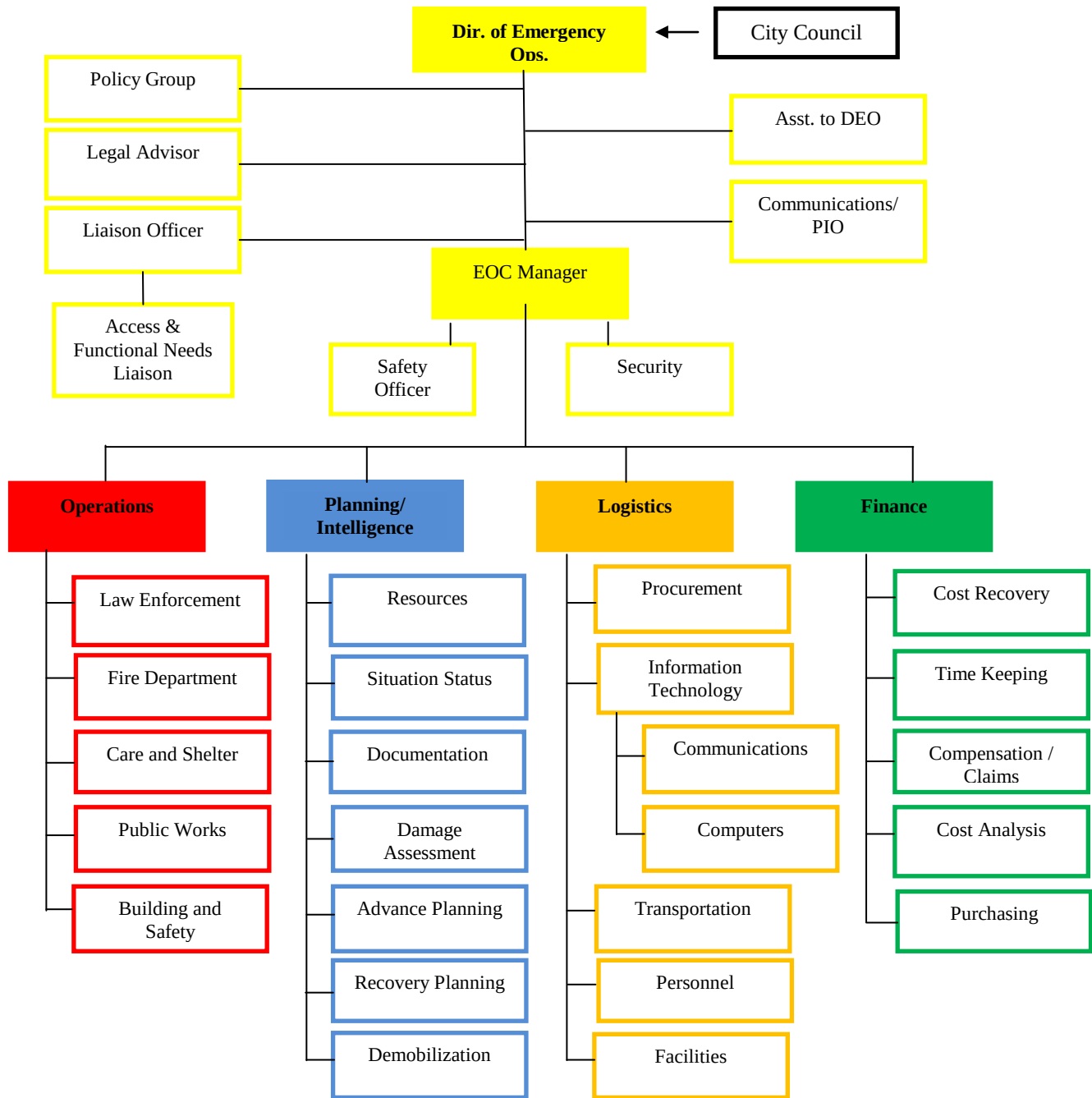
When to Activate

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

Where to Report

Refer to the Appendix Section of this Plan for EOC locations. Due to the sensitive nature of this information, it will be maintained in a restricted use document.

SEMS/NIMS ORGANIZATION CHART

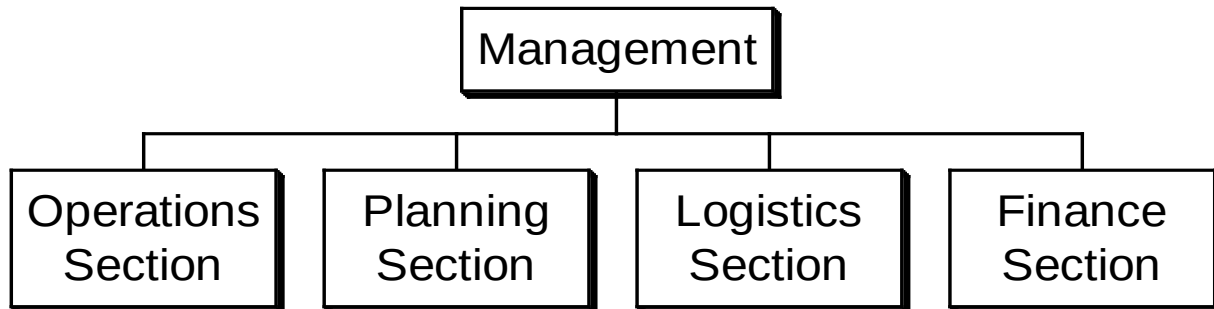


* If all elements are activated, a deputy may be appointed to provide a manageable span of control.

* Some positions are normally coordinated by the County, but a local coordinator may be designated, if needed

Field Units will be coordinating and communication with each of the Branches under the Operations Section. The Incident Command System will be used in the field.

SEMS/NIMS EOC RESPONSIBILITIES CHART



Responsibilities:

Director of Emergency Operations (Management Section)

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

Operations Section

Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan.

Planning/Intelligence Section

Responsible for collecting, evaluating, and disseminating information and tracking resources; developing the City's EOC Action Plan in coordination with other sections; initiating and preparation of the City's After Action/ Corrective Action Report and maintaining documentation.

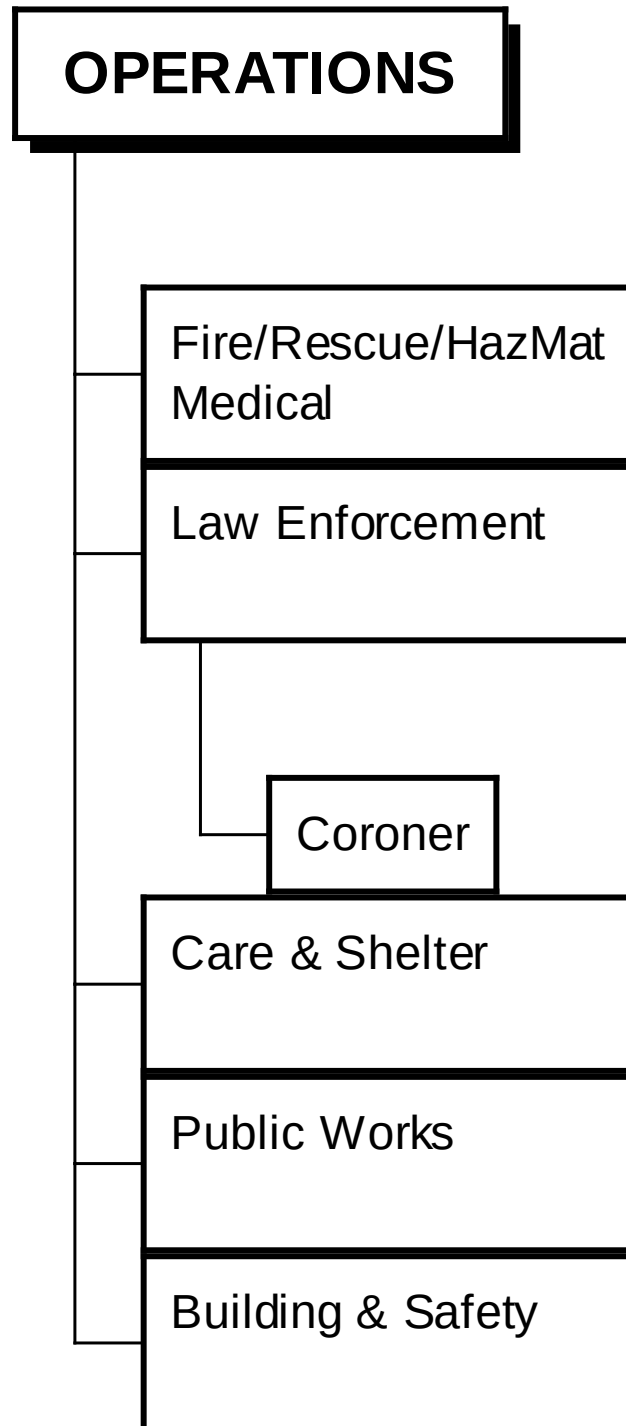
Logistics Section

Responsible for providing communications, facilities, services, personnel, equipment, supplies, and materials.

Finance/Administration Section

Responsible for financial activities, and other administrative aspects.

OPERATIONS SECTION ORGANIZATION CHART



OPERATIONS SECTION STAFF

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

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

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

Operations Section Coordinator

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

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

Law Enforcement

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

Fire/Haz Mat/Medical

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

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

Care & Shelter

The Care and Shelter Branch is responsible for providing care and shelter for disaster victims and will coordinate efforts with the American Red Cross, organizations serving those with access and functional needs, and other volunteer agencies.

Public Works

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

Building and Safety

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

Date: _____ **Start Time:** _____ **End Time:** _____

OPERATIONS SECTIONS COORDINATOR

SUPERVISOR: **EOC Manager**

GENERAL DUTIES:

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

YOUR RESPONSIBILITY:

Coordinate all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan and coordinate all requests for mutual aid and other operational resources.

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

CHECKLIST ACTIONS**Section Start-Up Actions**

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

- ☐ Determine the operational status and appropriate level of activation based on situation as known.
- ☐ As appropriate, respond to the EOC.
- ☐ Mobilize appropriate personnel for initial activation of the EOC.
- ☐ Activate an alternate EOC as required. When there is damage to the primary EOC sufficient to render it unusable, report to the alternate EOC.
- ☐ Direct the implementation of the City's Emergency Plan.
- ☐ Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).
- ☐ Clarify any issues you may have regarding your authority and assignment and what others in the organization do.
- ☐ Review organization in place at the EOC. Know where to go for information or support.
- ☐ Determine if other Section staff are at the EOC.
- ☐ 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 staff members necessary for the emergency.
- ☐ Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
 - Law Enforcement
 - Fire/Haz Mat/Medical
 - Care and Shelter
 - Care and Shelter Pets
 - Public Works
 - Building and Safety
- ☐ Request additional personnel for the Section to maintain a 24-hour operation as required.
- ☐ Brief incoming Section personnel prior to their assuming their duties. Briefings should include:
 - Current situation assessment.
 - Identification of specific job responsibilities.
 - Identification of co-workers within the job function and/or geographical assignment.
 - Availability of communications.
 - Location of work area.
 - Identification of eating and sleeping arrangements as appropriate.

- Procedural instructions for obtaining additional supplies, services, and personnel.
 - Identification of operational period work shifts.
 - AFN Liaison Coordinator
- ☐ Inform the EOC Manager and General Staff when your Section is fully operational.
- ☐ Open and maintain Section logs.
- ☐ Using activity log (**see Part Two, Operations Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty, and assignments

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

- ☐ Review responsibilities of branches in your Section. Develop plan for carrying out all responsibilities.
- ☐ Prepare work objectives for Section staff and make staff assignments.
- ☐ Meet with other activated Section Coordinators.
- ☐ From the Situation Status Unit of the Planning/Intelligence Section, obtain and review major incident reports and additional field operational information that may pertain to or affect your Section operations. Provide information to appropriate branches.
- ☐ Based on the situation as known or forecast, determine likely future Operations Section needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Request additional resources through the Logistics Section or established ordering procedures, as needed.

General Operational Duties

- ☐ Carry out responsibilities of the Operations Section branches that are not currently staffed.

- ☐ Evaluate the need for Critical Incident Stress Debriefing for all affected personnel, victims, and bystanders. Arrange debriefings through the Personnel Unit of the Logistics Section.
- ☐ Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- ☐ Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.
- ☐ Brief the EOC Manager on major problem areas that need or will require solutions.
- ☐ Provide situation and resources information to the Situation Status Unit of the Planning/Intelligence Section on a periodic basis or as the situation requires.
- ☐ Establish operating procedures with the Information Technology Branch of the Logistics Section for use of telephone, data, and radio systems. Make any priorities or special requests known.
- ☐ Determine status of transportation system into and within the affected area in coordination with the Transportation Unit of the Logistics Section. Find out present priorities and estimated times for restoration of the disaster route system. Provide information to appropriate branches.
- ☐ Ensure that your Section logs and files are maintained.
- ☐ Monitor your Section activities and adjust Section organization as appropriate.
- ☐ Ensure internal coordination between branch leaders.
- ☐ Update status information with other sections as appropriate.
- ☐ Resolve problems that arise in conducting your Section responsibilities.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Section planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

- ☐ Make sure that all contacts with the media are fully coordinated first with the Public Information Officer (PIO).
- ☐ Participate in the EOC Manager's action planning meetings.
- ☐ Ensure that all your Section personnel and equipment time records and record of expendable materials used are provided to the Time and Cost Analysis Units of the Finance/Administration Section at the end of each operational period.
- ☐ Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- ☐ Maintain file copies of all information releases.
- ☐ Support field responders with any evacuation activities, In-Place Sheltering, and public notifications, as needed. **(See Part Two, Operations Support Documentation – Shelter-in-Place.)**

Section Operational Duties

- ☐ Establish field communications with affected areas.
- ☐ Evaluate the field conditions associated with the disaster/emergency and coordinate with the Situation Status Unit of the Planning/Intelligence Section.
- ☐ Determine the need to evacuate and issue evacuation orders.
- ☐ Determine the need for In-Place Sheltering and issue notification orders. **(See Part Two, Operations Support Documentation-Shelter-In-Place.)**
- ☐ In coordination with the Situation Status Unit of the Planning/Intelligence Section, designate primary and alternate evacuation routes for each incident.
- ☐ Display on maps the primary and alternate evacuation routes which have been determined for the incident.
- ☐ Identify, establish, and maintain mobilization centers for Operations-related equipment and personnel. Authorize release of equipment and personnel to incident commanders in the field.
- ☐ Identify, establish, and maintain staging areas for Operations-related equipment and personnel.

- ☐ Direct Operations Branch Coordinators to maintain up-to-date Incident Charts, Incident Reports, and Branch specific maps. Ensure that only ACTIVE, ESSENTIAL information is depicted on the charts and maps. All Branch related items of interest should be recorded on an Incident Report.
- ☐ Provide copies of the daily Incident Report to the Documentation Unit of the Planning/Intelligence Section at end of each operational period.
- ☐ Coordinate the activities of all departments and agencies involved in the operations.
- ☐ Determine resources committed and resource needs. Seek advice from the AFN Liaison Coordinator if needed.
- ☐ Receive, evaluate, and disseminate information relative to the Operations of the disaster/emergency.
- ☐ Provide all relevant emergency information to the Public Information Officer.
- ☐ Conduct periodic Operations Section briefings and work to reach consensus for forthcoming operational periods.
- ☐ Work closely with the Planning/Intelligence Section Coordinator in the development of the EOC Action Plan. **(See Part Two, Planning/Intelligence Support Documentation-Action Planning.)**
- ☐ Work closely with Logistics Section-Information Technology Branch in the development of a Communications Plan.
- ☐ Work closely with each Branch leader to ensure Operations Section objectives as defined in the current EOC Action Plan are being addressed.
- ☐ Ensure that intelligence information from Branch leaders is made available to the Planning/Intelligence Section.
- ☐ Ensure that **unusual** weather occurrences within the jurisdiction are reported to the National Weather Service (NWS) **(see Part Two-Operations Support Documentation-NWS)**
- ☐ Coordinate with the Facilities and Procurement Units of the Logistics Section on pet care and service animal care issues.
- ☐ Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section, i.e., notification of any emergency expenditure.

- ☐ Review suggested list of resources to be released and initiate recommendations for their release. Notify the Resources Unit of the Logistics Section.
- ☐ Coordinate any display or mapping needs with the Planning/Intelligence Section.

Deactivation

- ☐ Authorize deactivation of organizational elements within your Section when they are no longer required.
- ☐ Ensure that any open actions are handled by your Section or transferred to other EOC elements as appropriate.
- ☐ Ensure that any required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the After-Action/Corrective Action Report.
- ☐ Deactivate your Section and close out logs when authorized by the EOC Manager.
- ☐ Leave forwarding phone number where you can be reached.

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Date: _____ **Start Time:** _____ **End Time:** _____

LAW ENFORCEMENT

SUPERVISOR: **Operations Section Coordinator**

The City of West Hollywood contracts with the County of Los Angeles Sheriff's Department for Law Enforcement Service.

The City of West Hollywood is linked to the Los Angeles County Operational Area through the local contract Sheriff's Station located at:

PRIMARY

West Hollywood Station
780 N. San Vicente Blvd.
(310) 855-8850

ALTERNATE

West Hollywood Park
647 N. San Vicente Blvd.
(323) 848-6534

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.
- Contact the Maple Counseling Center for counseling services if necessary.

YOUR RESPONSIBILITY:

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

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

CHECKLIST ACTIONS**Branch Start-Up Actions**

- ☐ Check in upon arrival at the EOC.

- ☐ Report to the Operations Section Coordinator and obtain a briefing.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Obtain a briefing from the field command post(s) or DOC prior to assuming EOC assignment and brief the Operations Section Coordinator.
- ☐ Identify yourself as the Law Enforcement Branch by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch, establish work area, assign duties, and ensure Branch journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the Logistics Section or established ordering procedures, as needed.
- ☐ Ensure that all your incoming Branch personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Using activity log (**see Part Two, Operations Support Documentation – Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty, and assignments

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

General Operational Duties

- ☐ Develop a plan for your Branch operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch. Maintain current status reports and displays.
- ☐ Obtain regular briefings from field command post(s) or DOC.
- ☐ Ensure that the Safety/Damage Assessment plan is being carried out by field units.
- ☐ Keep the Operations Section Coordinator advised of your Branch status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator for updating information to the Planning/Intelligence Section.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, TTY, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and **anticipate** your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch. Ensure they are aware of priorities.
- ☐ Monitor your Branch activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to Public Information Officer. .
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.

- ☐ Ensure that all your Branch personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- ☐ Attend periodic briefing sessions conducted by Section Coordinator.
- ☐ Obtain regular briefings from field command post(s) or DOC.
- ☐ Assist in the preparation of the EOC Action Plan.
- ☐ Attend planning meetings at the request of the Operations Section Coordinator.
- ☐ Estimate need for law enforcement mutual aid.
- ☐ Ensure that all relevant communication systems are operational.

Branch Operational Duties

Branch Operational Duties are organized into categories: Mobilization, Initial Response, Alerting/Warning, Evacuation, Security, Other, and Additional Actions in Response to Hazardous Materials, Air Crash, or Flooding/Dam Failure.

Mobilization

- ☐ Ensure that all on-duty Law Enforcement and Public Safety personnel have been alerted and notified of the current situation.
- ☐ Ensure that all off-duty Law Enforcement and Public Safety personnel have been notified of call-back status, (when they should report) in accordance with current department emergency procedures.
- ☐ Ensure that Law Enforcement and Public Safety personnel have completed status checks on equipment, facilities, and operational capabilities.
- ☐ Alter normal patrol procedures to accommodate the emergency situation.

Initial Response

- ☐ Ensure that field units begin safety/damage assessment survey of critical facilities and report status information to the Planning/Intelligence Section through the Operations Section.

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

Alerting/Warning of Public (See Part Two, Operations Support Documentation-Alerting and Warning)

- ☐ Designate area to be warned and/or evacuated.
- ☐ Develop the warning/evacuation message to be delivered. At a minimum the message should include:
 - Nature of the emergency and exact threat to public
 - Threat areas
 - Time available for evacuation
 - Evacuation routes
 - Location of evacuee assistance center
 - Radio stations carrying instructions and details
- ☐ Coordinate all emergency warning and messages with the EOC Manager and the PIO. Consider following dissemination methods:
 - Notifying Law Enforcement units to use loudspeakers and sirens to announce warning messages.
 - Determining if helicopters are available and/or appropriate for announcing warnings.
 - Using cable TV, local radio stations, or local low-power radio stations to deliver warning or emergency messages upon approval of the Director of Emergency Operations.
 - Using the Emergency Alert System (EAS) for local radio and television delivery of warnings. **(See Part Two, Operations Support Documentation-Alerting and Warning).**
 - Using volunteers, reserves, the AFN Liaison Coordinator, 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, centers serving those with access and functional needs, special industries, etc.)
- ☐ Warn all non-English speaking; hearing, visually or mobility impaired persons; and other access and functional needs populations of the emergency situation/hazard by:
 - Using bilingual employees whenever possible.
 - Translating all warnings, written and spoken, into appropriate languages.
 - Contacting media outlets (radio/television) that serve the languages you need.
 - Utilizing TDD machines and 9-1-1 translation services to contact the deaf and hard of hearing.
 - Using visual aids whenever possible.
 - Using pre-identified lists and non-governmental organizations with outreach to access and functional needs groups.
- ☐ Ensure that all vacated areas have been checked to ensure that all people have received warnings.

Evacuation

- ☐ Implement the evacuation portion of the EOC Action Plan.
- ☐ Establish emergency traffic routes in coordination with the Public Works Branch, utilizing the County Operational Area Disaster Route Priority Plan.
- ☐ Coordinate with the Public Works Branch traffic engineer to determine capacity and safety of evacuation routes and time to complete evacuation.
- ☐ Ensure that evacuation routes do not pass through hazard zones.
- ☐ Assist Public Works with identifying and clearing debris from critical routes required to support emergency response vehicles.
- ☐ Identify alternate evacuation routes where necessary.
- ☐ Through field unit requests, identify persons/facilities that have special evacuation requirements; i.e. access and functional needs, hospitalized, elderly, institutionalized, incarcerated etc. Check status. Evacuate if necessary. Coordinate with the Transportation Unit of the Logistics Section for transportation.
- ☐ Consider use of City vehicles if threat is imminent. Coordinate use of City vehicles (trucks, vans, etc.) with the Transportation Unit of the Logistics Section. Encourage the use of private vehicles if possible.
- ☐ Establish evacuation assembly points.

- ☐ Coordinate the evacuation of hazardous areas with neighboring jurisdictions and other affected agencies.
- ☐ Coordinate with Care and Shelter Branch to open evacuation centers.
- ☐ Establish traffic control points and provide traffic control for evacuation and perimeter control for affected areas.
- ☐ Place towing services on stand-by to assist disabled vehicles on evacuation routes.
- ☐ Monitor status of warning and evacuation processes.
- ☐ Coordinate with the Public Works Branch to obtain necessary barricades and signs.

Security

- ☐ Enforce curfew and other emergency orders, as identified in the EOC Action Plan.
- ☐ Request mutual aid assistance through the West Hollywood Sheriff's Station EOC or Watch Commander.
- ☐ Coordinate security in the affected areas to protect public and private property by establishing access controls and screening traffic entering the City, as required.
- ☐ Coordinate security for critical facilities and resources.
- ☐ Assist fire units/ambulances/medical teams/emergency supply vehicles in entering and leaving incident areas, when needed.
- ☐ Coordinate with the Public Works Branch for street closures and board up of buildings.
- ☐ Coordinate law enforcement and crowd control services at mass care and evacuation centers.
- ☐ Provide information to the PIO on matters relative to public safety.
- ☐ Ensure that detained inmates are protected from potential hazards. Ensure adequate security and relocate if necessary.
- ☐ Consider vehicle security and parking issues at incident facilities and coordinate security if necessary.
- ☐ Develop procedures for safe re-entry into evacuated areas.

Other

- ☐ Coordinate with SPCA-LA and the Facilities and Procurement Units of the Logistic Section. Take required animal control measures as necessary.
- ☐ If requested, assist the L.A. County Coroner with removal and disposition of the dead.
- ☐ Activate the EOC Coroner Unit if the Coroner is needed and the County cannot provide service.
- ☐ Contact the Maple Counseling Center for counseling services if necessary.

Additional Actions in Response to Hazardous Materials Incidents

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

Additional Actions In Response to a Major Air Crash

- ☐ Notify the Federal Aviation Agency or appropriate military command.

- ☐ Request temporary flight restrictions.

Additional Actions In Response to Flooding and/or Dam Failure

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

Deactivation

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

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Date: _____ **Start Time:** _____ **End Time:** _____

FIRE**SUPERVISOR: Operations Section Coordinator**

The City of West Hollywood is part of the Fire District for the County of Los Angeles Fire Department who is responsible for Fire Protection Services, including fire, rescue, and hazardous materials response.

The County Fire Stations, under Battalion 1, serve the City of West Hollywood and are located at:

Address

Station 7

864 N. San Vicente Blvd.

Phone

(310) 358-3430

Station 8

7643 Santa Monica Boulevard

(323) 654-5445

In the event of a major emergency, the Fire Department may not be able to allocate personnel immediately to the City of West Hollywood's EOC. It is generally the responsibility of the Public Safety Department of the City to coordinate this function until filled by Los Angeles County Fire.

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 rescue operations between the City of West Hollywood and jurisdictional fire and rescue provider.
- Coordinate hazardous materials incidents between the City of West Hollywood and jurisdictional hazardous materials services provided.
- 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.
- Maintain communications with County Fire and Rescue Services.
- Assist and serve as an advisor to the Operations Section Coordinator 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.

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
- Protection of property and equipment

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

CHECKLIST ACTIONS**Branch Start-Up Actions**

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

- ☐ Ensure that field units begin safety/damage assessment survey of critical facilities and report status information to the Planning/Intelligence Section through the Operations Section.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the Logistics Section or established ordering procedures, as needed.
- ☐ Ensure that all your incoming Branch personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Using activity log (**see Part Two, Operations Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

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

General Operational Duties

- ☐ Develop a plan for your Branch operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch. Maintain current status reports and displays.
- ☐ Ensure that the Safety/Damage Assessment plan is being carried out by field units.
- ☐ Obtain regular briefings from field command post(s) or DOC.
- ☐ Direct field units to report pertinent information (casualties, damage observations, evacuation status, chemical exposures, etc.) to the appropriate DOC or EOC Operations Branch.

- ☐ Keep the Operations Section Coordinator advised of your Branch status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator for updating information to the Planning/Intelligence Section.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and **anticipate** your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch. Ensure they are aware of priorities.
- ☐ Attend period briefing sessions conducted by the Section Coordinator.
- ☐ Monitor your Branch activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the Director of Emergency Operations' action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch Operational Duties

- ☐ Establish communications with jurisdictional fire and rescue provider.

- ☐ Coordinate requests for fire and rescue services with jurisdictional fire and rescue provider.
- ☐ Through the Personnel and Procurement Units of the Logistics Section, provide personnel and equipment assistance to jurisdictional fire and rescue provider when possible.
- ☐ Assess the impact of the disaster on the Los Angeles County Fire Department's operational capacity.
- ☐ Set Fire Department priorities based on the nature and severity of the disaster.
- ☐ Attend planning meetings at the request of the Operations Section Coordinator.
- ☐ Assist in preparation of the EOC Action Plan.
- ☐ Estimate need for fire mutual aid.
- ☐ Request mutual aid resources through proper channels when approved by the Operations Section Coordinator.
 - Order all fire resources through the Los Angeles County Operational Area Fire Mutual Aid Coordinator.
 - Order all other resources through the Logistics Section.
- ☐ Report to the Operations Section Coordinator when:
 - EOC Action Plan needs modification.
 - Additional resources are needed or surplus resources are available.
 - Significant events occur.
- ☐ Report to the Operational Area Fire Mutual Aid Coordinator on major problems, actions taken and resources available or needed.
- ☐ Alert all emergency responders to the dangers associated with hazardous materials and fire.
- ☐ Coordinate search and rescue operations.
- ☐ Provide heavy equipment crews to assist in rescuing trapped persons.
- ☐ Assist Law Enforcement with the direction and management of population evacuation; assist in evacuating non-ambulatory persons.
- ☐ Assist in dissemination of warning to the public.

- ☐ Provide fire protection and safety assessment of shelters.
- ☐ Provide support for radiation monitoring and decontamination operations. **(See Part Two-Operations Support Documentation-Radiological Protection Procedures.)**
- ☐ Check with the other Operations Section Branches for a briefing on the status of the emergency.
- ☐ Coordinate provision of vehicles, shelter, food, water, sanitation, equipment, and supplies for fire personnel. Coordinator additional needs with Logistics Section.
- ☐ Determine if current and forecasted weather conditions will complicate large and intensive fires, hazardous material, releases, major medical incidents and/or other potential problems.
- ☐ Review and approve accident and medical reports originating within the Fire Branch.
- ☐ Resolve logistical problems reported by the field units.
- ☐ Implement the Radiological Protection Procedures if needed. **(See Part Two-Operations Support Documentation-Radiological Protection Procedures.)**
- ☐ Notify appropriate local, state, and federal hazard response agencies.
- ☐ Consider wind direction and other weather conditions. Contact the Situation Status Unit of the Planning/Intelligence Section for updates.
- ☐ Assist with the needs of the Incident Command Post as requested.
- ☐ Assist in efforts to identify spilled substances, including locating shipping papers and placards, and contacting as required. County Health, Cal OES, shipper, manufacturer, CHEMTREC, etc.
- ☐ Ensure that proper clean-up arrangements are made.
- ☐ Request activation of evacuation centers or mass care shelters when need is indicated through Care and Shelter Branch.
- ☐ Assist in alerting all emergency responders to the dangers associated with hazardous materials and fire.
- ☐ Coordinate emergency medical care and transportation to appropriate facilities, utilizing County resources and private providers.
- ☐ Assist in dissemination of warning to the public.

- ☐ Assist in search and rescue operations.
- ☐ Coordinate with the Los Angeles County Operational Area for fire protection and safety assessment of shelters.
- ☐ Provide support for decontamination operations.
- ☐ Coordinate firefighting water supplies with the Public Works Branch. Obtain status of water system and report to field Incident Commander or Command Post.
- ☐ Coordinate with the County of Los Angeles Department of Health Services and the City regarding all disease prevention and control activities.

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

- ☐ Access status of local hospitals and resources. Coordinate with the Medical/Public Health Branch in the Los Angeles County Operational Area EOC.
- ☐ Coordinate emergency medical support and hospital care for disaster victims during and after the incident.
- ☐ Determine number and location of casualties that require hospitalization.
- ☐ Coordinate with the County to identify hospitals, nursing homes, centers serving those with access and functional needs, and other facilities that should be expanded into emergency treatment centers for disaster victims. Assist in ensuring that standby emergency power is provided to these facilities.
- ☐ In the event of an evacuation, coordinate with the Law Branch and the County, to reduce the patient population in hospitals, nursing homes, and other care facilities.
- ☐ Coordinate with the County to provide continued medical care for patients who cannot be moved when hospitals, nursing homes, centers serving those with access and functional needs, and other health care facilities are evacuated.
- ☐ In conjunction with the Shelter Branch, establish and staff medical care stations at shelter facilities.
- ☐ Establish and operate first aid stations for emergency workers as appropriate to the incident.

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

Deactivation

- ☐ Ensure that all required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the After-Action/Corrective Action Report.
- ☐ Determine what follow-up to your assignment might be required before you leave.

- ☐ Deactivate the Fire Branch position and close out logs when authorized by the Operations Section Coordinator or Director of Emergency Operations.
- ☐ Leave forwarding phone number where you can be reached.

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Date: _____ **Start Time:** _____ **End Time:** _____

CARE AND SHELTER**SUPERVISOR: Operations Section Coordinator**

The City of West Hollywood is within the jurisdiction of the Los Angeles-West District Chapter of the American Red Cross.

Address: 11355 Ohio Avenue, Los Angeles 90025
Business Hours Telephone: (310) 445-9900, fax (310) 445-9959
After-hours telephone: (213) 739-5200 (phones transfer to Los Angeles Chapter)

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

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

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

POTENTIAL SHELTER SITES

Potential shelter facilities should:

- Be pre-identified as potential sites with Site Surveys completed **(See Part Two, Operations Support Documentation - Care and Shelter)**
- In conjunction with the Los Angeles West Chapter, American Red Cross, have permission and Memos of Understanding secured for shelter usage.
- In conjunction with the American Red Cross, have procedures for the following inspections and access, both during regular and after hour use, before a shelter is established.
 - Structural safety inspection arranged with local Building Department.
 - OSHA safety inspection for safety of shelterees and workers.
 - Facility Walk-Through Survey prior to use (to protect owner and user against damage claims).
 - ADA Checklist for Emergency Shelters (to evaluate the accessibility of facilities).

Examples of suitable potential shelter sites:

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

- Convention Centers.

Care and Shelter Branch should coordinate with the American Red Cross and the AFN Liaison Coordinator in identifying potential sites. Potential shelters should meet all Americans with Disabilities Act (ADA) requirements and have the following:

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

(See Part Two, Operations Support Documentation - Care and Shelter)

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

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

GENERAL DUTIES:

- Identify the care and shelter needs of the community.
- Coordinate with the American Red Cross, the AFN Liaison Coordinator, and other emergency welfare agencies to identify, set up, staff and maintain evacuation centers and mass care facilities for disaster victims.
- Via the media, encourage residents to go to the shelter nearest their residence.

YOUR RESPONSIBILITY:

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

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

CHECKLIST ACTIONS

Branch Start-Up Actions

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Operations Section Coordinator and obtain a briefing.
- ☐ Determine your personal operating location and set up as necessary.

- ☐ Review your position responsibilities.
- ☐ Obtain a briefing from the field command post(s) or DOC, if activated, prior to assuming EOC assignment and brief the Operations Section Coordinator.
- ☐ Identify yourself as the Care and Shelter Branch Coordinator by putting your title on your person (vest, name tag). Print your name on the EOC organization chart next to your assignment.
- ☐ Ensure that all required supplies are available and equipment is working properly (phones, radios, forms, lists, maps, etc.)
- ☐ Ascertain if all key Care and Shelter personnel are in the EOC or have been notified.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch, establish work area, assign duties, and ensure Branch journal/log is opened.
- ☐ Ensure that all Care and Shelter personnel have completed status check on equipment, facilities, and operational capabilities.
- ☐ Ensure that field units begin safety/damage assessment survey of critical facilities and report status information to the Planning/Intelligence Section through the Operations Section.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the Logistics Section or established ordering procedures, as needed.
- ☐ Ensure that all your incoming Branch personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Assist in shift change issues.
- ☐ Using activity log (**see Part Two, Operations Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received

- Action taken
- Decision justification and documentation
- Requests filled
- EOC personnel, time on duty, and assignments

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

General Operational Duties

- ☐ Develop a plan for your Branch operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch. Maintain current status reports and displays.
- ☐ Ensure that the Safety/Damage Assessment plan is being carried out by field units
- ☐ Obtain regular briefings from field command post(s).
- ☐ Maintain contact with established DOCs and work centers to coordinate resources and response personnel.
- ☐ Direct field units to report pertinent information (casualties, damage observations, evacuation status, radiation levels, chemical exposures, etc.) to the appropriate EOC Operations Branch.
- ☐ Keep the Operations Section Coordinator advised of your Branch status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator for updating information to the Planning/Intelligence Section.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, TTY, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and **anticipate** your support needs and forward to your Section Coordinator.

- ☐ Conduct periodic briefings for your Branch. Ensure they are aware of priorities.
- ☐ Monitor your Branch activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- ☐ Brief new or relief personnel in your Unit/Position.

Branch Operational Duties

- ☐ If need is established, contact the Los Angeles-West District Chapter of the American Red Cross and request an ARC liaison for the City of West Hollywood's EOC. (The Los Angeles Chapter of the American Red Cross will arrange for a liaison at the Operational Area EOC which may satisfy local government needs.)
- ☐ Identify the care and shelter needs of the community, in coordination with the other Operations Branches.
- ☐ Determine the need for an evacuation center or mass care shelter.
- ☐ The Los Angeles-West District Chapter of the American Red Cross should be contacted when considering opening a mass care facility.
- ☐ Identify and prioritize which designated mass care facilities will be needed and if they are functional. Seek advice from the AFN Liaison Coordinator if needed.
- ☐ Ensure that Building & Safety has inspected each shelter site prior to occupancy following an earthquake and after each significant aftershock.
- ☐ If evacuation is ordered, in conjunction with the American Red Cross if available, open evacuation centers in low risk areas and inform public of locations.

- ☐ In coordination with the ARC, ensure that mass care facilities and staff can accommodate persons with access and functional needs, i.e., persons needing communication assistance, are not mobile, have special needs associated with maintain their independence, may need to be supervised, and have transportation needs.
- ☐ In conjunction with the American Red Cross and organizations serving those with access and functional needs, 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 and organizations serving those with access and functional needs.
- ☐ Coordinate with the Personnel Unit of the Logistics Section to contact volunteer agencies and recall City staff to assist with mass care functions including basic first aid, shelter and feeding of evacuees, and sanitation needs. In case any questions arise on how to serve someone with an access and functional need, City staff should be informed to direct those questions to the AFN Liaison Coordinator.
- ☐ Coordinate with the Los Angeles County Operational Area Care and Shelter Unit for sheltering of residential care and access and functional needs populations, i.e., persons needing communication assistance, are not mobile, have special needs associated with maintaining their independence, may need to be supervised, and have transportation needs.
- ☐ Provide and maintain shelter and feeding areas that are free from contamination and meet all health, safety, and ADA standards.
- ☐ Coordinate with the Los Angeles-West District Chapter of the American Red Cross and other volunteer agencies for emergency mass feeding operations.
- ☐ Coordinate with the Los Angeles County Operational Area Care and Shelter Unit, the American Red Cross, organizations serving those with access and functional needs, other volunteer organizations, and private sector if mass feeding or other support is required at spontaneous shelter sites, e.g. in parks, schools, etc.
- ☐ Coordinate with the Information Technology Branch of the Logistic Sections to provide communications where needed to link mass care facilities, the EOC, and other key facilities.
- ☐ Coordinate with the Procurement and Facilities Units of the Logistics Section the care of shelterees' pets and service animals.

- ☐ Notify the Post Office to divert incoming mail to designated relocation areas or mass care facilities, as necessary.
- ☐ Coordinate with the Transportation Unit of the Logistics Section the transportation needs of shelterees.
- ☐ Ensure shelter managers make periodic activity reports to the EOC including requests for delivery of equipment and supplies, any City expenditures, damages, casualties, and numbers and types of persons sheltered. The reporting period will be determined by the Operations Section.
- ☐ Assist the American Red Cross to ensure adequate food supplies, equipment and other supplies to operate mass care facilities. Coordinate procurement and distribution through the Red Cross or the Procurement Unit of the Logistics Section if requested by Red Cross.
- ☐ Coordinate with the Facilities Unit of the Logistics Section in the evacuation and relocation or shelter-in-place of any mass care facilities which may be threatened by any hazardous condition.
- ☐ Coordinate with the Los Angeles County Operational Area Care and Shelter Unit and the ARC to establish Reception Centers as required to reunite rescued individuals with their families and to provide other necessary support services.
- ☐ Coordinate with the American Red Cross in the opening, relocating and closing of shelter operations. Also coordinate the above with the AFN Liaison Coordinator and adjacent communities if needed.

Deactivation

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

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Date: _____ Start Time: _____ End Time: _____

PUBLIC WORKS**SUPERVISOR: Operations Section Coordinator****GENERAL DUTIES:**

- Receive and process all field resource requests for Public Works resources. Coordinate those requests internally and externally as necessary to make sure there are no duplicate orders.
- Coordinate with the Logistics Section on the acquisition of all resources and support supplies, materials and equipment.
- Determine the need for and location of general staging areas for unassigned resources.
- Coordinate with the Facilities Unit of the Logistics Section and participate in any action planning meetings pertaining to the establishment of additional locations.
- Prioritize the allocation of resources to individual incidents. Monitor resource assignments. Make adjustments to assignments based on requirements.

YOUR RESPONSIBILITY:

Coordinate all Transportation & Public Works/Environmental Services operations; maintain public facilities, surviving utilities and services, as well as restore those that are damaged or destroyed; assist other functions with traffic issues, search and rescue, transportation, etc. as needed.

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

CHECKLIST ACTIONS**Branch Start-Up Actions**

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Operations Section Coordinator and obtain a briefing.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Obtain a briefing from the field command post(s), if activated, prior to assuming EOC assignment and brief the Operations Section Coordinator.

- ☐ Identify yourself as the Public Works Branch Coordinator by putting your title on your person (vest, name tag). Print your name on the EOC organization chart next to your assignment.
- ☐ Ensure that all required supplies are available and equipment is working properly (phones, radios, forms, lists, maps, etc.)
- ☐ Ascertain if all key Transportation & Public Works Department personnel are in the EOC or have been notified.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch, establish work area, assign duties, and ensure Branch journal/log is opened.
- ☐ Ensure that all on-duty Public Works personnel have been alerted and notified of the current situation.
- ☐ Ensure that all off-duty Public Works personnel have been notified of call-back status (when they should report), in accordance with current department emergency procedures.
- ☐ Ensure that all Public Works personnel have completed status check on equipment, facilities, and operational capabilities.
- ☐ Ensure that field units begin safety/damage assessment survey of critical facilities and report status information to the Planning/Intelligence Section through the Operations Section.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the Logistics Section or established ordering procedures, as needed.
- ☐ Ensure that all your incoming Branch personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Attend Section meetings and briefings.
- ☐ Attend planning meetings at the request of the Operations Section Coordinator.

- ☐ Assist the Section in developing Section objectives for the EOC Action Plan.
- ☐ Using activity log (**see Part Two, Operations Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty, and assignments

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

General Operational Duties

- ☐ Develop a plan for your Branch operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch. Maintain current status reports and displays.
- ☐ Ensure that the Safety/Damage Assessment plan is being carried out by field units.
- ☐ Obtain regular briefings from field command post(s) or DOC.
- ☐ Maintain contact with established work centers to coordinate resources and response personnel.
- ☐ Direct field units to report pertinent information (casualties, damage observations, evacuation status, radiation levels, chemical exposures, etc.) to the appropriate EOC Operations Branch.
- ☐ Keep the Operations Section Coordinator advised of your Branch status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator for updating information to the Planning/Intelligence Section.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.

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

Branch Operational Duties

- ☐ Receive and process all requests for Transportation & Public Works resources. Allocate personnel and equipment in accordance with established priorities.
- ☐ Maintain back-up power in the EOC.
- ☐ Assure that all emergency equipment has been moved from unsafe areas.
- ☐ Mobilize personnel, heavy equipment, and vehicles to designated general staging areas.
- ☐ Obtain Transportation & Public Works resources through the Logistics Section, utilizing mutual aid process when appropriate.
- ☐ Allocate available resources based on requests and EOC priorities.
- ☐ Determine priorities for identifying, inspecting, and designating hazardous structures to be demolished.

- ☐ Ensure that sources of potable water and sanitary sewage systems are available and protected from potential hazards. **(See Operations Support Documentation - Water Distribution)**
- ☐ Develop priorities and coordinate with utility companies for restoration of utilities to critical and essential facilities.
- ☐ In coordination with the Los Angeles County Department of Transportation & Public Works, determine status of the Disaster Routes and other transportation routes into and within the affected area. Determine present priorities and estimated times for restoration. Clear and reopen Disaster Routes on a priority basis.
- ☐ Coordinate with the Law Enforcement Branch to ensure the safety of evacuation routes following a devastating event.
- ☐ Coordinate with the Procurement Unit of the Logistics Section for sanitation service during an emergency.
- ☐ Support clean-up and recovery operations during disaster events.
- ☐ Clear debris from waterways to prevent flooding. Drain flooded areas, as needed.
- ☐ Develop a debris removal plan to facilitate City clean-up operations, which addresses:
 - Identification of agencies such as the County Sanitation Districts of Los Angeles and coordination of the debris removal process.
 - Identification of and cooperation with landfills (consider fee waivers, modification of landfill operating hours, and public concerns)
 - Cooperation with various waste management regulatory agencies to address associated debris removal problems.
 - Identification and establishment of debris collection sites.
 - Evaluation of potential recycling of debris.
 - Prioritization and completion of the debris removal process.
 - Disaster Event Analysis/Waste characterization analysis.
 - Debris removal, building, building deconstruction and demolition needs.
 - Debris management program, i.e., curbside collection, drop-off sites, household hazardous waste programs.
 - Temporary storage sites, if necessary.
 - Facilities and processing operations to be used.
 - Contract needs.
 - Debris removal public information program.
 - Length of program and monitoring and enforcement activities.
 - Program documentation and reimbursement procedures.
- ☐ Disaster Event Analysis and Waste Characterization Analysis.

- Conduct field assessment survey
 - Use video and photographs
 - Quantify and document amounts and types of disaster debris
 - Coordinate with Building and Safety Branch and track their information on damaged buildings inspected to determine the location, type, and amount of potential debris
 - Expect normal refuse volumes to double after a disaster
 - Develop a list of materials to be diverted
 - Make diversion programs a priority
 - Get pre-approval from FEMA, if federal disaster, for recycling programs. Coordinate this with County Office of Emergency Management (OEM).
- ☐ Determine debris removal/building deconstruction and demolition needs.
- Coordinate with Building and Safety to determine if a city contractor will be needed to remove debris from private property or perform demolition services.
 - Building and Safety should seek reimbursement if property owner does have to coordinate with Building and Safety to include separation and salvaging
- ☐ Select debris management program(s) from the following:
- Curbside collection - source separation of wood, concrete, brick, metals, and Household Hazardous Waste
 - Drop-off sites for the source separation of disaster debris
 - Household Hazardous Waste - collection event or curbside program
- ☐ Identify temporary storage/processing sites, if necessary.
- Coordinate with surrounding cities and the County
 - Determine capacity needs
 - Selection of sites will depend on type of debris and proximity to where debris is generated.
 - Coordinate with FEMA regarding reimbursement for temporary sites and sorting which may require moving materials twice. Coordinate this activity through the County Operational Area.
- ☐ Identify facilities and processing operations to be used
- ☐ Determine contract needs
- Develop estimates of types and quantities of debris, location of debris, and unit cost data for contracts
 - Document how contract price was developed
- ☐ Establish a public information program for debris removal
- ☐ Establish program length and develop monitoring and enforcement program
- ☐ Prepare report of program activities and results. Prepare documentation for reimbursement

- ☐ Determine the need to staff a water task group and secure resources through the Logistics Section. **(See Part Two, Operations Support Documentation, Water Distribution)**
- ☐ Contact DHS District Office of Drinking Water, local health department, local water utilities, Public Works, Fire Department, Police Department, and other sources to compile situation information including:
 - Cause and extent of water system damage
 - Estimated duration of system outage
 - Geographical area affected
 - Population affected
 - Actions taken to restore system
 - Resources needed to reactivate system
 - Emergency potable water needs (quantity and prioritized areas)
- ☐ Notify the Los Angeles County Operational Area EOC (OAEOC) of the situation and need for mutual aid and participate in OAEOC Water Chief conference calls as requested.
- ☐ Evaluate and prioritize potable water needs (quantity/location/duration: minimum 2 gallons per person per day).
- ☐ In coordination with the Logistics Section, identify and obtain potable water resources. (If necessary, recommend the DEO requests mutual aid to identify and/or obtain water resources. A list of approved commercial vendors is maintained by the Food and Drug Branch of DHS and is available through the Regional EOC [REOC] Water Chief.).
- ☐ Identify and secure locations for water distribution points (e.g., parks, city halls, shelters, etc.).
- ☐ In coordination with the Logistics Section, identify and secure staff resources needed to operate water distribution points. (If necessary recommend that DEO request mutual aid to obtain required staff resources.)
- ☐ Consult with DHS District Office, water utilities and PIO for appropriate public information announcements and media interface.
- ☐ Transmit to Finance/Administration Section data on costs incurred in EOC effort to purchase and distribute potable water.

Please note: Going directly to the State agency (DHS District Office of Drinking Water) is not the normal channel of coordination. However, the local level must coordinate directly with and obtain approval of the State water quality agency for water system restoration.

- ☐ Maintain information in the Unit regarding facilities opened and operating, supplies, and equipment at the various locations, specific operations, and capabilities of each location.
- ☐ As the requirement for emergency use facilities is identified, coordinate the acquisition of required space.
- ☐ In coordination with the Operations Coordinator, provide support to facilities used for disaster response and recovery operations, i.e., staging areas, shelters, disaster application centers (DACs), Local Assistance Centers (LACs), etc.
- ☐ Identify communications requirements to the Information Technology Branch.
- ☐ Identify equipment, material, and supply needs to the Supply/Procurement Unit.
- ☐ Identify personnel needs to the Personnel Branch.
- ☐ Identify transportation requirements and support to the Transportation Unit and other departments.
- ☐ Identify security requirements to the Law Enforcement Branch of the Operations Section.
- ☐ Monitor the actions at each facility activated and provide additional support requested in accordance with Unit capabilities and priorities established.
- ☐ Account for personnel, equipment, supplies, and materials provided to each facility.
- ☐ Ensure that operational capabilities are maintained at facilities.
- ☐ Oversee the distribution of utilities, fuel, water food, other consumables and essential supplies to all disaster operations facilities.
- ☐ Ensure that basic sanitation and health needs are met.
- ☐ Request additional resources through the Logistics Section or established ordering procedures, as needed.
- ☐ Obtain Transportation & Public Works resources through the Logistics Section, utilizing mutual aid process when appropriate.
- ☐ Allocate available resources based on requests and EOC priorities.

Deactivation

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

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

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Date: _____ Start Time: _____ End Time: _____

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

- Begin the immediate inspection for re-occupancy of key City facilities by departments responsible for emergency response and recovery.
- Provide the technical, engineering support as requested for other Operations Section Branches; i.e. Urban Search and Rescue teams.
- Coordinate investigation and safety assessment of damage to buildings, structures, and property within the City for the purpose of:
 - Identifying life-threatening hazardous conditions for immediate abatement.
 - Inspecting and identifying buildings and property for re-occupancy and posting and declaring unsafe conditions.
 - Determining the cost and percentage of damage to all buildings, structures, and properties.
- Provide safety assessment information and statistics to the Damage Assessment Unit of the Planning/Intelligence Section.
- Impose emergency building regulations as determined from performance of structures.
- Coordinate investigation of building code performance. Determine the extent of damage to buildings and structures and develop recommendations for building code changes.
- Provide inspections of each shelter site prior to occupancy.
- Coordinate incoming Building and Safety mutual aid resources.

YOUR RESPONSIBILITY:

Evaluation of all City-owned and private structures that may have been damaged in an incident. The Building Official in the City of West Hollywood is the ultimate authority in determining whether or not a building is inhabitable or safely accessible, and those orders will be enforced by local law enforcement.

In a large incident, the need for outside resources to accomplish building inspection will be required. The coordination of such incoming resources is handled by this branch.

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

CHECKLIST ACTIONS**Branch Start-Up Actions**

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

- ☐ Ensure that all your incoming Branch personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Using activity log (**See Operations Support Documentation – Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

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

General Operational Duties

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

- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and **anticipate** your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch. Ensure they are aware of priorities.
- ☐ Monitor your Branch activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch personnel time and equipment records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- ☐ Attend section meetings and briefings.
- ☐ Attend planning meetings at the request of the Operations Section Coordinator.
- ☐ Assist the Section in developing Section objectives for the EOC Action Plan.

Branch Operational Duties

- ☐ Coordinate with Los Angeles County Building and Safety regarding local jurisdictional needs.

- ☐ Activate the Operational Area Safety/Damage Assessment Plan. It should include inspection of the following critical facilities (priority) and other facilities:
 - EOC
 - Sheriff's Station
 - Fire Stations
 - Congregate care facilities
 - Schools
 - Transportation & Public Works facilities
 - Potential HazMat facilities, including gas stations
 - Designated shelters
 - Unreinforced masonry buildings
 - Concrete tilt-up buildings
 - Multi-story structures - commercial, industrial and residential
 - Single-family dwellings
- ☐ Use a three-phase approach to inspection based upon existing disaster intelligence:
 - General Area Survey of structures
 - ATC-20 Rapid Inspection (**See Operations Support Documentation – ATC Safety Assessment**)
 - ATC-20 Detailed Inspection

Be prepared to start over due to aftershocks.

- ☐ After completion of the safety/damage survey, develop a preliminary estimate of the need for mutual aid assistance.
- ☐ Assess the need and establish contacts for requesting or providing mutual aid assistance.
- ☐ Alert and stage safety assessment teams as needed.
- ☐ Implement procedures for posting of building occupancy safety status using ATC-20 guidelines.
- ☐ Activate data tracking system to document and report safety assessment information and forward to the Damage Assessment Unit of the Planning/Intelligence Section.
- ☐ Arrange for necessary communications equipment from the Information Technology Branch of the Logistics Section and distribute to all field personnel (e.g., radios, cellular phones, etc.)
- ☐ Brief all personnel on Department Emergency Operating Procedures and assignments.
- ☐ Assess the need to require potentially unsafe structures to be vacated.

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

Deactivation

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

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CITY OF WEST HOLLYWOOD

LIST OF FACILITIES TO USE AS SHELTERS

***District Office should be notified if any of the schools are use as a shelter.**

Refer to Appendix for current contact information for these facilities.

Facility Name/Address	Phone #	Contact Name	24-Hr. Phone #
<i>West Hollywood Park</i> 647 North San Vicente Blvd. West Hollywood, CA 90069	323/848-6308 323/848-6534	Recreation Division Park Office	HSD see City Alert Roster
<i>Plummer Park</i> 7377 Santa Monica Blvd. West Hollywood, CA 90046	323/848-6308 323/848-6530	Recreation Division Park Office	HSD see City Alert Roster
<i>St. Thomas the Apostle Church</i> 7501 Hollywood Blvd. Los Angeles, CA. 90046	323/876-2102	Ext.2 Fr. Ian Elliott Davies (Rector)	213/210-8593
<i>West Hollywood Elementary</i> 970 North Hammond St. West Hollywood, CA 90069	213/241-7000 310/274-5313	Deputy Superintendent Principal	

City of West Hollywood

Daily Shelter Activity Report Report due into City EOC by 8:00 A.M. each day

Shelter Site: _____ Date: _____

To: City of West Hollywood

From: _____

Shelter Capacity	Overnight Capacity	Breakfast	Lunch	Dinner

Report Period: _____ Shelter Phone: _____

	Day Shift	Evening Shift
Shelter Manager	_____	_____
Asst. Shelter Manager	_____	_____
Nurse	_____	_____
Workers	_____	_____

Narrative (Day Shift)

Narrative (Evening Shift)

Supplies Needed:

[illegible]

Additional Comments:

[illegible]

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RESIDENTIAL CARE AND SKILLED NURSING FACILITIES

Please refer to the Appendix Section of this Plan for this information. Due to the sensitive nature of this information it has been moved to the restricted use section of the Plan.

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SHELTER-IN-PLACE

These instructions are to give you guidelines if the EOC needs to shelter-in-place due to hazardous materials exposure from outside the EOC. These instructions could also be used by the Public Information Officer to disseminate information about how to shelter in place during a hazardous materials incident.

Bring people inside and:

1. Close all doors to the outside and close and lock all windows (windows sometimes seal better when locked).
2. Use tape and plastic food wrapping, wax paper, or aluminum wrap to cover and seal bathroom exhaust fan grilles, range vents, dryer vents, and other openings to the outside to the extent possible (including any obvious gaps around external windows and doors).
3. Where possible, ventilation systems should be turned off. Where this is not possible, building superintendents should set all ventilation systems to 100 percent recirculation so that no outside air is drawn into the structure.
4. Turn off all heating systems.
5. Turn off all air conditioners and switch inlets to the “closed” position. Seal any gaps around window-type air conditioners with tape and plastic sheeting, wax paper, or aluminum wrap.
6. Turn off all exhaust fans in kitchens, bathrooms and other areas.
7. Close as many internal doors as possible in your buildings.
8. If the gas or vapor is soluble or even partially soluble in water, hold a wet cloth or handkerchief over your nose and mouth if the gases start to bother you. Don't worry about running out of air to breathe. That is highly unlikely in normal buildings.
9. In case of an earthquake, after shocks will occur — close drapes, curtains and shades over windows. Stay away from external windows to prevent potential injury from flying glass.
10. Minimize the use of elevators in buildings. These tend to “pump” outdoor air in and out of a building as they travel up and down. Elevators can also fail.
11. Tune in to your local radio news station.

CONSIDERATIONS FOR ANIMAL CARE DURING DISASTERS

Animals will not be kept where their owners are sheltered. They will be sheltered in various locations depending on the disaster and the area of the city affected.

Coordinate plans with your local animal care provided and/or any Veterinary Disaster Team. (Area G Veterinary Disaster Team can be accessed through mutual aid channels.)

Identify within the local jurisdiction:

- Small animal veterinarians
 - Large animal veterinarians
 - Small animal shelters
 - Potential large animal shelters
-
- ☐ Determine animal shelter needs.
 - ☐ Identify appropriate areas to accommodate animals.
 - ☐ Manage animal rescue and care activities.
 - ☐ Coordinate rescue of trapped animals.
 - ☐ Coordinate evacuation of animals which might be endangered by hazardous conditions.
 - ☐ Coordinate transport of animals.
 - ☐ Activate an Animal Registration System.
 - ☐ Maintain an updated list of animals and their locations.
 - ☐ Coordinate disposal of dead animals.
 - ☐ Evaluate and relocate any animal shelter areas which become endangered by hazardous conditions.
 - ☐ Coordinate return of animals to their owners when disaster has ended.

The City is working with local veterinarians who as they are able will be assisting with sheltering and treatment. During a disaster, the City will coordinate with SPCA and Animal Control to ensure the provision of care for affected pets.

BEFORE A DISASTER, YOUR PET WILL NEED THE FOLLOWING IN THEIR DISASTER KIT:

1. Food for seven days. This must be rotated into use to ensure freshness.
2. Water for seven days. For dogs, this is one gallon per day for a forty pound dog and one quart per day per cat.
3. Medications your pet regularly takes. Please mark on your calendar a day which reminds you to cycle it in to use before it expires. Call your Veterinarian to provide you with new medications with a later expiration date.
4. Leashes for BOTH dogs and cats. Carriers for small dogs and cats should be stored in an easily accessible area.
5. All pets should have identification tags attached to a collar that they always wear. It should have your name, address, phone number, your pet's name and an OUT OF STATE PHONE NUMBER (of a friend or relative that can be contacted in a time of disaster). If your pet is on daily medication, this medication should also be on the identification tag.
6. KEEP YOUR VACCINATIONS CURRENT (WITHIN THE LAST YEAR) AND KEEP A COPY OF THE VACCINATION DATES IN YOUR DISASTER KIT.
7. Identify friends, relatives, kennels, and Veterinary clinics that your pets can stay with if there is a disaster.
8. Have plastic bags and scoopers to pick up and store pet waste.
9. Store extra collars, leashes, and heavy food bowls in your kit.
10. The following first aid supplies will be needed: gauze rolls for bandaging and making muzzles, towels, blankets and a manual can opener.
11. Current photographs of all your pets.

DURING A DISASTER:

1. Stay calm.

2. Take shelter.

AFTER A DISASTER:

1. Evaluate your pet's injuries. REMEMBER your pet may be in pain. You must prevent injury to yourself so you can help your pet. Muzzle your dog using gauze rolls from your disaster kit. Place a towel over your cat to handle it. REMEMBER that even the most gentle pet will respond defensively when frightened or in pain.
2. Apply direct pressure to any areas that are bleeding.

OFTEN YOUR PET WILL NOT SHOW EVIDENCE OF INJURY. HAVE YOUR PET EXAMINED AS SOON AS POSSIBLE BY YOUR VETERINARIAN.

IF YOUR PET IS LOST:

1. Fill out a lost pet report and take current photographs to ALL the shelters within a 30 mile radius.
2. DO NOT RELY ON PHONE CALLS TO THE SHELTER TO LOCATE YOUR PET. GO TO EACH SHELTER DAILY, IN PERSON, TO LOOK AT EVERY PET.
3. Provide descriptions and current photographs to local Veterinarians, local Veterinary **Emergency** Clinics and the Area G Veterinary disaster team.
4. Do not stop looking for your pets. They are counting on you to find them.

ALERT AND WARNING

ALERT AND WARNING PROCEDURES

Warning is the process of alerting governmental forces and the general public to the threat of imminent extraordinary danger. Dependent upon the nature of the threat and the population group at risk, warning can originate at any level of government. The City of West Hollywood is responsible for warning the citizens and community of the threat of imminent extraordinary danger. The City is committed to achieving success in saving lives and property which is dependent upon timely dissemination of warning and emergency information to persons in threatened areas. Although the Sheriff's Department has the primary responsibility to alert and warn the community, other departments may be required to initiate or assist in this task as needed.

There are various mechanical systems in place, described below, whereby an alert or warning may originate or be disseminated. Following the description of the systems is an explanation of the "Emergency Conditions and Warning Actions" through which these systems may be accessed.

ALERT AND WARNING SYSTEMS

Emergency Alerting System (EAS)

The EAS is administered by the Sheriff of Los Angeles County. Activation of the Los Angeles County EAS shall be for emergency events and conditions of concern to a significant segment of the population of Los Angeles County. The message must be a voice message, it may be prerecorded and it must originate from the Sheriffs Communications Center (323-881-8100).

How To Access EAS:

1. Write your 50-60 second WARNING message to be broadcast. To assure broadcast and timely rebroadcasts, you should keep your message under one (1) minute. Be sure to include the Who, What, Where, When, Why, and the How in your message. ***Never dictate the message to the LP1 station; you are the announcer.***
2. Telephone the primary (LP1) EAS station for West Hollywood.

KFI (AM)	640 KHz	Los Angeles, CA
KNX (AM)	1070 kHz	Los Angeles, CA
3. Identify yourself by name and title.

State that you want to activate the Emergency Alert System because of a (nature of the emergency).

EAS station will initiate a call-back procedure to verify this as an authentic request from an authorized agency.

4. Once the request has been verified and authenticated:

Say "3 - 2 - 1" and read your message.

Remain quiet at the end until the station announcer speaks to you. The radio station will now do the rest.

5. **It is imperative that your written message be uploaded to EDIS (Emergency Digital Information Service) ASAP!** TV stations, CATV, and other media need your exact words in digital format to program their equipment for the hearing impaired, hard copy printers, etc.

The Emergency Alerting System (EAS) is designed for the broadcast media to disseminate emergency public information. This system enables the President, and federal, state and local governments to communicate with the general public through commercial broadcast stations.

Presidential messages, national programming, and news will be routed over established network facilities of the broadcast industry. State programming will originate from the state operations center and will be transmitted through the state using the state's CLERS VHF/UHF radio relay stations.

Message priorities are as follows:

PRIORITY ONE	Immediate and positive action without delay is required to save lives
PRIORITY TWO	Actions required for the protection of property and instructions to the public requiring expedient dissemination
PRIORITY THREE	Information to the public and all others

(Reference: State EBS Operations Plan, Emergency Broadcast System, March 1987.)

Any one of the following parties can authorize local EAS activation:

- Sheriff of Los Angeles County or designate
- Chairman of the Los Angeles County Board of Supervisors or designate
- authorized public official of the incorporated cities of Los Angeles County
- authorized representative of National Oceanic & Atmosphere Administration (NOAA)

Examples of emergencies identified by Los Angeles County Operational Area, which may warrant either immediate or delayed response under EAS by the broadcast industry include earthquakes, serious fires, heavy rains and flooding, widespread power failures, severe industrial accidents, and hazardous material accidents and acts of terrorism. The context of any emergency broadcast transmitted on EAS should be of concern to a significant segment of the population of Los Angeles County.

Access to EAS for local emergency events of concern to a significant segment of the population of Los Angeles County is through the Los Angeles County Sheriff's Department.

City officials requesting County-wide activation should first review the following criteria:

- Pertinent data
- Area involved
- Actions desired from citizens
- Urgency of broadcast (immediate or delayed)
- Period of time broadcasting should continue

Electronic News Network (ENN)

The ENN is a subset of the EAS. It is a digital format that allows messages to be sent via the State of California's EDIS system. The media, schools, large business and anyone who monitors the AQMD channels will receive the digital message. It is less restrictive than an EAS broadcast and can be originated by any agency with access to a JDIC terminal. It allows for routine or test messages, in addition to emergency messages.

An ENN message should be concise and direct and be approved by the Deputy EOC Director or the Emergency Operations Director. The Public Information Officer is responsible for creating the message and its content; however, law enforcement personnel with JDIC clearance must physically send the message.

To access ENN, type EDIS on a blank JDIC administration screen and fill in the appropriate prompts, including the full text of the message. When the message is sent, LASD personnel rebroadcast it over VHF frequencies.

National Weather Service (NWS)

The following numbers are your link to the NWS, including severe weather emergencies. Please use the numbers for their intended purpose and keep the restricted numbers confidential.

National Weather Service

520 North Elevar St.

Oxnard, CA 93030

<http://www.nwsla.noaa.gov/>

All telephone numbers are 805/988-

<u>Number</u>	<u>Line</u>	<u>Use</u>
6618/6619	Weather Warnings	24 hour/restricted
6613	Fax	24 hour/restricted
6610	Public number	Business hours/unrestricted
6611	Recorded weather	24 hours/unrestricted

6615	Administration	Business hours/restricted
6623	Administration: Warning Coordination	Business hours/information only

The National Weather Service transmits continuous weather information on 162.400, 162.425, 162.450, 162.475, 162.500, 162.525, and 162.550 MHz frequencies and on the Internet at www.nwsla.noaa.gov. The frequency for the Los Angeles area is 162.55 MHz in the VHF radio band.

The City should report any unusual (funnel cloud, etc.) or other potentially hazardous weather situation to the NWS as quickly as possible.

National Warning System (NAWAS)

NAWAS is a dedicated wire-line system that provides two-way voice communications between federal warning center, state warning points, and local warning points. If the situation ever presents itself, NAWAS is a nationwide system developed to send warning of impending attack throughout the nation. The system may be activated from two federal facilities that are staffed 24 hours daily: the National Warning Center (North American Air Defense Command, Colorado Springs) and the Alternate National Warning Center (Olney, Maryland).

During major peacetime emergencies, state agencies may use portions of NAWAS augmented by state and local systems. Each state has a warning point that controls the NAWAS connection within the state. See State Level CALWAS for more information.

Tests

NAWAS is tested three times daily at unscheduled times. The state warning point, CalOES, acknowledges the test for California. If CalOES does not respond, the alternate, CHP, will acknowledge the test. Immediately following the national test, the state NAWAS test is conducted.

California Warning System (CALWAS)

CALWAS is the state portion of NAWAS that extends to communications and dispatch centers throughout the state. The California Office of Emergency Services headquarters ties into the federal system through the Warning Center in Sacramento. Circuits then extend to county warning points. The California Highway Patrol headquarters in Sacramento is the state's alternate warning point. Both state and federal circuits are monitored 24 hours a day at the Warning Center, the alternate point and each of the local warning points. Counties not on this system will receive warning through other means (normally over the California Law Enforcement Telecommunications System [CLETS]),

Immediately following the NAWAS test through the Warning Center, the state conducts the CALWAS test. On alternate Wednesdays, the alternate state warning point, CHP, conducts a test at 10:00 a.m. local time.

Backup systems for CALWAS includes:

- CESFRS: California Emergency Services Fire Radio System
- CESRS: California Emergency Services Radio System

- CLEMARS: California Law Enforcement Mutual Aid Radio System
- CLERS: California Law Enforcement Radio System
- CLETS: California Law Enforcement Telecommunications System

California Emergency Services Fire Radio System (CESFRS)

White #1 is located in Dispatch and in the Mobile Command Center vehicle. White #1, White #2, and White #3 are in every Fire Apparatus. CESFRS is the statewide communications network, available to all fire agencies. The three available channels have been designated Fire White #1, #2, and #3. White #1 is authorized for base station and mobile operations. White #2 and White #3 are for mobile and portable use only. All three white channels are designated by the Federal Communications Commission as Intersystem channels and are intended solely for inter-agency fire operations, i.e. for mutual aid. White #2 and White #3 are intended for on-scene use only. Several Fire handhelds contain White #1, #2, and #3 frequencies. All White frequencies are in the VHF radio band and will not work on the Police or Fire UHF radios.

California Emergency Services Radio System (CESRS)

CESRS serves as an emergency communications system for CalOES and county emergency services organizations. The system assists in the dissemination of warning information and to support disaster and emergency operations. The system may be used on a day-to-day basis for administrative emergency services business. Statewide communications are provided through a number of microwave interconnected mountain top relays. It operates under appropriate FCC rules and regulations and is operated by the California Office of Emergency Services.

California Law Enforcement Mutual Aid Radio System (CLEMARS)

All Police Department supervisor car radios are programmed with CLEMARS. The Sheriff's Department participates in CLEMARS and is licensed for mobile and base station communications. CLEMARS is found on many of the mobile and portable radios owned by the Department. The Regional Law Enforcement Coordinator is responsible for coordination of use of the system within the Mutual Aid Region.

CLEMARS was established to provide common police radio frequencies for use statewide by state and local law enforcement agencies during periods of man-made or natural disasters or other emergencies where inter-agency coordination is required. It operates under appropriate FCC rules and regulations and is administered by the State of California through the Office of Emergency Services.

Participation in CLEMARS is open to all California Law Enforcement agencies, which are eligible to operate on radio frequencies authorized by the FCC for the Police Radio Service. It usually operates in "simplex" or "direct" modes, without the use of a radio repeater.

California Law Enforcement Telecommunications System (CLETS)

The CLETS terminal in the City of West Hollywood is housed in the West Hollywood Sheriff's Station. CLETS is a high-speed message switching system, which became operational in 1970. CLETS provides law enforcement and criminal justice agencies access to various data

bases and the ability to transmit and receive point-to-point administrative messages to other agencies within California or via the National Law Enforcement Telecommunications System (NLETS) to other states and Canada. Broadcast messages can be transmitted intrastate to participating agencies in the Group Bulletin Network and to regions nationwide via NLETS.

Emergency Digital Information System (EDIS)

The EDIS provides local, state, and federal agencies with a direct computer link to the news media other agencies during emergencies. EDIS supplements existing emergency public information systems such as the Emergency Alert System. By combining existing data Input Networks with a digital radio Distribution System, EDIS gives authorized agencies a direct data link to the news media and other agencies.

The main purpose of EDIS is to distribute official information about emergencies and disasters to the public and news media outlets in California. EDIS emergency notifications are available online at <http://www.caloes.ca.gov/home> and <http://edis.oes.ca.gov>. However, a system that is not used day-to-day will not be used with confidence during an emergency. Therefore, certain non-emergency uses of EDIS are permitted so long as they do not interfere with more urgent transmissions.

EDIS may be used to transmit information in the following categories, listed in priority order:

- FLASH: Alerts and warning of immediate life-safety value to members of the public.
- NEWS: Information of immediate benefit to the public. Releases in this category may include reports of unusual natural, social, or technological events; notices of government activities requiring specific action by members of the public; road and traffic information and instructions for those affected by an emergency.
- INFO: Advisory messages for coordination between government and the news media. Topics might include: times and locations of news briefings, schedules for media tours of emergency scenes, "pool coverage" arrangements, and airspace restrictions.
- TEST: Transmissions to verify operation of equipment and for training of originating personnel.

Senders of EDIS messages should bear in mind that almost anyone can obtain equipment to receive EDIS messages. Confidential or sensitive information should never be transmitted over EDIS. (Reference: Emergency Digital Information System Plan [EDIS], July 1991, written by the OES Telecommunications Division.)

Caltech/U.S. Geological Survey Broadcast of Earthquakes (CUBE)

CUBE pagers are available on a subscription format. Earthquake data is collected at Caltech Seismological Laboratory and is reduced to provide earthquake time, location, intensity and magnitude. This information is then transmitted to the commercial paging system. Earthquake information can also be obtained at www.trinet.org or www.cish.org.

Community Notification

The following are specific means to notify only the community of West Hollywood of an emergency.

Cable Television Override System

The City has an agreement with Time Warner Cable Company to provide the public with alerting and notification of various disaster situations. The system can break into all TVs that are a part of the cable system. The City's cable channel will provide directions to the citizens via scrolled information. This includes a "leader" that will scroll across any TV station that is turned on directing viewers to tune to their local cable channel for more information. This system is tested on a regular basis. The process includes interrupting all analog channels on Time Warner's cable television system in West Hollywood.

Cable has the responsibility of managing this system.

City Owned Cable TV Channels

The City's Cable Channels will provide directions to the citizens via graphic information. Time Warner's cable system can override the City's programming and provide directions to the citizens via scrolled information.

City TV has the responsibility of the coordination of local cable television operations during a disaster. During normal business hours City TV can be contacted to record a message.

Other Types of Issuances

The following are other methods to disseminate Alert and Warning to the City:

- mobile emergency vehicle sirens and loudspeakers
- helicopters using PA systems
- door-to-door notification
- volunteer groups
- neighborhood watch block captains, CERT members, DCS members
- city employees
- Emergency Notification System
- Alert LA County
- Website (www.weho.org)
- E-mail
- Twitter
- Facebook

West Hollywood Communications and Community Engagement Strategic Plan

CRISIS COMMUNICATIONS

KEEP CALM & CARRY ON.



BE PREPARED: OUR CRISIS COMMUNICATIONS PLAN

This Plan outlines the roles, responsibilities, and protocols that will guide the City in promptly sharing information with all of the City's audiences during an emergency or crisis.

The public will turn to the City and the media for information, instructions, and reassurance during a crisis, emergency, or controversy. By disseminating critical information in a timely manner, we can help safeguard public safety and uphold public confidence in response efforts. If the media or public perceive that the City does not respond appropriately, additional crisis situations could develop.

The Public Safety Department is the City's lead in all crises that involve a response from law enforcement, fire, or emergency medical personnel.

Our first responsibility in a crisis is to define and cultivate a range of messages to inform the public and media. It is vitally important that all messaging be developed as part of a coordinated response, and proper dissemination is crucial to effectively deliver information and provide adequate resources.

The City is responsible to provide timely information. It is unreasonable and irresponsible, however, to expect the City to respond in kind with media. In an unfolding crisis, initial reports often are inaccurate and include speculation rather than verifiable information. We must be strictly disciplined in crisis messaging and avoid, at all costs, the release of information that has not been thoroughly vetted by all parties managing the incident. It is more important to be factual than to be first.

The City must take into account a broad array of internal and external stakeholders, both within and outside of the City. It must also communicate the scope and scale of a crisis with clarity.

SCOPE AND STAKEHOLDERS

Objective

This Crisis Communications Plan will help us to ease public concern during a crisis, distribute accurate information about the magnitude of the situation, and disseminate instructions to keep the public safe. Adherence to the plan will position the City as a credible source of information—even if that information is slow to be provided. The City will define its role in the crisis for the media and the general public, provide regular updates, deliver new information when it is available, and coordinate public response with other appropriate agencies or communities as necessary.

Definitions

CRISIS: An event that prompts significant, often sustained, news coverage and public scrutiny and has the potential to damage the City's reputation, image, or financial stability. A crisis could be triggered by an emergency or a controversy.

EMERGENCY: A natural (earthquake, flood, fire) or man-made disaster or technological hazard (infrastructure fail, hazardous materials), an act of terrorism or homeland security event, a public health

emergency (epidemic outbreaks such as influenza, meningitis), crime spree or other event that presents a clear, imminent threat and typically involves a response from law enforcement, fire and/or emergency medical personnel.

CONTROVERSY: Events of broad-based, community-wide concern, such as political malfeasance or employee misconduct.

Action Plan

- Establish and convene a Crisis Communications Team.
- List all the potential emergencies and crises that could occur and possible responses, consider best-case/worst-case scenarios, etc.
- Designate a single spokesperson, typically the Communications Division Manager or Public Information Officer, depending on the situation.
- Establish that the designated spokesperson will be the primary contact for the duration of the emergency.
- Determine what other agencies may need to be involved and decide which shall be the lead agency during the crisis.



- Define the roles of all other agencies in any multi-agency, coordinated communications response.
- Identify and train spokespersons within the organization.
- Maintain robust media monitoring systems.
- Maintain efficient emergency notification systems.
- Develop "holding statements" for a variety of scenarios.
- Draft "key messages" for a variety of scenarios.

CRISIS COMMUNICATIONS TEAM

A small group from the City's Executive Team should be identified to serve as the City's Crisis Communications Team. This team will identify appropriate actions to be taken following any emergency or crisis and will serve as the City Manager's chief advisors. Ideally, the City Manager will lead the team. If the City Manager is unavailable, an alternate will be designated. The team should include, but not be limited to:

- Assistant City Manager
- City Attorney
- Public Safety Director
- Legal Services and Legislative Affairs Manager
- Communications Division Manager
- Public Information Officer

Since any situation that rises to crisis level will affect the entire organization, the Crisis Communications Team also should include directors of the City's departments as well as key staff with specific understanding of the issues involved. Other team members may be individuals involved in the crisis response, such as the Sheriff's Captain, Fire Chief, officials from the Los Angeles County Department of Health and other agencies, as appropriate.

Identify and Train Spokespersons

Only the authorized spokesperson or spokespersons should speak for the City during a crisis. Members of the City's Crisis Communications Team should be pre-screened and trained to be the lead and/or backup spokespersons for different channels of communications. Training is critical; spokespersons must be fully prepared and adequately equipped to reply to media in a manner that communicates clearly to all stakeholders, minimizes escalation and reduces public anxiety.

NOTIFICATION AND MONITORING SYSTEMS

Robust and well-established notification systems, using multiple modalities, are essential for the City to notify stakeholders in a crisis scenario. The Public Safety Department is the City's lead in all crises that involve emergency notifications.

The City can reach internal and external stakeholders using several modes. For large-scale regional disasters, Los Angeles County has an emergency notification system that it can deploy to reach millions instantly via telephone and mobile devices. For smaller, local emergencies specific to the City of West Hollywood, our Public Safety Department has access to the Los Angeles County Specific Needs Disaster Registry program via the West Hollywood Sheriff's station. In addition, the City has access to the County's auto-dial alert system, which can be targeted exclusively to West Hollywood.

Social media and digital media, such as the City's website, reach across multiple platforms and may be the fastest way to reach some of our stakeholders. Setting up social media accounts to deploy in a crisis scenario and developing a broad range of followers/friends/contacts, however,

cannot be achieved after a crisis breaks. News of a crisis spreads rapidly on social media and can gain momentum and spiral out of the City's control while crisis-specific accounts gain followers. Therefore, existing social media accounts will be used for emergency notifications during an emerging crisis.

Information gathering is a critical element of crisis prevention and crisis response. Monitoring of mentions and content about the City on social media and in traditional media allows the City to catch any negative content that may become a "trend." Content that is trending on the negative can turn into a broader crisis if it is not addressed. Similarly, monitoring feedback during a crisis allows the City greater flexibility to adapt crisis strategies and tactics.

The City employs multiple traditional news media and social media monitoring systems with the ability to report results in a number of formats. The current monitoring systems are comprehensive, but the City should be on the lookout for new systems in the marketplace to increase efficiency and enable greater data capture and analytics.

HOLDING STATEMENTS

Although complete message development must wait for a crisis to occur, "holding statements"—messages intended for immediate use as soon as a crisis breaks—should be drafted well in advance. The Crisis Communications Team should regularly brainstorm potential emergency and crisis scenarios and develop holding statements for each.

An example of holding statements by the City hit by a natural disaster, before the organization has any hard factual information, might be:

"The City of West Hollywood is aware of the current _____ situation. First responders from the West Hollywood Sheriff's Station and Los Angeles County Fire Department and _____ are responding to critical life and safety issues."

"The City of West Hollywood has declared a local emergency and has activated its Emergency Operations Center (EOC). Information is consistently being gathered to disseminate to the media and to the public to aid West Hollywood residents and businesses during this evolving situation."

"Please check the City's website regularly for updates and follow the official City Twitter @wehocity and official City Facebook Page at City of West Hollywood Government for up-to-the-minute information and resources."

An example of holding statements by the City in response to a tragic accident or law enforcement incident, before the organization has any hard factual information, might be:

"The City of West Hollywood is deeply saddened by this tragic _____ and extends its sympathies to friends and family of _____."

"This investigation is active and ongoing, and we expect it may continue for a number of months. As such, the City of West Hollywood will refrain from providing additional comments at this time."



Crisis-Specific Messages

With holding statements in hand, the Crisis Communications Team must develop crisis-specific messages. We already know, categorically, what type of information our community will be looking for. The team should develop information and resources that stakeholders should know about the crisis. Key messages must be simple; no more than three core messages should be distributed to stakeholders. Audience-specific messages for groups of stakeholders such as seniors and Russian-speaking community members should also be developed.

POST-CRISIS ANALYSIS

After any crisis, a post-event analysis is critical to assess the efficacy of the response and the best method to prepare for the next crisis situation. The Crisis Communications Team should gather at the earliest opportunity to fully evaluate what went well and what did not. The group should make recommendations for future crisis response based on lessons learned in the field.

EMERGENCY OPERATIONS CENTER (EOC) AND ACTIVATION

While the City's Emergency Operations Center (EOC) is activated, the Communications Division Manager and Public Information Officer are the primary liaisons to the news media. They will provide news releases and other information as approved by the Executive Policy Group, and all media inquiries will be referred to them.

The City's responsibilities when the EOC is activated are emergency notification, instructions and advisories. During the initial emergency phase, the Public Information Officer will assist in warning the public against dangers and provide emergency guidelines including steps to take to avoid injury and protect property. These types of notifications should be made as quickly as possible to allow for rapid response and adoption.

The Communications Division will release emergency information locally and provide status information to Public Information Officers at higher levels of government. This information should be coordinated with all agencies involved in the incident.

The rapid dissemination of information is critical in active EOC operation. The information should advise the general public of any probable dangers and the nature of the threat, the locations involved, possible evacuations and traffic mitigations.

The primary responsibilities of the Communications Division during EOC activation are:

- Media contact and coordination
- Public information, statements, and news releases
- Coordination of media releases with all other agencies involved in the emergency response
- Monitoring of media outlets (including broadcast outlets, print media, websites, etc.) to make certain that disseminated information is correct and to determine where additional information may be needed
- Correction of factual inaccuracies and misinformation
- Coordination with EOC management

- Posting of approved information via the City's website and social media accounts
- Creation or implementation of any special data structures to enhance the ease in which the public, media, and emergency communicators can find relevant information
- Direction of media representatives to a Crisis Communication Team member for comment on a specific area of expertise or information
- Logging of all public and media inquiries as a part of the official incident record
- Accompanying news media representatives at any time they are in the EOC or any incident area or facility (Large scale or high profile incidents within the City of West Hollywood may attract media personnel directly to the scene, if media control becomes a serious field concern, the media team will also include Sheriff's escort.)
- Advising of EOC team members when there are representatives of the news media present in the EOC or any incident area or facility

THE FOLLOWING INFORMATION SHOULD BE RELEASED TO THE PUBLIC WHEN PROVIDING EMERGENCY INFORMATION:

Lifesaving/Health Preservation Instructions:

- What to do (and why)
- What not to do (and why)
- Information (for parents) on status and actions of schools (if in session)
- Hazardous/contaminated/congested areas to avoid
- Curfews
- Road, bridge, freeway overpass, dam conditions, and alternate routes to take
- First aid information
- Emergency telephone number (otherwise request people not to use telephone)
- Stress to out-of-area media that people should NOT telephone into the area
- Lines must be kept open for emergency calls
- Instructions/precautions about utility use, sanitation, how to turn off utilities
- Essential services available: hospitals, grocery stores, banks, pharmacies, etc.
- Food, safe water
- Weather hazards/health risks (if appropriate)
- Evacuation:
 - Routes
 - Instructions (including what to do if vehicle breaks down)
 - Arrangements for persons without transportation
 - Status of hospitals
 - Location of mass care/medical care facilities
 - Coroner facilities

Emergency Status Information

Before release, clear all information with the Director of Emergency Operations.

- Verify all information before release
- Provide all hotline numbers
- Description of the emergency situation, including:
 - Number of deaths and injuries
 - Property damage to city and businesses and dollar value
 - Persons displaced
 - Magnitude of earthquake, number of fires, etc.
 - Description of government and private response efforts (mass care, medical, search and rescue, emergency repair, debris clearance, fire/flood fighting, etc.)
 - Status of Local Proclamation, Governor's Proclamation, and Presidential Declaration
 - Where people should report/call to volunteer

Other Useful Information

Usually this type of information will be released in the Recovery Period because of lack of time and other priorities during other phases.

- State/Federal assistance available
- Disaster Application Center opening dates/times
- Historical events of this nature
- Charts/photographs/statistics from past events
- Human interest stories

- Acts of heroism
- Historical value of property damaged/destroyed
- Prominence of those killed/injured

Staff and EOC team members may have incidental contact with the media when the Public Information Officer or other approving authority is unavailable and/or when the PIO recommends contact for their particular expertise. When this occurs, staff will use the following guidelines and limitations:

- Return media calls ASAP; responding to media inquiries by EOC team members is authorized when timely reply is necessary.
- Observe sensitive information handling policies at all times.
- Do not speculate or assume, and do not comment on what the City "thinks."
- Restrict comments to known facts (first-hand knowledge associated with the City team assignment and expertise).
- Refer to officially prepared statements or releases, if any.
- Decline any discussion of policy matters; refer to EOC command.
- Make no "off-the-record" comments whatsoever.
- Respectfully decline comment on any requests beyond the City knowledge or expertise.
- Keep a detailed log of all contact with the media.
- Advise the Public Information Officer or Director of Emergency Operations as soon as practical.

The public will turn to the City and the media for information, instructions, and reassurance during a crisis, emergency, or controversy. By disseminating critical information in a timely manner, we can help safeguard public safety and uphold public confidence in response efforts.



WEHO.ORG/COMMUNICATIONS

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NATIONAL WEATHER SERVICE ISSUANCES

TYPES OF ISSUANCES

OUTLOOK-For events possible to develop in the extended period (extended definition depends on the type of event)

ADVISORY-For events that are occurring or are forecast to develop in the short term (generally within the next 6 hours)

WATCH-For the **possibility** of an event happening within the short term (generally refers to the next 6 to 12 hours)

WARNING-The most serious issuance! For life-threatening events occurring or forecast to develop within the short term (generally within the next 6 hours)

STATEMENTS (OR UPDATES)-Issued as updates to the above products

SPECIFIC TYPES OF ISSUANCES

Flash Flooding:

Flash Flood Warning: Flash Flooding is occurring or imminent.

Urban and Small Stream Flood Advisory: Flooding is occurring or imminent, but is not life threatening. (Nuisance flooding) This may be upgraded to a Flash Flood Warning if conditions worsen.

Flash Flood Watch: There is a good possibility of Flash Flooding, but it is neither occurring nor imminent (generally means the possibility exists within the next 24 hours).

Flash Flood Statement: Updates any of the above three issuances.

Tornado and Severe Thunderstorm Warnings: Issued on the observation of a tornado, funnel cloud, or severe thunderstorm (a thunderstorm is defined as severe when it is accompanied by 58 mph winds or 3/4" hail), or the indication of any of the above based on radar data.

Tornado and Severe Thunderstorm Watches: Issued (by the National Severe Storms Forecast Center in Kansas City, MO) when there is a likelihood of development of either tornadoes or severe thunderstorms.

OTHER TYPES OF ISSUANCES

Dense Fog Advisory: Issued when dense fog (visibility below 2 mile) is expected to last for three hours or longer)

Dense Fog Warning: Issued when widespread zero or near-zero visibilities are forecast to last three hours or longer.

Refer to the Appendix section for contact numbers for the National Weather Service.

CASUALTY COLLECTION POINT (CCP) FIELD TREATMENT SITE

Under the direction of the County of Los Angeles – Department of Health Services, details regarding *Field Treatment Sites* have been removed from this EOP.

PRE-DESIGNATED FIELD TREATMENT SITES

Under the direction of the County of Los Angeles – Department of Health Services, details regarding *Field Treatment Sites* have been removed from this EOP.

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PROCEDURES TO BE FOLLOWED FOR HANDLING THE DEAD

Overview: The Department of Coroner is responsible for the collection, identification, and disposition of decedents during conditions of disaster or extreme peril. Responsibilities include the following:

1. Identify human remains and provide adequate and decent storage.
2. Determine the cause and manner of death.
3. Inventory and protect personal effects found on the decedent.
4. Locate and notify the next-of-kin.
5. Release of remains.
6. Files and records death certificates.

Additional responsibilities include:

1. Coordinate with all agencies, both public and private, for the collection, identification, notification and disposition of human remains and their personal property.
2. Recruit additional qualified personnel to perform those various duties.
3. Establish collection points and body staging areas for processing the dead.

Assumptions: It is likely that fatalities will occur during a major disaster. Communications and transportation may be disrupted. The Department of Coroner may not be able to provide assistance for 72 hours or longer. Therefore, the City must take action to ensure the safe handling and storage of decedents until the Coroner or Coroner-designated personnel can respond.

In the event of a major disaster within Los Angeles County, it may be several days before the dead can be collected and processed by the Department of the Chief Medical Examiner-Coroner.

Therefore, the following guidelines have been prepared to aid the City in handling the dead until the Coroner can relieve the City of that responsibility.

Handling the Dead

When it becomes necessary to remove the dead from disaster sites because rescue work is in progress or the health and safety of the community is threatened, specific procedures **must** be followed:

Procedures:

- I. Handling of decedents who have been located.
 1. Determine if the decedent(s) can be safely moved.
 - a. Structural damage and debris may prevent the safe removal of one or more decedents. If this is the case, clearly mark area for later removal of decedent

- by the Coroner Team and support personnel. Use an indelible marker or spray paint. Write letters DOA and arrow pointing to the location of the decedent.
- b. If decedent or body parts can be removed, refer to body-wrapping procedures before removing to fatality collection area.
2. Set aside an area that can be used as a collection point for fatalities. This can be termed the building mortuary. Cement parking structures, covered areas, nearby parks, etc. are ideal for this purpose. Special care should be taken not to place bodies where following supplies are recommended to be kept on hand for the number of possible fatalities: body bags, heavy duty gloves, rubber gloves, plastic aprons, face masks, household Clorox, indelible markers.
 3. When handling decedents, follow precautions for infection control. Wear rubber or heavy duty leather gloves, facemask, and protective clothing. Always wash hands with antiseptic solution after handling decedents.
 - a. If a body can be moved, perform the following:
 - (1) **Do not** remove any personal effects from the body at any time. Personal effects must remain with the body **at all times**.
 - (2) Secure body in plastic or vinyl body bag. If a body bag is not available, wrap and secure body with plastic sheet approximately .25mm in thickness. Place body in center of sheet cut 4 ft. X 10 ft. or use two heavy duty lawn debris trash bags. Secure in such a manner that fluids are contained using tie wrap or 3 ply cotton rope. Do not damage body when securing. For example, do not secure rope around the face. This may disfigure the body and hinder identification efforts.
 - (3) Complete Body Identification Sheet (See Attached).
 - a. Attach a tag or label to the body with the following information (see attached sample):
 - b. Record identity, if known, e.g. through personal recognition, and important details on the discovery of the body (i.e. address, location, position).
 - c. Date and time found.
 - d. Exact location where found, including floor/room number, etc.
 - e. Name/address of decedent, if known.
 - f. If identified, how, when and by whom.
 - g. Name/phone number of person filling out tag.
 - e. If body is contaminated, so state with type of contamination.
 - f. Other casualties (living and dead) found nearby.
 - (4) Place each body in a separate disaster pouch or in plastic sheeting and tie securely to prevent unwrapping. Securely attach a second tag with the same information stated in Item No. 2 to the outside of the sheeting or pouch.
 - (5) If personal effects are found and thought to belong to a body, place them in a separate container and labeled as in Item No. 2. **Do not** assume any

loose effects belong to a body and do not attach loose effects to the body but store separately.

- (6) Move the properly tagged body with its personal effects to a convenient location, i.e., garage or other cool building, preferably one with refrigeration. In case of extreme heat or direct sunlight, move the body **as soon as possible**.
- (7) Move bagged body to fatality collection area. Establish security to prevent looting of bodies. Keep log sheet for number of bodies stored and a grid showing the location of each body.

II. The putrefaction process is strongly temperature-dependent and also dependent on exposure.

- A. Temperature (the season of the year) makes a big difference in the speed of putrefaction of exposed human bodies in Los Angeles County. The following approximations are dependent on the temperatures prevailing at the time:

	Summer	Winter
Facially identifiable	day 1	day 5
Bloating	day 2	day 2 - 6
Putrefaction/external maggots	day 3	day 3 - 10
Collapse of face and abdomen/internal maggots	day 4 - 8	week 2 - 3
Skeletonizing	week 2	week 3+
Dismemberment	week 3+	week 6+

FOR MORE INFORMATION, CONTACT THE LOS ANGELES COUNTY DEPARTMENT OF CORONER/DISASTER AND COMMUNITY SERVICES PROGRAM AT (213) 343-0634.

BODY IDENTIFICATION SHEET

A. Name: _____

Method of Identification: Visual Recognition _____
ID found on Body _____

DOE (Unidentified):

WHERE: Found at (room number, floor, street, nearest intersection, etc.):

TIME: Found at _____ AM/PM.

There were no signs of life (e.g., obvious signs of decomposition, no movement, no heartbeat, does not react to pain). The decedent was declared dead by the person signing this document.

B. The following valuables and personal effects were found with the body and listed as follows:

Clothing _____ Wristwatch _____ Jewelry _____
Other _____

These items have been wrapped with the body.

I (print name) _____ hereby attest to the information cited above.

(Signature of party completing document) Date _____

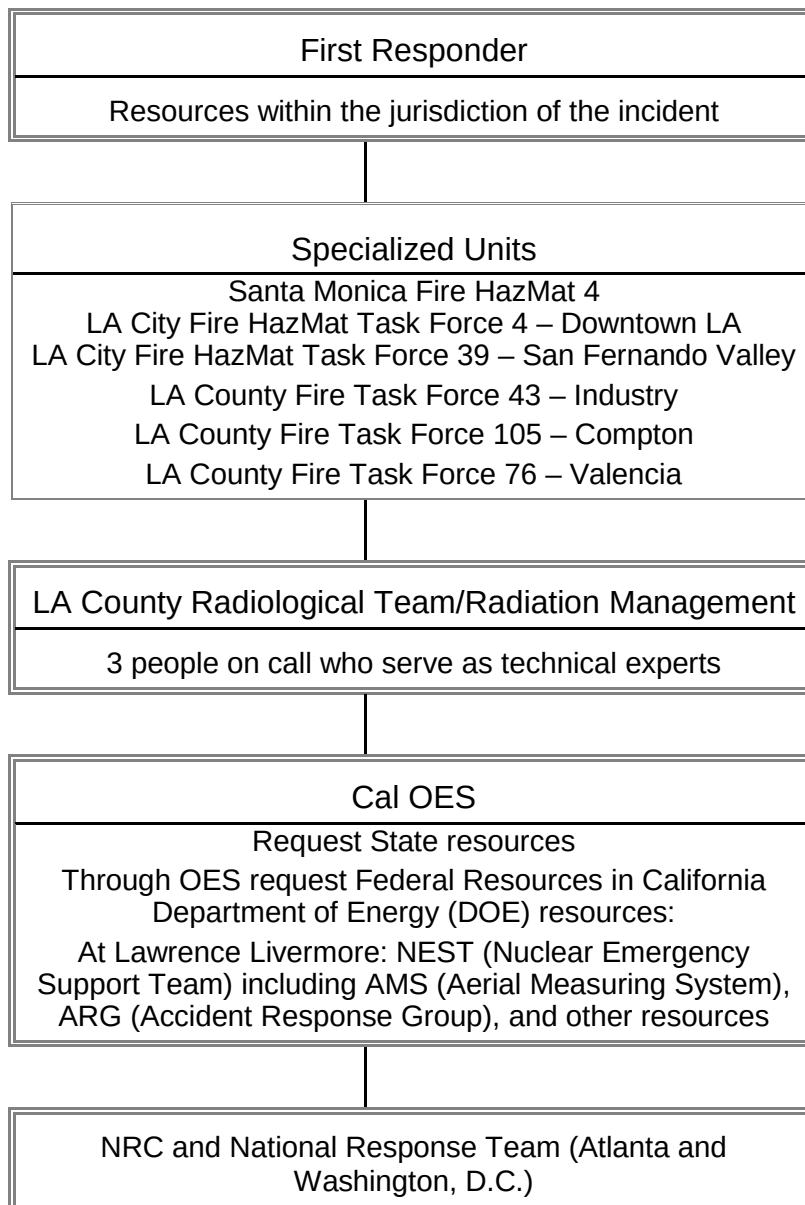
Driver's Lic.: _____ or SSN _____ or

Cal ID

Address: _____

RADIOLOGICAL PROTECTION PROCEDURES FOR CITIES IN THE LOS ANGELES COUNTY OPERATIONAL AREA

RADIOLOGICAL INCIDENTS: TIERED RESPONSE



PROCEDURES

Refer to Los Angeles County Fire Department Emergency Operations Manual.

Refer to Fire Department SOPs for Hazardous Materials/Radiological Incidents.

CIVIL PREPAREDNESS GUIDE (CPG) RADIOLOGICAL PROTECTION REQUIREMENTS

In conjunction with the Logistics Section, obtain and maintain radiation and hazardous materials detection devices.

- Los Angeles County Fire Department apparatus carry radiological equipment that will detect beta and gamma radiation.
- Los Angeles County Fire Department HazMat Squads carry radiological equipment that can detect alpha, beta and gamma radiation.
- Los Angeles County Fire Department does maintain RADEF equipment.
(All Fire Department front line apparatus carry dosimeters. District Engines, the Truck and the Command Vehicle carry monitors capable of detecting alpha, beta and gamma radiation as well as radiological contamination.)
- Fire HazMat would be contacted to augment radiation protection capabilities.

Maintain radiation exposure records for response personnel and require dosimeter readings at appropriate frequencies, if necessary, during emergency operations.

- Safety Officer at incident site
- Long-term maintenance (career exposure)
 - Individual personnel records. Radiation exposure records for Fire personnel will be maintained by the Los Angeles County Fire Department
 - Health care providers

Follow Fire Department procedures for radiological decontamination of response personnel, equipment, supplies, instruments and facilities.

See: Los Angeles County Fire Department Emergency Operations Manual
Hazardous Materials Incidents: Vol. 10, chapter 6, subject 1, pages 12-13
Radiological Monitoring: volume 5, chapter 7, subject 1, pages 78-80

Identify medical facilities with the capability to decontaminate radiological or chemically contaminated casualties.

The Hospital Council of Southern California's Radiation Accident Guidelines dated January 1978 (currently under revision) states: *"If victims are required to be transported to hospitals, this activity will be coordinated by Los Angeles County: The Medical Alert Center (MAC)"*

In conjunction with the Health Branch, develop procedures for determining the levels of radiation exposure of affected individuals and providing treatment and care.

- Utilize the radiological equipment at scene to determine levels of radiation exposure.
- Apply regular department procedures for treatment.

Appoint personnel to perform radiological monitoring, reporting and decontamination duties during emergencies.

- Appointment of personnel is specific to the incident tiered response.

- Los Angeles County Fire Fighters have received minimum training competencies in radiological response.
- Los Angeles County fire fighters have radiological training

In conjunction with the Planning/Intelligence Section, prepare radiological reports for submission to the state or federal governments, as appropriate.

Utilizing federal guidance with input from the state and local health agencies, arrange for crisis training of emergency services staff and shelter teams for radiological monitoring reporting and decontamination duties.

- Station in-service drills are held on radiological monitoring to update field personnel.

In conjunction with the Logistics Section, the FD Training Officer will identify instructors for crisis training in radiological monitoring, reporting and decontamination for field and EOC operations.

In conjunction with the Logistics Section, maintain an inventory list of the source and quantity of available RADEF instruments.

- All LA County Health HazMat units carry appropriate equipment to detect high and low levels of radiation.
- Los Angeles County Fire Department apparatus carry radiation detection equipment. All apparatus carry dosimetry equipment capable of measuring gamma radiation.

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DISASTER ROUTES

WHAT IS THE DISASTER ROUTE PRIORITY PLAN?

The Disaster Route Priority Plan is a Countywide multijurisdictional plan to quickly assess the condition of the highway system, identify emergency access into heavily damaged areas, critical facilities, and prioritize the clearing, repair, and restoration of key regional highway routes following a major disaster, such as a large earthquake. The Disaster Routes would also serve as alternate interim transportation routes to the freeway system should portions of the freeway system be destroyed or damaged.

The Plan was developed by public works directors and city engineers from throughout the County of Los Angeles and its neighboring counties following the 1971 Sylmar earthquake. It has been approved by the County of Los Angeles Board of Supervisors, most of the cities in the County and the Los Angeles Emergency Preparedness Commission.

WHY DO WE NEED IT?

The Disaster Route Plan is critically needed by first-line emergency responders such as fire, search and rescue, and emergency medical personnel in the early period immediately following the disaster to gain access to the impacted areas to save lives and protect property. It is also critically needed to provide access to these areas as the recovery and restoration efforts begin, so that the needed resources can be brought in as quickly as possible.

WHAT DOES THE PLAN CONSIST OF?

The Disasters Route Priority Plan consists of a network of key major highways providing access to all areas of the County. A critical element of the Plan is that it calls upon the public work's/city engineer departments of the County and all the cities to work together in a **coordinated** effort to assess the condition of the selected Disaster Routes and clear and reopen them on a priority basis.

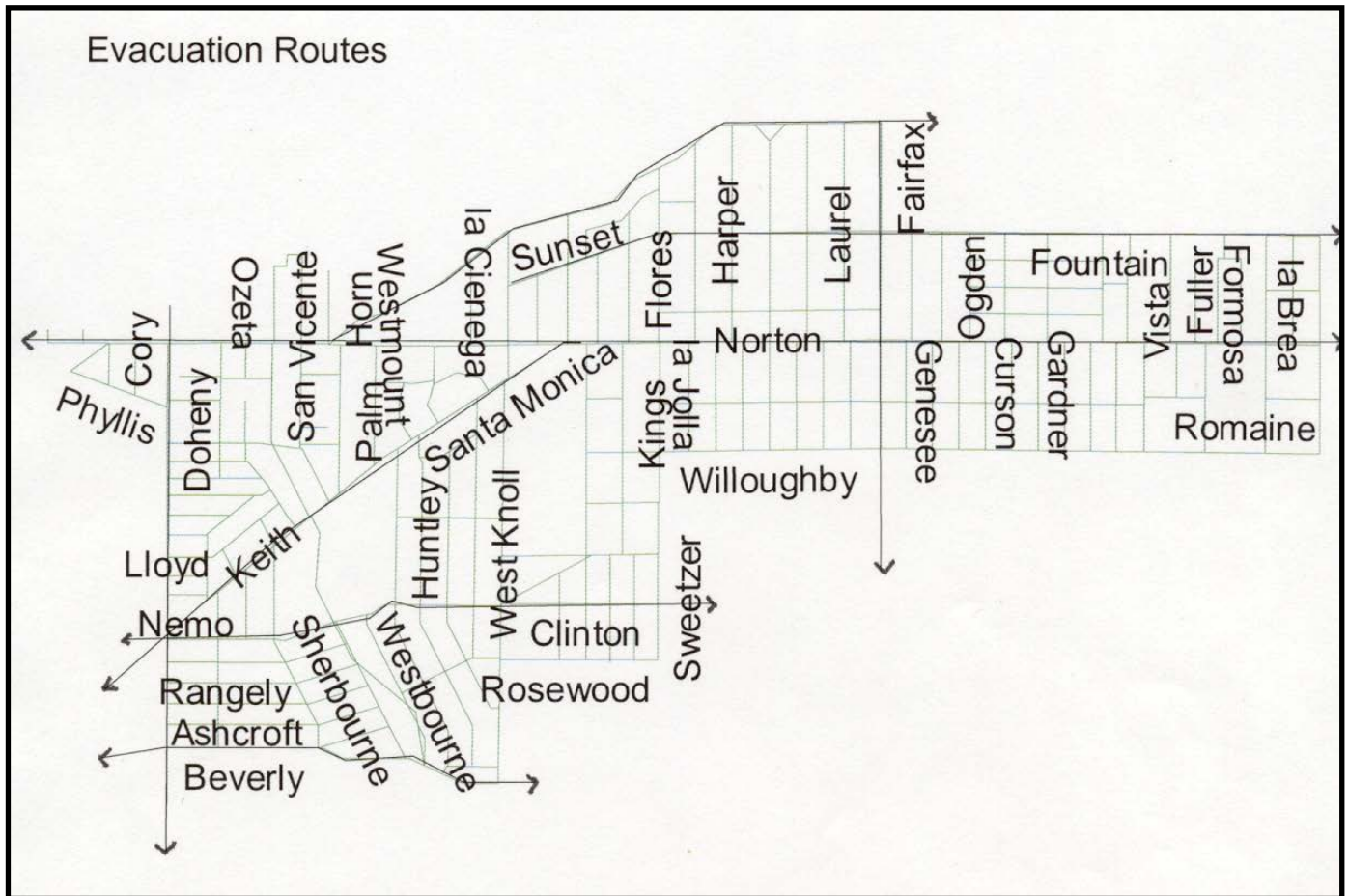
WHAT ARE THE COUNTY'S AND CITIES' ROLES IN CARRYING OUT THE PLAN?

The State of California by-law requires that the Counties and cities throughout the State respond to disasters under the adopted Standardized Emergency Management Systems (SEMS) Operational Area concept in order to be eligible for State disaster reimbursement of personnel costs. Under this concept, the County is to act as the coordinator of emergency response and point of contact for State emergency assistance. The Disaster Route Priority Plan carries out this concept by designating the Director of the County of Los Angeles Department of Public Works (DPW) to work with the cities in a disaster to quickly determine the condition of the Disaster Routes (and other transportation routes), and to coordinate assistance to those cities who need it in clearing or repairing the Disaster Routes. This assistance would normally be provided under the terms of the Public Works Mutual Aid Agreement.

SPECIFICALLY, HOW WILL THE PLAN WORK IN A DISASTER?

In a major disaster, such as a large earthquake which creates widespread major damage, the County DPW road maintenance force will immediately survey and report the condition of the portions of the Disaster Routes in the unincorporated areas and contract cities. Cities

providing their own street maintenance shall report road closures and damages as an Incident in the County's Operational Area Response and Recovery System (OARRS). If OARRS is not available, damage/closure to disaster routes will be reported to the Sheriff Watch Commander or Sheriff Station EOC (if activated) for the area or reported directly to County DPW's Dispatch center by calling (800) 456-HELP (4357). County DPW personnel will also gather information on the status of the freeway system from Caltrans and the California Highway Patrol. All information will all be reported to and analyzed at the County DPW Department Operations Center (DOC), where it will be disseminated immediately to the County EOC for further dissemination to all emergency response agencies, cities' EOCs, and the public.



EMERGENCY POTABLE WATER PROCUREMENT & DISTRIBUTION

INTRODUCTION

The following procedures are designed to facilitate acquisition and distribution of alternative potable water. They set forth-specific activities that should be considered to evaluate emergency situations and then to procure and distribute potable water to critical locations if needed.

Primary Response Agency Roles and Responsibilities:

Agent:	Function:
City of West Hollywood	Primary responsibility for purchase and distribution of alternate source of potable water for populations within its jurisdiction when possible. Operates Local Emergency Operations Center (LEOC): Coordinates resources and manages operations for distribution of alternative potable water to affected populations.
Los Angeles County (Operational Area) Dept. of Health	Operates Operational Area Emergency Operations Center (OAEOC): Coordinates county resources and assists LEOC(s) in providing potable water to affected population(s).
State Governor's Office of Emergency Services	Coordinates federal, state, and regional resources to assist OAEOC(s) in providing alternative source of potable water to affected populations. Operates Regional Emergency Operations Center (REOC) and State Operations Center (SOC).
Federal Emergency Management Agency (FEMA)	Coordinates federal emergency response resources and provides alternate source of potable water to affected populations, as requested by State.

Note: For the purpose of this document: "alternative potable water" and "emergency potable water" means water that is supplied from an alternative source and/or delivery system. The Governor's Office of Emergency Services will assist local government in pursuing possible Federal reimbursement for costs incurred.

WATER CONCEPT OF OPERATIONS

During the initial hours following an emergency it is especially important to ascertain the scale of the emergency and the areas where the potable water supply and delivery system has been affected.

PROCUREMENT AND DISTRIBUTION PROCESS

Successful implementation of these procedures will require the support of public, private, and volunteer agencies. The following identifies the public, private, and volunteer agencies, which will play a part in the acquisition and distribution of emergency potable water and assigns to them specific roles and responsibilities.

OPERATIONAL AREA

The **Los Angeles County Department of Health** is the primary agents responsible for the purchase and distribution of emergency potable water to populations within its jurisdiction.

CITY OF WEST HOLLYWOOD

Provide alternate source of potable water to affected populations when possible. Deploy Field Response personnel activate Local Emergency Operations Center(s) (LEOC) and Operational Area Emergency Operations Center (OAEOC). Implement duties pursuant to Field Response Agent, LEOC and OAEOC roles and responsibilities.

CALIFORNIA OFFICE OF EMERGENCY SERVICES (Cal OES)

If the Operational Area cannot provide enough alternate source of potable water to affected populations, Cal OES will activate Regional Emergency Operations Center(s) (REOC) and State Operations Center (SOC). Implement duties pursuant to REOC and SOC roles and responsibilities.

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

Provide alternate source of potable water to affected populations, as requested by State. Implement duties pursuant to FEMA roles and responsibilities.

RESPONSIBILITY

The Department of Public Works is the lead agency for establishing and operating emergency potable water distribution sites.

The Department of Transportation/Public Works is responsible for evaluating situation assessments and prioritizing resource allocation. When necessary, the water coordinator will activate a water task group to help establish or assist in the establishment and operation of the alternative potable water procurement and distribution program. The size, makeup and specific assignment of the water task group will be dependent on the magnitude of the problem at hand.

The Water Coordinator and Water Task Group will be staffed by the City of West Hollywood, Department of Transportation/Public Works. The unit will report to the Public Works Branch. Duties of the water coordinator/water task group are as follows:

1. Serve as EOC primary contact for all potable water procurement and distribution matters.
2. Coordinate conference calls with other level EOC water coordinators to assess potable water needs.
3. Obtain consolidated situation information compiled by the Planning/Intelligence Section and other sources. This information would include:
 - cause and extent of water system damage
 - estimated duration of system outage
 - geographical area affected
 - population affected
 - actions taken to restore system
 - resources needed to reactivate system
 - emergency potable water needs (quantity and prioritized areas)
4. Prioritize distribution locations (include needs of critical facilities) and make recommendations to Public Works Branch Director who will discuss with the Operations Section Chief.
5. Identify and secure potable water resources with assistance from the Logistics Section, Procurement Unit.
6. Identify transportation and equipment needs and secure required resources through the Logistics Section, Procurement Unit.
7. Coordinate with DHS, water utilities, and EOC Public Information Officer for appropriate public information announcements and media interface.
8. Document all information related to expenditures, resource commitments, contracts and other costs related to procurement and distribution of potable water and provide such information to the Finance and Administration Section.

EMERGENCY POTABLE WATER SUPPLY CONSIDERATIONS

When there is a need for emergency potable water, everyone should work with the Operational Area and with the State Department of Health Services, Division of Drinking Water and Environmental Management. When there is a "Boil Water" advisory, the public should be advised to bring water to a rapid boil for 1-2 minutes. In the event of any other situation that may require supplying potable water, the Local Emergency Operations Center (LEOC) and Operational Area Emergency Operations Center (OAEOC) will utilize the following options in the order listed below. All City requests should go through the Operational Area EOC.

Bottled Water

Water in one-gallon plastic containers is by far the most convenient and effective way to initially provide emergency water to the public. A list of approved commercial vendors is maintained by the State Department of Health Services, Food and Drug Branch, is available through the REOC Operations Section Water Coordinator. The Regional Emergency

Operations Center (REOC) can arrange transportation, if necessary, with state assets. Water and beverage bottlers sometimes offer free bottled water and delivery.

Bulk Potable Water Deliveries: (If bottled water is not a viable option)

Bulk potable water deliveries are for limited use and should only be employed for immediate crisis situations when the first option is not available. Bulk potable water may also be needed for critical facilities such as hospitals, clinics and other health facilities.

Portions of the existing potable water system, or near by systems, may continue to have potable water in their normal distribution systems. These sources are closest and easiest to access and should be used for bulk water deliveries.

National Guard water buffaloes (500 gallon trailers) are available in limited numbers and should only be used to support evacuation efforts and immediate crisis situations. The small volume necessitates that water tenders keep buffaloes filled.

Water Purification Systems: (If bulk potable water deliveries are not a viable option):

Commercial portable water purification systems are available where connection to an approved water source and some means of storing or distributing water is available. Approved and licensed commercial vendors can provide limited water storage (approximately 1,000 gallons). The State Department of Health Services Drinking Water Program or County Health Department must approve the water source to assure that the treatment is sufficient to deal with the level of contamination, and confirm the integrity of the system. The National Guard has limited purification capability, which should only be requested when all other options are exhausted.

ACTIVITY LOG

1. INCIDENT NAME	2. Operational Period:	
	Date From:	Date To:
	Time From:	Time To:
3. Name:	4. EOC Position:	5. Unit Leader (Name and Position)

7. RESOURCES ASSIGNED:

NAME	EOC POSITION	Contact Number

8. ACTIVITY LOG (CONTINUE ON REVERSE):

Date/Time	Notable Activities

8. Prepared by: Name: _____ Position/Title: _____ Signature: _____

Activity Log, Page 1 Date/Time: _____

[illegible]

CRITICAL FACILITY STATUS LOG

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Debris Management

INTRODUCTION

Disasters often produce substantial volumes of debris, creating hazardous conditions that endanger the public and disrupt the essential daily lifestyle and economy of the community. Disasters will result in large expenditures of labor, equipment, materials and supplies at substantial cost.

Depending on the size, scope and magnitude of the disaster, local cities will be required to conduct debris operations. In cases where the magnitude of the disaster stretches local resources beyond their capability to respond, the Los Angeles County Operational Area (OA) will provide support to impacted public entities. In some cases, the OA may request additional support from the State.

The Los Angeles County Operational Area plan considers the following:

- Debris will be managed at the most local level.
- Municipal governments and other public entities have or will develop existing procedures to use local resources to the maximum extent possible to manage debris.
- The OA coordinator will coordinate with public entities within the OA regarding debris operations, but does not possess authority over those entities.
- The OA has a diverse population that will have unique needs during debris operations.
- The OA has the potential to experience a catastrophic disaster that impacts multiple jurisdictions across the OA.
- In a catastrophic disaster, communication networks might be inoperable, transportation infrastructure might be severely debilitated and resources will be limited.
- During such an event, public entities could require support from the OA to manage debris.
- The OA may use private sector resources to support debris operations following a catastrophic disaster.
- The OA may request additional resources, as necessary, through established channels (SEMS).
- Catastrophic disasters will require prolonged, sustained debris operations and support activities.

CONCEPT OF OPERATIONS

Preparedness

The preparedness phase refers to the period of time when there is no serious threat of a disaster. Disasters can occur at any time, leaving the City of West Hollywood constantly susceptible to debris-generating events. Therefore, the preparedness phase is ongoing and ends when a debris-generating incident occurs. This phase includes activities that take place prior to a disaster and consists of the following major tasks:

Pre-Disaster Debris Planning:

Pre-disaster debris planning enables public entities to effectively direct activities and expedite coordinated debris response operations. Pre-disaster plans provide a common platform to guide debris management decisions and activities. When completed in conjunction with local and OA-level comprehensive and community involvement, pre-disaster planning helps to identify debris management priorities, incorporate hazard mitigation strategies in the wake of a disaster, and articulate post-disaster options. By integrating and coordinating planning initiatives, a community further increases local resilience.

Build Community Capacity and Resilience:

Successful debris preparedness includes practices that minimize the community's risk to hazards and strengthens its ability to withstand and recover from future disasters. Debris preparedness includes a rigorous assessment and understanding of risks and vulnerabilities that might endanger a community or pose additional debris challenges.

Vulnerabilities include traffic congestion, lack of open space for temporary debris management sites, lack of transportation options to haul debris, multiple municipalities using a single resource (municipal solid waste haulers, disposal facilities, and staging areas), state environmental regulations, citizen expectations, and populations with access and functional needs.

The process promotes implementation of a risk management framework to enhance the resilience and protection of critical infrastructure against the effects of future disasters. Resilience incorporates hazard mitigation and land-use planning strategies; critical infrastructure, environmental, and cultural resource protection; and sustainability practices to reconstruct the built environment and revitalize the economic, social, and natural environments.

Establish Partnerships:

Debris management requires collaboration across many departments, sectors, and levels of government. Building partnerships and collaboration during normal operations promotes more successful debris operations during an actual disaster to support the implementation of best management practices. Public entities must build relationships and establish partnerships during preparedness to foster coordination and collaboration during debris response operations.

Response

The response phase refers to the period of time when a threat has been identified and has the potential to impact the City of West Hollywood. The response phase includes activities to protect life, property and the environment. For debris operations, this phase includes the following major tasks: conduct pre-event preparation, establish a debris operations organizational structure, conduct emergency roadway clearance, conduct debris damage assessment, identify and prepare temporary debris management sites, and certify debris removal trucks.

Recovery

For debris operations, the recovery phase begins with debris removal from the roadways and private property, and ends when debris operations are complete and all documentation is closed out. During this phase, public entities should determine their capacity to conduct debris removal operations internally using force account equipment and labor, mutual aid or contracted services. Public entities should also assess their capacity to conduct special debris programs as necessary.

Short-Term Recovery:

Once the emergency roadway clearance has been completed, public entities can begin debris removal operations. This may include the following tasks: open temporary debris management sites, prioritize roads/areas, issue press release regarding segregation of debris, begin roadway and private property debris removal, begin environmental monitoring program of temporary debris management sites, coordinate with external agencies, initiate discussions with FEMA, Cal OES, and the County Office of Emergency Management, and obtain FEMA guidance for procurement and special debris programs.

It is important for public entities to maintain coordination with the OA throughout debris operations. During short-term recovery, the OA will provide guidance to public entities on any disaster-specific guidance from state and federal agencies. Public entities should utilize the OA as the liaison between the local level and the State level for direction on policies and regulations.

Intermediate Recovery:

Intermediate recovery includes activities that take place after immediate debris needs have been addressed. Intermediate recovery typically occurs two weeks to several months post-disaster. These activities may include: maintain and evaluate private property cleanup, begin private property stump removal as necessary, open additional temporary debris management sites as necessary, continue daily meetings with FEMA, continue coordination with Cal OES the County Office of Emergency Management, begin special debris programs, and communicate private property debris removal program closeout to residents via press release.

Long-Term Recovery:

Long-term recovery includes activities that closeout debris programs and reconcile documentation. Long-term recovery can take several years depending on the severity of the disaster and the audit processes from regulatory agencies. Long-term recovery activities may include: complete all debris recovery activities, identify ineligible debris on private property, complete the disposal of reduced debris at landfills and end use sites, close out and remediate temporary debris management sites, and conduct project closeout meetings with FEMA and external agencies.

COLLECTION AND REMOVAL STRATEGY

During collection and removal of debris post-disaster, haulers should be selected from the City of West Hollywood's list of approved construction and demolition debris haulers and recyclers. The City of West Hollywood requires 80% diversion for waste management, which means that 80% of all demolition and construction material must be recycled.

The OA will facilitate coordination of resource allocation to areas with the most critical needs. The OA has the responsibility to conduct debris operations with the following priorities:

- Saving lives
- Preserving the health and safety of responders and the public
- Protecting property and the environment

During a disaster where public entities might not have all the capabilities required to manage debris removal operations using their own resources, the OA will provide support through the following mechanisms:

- Requests submitted to the County Emergency Operations Center/Operational Area Emergency Operations Center (CEOC/OAEOC), which may be assigned to DPW
- Public Works Mutual Aid (Assistance) Agreement
- Request additional resources from the State through the pre-determined SEMS process

The OA will also provide technical assistance to public entities regarding regulatory requirements for debris removal, procurement requirements for contracted services and logistical requirements for conducting debris operations.

Emergency Roadway Clearance:

The purpose is to expedite the clearing of debris from critical pathways to maintain public health and safety, and is often referred to as the 70-hour rush. It is the FEMA Public Assistance Grant Program requirement to conduct emergency roadway clearance within 70 working hours. It is the only debris program that can be conducted on a time and materials basis and still meet the requirements of the FEMA Public Assistance Grand Program. During this time period, it is critical that all types of equipment and the amount of time the equipment is used are documented with detail and accuracy. Thereafter, the reimbursement is based on a per unit payment.

The City of West Hollywood will coordinate resources to conduct emergency roadway clearance through internal resources, mutual aid, or contracted services. Emergency roadway clearance should be coordinated with utility crews to maintain safety while conducting debris operations near damaged infrastructure.

Private Property Clearance

This entails property owners and tenants (both residential and commercial) piling their disaster-related debris on private property. It is critical that property owners and tenants separate their debris in categories such as vegetative, construction and demolition, household hazardous waste, and white goods. This will help prevent contamination of debris

loads and expedite the cleanup process. Property owners and tenants should contact the City for its current list of approved Construction and Demolition Waste haulers. Property owners and tenants may contact those approved haulers to contract for services to remove disaster-related debris from their property.

ENVIRONMENTAL CONSIDERATIONS AND OTHER REGULATORY REQUIREMENTS

The California Environmental Protection Agency (CalEPA) provides guidance for local and state agencies to conduct disaster debris, waste and hazardous material removal activities.

Health and Safety:

Given that ash may be present in certain debris and may contain elevated levels of heavy metals and/or asbestos, an exclusion zone may be established around certain sites during debris removal operations. All personnel entering this area will be required to wear Level C personal protective equipment (PPE). It is recommended that all on-site cleanup personnel entering the exclusion zone must be 40-hour HAZWOPER trained Under 29 CFR 1910.120, and CCR Title 8, Section 5192, and will be required to wear Level C PPE.

A full-time health and safety officer will be assigned to the project. It is recommended that the health and safety officer be a certified industrial hygienist. Depending on the task and activity, all cleanup contractors' working on-site must have the following certifications and licenses:

- State Contractor's License – Must include an asbestos certification component (if conducting asbestos containing material removal), and general engineering, demolition and hazardous substance certifications depending on the tasks to be performed
- Department of Occupational Safety & Health (DOSH) Asbestos Registration
- Number (If conducting asbestos containing material removal)
- Hazardous Waste Transporter Registration Number – Issued by California Department of Toxic
- Substances Control RCRA EPA ID Number – Issued by US Environmental Protection Agency, Region 9
- US Department of Transportation, Pipeline and Hazardous Materials Safety Administration – Hazardous Material Certificate of Registration
- California Highway Patrol – Hazardous Materials Transportation License
- US Department of Transportation, Federal Motor Carrier Safety Administration – US Department of Transportation Identification Number
- California Department of Motor Vehicles – Motor carrier permit

Stormwater

During debris management, contractors would need to adhere to a Storm Water Pollution Prevention Plan (SWPPP) that specifies Best Management Practices (BMPs) consistent with the National Pollutant Discharge Elimination System (NPDES) Permit for the purposes of controlling wet weather erosion, wherever possible. NPDES is the portion of the Clean Water Act that applies to the protection of receiving waters. Under permits from the Los Angeles

Regional Water Quality Control Board (RWQCB), certain activities are subject to RWQCB enforcement. To meet the requirements of the Los Angeles County Municipal Stormwater Permit (CAS004001), minimum requirements for sediment control, erosion control and construction activities must be implemented on each project site, which are outlined in Form OC1. During the aftermath of a catastrophic disaster, contractors should be able to implement these measures to the greatest extent possible. Contractors may be required to sign Form OC1 when cleaning up post-disaster.

Hazardous Materials and Household Hazardous Waste:

Standard operating procedures for conducting hazardous material (HAZMAT) assessment activities should be followed pursuant to DOSH and Occupational Health and Safety Administration (OSHA) HAZWOPER requirements. If hazardous material is transported improperly, it may cause another hazard to people.

Prior to the removal of hazardous materials and household hazardous wastes, a DOSH Certified Asbestos Consultant (CAC) should assess and sample all residential and other affected areas of the site to identify and remove gross asbestos. This is to maintain that any areas identified as containing gross asbestos material will not be disturbed by hazardous materials cleanup personnel. Any asbestos containing material that is not found on the ground due to natural forces may be subject to the National Emission Standards for Hazardous Air Pollutants (NESHAP) requirement.

Biowaste:

Typically, biowaste is not considered a disaster debris stream. Biowaste can include forestry and agricultural residues, animal waste and manure, sewage sludge, and commercial food waste. This type of waste should be kept separate from disaster debris. It should be managed using regular biowaste procedures.

Biomedical Waste:

In catastrophic disasters, there is a risk of uncontrolled dumping of healthcare waste from hospitals and clinics. This can have serious health risks to local populations, including the spread of disease and infection. Healthcare facilities must maintain the same standards of practice for biomedical waste handling and disposal during disasters as defined in the Medical Waste Management Act California Health and Safety Code, Sections 117600-118360).

Asbestos and Lead Paint:

Lead- and asbestos-contaminated debris must be managed and disposed of in accordance with the applicable provision of the California Health and Safety Code (HSC).

INDIVIDUALS WITH ACCESS AND FUNCTIONAL NEEDS

Disasters create new physical barriers and eliminate and/or lessen services available to everyone. For individuals with access and functional needs, this may take away their ability to perform certain functions that were previously possible, and/or their capacity to live independently, and/or navigate the available response and recovery systems effectively. To

the greatest extent possible, populations with access and functional needs must be identified and prioritized during debris operations.

ROLES AND RESPONSIBILITIES

Public entities within the OA are responsible for conducting debris operations within their jurisdiction to the greatest extent possible. In widespread events, some cities will not have the capability to conduct their own debris operations. In these situations, public entities can request support from the OA through appropriate channels.

The Department of Public Works is the lead agency for establishing and operating debris removal. It fulfills the following duties:

- Activate and implement the jurisdiction's debris management plan.
- Conduct damage assessments and estimate debris totals.
- Oversee debris operations including internal resources and contracted services.
- Coordinate with local, state, and federal agencies regarding regulatory requirements for debris operations.
- Coordinate with the OA for support for debris operations.
- Obtain approval from regulatory agencies for temporary debris management sites.
- Provide situational updates on debris operations to the emergency management coordinator, DMAC and OA.
- Maintain documentation for federal disaster assistance for debris operations.
- Maintain compliance with federal disaster assistance programs for debris removal.
- Coordinate with emergency management and DMAC to review the debris management plan.

The California Department of Public Health will provide disaster-specific guidance on environmental regulations for debris operations, and support to public entities for potential debris management site review and approval.

The CalEPA will provide guidance on environmental regulations regarding debris operations, technical assistance for debris removal of hazardous materials (Department of Toxic Substances Control), guidance for debris removal operations (CalRecycle) including potential provision of resources, and approvals for temporary debris management sites and emergency waivers of standards such as permitted capacity, throughput, and acreage for permitted solid waste facilities (CalRecycle).

Cal OES serves as a liaison between state and federal agencies. It will provide industry standards and best practices for debris operations, serve as the administrator of disaster grants for debris operations and provide guidance on documentation requirements for disaster assistance for debris operations.

The California Department of Transportation (CalTrans) will provide guidance on debris operations from the right-of-way, conduct debris removal from state maintained roadways and provide guidance for state and federal disaster assistance programs.

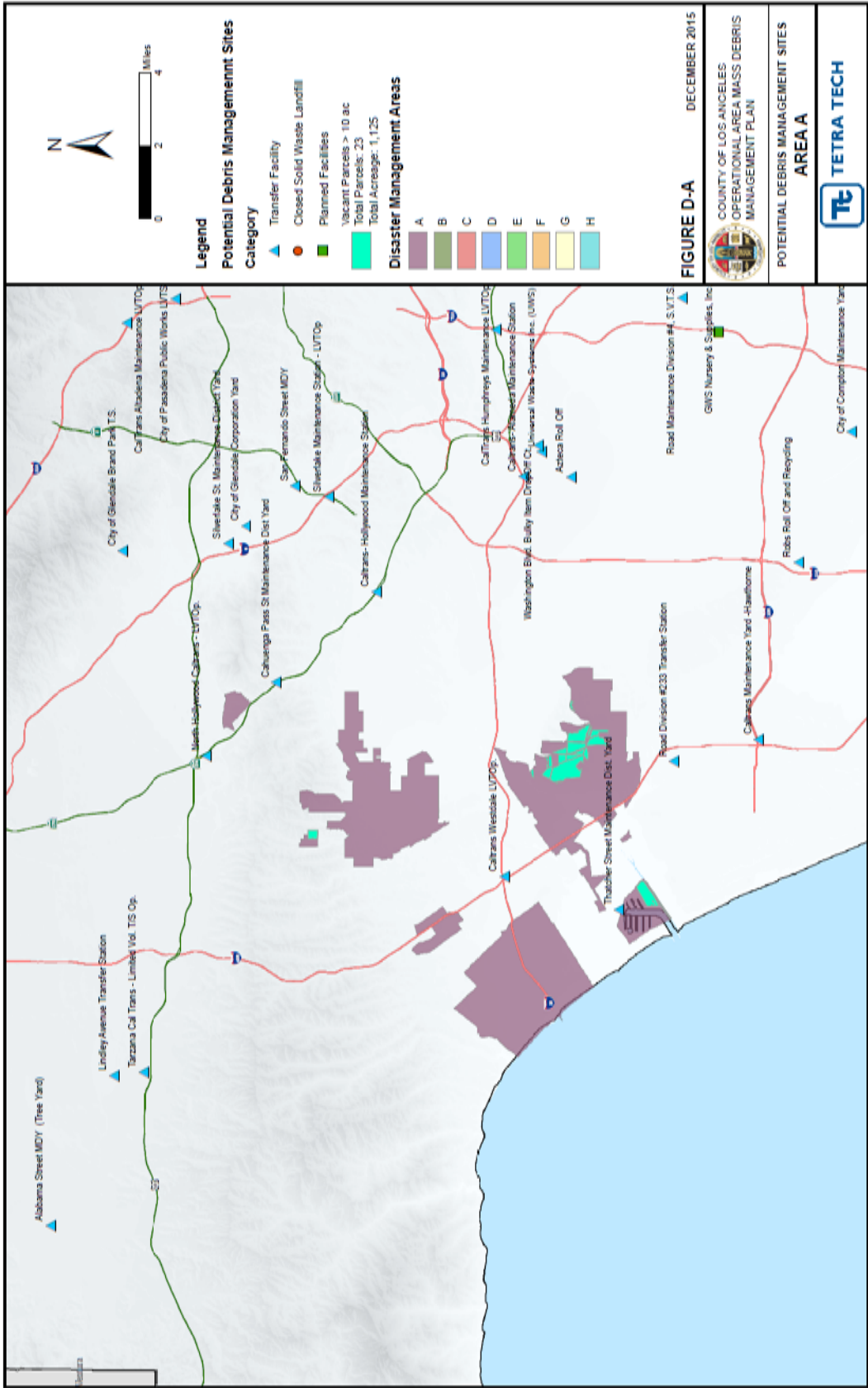
FINANCE

The financial costs of debris operations for large-scale disasters can be astronomical. Debris is typically an uninsured loss leaving public entities with few options to cover the costs. Specialized equipment, personnel, and other resources are required to manage large debris events. The federal government provides several assistance programs through various agencies to support debris operations. However, these programs have extensive documentation requirements that public entities need to understand before a disaster occurs.

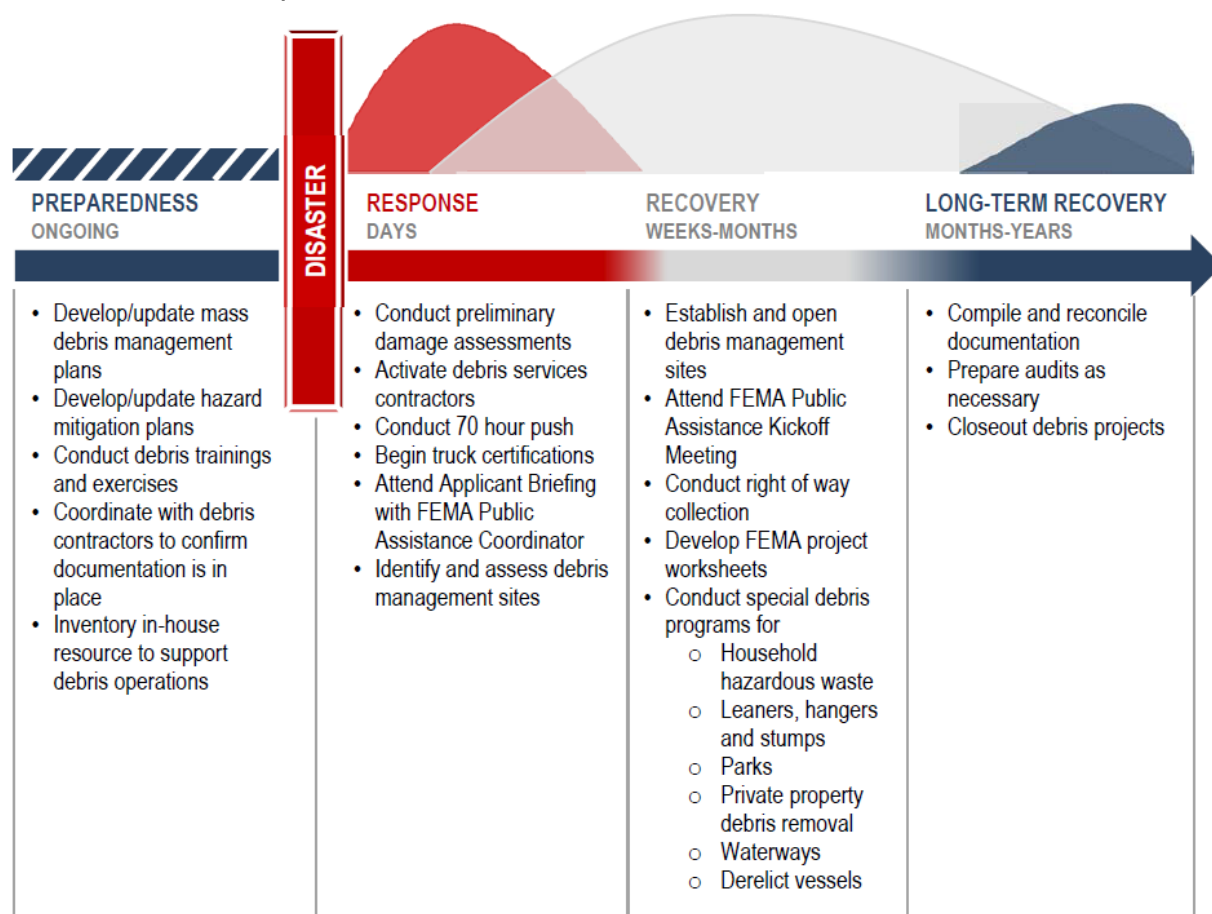
Documentation:

Accurate and complete cost tracking is critical to obtain assistance for disaster-related costs. Recovery project documentation should include:

- Executed contracts, bids, periods of performance, and locations worked
- Property insurance
- Donated resources (labor, equipment and materials)
- Mutual aid
- Force account labor
- Force account equipment
- Equipment rental agreements
- Fuel logs
- Materials including meals and gas purchases
- Description of damage
- Scope of work to be completed
- Photos of damage
- Copies of estimates
- Maintenance records
- Site inspection records
- Special considerations



Phases of Debris Operations



DEPARTMENT OF HOMELAND SECURITY FEDERAL EMERGENCY MANAGEMENT AGENCY FORCE ACCOUNT LABOR SUMMARY RECORD										PAGE _____ OF _____		O.M.B. No. 1660-0017 Expires December 31, 2011			
APPLICANT				PA ID NO.				PROJECT NO.		DISASTER					
LOCATION/SITE				CATEGORY				PERIOD COVERING							
DESCRIPTION OF WORK PERFORMED															
NAME				DATES AND HOURS WORKED EACH WEEK						COSTS					
JOB TITLE				DATE							TOTAL HOURS	HOURLY RATE	BENEFIT RATE/HR	TOTAL HOURLY RATE	TOTAL COSTS
NAME				REG.											
JOB TITLE				O.T.											
NAME				REG.											
JOB TITLE				O.T.											
NAME				REG.											
JOB TITLE				O.T.											
NAME				REG.											
JOB TITLE				O.T.											
TOTAL COSTS FOR FORCE ACCOUNT LABOR REGULAR TIME														\$ _____	
TOTAL COST FOR FORCE ACCOUNT LABOR OVERTIME														\$ _____	
I CERTIFY THAT THE INFORMATION ABOVE WAS OBTAINED FROM PAYROLL RECORDS, INVOICES, OR OTHER DOCUMENTS THAT ARE AVAILABLE FOR AUDIT.															
CERTIFIED					TITLE					DATE					

DEPARTMENT OF HOMELAND SECURITY FEDERAL EMERGENCY MANAGEMENT AGENCY FORCE ACCOUNT EQUIPMENT SUMMARY RECORD				PAGE ____ OF ____		O.M.B. No. 1660-0017 Expires October 31, 2008				
APPLICANT		PA ID NO.		PROJECT NO.		DISASTER				
LOCATION/SITE				CATEGORY		PERIOD COVERING				
DESCRIPTION OF WORK PERFORMED										
TYPE OF EQUIPMENT			OPERATOR'S NAME		DATES AND HOURS USED EACH DAY			COSTS		
INDICATE SIZE, CAPACITY, HOURSEPOWER, MAKE AND MODEL AS APPROPRIATE	EQUIPMENT CODE NUMBER				DATE			TOTAL HOURS	EQUIPMENT RATE	TOTAL COST
					HOURS					
					HOURS					
					HOURS					
					HOURS					
					HOURS					
					HOURS					
					HOURS					
					HOURS					
					HOURS					
					HOURS					
					HOURS					
					HOURS					
GRAND TOTAL										
I CERTIFY THAT THE ABOVE INFORMATION WAS OBTAINED FROM PAYROL RECORDS, INVOICES, OR OTHER DOCUMENTS THAT ARE AVAILABLE FOR AUDIT.										
CERTIFIED					TITLE			DATE		

FEMA Form 90-127, FEB 06
 Print Form

Temporary Debris Management Site Assessment Form**Investigation of Property Suitability****DEBRIS MANAGEMENT SITE (DMS)**

DATE OF SITE INVESTIGATION:**OWNERSHIP OF PROPERTY (CHECK ONE):** Municipal Property ☐ County Property ☐ Private Property ☐Other Ownership (describe) ☐ _____**PROPERTY NAME:****PROPERTY OWNER'S NAME:****PROPERTY OWNER'S ADDRESS:****PROPERTY OWNER'S PHONE NUMBER:****PROPERTY OWNER'S EMAIL ADDRESS:****ESTIMATED PROPERTY SIZE:****SITE GPS COORDINATES:****PHYSICAL ADDRESS:**

CHARACTERIZATION OF NEIGHBORING PROPERTIES	
EVALUATION FACTOR	COMMENTS
Property Current Land Use	
Any proposed future land uses	
Environmental issues	
Proximity to Schools, Churches, Community Centers	
Property topography	
Open water sources	
Ground water wells	
Access to electricity/sewer/water	
Soil integrity	
Surface water drainage	
Prevailing wind direction	
Ingress/Egress	
Lighted area	
Site security	
Buffer Distance for Noise Control	
Property Developed	
Property Adjacent to Airport/Airfield	
Site able to handle large volume of trucks	

SITE PREPARATION: High _____ Medium _____ Low _____**SUITABILITY TO WET WEATHER:** High _____ Medium _____ Low _____

Operational Area Mass Debris Management Plan

ABILITY TO SERVE A SPATIAL AREA: High _____ Medium _____ Low _____

SITE ACCEPTABILITY FOR WHAT TYPE OF REDUCTION METHOD (CHECK APPLICABLE METHOD(S)):

Open Burning _____

Air Curtain Incineration _____

Grinding _____

**Note – likely use as a citizen drop-off site, no reduction on-site*

WILL THIS SITE BE RECOMMENDED FOR USE (YES/NO) AND EXPLAIN:

_____ C&D

_____ Vegetative

_____ Both C&D and Vegetative

_____ White Goods

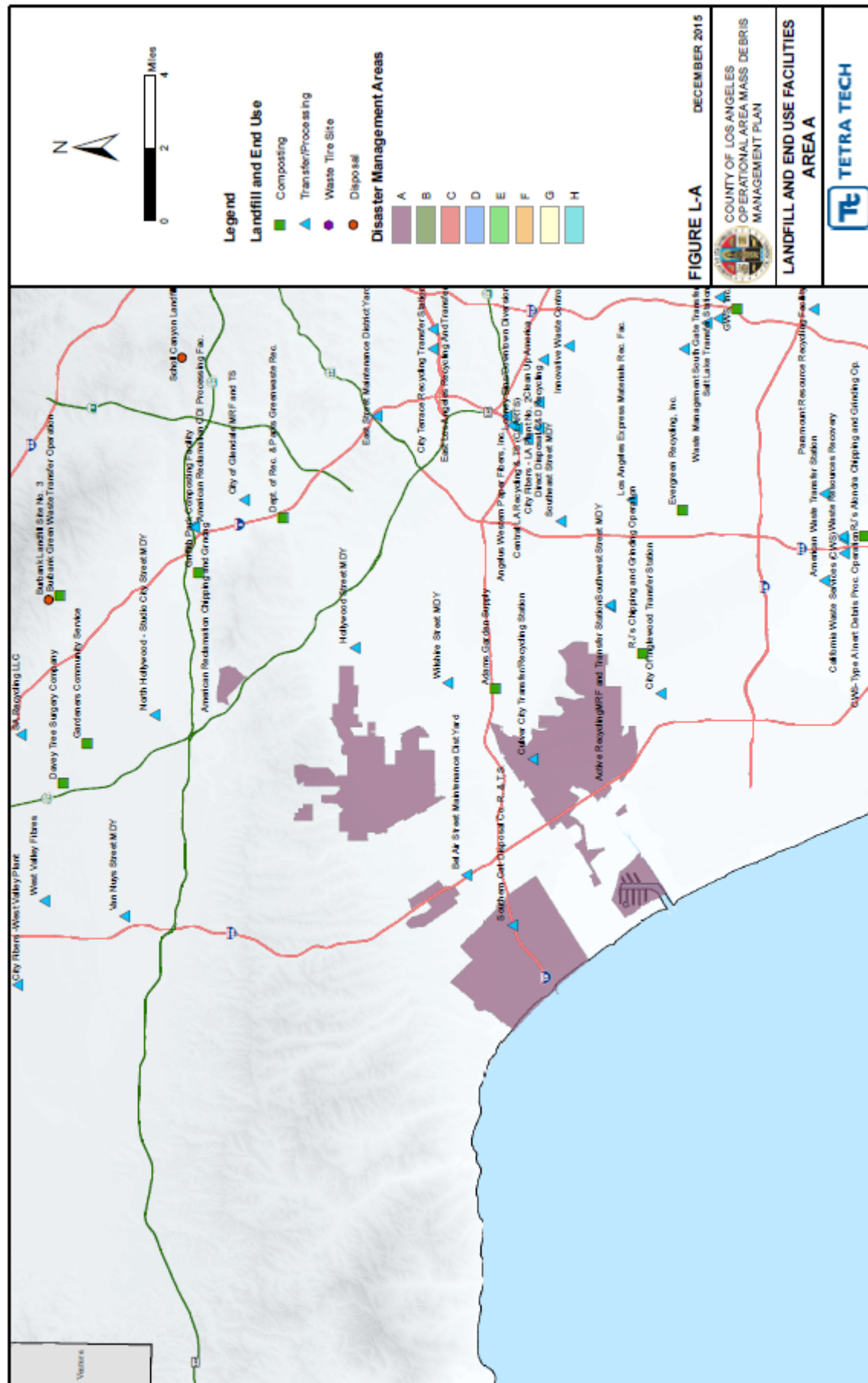
_____ Other (Describe _____)

LIST NUMBERS OF EACH PHOTOGRAPH TAKEN OF THE PROPERTY:

LIST THE CLOSEST LANDFILL AND APPROXIMATE DISTANCE FROM SITE:

NOTES:

Attach photos of the site.





OWNER'S CERTIFICATION MINIMUM BMPs FOR ALL CONSTRUCTION SITES

FORM
OC1

PLAN CHECK # _____

Project Name _____ Project Location _____	BUILDING/GRADING PERMIT NUMBER _____
Owner Name _____ Address _____ Phone _____ FAX/Email _____	Contractor Name _____ Address _____ Phone _____ FAX/Email _____

The National Pollutant Discharge Elimination System (NPDES) is the portion of the Clean Water Act that applies to the protection of receiving waters. Under permits from the Los Angeles Regional Water Quality Control Board (RWQCB), certain activities are subject to RWQCB enforcement. To meet the requirements of the Los Angeles County Municipal Separate Storm Sewer System (MS4) Permit (R4-2012-0175), minimum requirements for sediment control, erosion control and construction activities must be implemented on each project site. Minimum requirements include:

- **EROSION:** Erosion from slopes and channels shall be controlled by implementing an effective combination of BMPs, such as the limiting of grading activities during the wet season; inspecting graded areas during rain events; planting and maintenance of vegetation on slopes; and covering erosion susceptible slopes.
- **SEDIMENT CONTROL:** Eroded sediments from areas disturbed by construction and from stockpiles of soil shall be retained on site to minimize sediment transport from the site to streets, drainage facilities and/or adjacent properties via runoff, vehicle tracking or wind.
- **CONSTRUCTION MATERIALS CONTROL:** Construction related materials, wastes, spills or residues shall be retained on site to minimize transport from the site to streets, drainage facilities or adjoining properties by wind or runoff. Runoff from equipment and vehicle washing shall be contained at construction sites unless treated to remove sediment and pollutants.
- **NON-STORMWATER RUNOFF:** Non-stormwater runoff from equipment and vehicle washing and any other activity shall be contained at the project site.
- **EROSION AND SEDIMENT CONTROL PLAN (ESCP):** Required for projects one acre or more. The ESCP must be developed and certified by a Qualified SWPPP Developer (QSD).
- **HILLSIDE:** Construction upon slopes 25% or more requires the implementation of additional BMPs to protect slopes and prevent erosion and sediment runoff.

Minimum BMPs include: (1) Soil piles must be covered with tarps or plastic, (2) leaking equipment must be repaired immediately, (3) refueling must be conducted away from catch basins, (4) catch basins must be protected when working nearby, (5) vacuum all concrete saw cutting, (6) never wash concrete waste into the street, (7) keep the site clean, sweep the gutters at the end of each working day and keep a trash receptacle on site.

As the engineer of record, I have selected appropriate BMPs to effectively minimize the negative impacts of this project's construction activities on stormwater quality. The project owner and contractor are aware that the selected BMPs shall be installed, monitored, and maintained to ensure their effectiveness. The BMPs not selected for implementation are redundant or deemed not applicable to the proposed construction activity.

Engineer of Record Name

Engineer of Record Signature

Title

Date

I certify that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gathered and evaluated the information submitted. Based on my inquiry of the person(s) who manage the system or those person(s) directly responsible for gathering the information, to the best of my knowledge and belief, the information submitted is true, accurate, and complete. I am aware that submitting false and/or inaccurate information, failing to update the BMPs or ESCP to reflect conditions, or failing to properly and/or adequately implement the BMPs may result in revocation of grading and/or other permits or other sanctions provided by law.

Landowner or Agent Name

Landowner or Agent Signature

Title

Date



CONSTRUCTION AND DEMOLITION (C & D) WASTE MANAGEMENT SHORT FORM FOR INTERIOR REMODEL WORK

Please complete and submit this form with your building permit application. 80% of all demolition and construction material must be recycled.

Date: _____

Project Site Address: _____

Project(s): Demolition Remodel
(please circle all that apply)

Project Valuation \$ _____

Prepared by (print): _____

(circle one) Contractor Owner Other _____

If not prepared by Owner, please provide the Property Owner's contact information.

Name: _____

Mailing Address: _____ Phone: _____

FAX: _____

e-mail: _____

Briefly describe your project: _____

Schedule: Estimated start date _____ Estimated completion date _____

DO NOT WRITE BELOW THIS LINE. FOR USE BY CITY STAFF ONLY
Waste Reduction and Recycling Plan Review Results

WRP reviewed by: _____ Telephone No. _____

Estimated diversion rate : _____

WRP Approved: _____ yes no Date _____

***Please see reverse side.**

For each of the following categories of recycling, reuse and disposal activities, describe those strategies you plan to utilize for the project listed above.

1. Is your project located within the shell of an existing building?
(circle one)

YES
NO
2. Will all construction and demolition debris be collected and disposed as mixed waste loads? (circle one)

YES
NO
3. Please designate the name of the hauler(s) to serve your project.

NOTE: The City of West Hollywood only allows Mixed C & D debris to be hauled from the approved list below. Source separated commodities can be hauled by commodity specific haulers. Please list the haulers of source separated commodities below.

Hauler	Materials/Commodity
	Mixed C&D Waste

Approved Construction and Demolition Debris Haulers and Recyclers in the City of West Hollywood are as follows:

<u>Athens Services</u> 14048 Valley Blvd. City of Industry, CA 91716-0009 (800)736-8224 (888)336-6100 www.athensservices.com	<u>G.O. Rodriguez Trucking</u> P.O.BOX 2211 Irwindale, CA 91706 (909)596-3747 aaron@meangreenfleet.com
<u>Recology Los Angeles</u> (Formerly Crown Disposal) 9189 De Garmo Avenue Sun Valley, CA 91352 (800) 633-9933 www.recologylosangeles.com	<u>Arrow Services, Inc.</u> 14330 E. Valley Blvd. La Puente, CA 91746 626-336-2255 glenn@arrowservicesinc.com
<u>Interior Removal Specialist, Inc.</u> 8990 Atlantic Avenue South Gate, CA 90280 (323)357-6900 www.irsdemo.com	<u>Waste Management, Inc.</u> 5701 S. Eastern Avenue Commerce, CA 90040 1-866-445-8296 www.wm.com
<u>North Hills Recycling</u> 11700 Blucher Ave. Granada Hills, CA 91344 (818) 831-7980 nhrollofs@yahoo.com	<u>Southern California Environmental</u> 13912 E. Valley Blvd. La Puente, CA 91746 1-888-75-TRASH mark@southerncaliforniaenvironmental.com

Dirt (clean fill) may be disposed of at sites that use dirt as Alternative Daily Cover.

CONSTRUCTION AND DEMOLITION (C & D)
Waste Management Plan Form:

Please complete and submit this form with your building permit application. 80% of all demolition and construction material must be recycled. Dirt (clean fill) may be disposed of at sites that use dirt as Alternative Daily Cover.

Prior to issuance of the Certificate of Occupancy, the applicant shall submit to Environmental Services recycling manifests from all disposal sites, recycling sites and landfills that accepted demolition, excavation and/or general construction waste and recycled materials from this site.

and recycled materials from this site.

Date: _____ Project Address: _____

Project(s): Demolition New Construction Alteration Addition

(Please circle all that apply)

Project Square Footage: _____ Project Valuation \$ _____

*Estimated total cubic yards to be hauled from this location _____

Prepared by (print): _____

Contractor Owner Other _____

Mailing Address: _____ Phone: _____

FAX: _____
e-mail: _____

Project Description:

Schedule: Estimated start date _____ Estimated completion date _____

DO NOT WRITE BELOW THIS LINE. FOR USE BY CITY STAFF ONLY
Waste Reduction and Recycling Plan Review Results

WRP reviewed by: _____ Telephone No. _____

Estimated diversion rate by contractor: _____

WRP Approved: _____ yes _____ no Date _____

For each of the following categories of recycling, reuse and disposal activities, describe those strategies you plan to utilize for the project listed above.

1. **Salvage & Deconstruction Activities** (recovering reusable items from remodeling or demolition projects). This includes stand-alone items (appliances), easy to remove items such as doors, mantelpieces, and removal of reusable structural items by hand (lumber, wood siding, roof tiles).

		Yes	No
1a.	Do you plan to salvage materials from this project prior to remodel or deconstruction activities?		
	If you checked yes to question 1a, please list the items that will be salvaged: Doors, windows, jambs, casing toilets, sinks, other fixtures, hardwoods, wood siding, cabinets and shelving, carpet and pad, bricks, acoustical ceiling, lights, fans, ceramic roof tiles structural materials, reusable lumber, bricks, other items (please list):	1.	
		2.	
		3.	
		4.	
		5.	

1b.	Source separation of materials: Do you plan to source separate any materials for recycling on this project? (e.g. separation of items such as wood, concrete, metal into separate bins for delivery to a recycling facility that will process for recycling) This would include materials that will be recycled at a landfill as daily cover or as landfill roadbase.	Yes	No
1c.	For each material you plan to salvage or source separate, note the hauler and facilities to be utilized:	Materials	Hauler
			Facility

2.	On-site reuse: Do you plan any on-site reuse activities for this project? For example: reuse of wood forms from other projects for concrete; on-site crushing of concrete for on-site use; use of reusable containers or pallets for material deliveries, etc. If yes, please describe:	Yes	No

3.	Inert fill use: Please note whether any source separated dirt or mixed inerts (dirt, concrete, asphalt) will be delivered to an inert landfill (accepts only inert material) or for any other non-landfill use.	Yes	No
3a	If yes, please note material and destination.	Hauler	Facility

4.	Mixed C&D recycling facilities:	Hauler	X
4a. Please note whether any mixed debris will be delivered to a mixed C&D recycling facility for mechanical and/or manual separation of recyclables. If yes, please note the facility and name the hauler who will deliver the material for recycling.		<u>Athens Services</u> 14048 Valley Blvd. City of Industry, CA 91716-0009 (800)736-8224 (888)336-6100 www.athensservices.com	
		<u>Arrow Services, Inc.</u> 14330 E. Valley Blvd. La Puente, CA 91746 626-336-2255 glenn@arrow-services-inc.com	
		<u>G.O. Rodriguez Trucking</u> P.O.BOX 2211 Irwindale, CA 91706 (909)596-3747 aaron@meangreenfleet.com	
		<u>Interior Removal Specialist, Inc.</u> 8990 Atlantic Avenue South Gate, CA 90280 (323)357-6900 www.irsdemo.com	
		<u>North Hills Recycling</u> 11700 Blucher Ave. Granada Hills, CA 91344 (818) 831-7980 nhrolloffs@yahoo.com	
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		<u>Waste Management, Inc.</u> 5701 S. Eastern Avenue Commerce, CA 90040 1-866-445-8296 www.wm.com	
		<u>Southern California Environmental</u> 13912 E. Valley Blvd. La Puente, CA 91746 1-888-75-TRASH mark@southerncaliforniaenvironmental.com	

5.	Disposal at a landfill or transfer station:	Yes	No
5a	Will any materials from this project be disposed of at a landfill or transfer station?		
5b	If yes, identify the haulers who will deliver the disposed debris and the disposal facility.	Hauler	Facility

6.	Educational Strategies:
	Describe how you plan to inform and ensure participation by your workers and any subcontractors of your diversion goals and Waste Reduction and Recycling Plan activities.

Waste Management Plan Form

Project Address: _____

Estimation of Amounts That Will Be Reused, Recycled, and Disposed

Summarize the information provided in Part One of this Waste Reduction and Recycling Plan on the following chart. For "Type of Activity", note whether recycling, salvage and/or deconstruction, on-site reuse, inert fill, transfer station, landfill, or mixed C&D recycling.

Type of Material	Type of Activity (See list above)*	Total Quantities (In Tons)*	Total Recycled (In Tons)*	Total Disposed (In Tons)*	Facility Used (Where material will be taken- please list names of recycling facilities, transfer stations, landfills for dirt only, etc)	Method of Transport (hauler from page 3, party removing dirt etc.)
Mixed Materials						
Mixed C&D Materials						
Mixed Inerts						
Separated materials (e.g. asphalt, lumber, yard trimmings, concrete, etc.						
Asphalt						
Brick						
Concrete						
Dirt/Clean Fill						
Lumber						
Roofing Materials						
Metals						
Yard Trimmings						
Sheetrock						
Salvaged Items (eg fixtures, lumber, etc)**						
Other***						
Totals:						

*See Conversion Table attachment to convert cubic yards to tons.

**Estimate in pounds where necessary and convert to partial tons (see Conversion Tables and Form attachment).

***e.g. on-site reuse.

Estimated Recycling Rate: _____ %

(Tons recycled divided by total tons disposed and recycled, then convert to a percentage)

C & D Conversion Table

Project Address: _____

Check document submitted with this Conversion Table

_____ Waste Management Plan

Check each conversion being used.				
Mixed structural C&D Materials	1 cubic yard	=	500 pounds	
Mixed Inerts	1 cubic yard	=	1 ton	
Dirt, Brick, Concrete, Asphalt (separated from other materials)	1 cubic yard	=	1 ton	
Loose Lumber	1 cubic yard	=	150 pounds	
Asphalt Shingles	1 cubic yard	=	419 pounds	
Asphalt/Tar Roofing	1 cubic yard	=	2,919 pounds	
Wood Shake Shingle Roofing	1 cubic yard	=	435 pounds	
Metals	1 cubic yard	=	906 pounds	
Yard Trimmings	1 cubic yard	=	108 pounds	
Sheetrock	1 cubic yard	=	394 pounds	

Salvaged Items

Salvaged items	Estimated Pounds	÷ 2000	=	Tons
i.e, Cabinets	100	÷ 2000	=	.05

Note:

With the exception of salvaged items, conversions should only be used if a facility does not have scales or if the load is so small that the facility charges a flat rate instead of weighing it. If you believe you have justification for using a different conversion than above, please explain below.

Please remember to submit this form with your Waste Management Plan or Compliance Report if you use volume to weight conversions to calculate recycled or disposed tonnages.

NATIONAL TERRORISM ADVISORY SYSTEM (NTAS)

In 2011, the National Terrorism Advisory System, or NTAS, replaced the color-coded Homeland Security Advisory System (HSAS). This new system will more effectively communicate information about terrorist threats by providing timely, detailed information to the public, government agencies, first responders, airports and other transportation hubs, and the private sector.

After reviewing the available information, the Secretary of Homeland Security will decide, in coordination with other Federal entities, whether an NTAS Alert should be issued. NTAS Alerts will only be issued when credible information is available.

These alerts will include a clear statement that there is an **imminent threat** or **elevated threat**. An **imminent threat alert** warns of a credible, specific, and impending terrorist threat against the United States. An **elevated threat alert** warns of a credible terrorist threat against the United States.

Using available information, the alerts will provide a concise summary of the potential threat, information about actions being taken to ensure public safety, and recommended steps that individuals, communities, businesses and governments can take to help prevent, mitigate or respond to the threat.

NTAS Alerts will also contain a sunset provision indicating a specific date when the alert expires. If threat information changes for an alert, the Secretary of Homeland Security may announce an updated NTAS alert. All changes, including the announcement that cancels an NTAS Alert, will be distributed the same way as the original alert.

NTAS Alerts are available through [DHS.gov/alerts](https://www.dhs.gov/alerts) via e-mail, Facebook, and Twitter.

This document is based on:

U.S. Department of Homeland Security, *National Terrorism Advisory System*, July 2011 available at [DHS.gov/alerts](https://www.dhs.gov/alerts).

SPECIFIC CONSIDERATIONS FOR ACCESS AND FUNCTIONAL NEEDS

Based on the National Organization on Disability (NOD)
Report on Special Needs Assessment for Katrina Evacuees (SNAKE) Project

TERMINOLOGY

- **“Access and functional needs”** should be used instead of “special needs”.
- **Shelters**
 - o **General Populations Shelter or Shelter**: A facility selected to provide a safe haven equipped to house, feed, provide a first aid level of care, and minimal support services on a short-term basis (e.g. Astrodome).
 - o **Access and Functional Needs Shelter or Medical Needs Shelter**: Similar to a general population shelter in service, this type of shelter can provide a higher than first aid level of care. There is currently no standard or consistency with these types of shelters.
 - o **Refuge of Last Resort**: This is a facility not equipped with supplies or staff like a shelter. It is a place to go as a “last resort” when there is no alternative left in which one can get out of harm’s way. These are often spontaneous.
- **Disaster Recovery Center** (DRC) is a facility established in, or in close proximity to, the community affected by the disaster where persons can meet face-to-face with represented federal, state, local, and volunteer agencies to:
 - o Discuss their disaster-related needs
 - o Obtain information about disaster assistance programs
 - o Tele-register for assistance
 - o Update registration information
 - o Learn about measures for rebuilding that can eliminate or reduce the risk of future loss
 - o Learn how to complete the SBA loan application
 - o Request the status of their application for Assistance to Individuals and Households
- **Alert LA County** is a mass notification system that will be used to contact LA County residents and businesses via recorded phone messages, text messages or e-mail messages in case of emergency. The system utilizes the telephone companies’ 911 database and is able to contact land-line telephone numbers, so land-line numbers are automatically included in the system. If the call is picked up by an answering machine, the system will leave a recorded message. If the number called is busy or does not answer, the system will redial the number in an attempt to deliver the message. The system is TTY/TDD compatible.
 - o The link to sign up for emergency alerts is:
<http://www.lacounty.gov/emergency/alert-la/>

FINDINGS

- Shelter selections should be conducted prior to need, allowing for an inventory of facilities with the most accessible elements available.
- All people should have a plan in place to shelter with friends and family. A medical needs shelter is a place of last resort.
- Most of the access and functional needs population has no policies, plans or guidelines for accommodations prior to the disaster.
- Half of the access and functional needs population does not have any working agreements in place with organizations serving those with access and functional needs.
- 86% of community based groups questioned during Katrina did not know how to link with the local emergency management system.
- The Red Cross intake process only minimally identifies people with “special needs.”
- The most underserved group was those who are deaf or hard of hearing. Less than 30% of shelters had access to American Sign Language interpreters, 80% did not have TTY's and 60% did not have TVs with open caption capability. Only 56% of shelters had areas where oral announcements were posted so people who were deaf, hard of hearing or out of hearing range could go to a specified area to get or read the content of announcements.

MAJOR ISSUES AND RECOMMENDATIONS

Immediate Issues

I-1: Access and Functional Needs, Activity Limitations and Aging Issues Addressed Through Medical Model

Assistance provided to access and functional needs populations often over-emphasizes medicine instead of independent living or advocacy models. This perspective resulted in some people being separated from families and support networks and transferred unnecessarily to medical shelters or nursing homes. Others were not identified because of the lack of trained eyes or inadequate screening questions. This caused some individuals' conditions to deteriorate to the point that they did require transfer to a hospital, nursing home, or medical shelter. Early response service coordination offered through access and functional needs literate organizations could have prevented many of these transfers.

Access and functional needs populations who need long-term services must have the right to receive such services in the community. The Katrina aftermath must not lead to a reversal of options where people who have been able to live independently with community-based services are forced into institutions in order to receive necessary services.

Recommendations:

- Utilize the skill sets and expertise of organizations serving those with access and functional needs to help prevent deterioration, expensive hospitalizations, or nursing home placements for some evacuees.
- Assist people in quickly replacing critical durable medical equipment (DME) and essential medications to speed a return of their level of functioning, allowing them to manage independently in a general population shelter and in temporary housing.
- Continue to provide the services, support benefits and programs, including Medicaid, to maintain the integrity of the family unit and to allow individuals to live in the community as they rebuild their lives.
- Add questions during all intake processes (shelter, American Red Cross or FEMA applications, and/or other services) that help to identify needs and/or issues of those with access and functional needs. This will allow for more appropriate assistance, referrals, and long-term solutions.
- Ensure that disaster relief services include Federal financing to provide *medically necessary* long-term services in community settings.

I-2: Fiscal Impact on Organizations Serving Access and Functional Needs and Involved In Response

Organizations serving access and functional needs who are heavily involved in the Katrina response effort are reporting that their budgets are being depleted.

Recommendation:

- Provide these organizations with supplemental government funding to continue their critical role in the response effort.
- Like after 9/11, philanthropic organizations wishing to contribute need to know about the unintended disaster consequences to front line service organizations that are providing necessary services at the risk of financial damage to the long-term health of their own organization. There is a clear need and a gap to be filled. A cautionary lesson from 9/11 addressed by the Disability Funders Network is that these well-intentioned givers need to enlist subject matter experts to assess their giving decisions to be sure that funds are appropriately donated and distributed to organizations providing value-added services in concert with the overall response and recovery system.

I-3: No Use and Under-Use of Organizations Serving Access and Functional Needs

The immediate Katrina response reflected no use, under-use, and sometimes just ignored offers of help from organizations serving those with access and functional needs. There is often no designated entity or individual to coordinate access and functional needs issues.

Each community based organization that was interviewed reported difficulty in gaining access to emergency management authorities to coordinate response and service delivery. This leads to sometimes well intentioned but misguided actions only adding to the management difficulties on the ground.

Recommendation:

- Create a team that mirrors the management structure of the National Response Plan to be put in place to support access and functional needs issues. The federal level must have a designated person for these issues who reports directly to the Principal Federal Officer (PFO). This person must have the operational emergency management experience as they become apparent during the response and recovery operation. He/she must be vested with the responsibility, authority, and resources for providing overall day-to-day leadership, guidance and coordination of all emergency preparedness, disaster relief and recovery operations of the federal government on behalf of access and functional needs populations. He/she should be in regular contact with other members of the U.S. Department of Homeland Security (DHS) senior staff, including the Director of FEMA as well as the members of the Interagency Coordinating Council on Emergency Preparedness for People with Disabilities, state and local authorities.¹ He/she should work directly with an Assistant Field Command Officer (FCO), at each established Joint Field Office (JFO), someone who is focused on special needs issues with an operational background, as well as an expertise in the subject matter. This allows for a means and mechanism for issues to be brought up the command chain for resolution. This Assistant FCO would then be supported by a multi-jurisdictional team of similarly qualified experts in the field. Teams should consist of federal, state, and local (or regional) representatives who are knowledgeable in emergency management and access and functional needs services.

The teams will oversee information dissemination, resource allocation, and service coordination among organizations serving access and functional needs and address issues such as accessible transportation, essential durable medical needs, enrolling of students in temporary special education classes and employment, etc.

The team on the ground would include people with expertise/advocacy backgrounds in the state and local communities (and services available in such communities) to which these individuals should have access, and be present in shelters, temporary housing and other assistance centers. The team would institute information systems for people with access and functional needs, identify their support/service needs, and their access to needed supports services.

The teams must be skilled in assessing the general health, well-being and access to support and services needed by the access and functional needs populations found in shelters and temporary settings.

¹ The response to Katrina was coordinated on many levels of government. As such, while the SNAKE Teams were conducting the research and analysis for this report, several efforts within the access and functional needs community were able to become reality. One of these efforts was the agreement of US Homeland Security Secretary Chertoff to send a special needs expert to act as liaison with the PFO located in Baton Rouge and Houston to address the Katrina and Rita response and recovery issues for the special needs population. The Interagency Coordinating Council on Emergency Preparedness and People with Disabilities was able to see this effort through and it is our hope that a qualified special needs expert becomes a permanent part of the PFO team for disaster response.

They must also be able to quickly orient shelter personnel and emergency managers regarding these needs. This is not unprecedented, as this is exactly what was done after 9/11 in the DASC and the DFO so that service agencies and people working face-to-face in the communities had this awareness training.

While there were numerous government and non-profit agencies doing assessments in the field (e.g. Louisiana Department of Health and Hospitals), it is apparent that there is no unified approach for coordinating this work. The above structure would help to coordinate the many resources that can be placed in the field.

I-4: Disaster Recovery Centers

FEMA officials reported a plan to open a disaster recovery center (“mega DRC”) in Houston sometime during the week of September 19th. They are planning to include agencies from all levels of government as well as not-for-profit and community based organizations but must ensure that organizations serving access and functional needs are represented.

Recommendations:

- FEMA, in coordination with local and state authorities, should invite access and functional needs groups to participate in the planning, and secure space in the facility. These centers must incorporate local, state, and Federal organizations serving access and functional needs populations and services into their service delivery process in order to assist with transitioning from shelters to temporary and/or permanent housing, and accessing an array of other services.
- These organizations must develop mechanisms to coordinate with each other to maximize resources and eliminate duplication of effort. One such effort that can be modeled in a DRC is the system established by the 9/11 United Services Group in New York City. Multiple service organizations came together to coordinate casework, service delivery, and to identify and resolve gaps in services. This allowed for the most appropriate assignments while eliminating duplicative efforts and resources.
- Allow opportunities for cross-training so that organizations become familiar with existing programs and can make appropriate referrals.
- Recognizing that not all individuals go to the disaster centers, descriptions of services should be disseminated using multiple communication arteries (radio, TV, internet, fax sheets, posters, etc.).

I-5: Emergency Information Needed In an Accessible Format

Broadcasters and public emergency management agencies continue to fall short in their responsibilities to modify their information procedures. The FCC’s rules require that accessible information be made available to members of the access and functional needs community in times of emergency. Section 79.2 of the FCC’s rules require that emergency information be provided in an accessible format. The rules further require that all critical details must be made accessible. Critical details include, but are not limited to, specific details regarding the areas that will be affected by the emergency, evacuation orders, detailed descriptions of areas to be evacuated, specific evacuation routes, approved shelters

or the way to take shelter in one's home, instructions on how to secure personal property, road closures, and how to obtain relief assistance.

Recommendations:

- The FCC must immediately issue strong statements that remind video programming distributors, including broadcasters, cable operators, and satellite television services, that they must comply with their obligation to make emergency information accessible to people with hearing and vision needs.
- The FCC needs to acknowledge that these requirements (given the scope of Hurricane Katrina) need to continue in the recovery phase because information is still just as crucial in the aftermath as it is during the response and recovery phases. Communication should include impacted states and areas taking in the evacuees.

Long-Term Issues:

LT-6: Service Coordination

Many people need assistance with activities of daily living (i.e. dressing, feeding, toileting, and for some, assistance with activities requiring judgment, decision-making, and planning), as well as, in some cases, primary medical care. Individuals frequently require assistance in arranging services and coordinating among multiple providers. The aftermath of Hurricane Katrina has led to large-scale displacement that has interrupted the networks of support that individuals with access and functional needs have. People will need knowledgeable help in arranging essential services in new environments with limited contacts and little knowledge of local resources. At the same time individuals seek assistance in arranging and coordinating services while they are scrambling to meet other essential needs such as housing and access to food.

Recommendation: See Issue #4 Recommendations to address this issue.

LT-7: Accessible transportation

To start the recovery process, accessible transportation is critical for some people with access and functional needs. In many cases, accessible transportation did not appear to be available.

Recommendations:

- Ensure locations selected are serviced by accessible transportation.
- Public transit agencies should ensure that all transportation between shelters, housing and disaster relief centers is accessible.

LT-8: Cross Training

Access and functional needs advocates and service providers need to strengthen their understanding of emergency management local and state systems. In order to improve effectiveness, they need a quick orientation to emergency management organizations and

structure, as well as to the roles of traditional recovery organizations such as FEMA, the American Red Cross, and other Voluntary Agencies Active in Disaster (VOAD).

Likewise, emergency managers need to strengthen their understanding of access and functional needs populations. This falls into many different areas including donations management, sheltering, feeding, service delivery, etc.

The misguided impression that access and functional needs issues are not of concern to general shelter managers was a stated assumption expressed by several shelter managers. There must be a realization that all shelters, emergency managers and disaster relief centers, serve access and functional needs populations even if not specifically articulated in their task assignment or mission statement. People with access and functional needs do have various specific needs (e.g., transferring from wheelchair to cot, providing guidance to a blind person through crowds to the restroom) that are not burdensome and that shelter staff can be trained to perform. Many of these people do not need a medical shelters or segregated services. However, many of these people are in need of a variety of complex, and sometimes not well understood, community services to reestablish and piece segments of their lives back together.

Recommendation:

- Both emergency managers and organizations serving those with access and functional needs should engage in some quick cross orientation/training meetings.
- Emergency management staff should acquire basic knowledge of the emergency management local and state systems. FEMA courses G197 Emergency Planning and Special Needs Populations (training for local and state emergency planners and organizations serving seniors and people with access and functional needs) and IS 197 (once available) would be a start.
- Use organizations serving access and functional needs to strengthen responders understanding of:
 - Which organizations can offer what services under what conditions.
 - People with access and functional needs are not a homogenous group but rather have differing capabilities, opinions, needs, and circumstances, and no one individual or organization speaks for all people with access and functional needs.

LT-9: Durable Medical Equipment (DME)

People with access and functional needs were sometimes forced to leave expensive DME (augmentative communication devices, wheelchairs, walkers, respirators, etc.) at airports, bus loading areas, shelters, etc. Customized power chairs can cost up \$30,000 - \$40,000.

Recommendations

- When transporting individuals, make every effort not to separate users from their DME's.
- Tag with the owner's name all DME not easily replaced or that must be left behind.

- Attempt to return a DME to an owner as soon as possible. Use systems similar to posting missing children's photos on specific web sites.
- Vendors and responders should look to the National Emergency Resource Registry that was recently expanded as a direct result of the impact of Hurricanes Katrina and Rita.
- Consider creation of a national stockpile of DME or add to the Centers for Disease Control Strategic National Stockpile to ensure readily available supplies of durable medical goods would be available to communities.

LT-10: Finding Accessible, Affordable, Safe Housing and Communities

Finding accessible, affordable, safe housing and communities has never been easy for people who live with mobility and activity limitations. Even before Katrina, there was a serious shortage of housing options for people with access and functional needs. Post Katrina, the task of finding temporary and permanent housing and communities will be even more difficult.

The immediate and long-term rebuilding process offers a unique opportunity to build, on an unprecedented scale, accessible communities and accessible and adaptable housing. This will help thousands of people with access and functional needs maintain or improve their ability to live independently and will enable hundreds of thousands of people, regardless of their need, to age-in-place as they acquire activity limitations. This includes the wave of baby boomers that begin turning 65 in 2006.

Lack of accessible housing opportunities for individuals with access and functional needs does and will continue to result in unnecessary and expensive institutionalization. Available data discloses that the costs of providing appropriate housing options for people with access and functional needs is well worth the investment because of the significant savings that results from enabling people with access and functional needs to live in the community, find employment, and pay taxes.

Recommendations:

- As a rebuilding measure in the Gulf Coast States, government should make all funding requests contingent on changes in building codes to stress accessibility for persons with access and functional needs, including:
 - The US Access Board's new construction and alterations guidelines - ADA Accessibility Guidelines (ADAAG) for Recreation Facilities. The guidelines will ensure that newly constructed and altered recreation facilities meet the requirements of the ADA and are readily accessible to and usable by individuals with access and functional needs.
 - ADA and ABA Accessibility Guidelines (7/23/04) that update access requirements for a wide range of facilities in the public and private sectors as covered by the law.
 - The US Access Board's draft guidelines regarding public rights-of-way which cover pedestrian access to sidewalks and streets, including crosswalks, curb

ramps, street furnishings, pedestrian signals, parking, and other components of public rights-of-way.

- Offer significant tax incentives for the design and construction of housing and other buildings and facilities that adopt visitability standards.
- Establish regulations that incorporate a basic level of universal access with at least one, zero-step entrance and wide interior doors in every new home and multi-family dwelling units financed in whole or part by Federal funding.
- Facilitate immediate collaboration between ADA design experts familiar with universal design concepts and contracting Federal officers who will promulgate and enforce regulations involved in construction of temporary and permanent housing.
- Create significant tax incentives for the design and construction of universally accessible or adaptable temporary and permanent housing GOING BEYOND the minimum requirements found in the Fair Housing Act Amendments of 1988.

Policy Issues:

P-11: Gulf Opportunity Zone

President Bush has proposed the creation of a Gulf Opportunity Zone, encompassing the disaster region in Louisiana, Mississippi and Alabama. Within this zone, incentives for job-creation, tax relief for small businesses, and loans and loan guarantees for small businesses, including minority-owned enterprises would assist in getting the region up and running again.

Recommendation:

- When the Enterprise Zone is created ensure that the interest of people with access and functional needs is specifically included in the criteria for funding.

P-12: Medicaid Is a Critical Benefit

Medicaid is a critical benefit for a significant number of people with access and functional needs including individuals with physical or sensory impairments, mental illness, mental retardation, autism and other developmental disabilities, cerebral palsy, epilepsy, traumatic brain injury, HIV/AIDS, diabetes and other chronic conditions. Because Medicaid and its comprehensive benefits package is the predominant provider of access and functional need services, it has a unique capacity to meet the needs of people with access and functional needs in the aftermath of Hurricane Katrina.

Many people with access and functional needs will need to reestablish support networks in the areas where they have been relocated. This is especially important for people with serious mental illness, many of whom rely on a therapeutic regimen that creates stability in their lives. Given the emotional trauma and toll following Hurricane Katrina, it is wise to anticipate new mental health needs resulting from post traumatic stress disorder, increased incidence or increased severity of anxiety disorders, depression, alcohol and substance abuse. The variation in Medicaid coverage limits for mental health services from state to state presents additional challenges.

Recommendations:

- Legislation is proposed to provide disaster relief Medicaid to all affected survivors. This approach is critical to people with access and functional needs. A streamlined application process with self-certification must be included in order to direct Medicaid resources to providing services and not to administering a complex eligibility determination process.
- Federal policy must ensure that broad access is available for current recommended treatments, including access to needed medications and treatment for alcohol and substance abuse. Coverage for these services must be available to survivors even in cases where the need for services is in excess of typical benefit limits.

BEST PRACTICES

- Respect the rights of people with AFN to make choices about where to shelter,
- Ensure that audible information is made accessible to people who are deaf, hard of hearing or deafblind,
- Provide a Telecommunications Device for the use of people who are deaf, hard of hearing or deafblind,
- Consider low-stimulation “stress-relief zones” such as quiet rooms,
- Provide emergency supplies that support people with disabilities to care for their service animals



**FEDERAL FAMILY ASSISTANCE PLAN
FOR
AVIATION DISASTERS**

**Prepared by
National Transportation Safety Board
Office of Transportation Disaster Assistance**

**REVISED
December 2008**

PURPOSE. This plan, which is designed to serve as guidance, assigns responsibilities and describes how air carriers and Federal agencies should respond to an aviation accident involving a significant number of passenger fatalities and/or injuries. Organizations given authority or responsibility by legislation should develop procedures specific to their role. Supporting legislation is located in appendix A.

IMPLEMENTATION. This plan shall be executed in full or part by the Director, Office of Transportation Disaster Assistance (TDA), under the direction of the Chairman, National Transportation Safety Board (NTSB).

1. The Director shall recommend to the Chairman activation of the plan or portions thereof.
2. Federal agencies that have responsibilities under this plan shall maintain control of their resources while supporting the NTSB in accordance with the above references. (For purposes of this document, the terms "Federal agencies" and "Federal staff" include the American Red Cross.)
3. The NTSB, through its communications center, will initiate notification of Federal agencies to activate planning and will coordinate with the air carrier an appropriate response based on the magnitude of the aviation accident. As factual information about the accident is confirmed, additional resources may be requested to support the overall family assistance response. Upon instruction by the Director, the NTSB communications center will notify any or all of the following operations centers:
 - a. American Red Cross
 - b. Department of State (DOS)
 - c. Department of Health and Human Services (DHHS) Secretary's Operations Center
 - d. Federal Bureau of Investigation Operations Center (FBI-SIOC)
 - e. Federal Emergency Management Agency (FEMA)
 - f. Department of Defense (DOD)
 - g. Department of Homeland Security (DHS)
4. Under the Aviation Disaster Family Assistance Act of 1996, the NTSB serves as the coordinator for the integration of Federal government resources and the resources of other organizations to support efforts of local and State governments and the air carrier to meet the needs of aviation disaster victims and their families. Crisis intervention, victim identification and forensic services, communication with foreign governments, and translation services are among Federal government services available to help local authorities and the air carrier respond to a major aviation disaster. Local government emergency services should provide a representative from the Joint Family Support Operations Center (JFSOC) to participate in the local, air carrier, and Federal response. Details of the JFSOC are provided in appendix C. The layout of the JFSOC will depend on the facilities and rooms available near the disaster location.
5. Local authorities maintain the same jurisdictional responsibilities in regard to the initial accident response, recovery, security, site cleanup, and medical examiner operations, and the NTSB leads the aviation accident investigation. If a criminal act is believed to have caused the accident, the FBI becomes the lead investigative agency and is supported by the NTSB.
6. The air carrier has a fundamental responsibility to victims and their families affected by an aviation disaster. The air carrier is primarily responsible for family notification and all aspects of victim and family logistical support. The Aviation Disaster Family Assistance Act of 1996 (appendix A) and the Foreign Air Carrier Family Support Act (appendix A) place the air carrier, as well as other support organizations, in a collaborative relationship with families.
7. All personnel involved in providing services to assist victims and their family members should be trained in crisis response and must demonstrate compassion, technical expertise, and professionalism. Personal information

provided by family members and victims through discussions, interviews, counseling, or any other form of information exchange should remain confidential and shall not be used for future litigation purposes.

SCOPE. This plan pertains to any domestic or foreign commercial aviation accidents occurring within the United States, its territories, possessions, and territorial seas.

ASSUMPTIONS

1. The Chairman of the NTSB will request Federal agencies to support the NTSB in accordance with the references included in appendix A.
2. Pursuant to the Aviation Disaster Family Assistance Act of 1996, the NTSB has the primary Federal responsibility for facilitating victim recovery and identification. It is understood that the presiding medical examiner or coroner is legally responsible for victim recovery and identification. (It is noted that there are differences between a medical examiner and coroner. For the purposes of this document, the term "medical examiner" is used interchangeably with "coroner.") To ensure adequate resources for medical examiners to accomplish their jurisdictional responsibilities, the NTSB coordinates the resources of various Federal agencies to effect victim recovery and identification. The NTSB supports the use of State and local mass fatality teams and other trained experience personnel under the direction of the medical examiner.
3. For purposes of this document, the terms "family," "family members," "friends," and "relatives" are used to refer to those people who have a relationship to a person involved in the accident. Although these terms have slightly different meanings, they are used interchangeably throughout the document.
4. Large numbers of family members of those killed in the accident will travel to the city closest to the accident and will utilize the accommodations provided by the air carrier. Other family members will remain at their local residences.
5. Most, if not all, families of those seriously injured will travel to where the injured are hospitalized; once the injured are released from the hospital, these family members and the injured will return home.
6. Implementation of this plan assumes that the accident will occur in a geographical area where the resources described above are available. Air carriers operating equipment over remote areas (for instance, Alaska) should contact NTSB TDA about modifications needed for accident response in those locations.

GENERAL MISSION TASKS. The family assistance mission tasks following an aviation accident are as follows:

1. Notify family members of victims involved in the aviation accident based on manifest documents and other available information.
2. Monitor search and recovery operations, and offer assistance as needed.
3. Determine the status and location of injured victims.
4. Obtain approval of the local medical examiner for Federal assistance (for instance, the Disaster Mortuary Operational Response Team [DMORT]) to assist in the identification of fatalities and the notification of their families.
5. Provide crisis intervention, logistical support, and services to victims and their family members.
6. Provide daily briefings to families on the progress of recovery efforts, identification of victims, the investigation, and other areas of concern.
7. Arrange for a memorial service, if desired by families.
8. Provide for the return of personal effects.
9. Maintain contact with victims and their families to provide continuous updates regarding the progress of the investigation and other related matters, both at the accident location and once the families have returned home.

RESPONSIBILITIES. Seven Victim Support Tasks (VSTs) identify the response requirements assigned to participating organizations. The organizations responsible for each of the seven VSTs are as follows:

VST 1–NTSB

VST 2–Air Carrier

VST 3– American Red Cross (Family Care and Mental Health) VST 4–
DHHS/ASPR and DOD (Victim Identification Services) VST 5–DOS (Assisting
Families of Foreign Victims)

VST 6–DHS/FEMA (Communications) VST 7–DOJ
(Assisting Victims of Crime)

Because each aviation accident is unique, the following responsibilities may be employed fully, partially, or not at all.

VICTIM SUPPORT TASK 1–National Transportation Safety Board

1. Coordinate Federal assistance and serve as a liaison between the air carrier and family members.
2. Provide an NTSB toll-free number and e-mail address (www.assistance@ntsb.gov) to family members for obtaining

information on the victim recovery and identification effort, accident investigation, and other concerns. This number will normally be provided to families during the final family briefing. The NTSB will coordinate with the air carrier to provide, through the air carrier's family representatives, this contact information to families who do not travel to the accident city.

3. Request a copy of the passenger manifest from the air carrier.
4. Review with the air carrier the logistical needs of the families, giving special consideration to security, quality of hotel rooms and facilities, and privacy for family members.
5. Integrate local and Federal government officials and air carrier staff to form a JFSOC to coordinate services and activities for families.
6. Coordinate assistance efforts with local and State authorities, including the medical examiner, local/county/State law enforcement, emergency management agency, hospitals, and other emergency support personnel.
7. Maintain communications with the air carrier to receive updates regarding the notification status of victims' families.
8. Conduct daily coordination meetings with the air carrier and local and Federal government representatives to review daily activities, resolve problems, and synchronize future family support operations and activities. See appendix D for an example of information required for the daily coordination meeting.
9. Provide and coordinate family briefings both with families at the accident city and with families who remain at home.
10. Discuss with the medical examiner the capabilities of his or her staff to conduct victim identification. Examine the capabilities of local/State mass fatality teams and procedures to use the team in the identification process. Discuss strategies for collecting antemortem information and other factors influencing victim identification. Discuss the use of DMORT and standard procedures DMORT uses that support NTSB efforts.
11. Discuss with the medical examiner the subject of victim identification, in particular the use of DNA analysis. Explain that the NTSB typically coordinates with the Armed Forces DNA Identification Laboratory for DNA identification.
12. At the discretion of the NTSB Investigator in Charge (IIC), coordinate a visit to the accident site for family members. Planning for such a visit will begin only after the IIC agrees that such a visit will not impede the investigation and is believed to be safe for family members.
13. Provide information releases to the media, in coordination with the NTSB Office of Public Affairs, pertaining to the types of Federal support available to assist family members.
14. Maintain contact with family members to keep them informed about the victim recovery and identification effort, accident investigation, and other accident-related concerns.
 - a. Approximately 6 to 8 months after the date of the accident, factual reports written by the NTSB investigators are made available in a public docket. Families should be informed prior to the factual report being made public that they may request a copy of the report from the NTSB. The report will be provided to them at no cost.
 - b. If the NTSB decides a public hearing is necessary for the purpose of the investigation, families will be notified of the date, time, and location. Such a hearing is designed to gather additional facts from individuals selected to testify. Travel and lodging for the hearing is at the family's expense. Families will be provided seating and copies of official exhibits discussed at the hearing. NTSB public hearings are broadcast via the Internet through the NTSB website at www.nts.gov.

Vision 100 states the following:

An assurance that, in the case of an accident in which the National Transportation Safety Board conducts a public hearing or comparable proceeding at a location greater than 80 miles from the accident site, the air carrier will ensure that the proceeding is made available simultaneously by electronic means at a location open to the public at both the origin city and destination city of the air carrier's flight if that city is located in the United States. [49 USC 41113 (b) (18)]

Based on the facts of the accident, location requirements will be reviewed on a case-by-case basis.

- c. Families will be informed of the date, time, and location of any Board meeting to be held at the NTSB, Washington, D.C., headquarters (travel will be at the families' expense). At the meeting, the NTSB investigative staff will present to the Board a draft accident report for member discussion and approval. This report will document the NTSB's findings, determination of the probable cause of the accident and recommendations to prevent future aviation disasters. Board meetings are broadcast via the Internet through the NTSB website (www.nts.gov). See VST 2 "Air Carrier", number 30, and to the Vision 100 legislation [49 USC 41113 (b) (18)] for additional information.
15. If the accident is determined to be the result of a criminal act, the NTSB TDA staff may assist the FBI Office for Victim Assistance (OVA) in family assistance support.
16. Consolidate and review After Action Reports (AARs) to resolve problem areas and update operating plans and procedures.

VICTIM SUPPORT TASK 2–Air Carrier

1. In addition to accident notification required by Title 49 *Code of Federal Regulations* (CFR) 830.5, notify the NTSB communications center immediately upon knowledge of an accident. The following information must be provided:
 - Place (or general vicinity) of accident, number of passengers and crew (based on preliminary departure information), and number of injuries and fatalities (if known).
 - Flight number, origination, connection points, final destination, demographics of passengers (if known), and whether the flight was domestic or international.
 - Name and telephone number of the person/persons in charge of the air carrier's humanitarian response, passenger manifest reconciliation, and family notification process.
 - Name, telephone number, and location of the facility designated as the Family Assistance Center (FAC) and JFSOC.
2. Provide the NTSB, upon request, the most current reconciled copy of the passenger manifest. Each copy should be numbered or annotated indicating the date and time so that it is distinguishable from previous copies.
3. Provide a reliable publicized toll-free telephone number with sufficient capacity to handle the anticipated call volume. Although not required, consider providing teletypewriter (TTY) capability.
4. When disseminating the toll-free number, ask the media to request that the toll-free number be used only by those who have reason to believe a family member or friend was a passenger on the accident flight.
5. Emphasize in the media notice that, upon initial contact with the air carrier, family members will receive basic accident flight and point-of-contact information as the first steps of air carrier humanitarian support.
6. Ask the media to reemphasize the name of the carrier(s) involved, the accident flight number, airport of origination, connection, and final destination.
7. Provide the media with continuous updates on the progress of the notification process, such as providing the number of victims' families notified as of a certain time and the number remaining to be notified. This process will continue until all victims' families have been notified.
8. Modify your carrier's normal "on-hold" messages during an accident to eliminate music, sales information, and similar non-accident related messages.
9. Provide timely notification to family members of passengers. As required by AIR 21, at a family member's request, inform the family if the passenger's name appears on a preliminary manifest for the accident flight. Updated information on passengers will be provided to family members as it becomes available. (AIR 21 states the following: "...upon request of the family of a passenger, the air carrier will inform the family of whether the passenger's name appeared on a preliminary passenger manifest for the flight involved in the accident.")
10. Provide notification to family members prior to releasing passenger names to the public.
Give family members adequate time to notify other family members and friends prior to public release of the victim's name. Although it may be necessary for some families to have more than one contact point with the air carrier, your carrier may request that families designate one primary contact point for purposes of sharing information. This will allow your carrier to use its personnel in a more efficient manner. The carrier is under no obligation to release the victim's name if family members request otherwise.

11. Inform family members at the time of notification or soon thereafter of American Red Cross family care and crisis assistance available at the FAC and after families return home. Relay requests for crisis assistance to the American Red Cross representative, who will coordinate on-scene or home area contacts for family members. For family members who do not travel to the accident location, the American Red Cross personnel on-scene can coordinate personnel at the family member's location to provide assistance.
12. Secure facilities at departure, arrival, and connecting airports for family members and friends who may be gathering. This facility is designed to allow family members to grieve in private, shielding them from the media and solicitors; it serves as a secure location where families can receive continuous updates regarding the reconciliation of the passenger manifest and other accident information. Be prepared to provide the necessary assistance to special needs populations per the American with Disabilities Act (ADA). Arrange for one of your carrier's employees or agents who has been trained in crisis response to meet privately with family members once they have arrived at the facility secured. Employees or agents should be prepared to inform family members that their loved ones were aboard a plane that crashed.
13. Secure a facility to be used as the FAC. Factors to consider in selecting a facility are quality of rooms and size of facility, privacy for family members, ability to secure the facility, and proximity to the accident site and medical treatment facilities. See appendix B.
14. Make provisions for a JFSOC to include space, communication, and logistical support for the local and Federal staff. Details of the JFSOC are provided in appendix C.
15. Provide logistical support to family members who desire to travel to the accident city (or to a hospital location) that includes, but is not limited to, transportation, lodging, meals, security, communications, and incidental expenditures.
16. Assist family members as they travel to and from the city by informing flight crews and airport personnel about family members aboard particular flights. At departure, connecting, and arrival airports, family members should have air carrier personnel meet and assist them while on airport grounds. If necessary, seek assistance from other carriers with a larger presence at the airport. Assist family members as they depart the accident city and provide a contact person who will continue to be the air carrier's interface with family members following their return to their residence.
17. Provide a contact person to meet family members as they arrive and accompany them at the accident city. This person will be responsible for assisting the family while in the accident city and should continue to be the air carrier interface with the family until the family returns to their residence. At that time the air carrier may decide to designate a single contact person for all family members. This point of contact should be available through a toll-free phone number.
18. Maintain daily contact with family members who do not travel to the accident city by providing a contact person from the air carrier until the on-site investigation has concluded.
19. Designate an individual who will be the air carrier's representative to the Director of NTSB TDA. This individual will travel to various locations, such as the accident site, morgue, JFSOC, and FAC with the Director of NTSB TDA. The designated individual should have the authority, or ready access to those who have sufficient authority, to make decisions on behalf of the air carrier.
20. Establish an exclusive badge system to identify family members. In unique cases, the NTSB, in coordination with the air carrier, will decide on the specifications of the badging system.
21. Participate and provide operational updates during daily coordination meetings to review daily activities, resolve problems, and synchronize future family support operations and activities at the FAC. This information is helpful in planning logistical support (such as meals, lodging, and transportation) and allows for an update of current and future support operations. The type of information typically discussed during the daily coordination meetings is located in appendix D.
22. Make provisions for private areas within the hotel for medical examiner personnel and the DMORT FAC Team to collect antemortem information and DNA reference samples from families. Provide quiet space and communications for DMORT and medical examiner personnel to telephonically collect antemortem information from family members who are not at the FAC. Secure a sufficient number of rooms for DMORT/crisis counseling use. Based on NTSB experience, the number of rooms required ranges from 4 to 12, depending on the number of fatalities.

23. Be aware that crisis counseling and DMORT facilities are also used as venues to inform families when positive identification has been made. By having the medical examiner or DMORT team representative located within the FAC, transportation of victim's remains and other logistical considerations can be better coordinated. Support requirements for planning purposes are in appendix C.
24. Provide DOS representatives the necessary information regarding foreign passengers to facilitate interaction with appropriate foreign government embassies.
25. Establish a liaison with the American Red Cross at each medical treatment facility to monitor the status of injured victims and to provide assistance to their families.
26. Develop procedures for the handling of personal effects released by the NTSB or the FBI if the aviation disaster is declared a criminal act. Consider utilizing a third party that has experience in the return of personal effects associated with aviation disasters. As required by law, provisions will be made for unclaimed possessions to be retained for at least 18 months from the date of the accident. NTSB has developed guidelines for the on-scene search for personal effects.
27. Consult with family members about any air carrier-sponsored monument, including any inscriptions.
28. As required by the Aviation Disaster Family Assistance Act of 1996, provide reasonable reimbursement to the American Red Cross for the services provided to the family, air carrier, and supporting personnel.
29. Provide the same support and treatment to families of non-revenue passengers or any other victim of the accident (for instance, ground fatalities) as is provided for revenue passengers.
30. If the NTSB conducts a public hearing or comparable proceeding at a location more than 80 miles from the accident site, ensure that a simultaneous transmission of the proceeding is available to family members at a location open to the public at both the origin city and destination city of the accident flight.
31. In the event of an accident outside the United States, AIR 21 legislation requires "...in the event that the air carrier volunteers assistance to United States citizens within the United States with respect to an aircraft accident outside the United States involving major loss of life, the air carrier will consult with the Board and the Department of State on the provision of the assistance."
32. In the event the investigation determines the accident is the result of a criminal act, coordinate with the FBI OVA in arranging meetings with family members to explain their rights as victims of a Federal crime.

VICTIM SUPPORT TASK 3—American Red Cross—Family Care and Mental Health

1. An American Red Cross Critical Response Team (CRT) is deployed from the American Red Cross National Headquarters Disaster Operations Center (DOC) and serves as the functional leadership of family care and crisis intervention during the aviation accident. The CRT will support the local American Red Cross response and manage any spontaneous volunteers.
2. Assign a representative to the JFSOC to coordinate and address American Red Cross-related issues and family requests for assistance.
3. Coordinate and manage the numerous organizations and personnel offering counseling, religious and other support services to the operation. Create a staff processing center, operated away from the FAC, to screen, monitor, and manage personnel (employee and volunteer staff). The staff processing center will also be responsible for developing an exclusive badge system for personnel, matching staff skills with organizational needs, assigning work schedules, briefing and debriefing of support staff, and planning for future activities.
 - a. Qualified local resources should be integrated with American Red Cross personnel for crisis and grief counseling, food services, administrative assistance, and other support services to family members and support organizations.
 - b. Crisis and grief counseling for family members who travel to the accident city should be coordinated with air carrier personnel.
4. Employ an accounting system to accurately record cost data in specific cost categories for reimbursement by the air carrier.
5. Assess the needs and available resources of other crisis support agencies, coordinate with them to ensure ongoing

emotional support for workers during the operation, and provide exit interviews before departure.

6. Establish a liaison with the air carrier at each supporting medical treatment facility to monitor the status of injured victims and to provide assistance to their families.
7. Coordinate with the air carrier to establish areas in the FAC for families to grieve privately.
8. If deemed necessary, deploy a Critical Response Childcare Team (CRC) to coordinate on-site childcare services for families who arrive with young children. Ensure the CRC Team is equipped with the necessary supplies to operate a childcare center along with specially trained staff qualified to attend to children in the aftermath of a traumatic disaster.
9. If deemed necessary, deploy a Spiritual Care Response Team (SRT) to coordinate on-site spiritual care. The SRT is trained to provide spiritual care to an array of faiths and will manage spiritual care for the victims and their families. If desired by the families, the SRT will coordinate the planning for a suitable interfaith memorial service within the first few days following the accident. The SRT deploys an events manager to begin planning the memorial service upon a request from the family members. The American Red Cross Events Manager will work closely with the NTSB, the air carrier, and local, county, and State governments to plan a suitable memorial site. The American Red Cross will also deploy a Life Safety and Asset Protection manager to the JFSOC to manage safety and security concerns related to the memorial.
10. If deemed necessary, arrange a memorial service for any future burial of unidentified remains.
11. Provide families, at their request, with referrals to mental health professionals and support groups in the family member's local area.
12. Provide additional support to affected special needs or other demographically or culturally diverse populations as deemed necessary.

VICTIM SUPPORT TASK 4—Department of Health and Human Services, Assistant Secretary for Preparedness and Response—Victim Identification Services

1. At the time of an accident and following notification by the NTSB, activate the National Disaster Medical System (NDMS) and the appropriate DMORT team personnel, supplies, and equipment to assist in the management of victim identification.
2. Assign a representative to the JFSOC to address DMORT-related issues.
3. Assign the necessary DMORT team members to assist the medical examiner with victim identification and mortuary services. The configuration of team and skills required will be determined by the details of the accident and the capabilities of the local medical examiner.
4. Follow the "DMORT Standard Operating Procedures for National Transportation Safety Board Activations."
5. Provide, if necessary, a morgue facility, a DMORT Portable Morgue Unit (DPMU), and the necessary equipment and supplies to augment the local medical examiner's capabilities.
6. Monitor the status of all incoming antemortem records to include dental, medical, and DNA data to ensure that all records have been received. If not, take steps to obtain the records and radiographs.
7. Employ a standard antemortem questionnaire and disposition of remains form that can be adapted to meet local medical examiner and State requirements. The disposition of remains form will be used to obtain directions from the lawfully authorized next of kin (NOK) regarding what he or she desires the medical examiner to do with remains that may later be identified as those of his or her family member. Information collected from family members is strictly confidential and is ultimately under the control of the medical examiner.
8. Using a specially trained FAC team, interview family members who are both on and off site for information regarding antemortem identification and disposition of remains.
9. Coordinate with the medical examiner to integrate qualified personnel who are providing assistance to the medical examiner's office into the morgue operation.

10. If necessary, assist the medical examiner in notifying family members of positive identification, including an explanation of how identification was determined.
11. Ensure the accuracy of the chain of custody by performing a check of documentation and remains prior to their release to the designated funeral director.
12. Assist the medical examiner with the reassociation of remains following the identification process. This may occur weeks or months after the accident.
13. Using information gathered from the antemortem interview, provide the NTSB with contact information for the NOK (addresses, telephone numbers, e-mail addresses) and the NOK's relationship to the victim.

Support of VST 4–Department of Defense–Victim Identification Services (As required)

1. Provide the use of a military installation, such as the Charles C. Carson Center for Mortuary Affairs located at the Dover Air Force Base, to support mortuary operations.
2. Provide resources from the Office of the Armed Forces Medical Examiner (OAFME) and Armed Forces DNA Identification Laboratory (AFDIL) to assist in the identification effort and to conduct appropriate DNA comparison testing on specimens submitted by the medical examiner. OAFME and AFDIL personnel may be asked to travel to the accident site to assist with victim identification.
3. Provide available medical and dental records and DNA reference samples of fatally injured passengers who may have antemortem records based on prior or current military service.

VICTIM SUPPORT TASK 5–Department of State–Assisting Families of Foreign Victims (As required)

1. Assign a representative to the JFSOC to coordinate DOS-related issues with other members of the operations center staff. Assist in obtaining dental and medical records and DNA reference samples from foreign families. Respond to family member requests for information and assistance as appropriate. Provide additional personnel as needed for accidents involving significant numbers of foreign passengers, particularly those involving international flights.
2. Provide official notification to foreign governments of citizens involved in the accident. Such notifications will take place after obtaining necessary information on foreign passengers from the air carrier.
3. Assist the air carrier in notifying US citizens who may reside or are traveling outside the United States that a member of their family has been involved in an aviation accident.
4. Provide interpretation/translation services (via DOS staff or a contracted provider) to facilitate communications with the victim's family and all interested parties. For family briefings held at the FAC or similar location or activity, provide simultaneous interpretation/translation services in multiple languages as needed.
5. Provide logistical and communications support to the extent practicable, in establishing contact with foreign authorities and individuals abroad to aid the air carrier and Federal support staff in fulfilling their duties under the laws referenced above.
6. Assist foreign air carrier employees and families of foreign victims with entry into the United States and with the extension or granting of visas to eligible applicants.
7. Facilitate necessary consulate and customs services for the return of remains and personal effects to the country of destination.
8. Assist the medical examiner in acquiring the necessary information to facilitate the identification of foreign victims and to complete death certificates.

VICTIM SUPPORT TASK 6–Department of Homeland Security/ Federal Emergency Management Agency–Communications (As required)

1. Assign a representative to the JFSOC to coordinate with local and State officials concerning emergency management-related issues.
2. Provide voice and data communication assets to facilitate communication from the accident site to the NTSB

Communications Center.

3. Upon the request of the NTSB Office of Public Affairs, provide personnel to assist in public information dissemination, to include assistance in establishing and staffing external media support centers at the accident site, wreckage hangar, FAC, airport, and other areas that may attract media interest.

VICTIM SUPPORT TASK 7–Department of Justice–Assisting Victims of Crime (As required)

1. Provide to the NTSB, upon request, an FBI Disaster Squad with sufficient personnel to obtain fingerprint identification of accident fatalities. This team will work with the medical examiner and the DMORT personnel at the morgue location.
2. Provide to the NTSB, upon request, an FBI Evidence Response Team (ERT) and other FBI Laboratory assets to assist with victim recovery operations under the direction of the medical examiner.
3. Provide to the NTSB, upon request, FBI Office for Victim Assistance Rapid Deployment Team (VARDT) members to assist the NTSB TDA in unique circumstances, such as simultaneous accident responses.
4. Perform the following responsibilities only if the air carrier disaster is officially declared a criminal act:
 - a. Coordinate Federal assistance and serve as the liaison between the air carrier and family members.
 - b. Provide an FBI toll-free number for family members to obtain information on the victim recovery and identification effort, investigation, and other concerns. This number will normally be provided to families on site during the initial family briefing and repeated in subsequent briefings. Coordinate with the air carrier to have air carrier family representatives provide the toll-free number to the families who do not travel to the accident city.
 - c. Establish a special web page for the victims' families for the purpose of sharing updated information and maintaining ongoing communication with victims and families throughout the duration of the investigation.
 - d. Review with the air carrier logistical family support with special consideration toward security, quality of rooms and facilities, and privacy for family members.
 - e. Oversee the establishment and management of the JFSOC and the FAC. Information on FAC operations can be found in appendix B.
 - f. Integrate local and Federal government officials and air carrier staff to form a JFSOC to facilitate close coordination of services and activities.
 - g. Assist the air carrier, if requested, with finding NOK that have not been notified of their family member's involvement.
 - h. Conduct daily coordination meetings with the air carrier and local and Federal government representatives to review daily activities, resolve problem areas, and to synchronize future family support operations and activities. Examples of information needed at the daily coordination meeting are in appendix D.
 - i. Provide and coordinate family briefings for family members at the accident city and for those who remain at home. Conduct in-person family briefings at the FAC. Conduct briefings for off-site families via telephone conference bridges.
 - j. Provide information to victims and families regarding their rights and available services related to their status as victims of a Federal crime.
 - k. Maintain contact with family members to keep them informed about the progress of the investigation and to continue to meet their future needs.

COORDINATING INSTRUCTIONS

1. The point of contact for this plan is the Director, Transportation Disaster Assistance, NTSB. The telephone number is (202) 314-6185. The office fax number is (202) 314-6638. The backup fax number is 202-314-6293. The e-mail address is assistance@ntsb.gov.
2. Upon implementation and until NTSB TDA staff is present at the JFSOC, calls should be directed to the NTSB communications center. The Communications center will pass any information or messages to the appropriate NTSB TDA staff member.
3. Supporting agencies should appoint the same individual or individuals to the JFSOC for each aviation accident. The focused efforts of a group of experienced personnel who understand the complex issues of an aviation disaster response will lead to improved delivery of services to victims and their families. Agencies are not precluded from designating and training alternate personnel as long as inexperienced personnel are partnered with experienced

personnel during the response.

4. It is recommended that all Federal personnel involved at the accident site wear clothing (e.g. hats, shirts, and/or jackets) identifying their agency or group. This is helpful for families and those involved in supporting the operation.
5. Agencies providing support to victims and their family members under this plan are requested to submit an AAR to the Director, NTSB TDA, within 60 days of completion of their tasks. The report is critical for capturing lessons learned, taking corrective actions, and updating plans. A sample format is provided in appendix E.
6. Other than media releases by the air carrier regarding the progress of family notification and the release of passengers' names as described in VST 2, item 9, all media inquiries and releases pertaining to the NTSB TDA operation will be referred to the NTSB Office of Public Affairs. The NTSB will advise and assist the local medical examiner regarding any media affairs related to his or her area of responsibility. Support organizations may provide press releases or briefings on their specific mission/actions during the accident response. There are no restrictions on victims or family members meeting with the media if they so desire.
7. Due to differences among air carriers and air carrier underwriter policies, as well as differences among aviation accidents, consideration for reimbursement of costs associated with an agency's participation in an aviation disaster response will be made after discussions with the air carrier and its insurance underwriter.

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APPENDIX A
Aviation Disaster Family Assistance Act of 1996

SEC. 701. SHORT TITLE.

This title may be cited as the "Aviation Disaster Family Assistance Act of 1996."

SEC. 702. ASSISTANCE BY NATIONAL TRANSPORTATION SAFETY BOARD TO FAMILIES OF PASSENGERS INVOLVED IN AIRCRAFT ACCIDENTS.

(a) Authority To Provide Assistance.--

(1) In general.--Subchapter III of chapter 11 is amended by adding at the end the following:

"Sec. 1136. Assistance to families of passenger involved in aircraft accidents

"(a) In General.--As soon as practicable after being notified of an aircraft accident within the United States involving an air carrier or foreign air carrier and resulting in a major loss of life, the Chairman of the National Transportation Safety Board shall--

"(1) designate and publicize the name and phone number of a director of family support services who shall be an employee of the Board and shall be responsible for acting as a point of contact within the Federal Government for the families of passengers involved in the accident and a liaison between the air carrier or foreign air carrier and the families; and

"(2) designate an independent nonprofit organization, with experience in disasters and post trauma communication with families, which shall have primary responsibility for coordinating the emotional care and support of the families of passengers involved in the accident.

"(b) Responsibilities of the Board.--The Board shall have primary Federal responsibility for facilitating the recovery and identification of fatally-injured passengers involved in an accident described in subsection (a).

"(c) Responsibilities of Designated Organization.--The organization designated for an accident under subsection (a)(2) shall have the following responsibilities with respect to the families of passengers involved in the accident:

"(1) To provide mental health and counseling services, in coordination with the disaster response team of the air carrier or foreign air carrier involved.

"(2) To take such actions as may be necessary to provide an environment in which the families may grieve in private.

"(3) To meet with the families who have traveled to the location of the accident, to contact the families unable to travel to such location, and to contact all affected families periodically thereafter until such time as the organization, in consultation with the director of family support services designated for the accident under subsection (a)(1), determines that further assistance is no longer needed.

"(4) To communicate with the families as to the roles of the organization, government agencies, and the air carrier or foreign air carrier involved with respect to the accident and the post-accident activities.

"(5) To arrange a suitable memorial service, in consultation with the families.

"(d) Passenger Lists.--

"(1) Requests for passenger lists.--

"(A) Requests by director of family support services.--It shall be the responsibility of the

director of family support services designated for an accident under subsection (a)(1) to request, as soon as practicable, from the air carrier or foreign air carrier involved in the accident

a list, which is based on the best available information at the time of the request, of the names of the passengers that were aboard the aircraft involved in the accident.

"(B) Requests by designated organization.--The organization designated for an accident under subsection (a)(2) may request from the air carrier or

foreign air carrier involved in the accident a list described in subparagraph (A).

“(2) Use of information.--The director of family support services and the organization may not release to any person information on a list obtained under paragraph (1) but may provide information on the list about a passenger to the family of the passenger to the extent that the director of family support services or the organization considers appropriate.

“(e) Continuing Responsibilities of the Board.--In the course of its investigation of an accident described in subsection (a), the Board shall, to the maximum extent practicable, ensure that the families of passengers involved in the accident--

“(1) are briefed, prior to any public briefing, about the accident, its causes, and any other findings from the investigation; and

“(2) are individually informed of and allowed to attend any public hearings and meetings of the Board about the accident.

“(f) Use of Air Carrier Resources.--To the extent practicable, the organization designated for an accident under subsection (a)(2) shall coordinate its activities with the air carrier or foreign air carrier involved in the accident so that the resources of the carrier can be used to the greatest extent possible to carry out the organization’s responsibilities under this section.

“(g) Prohibited Actions.--

“(1) Actions to impede the board.--No person (including a State or political subdivision) may impede the ability of the Board (including the director of family support services designated for an accident under subsection (a)(1)), or an organization designated for an accident under subsection (a)(2), to carry out its responsibilities under this section or the ability of the families of passengers involved in the accident to have contact with one another.

“(2) Unsolicited communications.--In the event of an accident involving an air carrier providing interstate or foreign air transportation, no unsolicited communication concerning a potential action for personal injury or wrongful death may be made by an attorney or any potential party to the litigation to an individual injured in the accident, or to a relative of an individual involved in the accident, before the 30th day following the date of the accident.

“(h) Definitions.--In this section, the following definitions apply: “(1) Aircraft accident.--

The term ‘aircraft accident’ means any aviation disaster regardless of its cause or suspected cause.

“(2) Passenger.--The term ‘passenger’ includes an employee of an air carrier aboard an aircraft..”

(2) Conforming amendment.--The table of sections for such chapter is amended by inserting after the item relating to section 1135 the following:

“1136. Assistance to families of passengers involved in aircraft accidents.”

(b) Penalties.--Section 1155(a)(1) of such title is amended-- (1) by striking “or 1134(b) or (f)(1)” and inserting “, section 1134(b), section 1134(f)(1), or section 1136(g)”; and (2) by striking “either of” and inserting “any of.”

SEC. 703. AIR CARRIER PLANS TO ADDRESS NEEDS OF FAMILIES OF PASSENGERS INVOLVED IN AIRCRAFT ACCIDENTS.

(a) In General.--Chapter 411 is amended by adding at the end the following:

“Sec. 41113. Plans to address needs of families of passengers involved in aircraft accidents

“(a) Submission of Plans.--Not later than 6 months after the date of the enactment of this section, each air carrier holding a certificate of public convenience and necessity under section 41102 of this title shall submit to the Secretary and the Chairman of the

National Transportation Safety Board a plan for addressing the needs of the families of passengers involved in any aircraft accident involving an aircraft of the air carrier and resulting in a major loss of life.

“(b) Contents of Plans.--A plan to be submitted by an air carrier under subsection (a) shall include, at a minimum, the following:

“(1) A plan for publicizing a reliable, toll-free telephone number, and for providing staff, to handle calls from the families of the passengers.

“(2) A process for notifying the families of the passengers, before providing any public notice of the names of the passengers, either by utilizing the services of the organization designated for the accident under section 1136(a)(2) of this title or the services of other suitably trained individuals.

“(3) An assurance that the notice described in paragraph (2) will be provided to the family of a passenger as soon as the air carrier has verified that the passenger was aboard the aircraft (whether or not the names of all of the passengers have been verified) and, to the extent practicable, in person.

“(4) An assurance that the air carrier will provide to the director of family support services designated for the accident under section 1136(a)(1) of this title, and to the organization designated for the accident under section 1136(a)(2) of this title, immediately upon request, a list (which is based on the best available information at the time of the request) of the names of the passengers aboard the aircraft (whether or not such names have been verified), and will periodically update the list.

“(5) An assurance that the family of each passenger will be consulted about the disposition of all remains and personal effects of the passenger within the control of the air carrier.

“(6) An assurance that if requested by the family of a passenger, any possession of the passenger within the control of the air carrier (regardless of its condition) will be returned to the family unless the possession is needed for the accident investigation or any criminal investigation.

“(7) An assurance that any unclaimed possession of a passenger within the control of the air carrier will be retained by the air carrier for at least 18 months.

“(8) An assurance that the family of each passenger will be consulted about construction by the air carrier of any monument to the passengers, including any inscription on the monument.

“(9) An assurance that the treatment of the families of nonrevenue passengers (and any other victim of the accident) will be the same as the treatment of the families of revenue passengers.

“(10) An assurance that the air carrier will work with any organization designated under section 1136(a)(2) of this title on an ongoing basis to ensure that families of passengers receive an appropriate level of services and assistance following each accident.

“(11) An assurance that the air carrier will provide reasonable compensation to any organization designated under section 1136(a)(2) of this title for services provided by the organization.

“(12) An assurance that the air carrier will assist the family of a passenger in traveling to the location of the accident and provide for the physical care of the family while the family is staying at such location.

“(13) An assurance that the air carrier will commit sufficient resources to carry out the plan.

“(c) Certificate Requirement.--After the date that is 6 months after the date of the enactment of this section, the Secretary may not approve an application for a certificate of public convenience and necessity under section 41102 of this title unless the applicant has included as part of such application a plan that meets the requirements of subsection (b).

“(d) Limitation on Liability.--An air carrier shall not be liable for damages in any action brought in a Federal or State court arising out of

the performance of the air carrier in preparing or providing a passenger list pursuant to a plan submitted by the air carrier under subsection (b), unless such liability was caused by conduct of the air carrier which was grossly negligent or which constituted intentional misconduct.

“(e) Aircraft Accident and Passenger Defined.--In this section, the terms ‘aircraft accident’ and ‘passenger’ have the meanings such terms have in section 1136 of this title..”

(b) Conforming Amendment.--The table of sections for such chapter is amended by adding at the end the following:

“41113. Plans to address needs of families of passengers involved in aircraft accidents.”

SEC. 704. ESTABLISHMENT OF TASK FORCE.

(a) Establishment.--The Secretary of Transportation, in cooperation with the National Transportation Safety Board, the Federal Emergency Management Agency, the American Red Cross, air carriers, and families which have been involved in aircraft accidents shall establish a task force consisting of representatives of such entities and families, representatives of air carrier employees, and representatives of such other entities as the Secretary considers appropriate.

(b) Guidelines and Recommendations.--The task force established pursuant to subsection (a) shall develop--

- (1) guidelines to assist air carriers in responding to aircraft accidents;
- (2) recommendations on methods to ensure that attorneys and representatives of media organizations do not intrude on the privacy of families of passengers involved in an aircraft accident;
- (3) recommendations on methods to ensure that the families of passengers involved in an aircraft accident who are not citizens of the United States receive appropriate assistance;
- (4) recommendations on methods to ensure that State mental health licensing laws do not act to prevent out-of-state mental health workers from working at the site of an aircraft accident or other related sites;
- (5) recommendations on the extent to which military experts and facilities can be used to aid in the identification of the remains of passengers involved in an aircraft accident; and
- (6) recommendations on methods to improve the timeliness of the notification provided by air carriers to the families of passengers involved in an aircraft accident, including--

(A) an analysis of the steps that air carriers would have to take to ensure that an accurate list of passengers on board the aircraft would be available within 1 hour of the accident and an analysis of such steps to ensure that such list would be available within 3 hours of the accident;

(B) an analysis of the added costs to air carriers

and travel agents that would result if air carriers were required to take the steps described in subparagraph (A);

(C) an analysis of any inconvenience to passengers, including flight delays, that would result if air carriers were required to take the steps described in subparagraph (A); and

(D) an analysis of the implications for personal privacy that would result if air carriers were required to take the steps described in subparagraph (A).

(c) Report.--Not later than 1 year after the date of the enactment of this Act, the Secretary shall transmit to Congress a report containing the model plan and recommendations developed by the task force under subsection (b).

Foreign Air Carrier Family Support Act of 1997

Public Law 105-148, 105th Congress

To amend title 49, United States Code, to require the National Transportation Safety

Board and individual foreign air carriers to address the needs of families of passengers involved in aircraft accidents involving foreign air carriers.

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,

SECTION 1. PLANS TO ADDRESS NEEDS OF FAMILIES OF PASSENGERS INVOLVED IN FOREIGN AIR CARRIER ACCIDENTS.

(a) In General.--Chapter 413 of title 49, United States Code, is amended by adding at the end the following:

“Sec. 41313. Plans to address needs of families of passengers involved in foreign air carrier accidents

“(a) Definitions.--In this section, the following definitions apply:

“(1) Aircraft accident.--The term ‘aircraft accident’ means any aviation disaster, regardless of its cause or suspected cause, that occurs within the United States; and

“(2) Passenger.--The term ‘passenger’ includes an employee of a foreign air carrier or air carrier aboard an aircraft.

“(b) Submission of Plans.--A foreign air carrier providing foreign air transportation under this chapter shall transmit to the Secretary of Transportation and the Chairman of the National Transportation Safety Board a plan for addressing the needs of the families of passengers involved in an aircraft accident that involves an aircraft under the control of the foreign air carrier and results in a significant loss of life.

“(c) Contents of Plans.--To the extent permitted by foreign law which was in effect on the date of the enactment of this section, a plan submitted by a foreign air carrier under subsection (b) shall include the following:

“(1) Telephone number.--A plan for publicizing a reliable, toll-free telephone number and staff to take calls to such number from families of passengers involved in an aircraft accident that involves an aircraft under the control of the foreign air carrier and results in a significant loss of life.

“(2) Notification of families.--A process for notifying, in person to the extent practicable, the families of passengers involved in an aircraft accident that involves an aircraft under the control of the foreign air carrier and results in a significant loss of life before providing any public notice of the names of such passengers. Such notice shall be provided by using the services of--

“(A) the organization designated for the accident under section 1136(a)(2); or

“(B) other suitably trained individuals.

“(3) Notice provided as soon as possible.--An assurance that the notice required by paragraph (2) shall be provided as soon as practicable after the foreign air carrier has verified the identity of a passenger on the foreign aircraft, whether or not the names of all of the passengers have been verified.

“(4) List of passengers.--An assurance that the foreign air carrier shall provide, immediately upon request, and update a list (based on the best available information at the time of the request) of the names of the passengers aboard the aircraft (whether or not such names have been verified), to--

“(A) the director of family support services designated for the accident under section 1136(a)(1); and

“(B) the organization designated for the accident under section 1136(a)(2).

“(5) Consultation regarding disposition of remains and effects.--An assurance that the family of each passenger will be consulted about the disposition of any remains and personal effects of the passenger that are within the control of the foreign air carrier.

“(6) Return of possessions.--An assurance that, if requested by the family of a passenger, any possession (regardless of its condition) of that

passenger that is within the control of the foreign air carrier will be returned to the family unless the possession is needed for the accident investigation or a criminal investigation.

“(7) Unclaimed possessions retained.--An assurance that any unclaimed possession of a passenger within the control of the foreign air carrier will be retained by the foreign air carrier

for not less than 18 months after the date of the accident. “(8) Monuments.--An

assurance that the family of each

passenger will be consulted about construction by the foreign air carrier of any monument to the passengers built in the United States, including any inscription on the monument.

“(9) Equal treatment of passengers.--An assurance that the treatment of the families of nonrevenue passengers will be the same as the treatment of the families of revenue passengers.

“(10) Service and assistance to families of passengers.

--An assurance that the foreign air carrier will work with any organization designated under section 1136(a)(2) on an ongoing basis to ensure that families of passengers receive an appropriate level of services and assistance following an accident.

“(11) Compensation to service organizations.--An assurance that the foreign air carrier will provide reasonable compensation to any organization designated under section

1136(a)(2) for services and assistance provided by the organization.

“(12) Travel and care expenses.--An assurance that the foreign air carrier will assist the family of any passenger in traveling to the location of the accident and provide for the physical care of the family while the family is staying at such location.

“(13) Resources for plan.--An assurance that the foreign air carrier will commit sufficient resources to carry out the plan.

“(14) Substitute measures.--If a foreign air carrier does not wish to comply with paragraph (10), (11), or (12), a description of proposed adequate substitute measures for the requirements of each paragraph with which the foreign air carrier does not wish to comply.

“(d) Permit and Exemption Requirement.--The Secretary shall not approve an application for a permit under section 41302 unless the applicant has included as part of the application or request for exemption a plan that meets the requirements of subsection (c).

“(e) Limitation on Liability.--A foreign air carrier shall not be liable for damages in any action brought in a Federal or State court arising out of the performance of the foreign air carrier in preparing or providing a passenger list pursuant to a plan submitted by the foreign air carrier under subsection (c), unless the liability was caused by conduct of the foreign air carrier which was grossly negligent or which constituted intentional misconduct.”

(b) Conforming Amendment.--The table of sections for such chapter is amended by adding at the end the following:

“41313. Plans to address needs of families of passengers involved in foreign air carrier accidents.”

(c) Effective Date.--The amendments made by this section shall take effect on the 180th day following the date of the enactment of this Act.

“AIR21”

Public Law 106-181, 106th Congress

To amend title 49, United States Code, to reauthorize programs of the Federal Aviation Administration, and for other purposes. SECTION 1. SHORT TITLE; TABLE OF CONTENTS.

(a) Short note. Title.--This Act may be cited as the “Wendell H. Ford Aviation Investment and Reform Act for the 21st Century.”

TITLE IV--FAMILY ASSISTANCE

SEC. 401. RESPONSIBILITIES OF NATIONAL TRANSPORTATION SAFETY BOARD. (a) Prohibition on Unsolicited Communications.--

- (1) In general.--Section 1136(g)(2) is amended-- (A) by striking "transportation," and inserting "transportation and in the event of an accident involving a foreign air carrier that occurs within the United States,";
(B) by inserting after "attorney" the following: "(including any associate, agent, employee, or other representative of an attorney)"; and
(C) by striking "30th day" and inserting "45thday."

- (2) Enforcement.--Section 1151 is amended by inserting "1136(g)(2)," before "or 1155(a)" each place it appears.

(b) Prohibition on Actions To Prevent Mental Health and Counseling Services.--Section 1136(g) is amended by adding at the end the following:

"(3) Prohibition on actions to prevent mental health and counseling services.--No State or political subdivision thereof may prevent the employees, agents, or volunteers of an organization designated for an accident under subsection (a)(2) from providing mental health and counseling services under subsection (c)(1) in the 30-day period beginning on the date of the accident. The director of family support services designated for the accident under subsection (a)(1) may extend such period for not to exceed an additional 30 days if the director determines that the extension is necessary to meet the needs of the families and if State and local authorities are notified of the determination."

(c) Inclusion of Nonrevenue Passengers in Family Assistance Coverage.--Section 1136(h)(2) is amended to read as follows: "(2) Passenger.--The term 'passenger' includes--

- "(A) an employee of an air carrier or foreign air carrier aboard an aircraft; and
- "(B) any other person aboard the aircraft without regard to whether the person paid for the transportation, occupied a seat, or held a reservation for the flight."

(d) Statutory Construction.--Section 1136 is amended by adding at the end the following:

"(i) Statutory Construction.--Nothing in this section may be construed as limiting the actions that an air carrier may take, or the obligations that an air carrier may have, in providing assistance to the families of passengers involved in an aircraft accident."

SEC. 402. AIR CARRIER PLANS. (a) Contents of Plans.--

- (1) Flight reservation information.--Section 41113(b) is amended by adding at the end the following:
"(14) An assurance that, upon request of the family of a passenger, the air carrier will inform the family of whether the passenger's name appeared on a preliminary passenger manifest for the flight involved in the accident."
- (2) Training of employees and agents.--Section 41113(b) is further amended by adding at the end the following:
"(15) An assurance that the air carrier will provide adequate training to the employees and agents of the carrier to meet the needs of survivors and family members following an accident."
- (3) Consultation on carrier response not covered by plan.-- Section 41113(b) is further amended by adding at the end the following:
"(16) An assurance that the air carrier, in the event that the air carrier volunteers assistance to United States citizens within the United States with respect to an aircraft accident outside the United States involving major loss of life, the air carrier will consult with the Board and the Department of State on the provision of the assistance."
- (4) Submission <<NOTE: 49 USC 41113 note.>> of updated plans.--The amendments made by paragraphs (1), (2), and (3) shall take effect on the 180th day

following the date of the enactment of this Act. On or before such 180th day, each air carrier holding a certificate of public convenience and necessity under section 41102 of title 49, United States Code, shall submit to the Secretary and the Chairman of the National Transportation Safety Board an updated plan under section 41113 of such title that meets the requirements of the amendments made by paragraphs (1), (2), and (3).

- (5) Conforming amendments.--Section 41113 is amended-- (A) in subsection (a) by striking "Not later than 6 months after the date of the enactment of this section, each air carrier" and inserting "Each air carrier"; and (B) in subsection (c) by striking "After the date that is 6 months after the date of the enactment of this section, the Secretary" and inserting "The Secretary."

(b) Limitation on Liability.--Section 41113(d) is amended by inserting ", or in providing information concerning a preliminary passenger manifest," before "pursuant to a plan."

(c) Statutory Construction.--Section 41113 is amended by adding at the end the following:

"(f) Statutory Construction.--Nothing in this section may be construed as limiting the actions that an air carrier may take, or the obligations that an air carrier may have, in providing assistance to the families of passengers involved in an aircraft accident."

SEC. 403. FOREIGN AIR CARRIER PLANS.

(a) Inclusion of Nonrevenue Passengers in Family Assistance Coverage.--Section 41313(a)(2) is amended to read as follows:

"(2) Passenger.--The term 'passenger' has the meaning given such term by section 1136."

(b) Accidents for Which Plan Is Required.--Section 41313(b) is amended by striking "significant" and inserting "major."

(c) Contents of Plans.--

(1) In general.--Section 41313(c) is amended by adding at the end the following:

"(15) Training of employees and agents.--An assurance that the foreign air carrier will provide adequate training to the employees and agents of the carrier to meet the needs of survivors and family members following an accident.

"(16) Consultation on carrier response not covered by plan.--An assurance that the foreign air carrier, in the event that the foreign air carrier volunteers assistance to

United States citizens within the United States with respect to an aircraft accident outside the United States involving major loss of life, the foreign air carrier will consult with the Board and the Department of State on the provision of the assistance."

(2) Submission <<NOTE: 49 USC 41313 note.>> of updated plans.--The amendment made by paragraph (1) shall take effect on the 180th day following the date of the enactment of this Act.

On or before such 180th day, each foreign air carrier providing foreign air transportation under chapter 413 of title 49, United States Code, shall submit to the Secretary and the Chairman of the National Transportation Safety Board an updated plan under section 41313 of such title that meets the requirements of the amendment made by paragraph (1).

SEC. 404. DEATH ON THE HIGH SEAS.

(a) Right of Action in Commercial Aviation Accidents.--The first section of the Act of March 30, 1920 (46 U.S.C. App. 761; popularly known as the "Death on the High Seas Act") is amended--

- (1) by inserting "(a) subject to subsection (b)," before "whenever"; and
(2) by adding at the end the following:

"(b) In the case of a commercial aviation accident, whenever the death of a person shall be caused by wrongful act, neglect, or default occurring on the high seas 12 nautical miles or

closer to the shore of any State, or the District of Columbia, or the Territories or dependencies of the United States, this Act shall not apply and the rules applicable under Federal, State, and other appropriate law shall apply..”

(b) Compensation in Commercial Aviation Accidents.-- Section 2 of such Act (46 U.S.C. App. 762) is amended--

- (1) by inserting “(a)” before “the recovery”; and
- (2) by adding at the end the following:

“(b)(1) If the death resulted from a commercial aviation accident occurring on the high seas beyond 12 nautical miles from the shore of any State, or the District of Columbia, or the Territories or dependencies of the United States, additional compensation for nonpecuniary damages for wrongful death of a decedent is recoverable. Punitive damages are not recoverable.

“(2) In this subsection, the term ‘nonpecuniary damages’ means damages for loss of care, comfort, and companionship..”

(c) Effective <<NOTE: 46 USC app. 761 note.>> Date.--The amendments made by subsections (a) and (b) shall apply to any death occurring after July 16, 1996.

“Vision 100”

SEC. 809. AVAILABILITY OF AIRCRAFT ACCIDENT SITE INFORMATION. (a) DOMESTIC AIR TRANSPORTATION.—Section 41113(b) is amended—

- (1) in paragraph (16) by striking “the air carrier” the third place it appears; and
- (2) by adding at the end the following:

“(17)(A) An assurance that, in the case of an accident that results in significant damage to a manmade structure or other property on the ground that is not government-owned, the air carrier will promptly provide notice, in writing, to the extent practicable, directly to the owner of the structure or other property about liability for any property damage and means for obtaining compensation.

“(B) At a minimum, the written notice shall advise an owner (i) to contact the insurer of the property as the authoritative source for information about coverage and compensation; (ii) to not rely on unofficial information offered by air carrier representatives about compensation by the air carrier for accident-site property damage; and (iii) to obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with restrictions on access to the accident site.

“(18) An assurance that, in the case of an accident in which the National Transportation Safety Board conducts a public hearing or comparable proceeding at a location greater than 80 miles from the accident site, the air carrier will ensure that the proceeding is made available simultaneously by electronic means at a location open to the public at both the origin city and destination city of the air carrier’s flight in that city is located in the United States..”

(b) FOREIGN AIR TRANSPORTATION.—Section 41313(c) is amended by adding at the end the following:

“(17) NOTICE CONCERNING LIABILITY FOR MANMADE STRUCTURES.— “(A) IN GENERAL.—An assurance that, in the case of an accident that results in significant damage to a manmade structure or other property on the ground that is not government-owned, the foreign air carrier will promptly provide notice, in writing, to the extent practicable, directly to the owner of the structure or other property about liability for any property damage and means for obtaining compensation.

“(B) MINIMUM CONTENTS.—At a minimum, the written notice shall advise an owner (i) to contact the insurer of the property as the authoritative source for information about coverage and compensation; (ii) to not rely on unofficial information offered by foreign air carrier representatives about compensation by the foreign air carrier for accident-site property damage; and (iii) to obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with restrictions on access to the accident site.

“(18) SIMULTANEOUS ELECTRONIC TRANSMISSION OF NTSB HEARING.—An assurance that, in the case of an accident in which the National Transportation Safety Board conducts a public hearing or comparable proceeding at a location greater than 80 miles from the accident site, the foreign air carrier will ensure that the proceeding is made available simultaneously by electronic means at a location open to the public at both the origin city and destination city of the foreign air carrier’s flight if that

city is located in the United States..”

(c) **UPDATE PLANS.**—Air carriers and foreign air carriers shall update their plans under sections 41113 and 41313 of title 49, United States Code, respectively, to reflect the amendments made by subsections (a) and (b) of this section not later than 90 days after the date of enactment of this Act.

APPENDIX B

Family Assistance Center Operations

The Family Assistance Center (FAC) is the focus of services for family members when they travel to the accident location. FACs are designed to meet the immediate and short-term needs of family members: safety, security, physiological needs (food, sleep), information (about the victim recovery and identification process, and the investigation), and crisis/grief counseling. In addition, family members may be interviewed to gather antemortem information about the victims and to submit DNA samples to facilitate victim identification. The air carrier is required to provide the FAC location. Most FACs are established at hotels or similar facilities. Consideration should be given to a facility that has multiple meeting rooms, a large ballroom, up-to-date information technology infrastructure, and food services. Arrangements are coordinated by the air carrier and the NTSB.

The NTSB TDA Director manages FAC operations or assigns a designee in her/his absence. Staff present at the FAC should include the following:

1. Air carrier support team personnel and their associated management team
2. NTSB TDA staff
3. Local law enforcement
4. American Red Cross personnel, including approved child care providers, spiritual care staff, health professionals and crisis counselors
5. Medical examiner staff
6. Personnel designated by the medical examiner to conduct antemortem interviews
7. Personal effects management contractors working for the air carrier
8. Local support agency personnel

A number of critical functions will take place at the FAC and must be closely coordinated; they include the following:

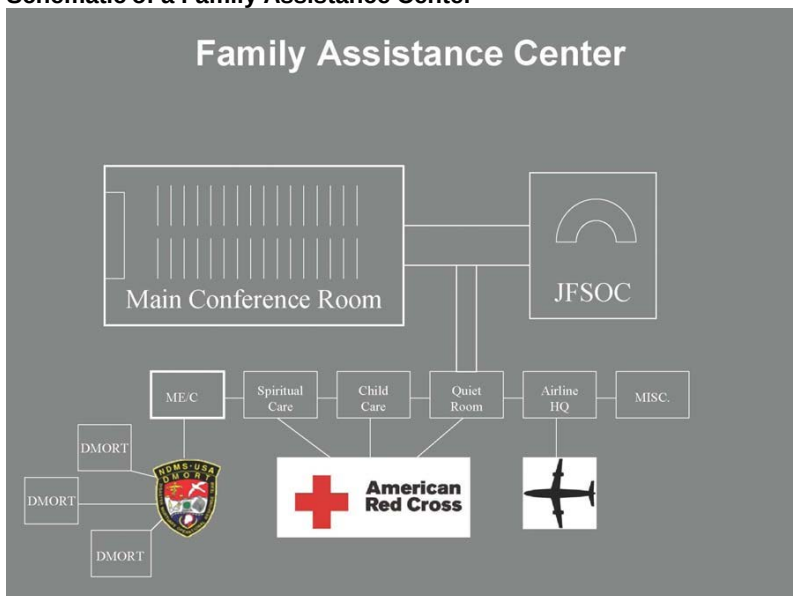
1. Safety and security, including badging of staff and family members
2. NTSB daily briefings, typically held twice daily
3. Antemortem interviews conducted by the medical examiner personnel or their designee
4. Childcare, spiritual care, and crisis counseling (conducted by the American Red Cross)
5. Death notifications by the medical examiner

Typically, the FAC will remain operational until the decedents have been identified, or until families are notified that the identification process will continue for an extended period of time. If this should occur, families will be contacted at home regarding positive identifications.

It is essential that each agency in the FAC understand its role in the support of families.

Not all family members will travel to the FAC. If there are family members already residing in the accident city, they will most likely visit the FAC to receive updates at the briefings and then return home. Other family members will participate in the briefings via a telephone conference bridge.

Schematic of a Family Assistance Center



APPENDIX C

Joint Family Support Operations Center

The Joint Family Support Operations Center (JFSOC) is an important element in the control and coordination of the responses and resources of supporting organizations involved in an aviation accident.

The JFSOC is a central location where participating organizations are brought together to monitor, plan, coordinate, and execute a response operation maximizing the utilization of all available resources. Communication and sharing of information continue to be challenges to a successful emergency response. The JFSOC is designed to address these challenges.

Organizations normally involved in the JFSOC are the following: NTSB, air carrier, the American Red Cross, local government and law enforcement, and supporting Federal agencies. Depending on the extent of the disaster, other organizations may also be involved in the JFSOC.

The JFSOC and one or more of the organizations involved (listed above) provide the following:

1. Serve as the central point for coordination and sharing of information among participating organizations.
2. Monitor ongoing family support activities and tracks mission activities of each organization, such as the status of the available resources.
3. Maintain a current list of locations and key telephone numbers of participating organizations and personnel.
4. Manage and coordinate requests for services.
5. Maintain a daily journal of organizational activities and responses.

Agency representatives assigned to the JFSOC are responsible for the following tasks:

1. Maintain current status of family support activities.
2. Prepare information for the NTSB family website.
3. Provide information for the daily family briefing/conference bridge.
4. Brief participating agencies daily about activities concerning family support.
5. Coordinate and share information among all organizational representatives.
6. Maintain locations and telephone numbers of organizational entities along with key personnel (for instance, FAC, medical examiner, staff processing center, NTSB investigators, air carrier, accident site, supporting organizations, local law enforcement, and local government).
7. Maintain and update daily plans, incident action plans, and plans for future operations.
8. Maintain the status and location of injured victims.
9. Maintain the status of victim identification effort, utilizing information provided by medical examiner personnel or their designee.
10. Update information on numbers of families at the accident city and projected departures/arrivals

(24/48 hours).

11. Track the progress of antemortem interviews and antemortem data collection.

An aviation accident may take place anywhere. Therefore, it is necessary to remain flexible in planning the location of the JFSOC, taking into consideration the location and the severity of the accident. The location of the JFSOC will be determined on the basis of available space, in such places as hotels, local government buildings, or mobile command posts.

The air carrier is responsible for securing space to accommodate family members, the FAC, and the JFSOC. The involved air carrier should plan on securing a hotel area that can accommodate the people, equipment, and activities in the JFSOC. Although hotel space for family members and the FAC will be at a premium, the JFSOC should be located in the same hotel. A small ballroom or large conference room is appropriate. Should the air carrier have difficulty securing space, the NTSB will contact local authorities to determine the availability of suitable space.

The following is a general description of the duties and responsibilities of agency representatives assigned to the JFSOC:

1. **Coordinator:** The JFSOC Coordinator represents the NTSB and is charged with managing the day-to-day activities of the JFSOC. The coordinator may do any of the following tasks: assign responsibilities to JFSOC members, facilitate the exchange of information among the JFSOC participants, ensure that critical information is kept current, inform other participants of significant developments, collect information that may be used for family briefings, ensure that individual logs are kept current, coordinate with NTSB headquarters regarding information to be placed on the Board's special family website, and perform other duties relating to the specific requirements of the accident response.

2. **Deputy Coordinator:** A Deputy Coordinator may be designated to assist the Coordinator. The Deputy Coordinator may be from the air carrier or from the local emergency management agency.

3. **Administrative Officer:** An Administrative Officer will assist the Coordinator with administrative functions, such as preparing drafts of documents, collecting and posting logs, assembling clips of media coverage of the accident, providing supplies, and performing other duties relating to the specific requirements of the accident response.

4. **Air carrier representative:** The air carrier representative serves primarily in a coordinating role for the carrier. Responsibilities include passing along information to the carrier's command center regarding positively identified passengers (after families have been notified); addressing questions related to current and future support provided to families by the air carrier; providing updates regarding other agencies' current and future plans and developments; scheduling meetings and related agendas; maintaining a daily log; monitoring status of injured victims and numbers of family members on and off site; providing information for daily briefings to family members; and updating other JFSOC participants on the carrier's activities and developments.

5. **Local government representative:** The local government representative is the coordinating point for JFSOC participants on issues of security of the morgue, FAC, hotels for family members, and other designated sensitive areas. The representative is also responsible for keeping his or her organization informed of family affairs activities and meetings, updating other JFSOC participants on the local government's activities and developments, maintaining a daily log, providing information for daily briefings to family members, identifying local assets and resources that can be utilized to support the operation, and assisting other participants in their understanding of the local community and their leaders.

6. **Medical examiner representative:** The medical examiner representative serves as a liaison between the victim identification activities at the morgue, the antemortem interview process at the FAC, and the DMORT FAC team. They may also provide information on the victim identification process at the family briefings.

7. **American Red Cross representative:** The American Red Cross representative assigned to the JFSOC coordinates the American Red Cross' operations in the FAC and the staff processing center. Responsibilities include responding to questions that relate to current and future support provided to families and support workers, answering questions related to persons and organizations who want to volunteer services or support, informing the American Red Cross of scheduled meetings, maintaining a daily log, monitoring status of support personnel in the FAC and other sites, answering or redirecting calls from family members who may be off site, providing information for daily briefings to family members, and updating other JFSOC participants regarding operational activities and developments.

8. **DOS representative (if required):** The DOS representative serves in a coordinating role between the JFSOC and the DOS. The representative will coordinate issues involving foreign passengers and the support they will need from DOS, the

victim's embassy/consulate, and other participants of the JFSOC. Other tasks include maintaining a daily log, monitoring status of foreign victims and their families, providing advice on cultural issues, answering or redirecting calls from foreign government officials, providing information for daily briefings to family members, and updating other JFSOC participants on the organization's activities and developments. If foreign consulate officials participate in the activities of the JFSOC, the DOS representative will serve as their sponsor.

9. DOJ/FBI OVA representative (if required): DOJ/FBI OVA will only be involved in the JFSOC when the cause of the disaster is suspected to be of criminal intent. The representative serves primarily in a coordinating and informational role for DOJ/FBI.

10. FEMA representative (if required): The FEMA representative is not normally involved in the JFSOC, unless the disaster requires substantial Federal government assistance. For example, a disaster that occurs in a highly populated area causing severe structural damage and a substantial number of ground casualties will require a FEMA representative at the JFSOC. The representative will be primarily responsible for coordinating the local and State emergency management agency efforts with the family support operation.

APPENDIX D
Joint Family Support Operations Center Daily Status Report Information

1. Number of families notified /number pending notification	Air Carrier
2. Number of families on site /number of families at home	Air Carrier
3. Number of total family members at the hotel	Air Carrier
4. Number of families expected to arrive within the next 24 hours	Air Carrier
5. Number of families expected to depart within the next 24 hours	Air Carrier
6. Number of families at home who were contacted by their air carrier representative within the last 24 hours	Air Carrier
7. Status of injured personnel and location of family members	Air Carrier
8. Number of families on site who have requested American Red Cross assistance and have been assisted by American Red Cross personnel within the last 24 hours	American Red Cross
9. Number of families at home who have requested American Red Cross assistance and have been contacted by their American Red Cross representative within the last 24 hours	American Red Cross
10. Number of workers who have received American Red Cross assistance in the last 24 hours	American Red Cross
11. Number of injured emergency response personnel who have received American Red Cross assistance	American Red Cross
12. Status of antemortem data collection and DNA reference samples	Medical Examiner
13. Status of antemortem and disposition of remains interviews	Medical Examiner
14. Status of identification efforts	Medical Examiner
15. Status of families notified of positive identification	Medical Examiner
16. Status of the release of remains	Medical Examiner
17. Update on assistance provided to foreign families	DOS
18. Update on assistance provided to victims and families	DOJ
19. Number of Federal support personnel, to include DMORT and American Red Cross personnel on site and their locations	All
20. Remarks on daily activities	All
21. Remarks on activities scheduled for the next 24 hours	All

APPENDIX E
Sample Format for an After Action Report

SEMS/NIMS Emergency Plan

National Transportation Safety Board
Director, Office of Transportation Disaster Assistance
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594-2000

Attn: Transportation Disaster Assistance

SUBJECT: (AVIATION ACCIDENT) AFTER-ACTION REPORT

Describe such items as how the organization was organized, relationships to other organizations, what the organization's mission was, how many of the organization's personnel were involved, what other resources were provided, transportation and equipment requirements, date arrived/departed, daily activities, and any other information the organization feels important to add to this document. This outline is not intended to limit the content of the report.

Attach as separate enclosures discussion of specific aspects of the operation that were either successful or problematic.

The following format is provided: Topic:

Discussion:

Recommendations:

Enclose any programs, associated ceremonial material, or video documentation.

APPENDIX F

Victim Identification Information

The local medical examiner or coroner has the legal responsibility to identify the victims of an aviation disaster. In addition, he or she is legally responsible for determining cause and manner of death and completing death certification. Medical examiner and coroner offices vary greatly in terms of staff and facility size. Some offices may be able to handle an aviation disaster with existing staff and facilities, while other offices, particularly those in rural areas, may require assistance. The medical examiner or coroner should have a written mass fatality plan that will give a basic framework for a response and whether assistance will be required.

The Aviation Disaster Family Assistance Act of 1996 designates the NTSB to coordinate Federal assistance in response to aviation accidents. The responsibilities of the NTSB transfer to the FBI if the cause of the disaster is officially declared a criminal act.

The NTSB or the FBI can, at the request of the medical examiner or coroner, request the services of the DMORT to assist with fatality management and identification of victims. The NTSB or FBI can also request the delivery of the DMORT portable morgue. In addition, the Office of the Armed Forces Medical Examiner (OAFME) can provide assistance to the FBI for medicolegal investigation issues.

The process of victim identification in a transportation disaster is thorough, deliberate, and based on proven scientific methods. As a rule, personal effects removed from the remains are considered to be a presumptive method of identification used to suggest who the deceased may be. Positive victim identification requires comparison of antemortem (before death) records and samples, such as dental and medical radiographs, with similar information collected from the remains. Exact matches of unique biological characteristics found in both the antemortem and postmortem records leads to a positive identification. Such methods include comparison of dental records and radiographs, comparison of fingerprints, comparison of bone structure in radiographs, comparison of healed fractures in radiographs, unique medical features (such as implants/prosthetics), and comparison of DNA.

In aviation disasters involving fragmented remains, identification is followed by the process of reassociating remains. Reassociation takes more time and is more complex than identification. Although a victim may be identified quickly using a single tooth, the ability to bring together the disassociated remains of victims relies primarily on DNA. DNA identification involves comparing DNA samples of the deceased to antemortem samples from relatives or a sample of DNA from the deceased obtained from clothing, a hairbrush, or a similar item containing skin or hair cells.

Once a positive identification has been made, the medical examiner office or a designee will notify the victim's legal NOK. At this point, the NOK decides on how and when the remains will be returned for burial/final disposition. Crisis support care and other support mechanisms will be available to the family during this process.

APPENDIX G

Victim Support Tasks–Checklists

Victim Support Tasks
National Transportation Safety Board Tasks
☐ Coordinate Federal assistance and serve as a liaison between the air carrier and family members.
☐ Provide an NTSB toll-free number and e-mail address (www.assistance@ntsb.gov) to family members for obtaining information on the victim recovery and identification effort, accident investigation, and other concerns.
☐ Request a copy of the passenger manifest from the air carrier.
☐ Review with the air carrier the logistical needs of families, giving special consideration to security, quality of hotel rooms and facilities, and privacy for family members.
☐ Integrate local and Federal government officials and air carrier staff to form a JFSOC to coordinate services and activities for families.
☐ Coordinate assistance efforts with local and State authorities, including the medical examiner, local/county/State law enforcement, emergency management agency, hospitals, and other emergency support personnel.
☐ Maintain communications with the air carrier to receive updates regarding the notification status of the victims' families.
☐ Conduct daily coordination meetings with the air carrier and local and Federal government representatives to review daily activities, resolve problems, and synchronize future family support operations and activities.
☐ Provide and coordinate family briefings both with families at the accident city and with families who remain at home.
☐ Discuss with the medical examiner the subject of victim identification, in particular the use of DNA analysis. Explain that the NTSB typically uses the Armed Forces DNA Identification Laboratory for DNA identification.
☐ Discuss with the medical examiner the capabilities of his or her office staff to conduct victim identification. Discuss the use of DMORT and the standard procedures used by DMORT in its work in support of NTSB responses.
☐ At the discretion of the NTSB IIC, coordinate a visit to the accident site for family members.
☐ Provide information releases to the media, in coordination with NTSB Office of Public Affairs, pertaining to the types of Federal support available to assist family members.
☐ Maintain contact with family members to keep them informed about the victim recovery and identification effort, accident investigation, and other accident-related concerns. ☐ Inform family members of the release dates for preliminary, factual, and probable cause statements. ☐ Inform family members of the date, time, and location of the public hearing, if applicable. ☐ Inform family members of the date, time, and location of the Board meeting, if applicable.
☐ If the accident is determined to be the result of a criminal act, the NTSB TDA staff may assist the FBI OVA in family assistance support.
☐ Consolidate and review the AAR to resolve problem areas and to update operating plans and procedures.

Victim Support Tasks
Air Carrier Tasks
☐ Complete required accident notification as detailed in 49 CFR 830.5

□ Notify the NTSB Communications Center of the accident and provide the following: - o Location or general vicinity of the accident - o Number of passengers on board - o Number of crew on board - o Number of injuries and fatalities (if known) - o Flight number - o Flight origination - o Flight connection points - o Flight's final destination - o Demographics of passengers (if known) - o Flight's designation as domestic or international - o Name and telephone number of the carrier's representative in charge of— - f Carrier's humanitarian response - f Passenger manifest reconciliation - f Family notification process - o Name, telephone number and location of the facility designated for use as the FAC and JFSOC
□ Provide a reliable publicized toll free telephone number with sufficient capacity to handle the anticipated call volume from victims' families and friends.
□ Coordinate public notification of the toll-free number with various media (television, radio, Internet) emphasizing the following: - o The number should only be used by people who have a reason to believe a family member or friend was a passenger on the accident flight. - o Initial calls to the air carrier will provide basic accident information and establish point of contact information for affected family members and friends in order to initiate humanitarian support. - o When referring to the toll-free telephone number, the following information should always be provided: - f Name of the carrier(s) involved - f The accident flight number(s) - f The flight's airport of origination - f The flight's connection point(s) - f The flight's final destination
□ Modify normal "on-hold" messages. Eliminate music, sales information and similar non-accident-related messages.
□ Provide timely notification to family members and friends prior to releasing passenger names to the public. Refer to AIR 21. - o Request family members to designate one primary point of contact for information sharing. - o Remember that the air carrier is under no obligation to release the names of victims if family members request otherwise.
□ Ensure notification of family members and friends of American Red Cross family care and

Victim Support Tasks
Air Carrier Tasks
crisis assistance available at the FAC.
□ Ensure notification of family members and friends of American Red Cross family care and crisis assistance available after their return home (if applicable).
□ Ensure that requests for crisis assistance are forwarded to the American Red Cross representative at the FAC.
□ Provide media representatives with continuous updates regarding the following: - o Progress of the notification process - f The number of victims' family members notified as of a certain time - f The number of families remaining to be notified - o This process continues until all victims' families have been notified
□ Provide the NTSB, upon request, with the most current reconciled copy of the passenger manifest. - o Each copy of the manifest should be numbered or annotated indicating the date and time so that it is distinguishable from previous copies

□ Secure facilities at departure, arrival, and connecting airports for family members and/or friends who may be gathering. ○ This facility is designed to allow family members to grieve in private, shielding them from the media and solicitors; it serves as a secure location where families can receive continuous updates regarding the reconciliation of the passenger manifest and other accident information.
□ Ensure all facilities chosen for use as the Friends and Relatives Reception Center, FAC, and JFSOC are ADA accessible.
□ Secure a venue for use as the FAC (see appendix B) ○ Consider the quality of the rooms, size of the facility, privacy for the family members and/or friends, ability to secure the facility, proximity to the accident site, and proximity to medical treatment facilities.
□ Secure a venue for the JFSOC.
□ Make provisions for the JFSOC including, but not limited to, the following: ○ Space ○ Communications ○ Logistical support ○ Details of the set-up of the JFSOC are provided in appendix C.
□ Provide logistical support to family members who desire to travel to the accident city (or to a hospital location) that includes, but is not limited to, transportation, lodging, meals, security, communications and incidental expenditures.
□ Assist family members as they travel to and from the accident city by informing flight crews and airport personnel about family members aboard particular flights. ○ At departure, connecting, and arrival airports, family members should have air carrier personnel meet and assist them while on airport grounds. ○ If necessary, seek assistance from other carriers with a larger presence at the airport. ○ Assist family members as they depart the accident city and provide a contact person who will continue to be the air carrier's interface with them after they return home.
□ Provide a contact person to meet family members as they arrive and accompany them at the accident city.
Victim Support Tasks
Air Carrier Tasks
○ This person will be responsible for assisting the family while at the accident city and should continue to be the air carrier interface with them until they return home. ○ Once the family returns home, the air carrier may decide to designate a single contact person for all family members. □ This point of contact should be available via a toll-free phone number.
□ Maintain daily contact with family members who do not travel to the accident city by providing a contact person from the air carrier until the on-site investigation has concluded.
□ Designate an individual who will be the air carrier's representative to the Director of the NTSB TDA. ○ This individual will travel to various locations, such as the accident site, morgue, JFSOC and FAC with the Director of the NTSB TDA. ○ The designated individual should have the authority or ready access to those who have sufficient authority to make decisions on behalf of the air carrier.
□ Establish an exclusive badge system to appropriately identify family members.
□ Participate in daily coordination meetings to review daily activities, resolve problems, and synchronize future family support operations and activities at the FAC. ○ This information is helpful in planning logistical support (such as meals, lodging, and transportation) and allows for an update of current and future support operations. ○ The type of information typically discussed during the daily coordination meetings is located in appendix D.

□ Make provisions for private areas within the hotel for medical examiner personnel and the DMORT FAC Team to collect antemortem information and DNA reference samples from family members. - o Provide quiet space and communications for DMORT and medical examiner personnel to telephonically collect antemortem information from family members who are not at the FAC. - o Plan and provide for a sufficient number of rooms for DMORT/crisis counseling use. Based on NTSB experience the number of rooms required ranges from 4 to 12, depending on the number of fatalities. - o Be aware that crisis counseling and DMORT facilities are also used as venues to inform families when positive identification has been made. By having the medical examiner or DMORT team representative located within the FAC, transportation of victims' remains and other logistical considerations can be better coordinated. Support requirements for planning purposes are in appendix C.
□ Provide DOS representatives the necessary information regarding foreign passengers to facilitate interaction with appropriate foreign government embassies.
□ Establish a liaison with the American Red Cross at each medical treatment facility to monitor the status of injured victims and to provide assistance to their families.
□ Develop procedures for the handling of personal effects released by the NTSB or the FBI if the aviation disaster is declared a criminal act. - o Consider utilizing a third party that has experience in the return of personal effects associated with aviation disasters. - o The proper handling and management of personal effects cannot be discounted. - o As required by law, provisions will be made for unclaimed possessions to be retained for at least 18 months from the date of the accident. The NTSB has developed guidelines for the on-scene search for personal effects.
Victim Support Tasks
Air Carrier Tasks
- for at least 18 months from the date of the accident. - o The NTSB has developed guidelines for the on-scene search for personal effects.
□ Consult with family members about any air carrier-sponsored monument, including any inscriptions.
□ Provide reasonable reimbursement to the American Red Cross for the services provided to the family, air carrier, and supporting personnel.
□ Provide the same support and treatment to families of non-revenue passengers or any other victim of the accident (for instance, ground fatality) as is provided for revenue passengers.
□ If the NTSB conducts a public hearing or comparable proceeding at a location more than 80 miles from the accident site, ensure that a simultaneous transmission of the proceeding is available to family members at a location open to the public at both the origin city and destination city of the accident flight.
□ In the event of an accident outside of the United States, AIR 21 legislation requires "An assurance that the air carrier, in the event that the air carrier volunteers assistance to United States citizens within the United States with respect to an aircraft accident outside of the United States involving major loss of life, the air carrier will consult with the Board and the Department of State on the provision of the assistance."
□ In the event the investigation determines the accident is the result of a criminal act, coordinate with FBI OVA in arranging meetings with family members to explain their rights as victims of a Federal crime.
Victim Support Tasks
American Red Cross
□ Deploy an American Red Cross CRT to serve as the functional leadership of family care and crisis intervention during the aviation accident. The CRT will support the local American Red Cross response and manage any spontaneous volunteers.
□ Assign a representative to the JFSOC to coordinate American Red Cross related issues and family requests for assistance.

□ Coordinate and manage the numerous organizations and personnel offering counseling, religious, and other support services to the operation. A staff processing center, operated away from the FAC, should be created to screen, monitor, and manage personnel (employee and volunteer staff). The staff processing center will also be responsible for developing an exclusive badge system for personnel, matching volunteer skills with organizational needs, assigning work schedules, briefing and debriefing of support staff, and planning for future activities. - o Qualified local resources should be integrated with American Red Cross personnel for crisis and grief counseling, food services, administrative assistance, and other support services to family members and support organizations. - o Crisis and grief counseling for family members who do not travel to the accident city should be coordinated with air carrier personnel.
□ Employ an accounting system to accurately record cost data in specific cost categories for reimbursement by the air carrier.
□ Assess the needs and available resources of other crisis support agencies, coordinate with them to ensure ongoing emotional support for workers during the operation, and provide debriefings before departure.
□ Establish a liaison with the air carrier at each supporting medical treatment facility to monitor the status of injured victims and to provide assistance to their families.
□ Coordinate with the air carrier to establish areas in the FAC for families to grieve privately.
□ If deemed necessary, deploy a CRC to coordinate on-site childcare services for families who arrive with young children.
□ If deemed necessary, deploy a SRT to coordinate on-site spiritual care.
□ If desired by the families, coordinate the planning for a suitable interfaith memorial service within the first few days following the accident.
□ If deemed necessary, arrange a memorial service for any future burial of unidentified remains.
□ Provide families, at their request, with referrals to mental health professionals and support groups in their local area.
□ Provide additional support to affected special needs or demographically/culturally diverse populations as deemed

Victim Support Tasks – Victim Identification Services
Department of Health and Human Services
Assistant Secretary for Preparedness and Response
□ At the time of an accident and following notification by the NTSB, activate the appropriate DMORT team personnel, supplies, and equipment to assist in the management of victim identification.
□ Assign a representative to the JFSOC to address DMORT-related issues.
□ Assign necessary DMORT team members to assist the medical examiner with victim identification and mortuary services. The configuration of the team and skills required will be determined by the details of the accident and the capabilities of the local medical examiner.
□ Follow the "DMORT Standard Operating Procedures for National Transportation Safety Board Activations."
□ Provide, if necessary, a morgue facility, a DMORT Portable Morgue Unit (DPMU), and the necessary equipment and supplies to augment the local medical examiner's capabilities.
□ Monitor the status of all incoming antemortem records to include dental, medical, and DNA data to ensure that all records have been received. If not, take steps to obtain the records and radiographs.
□ Employ a standard antemortem questionnaire and disposition of remains form that can be adapted to meet local medical examiner and State requirements. The disposition of remains form will be used to obtain directions from the lawfully authorized NOK regarding what he/she desires the medical examiner to do with remains that may later be identified as those of their family member. Information collected from family members is strictly confidential and is ultimately under the control of the medical examiner.
□ Using a specially trained FAC team, interview family members who are both on site and off site for information regarding antemortem identification and disposition of remains.

☐ Coordinate with the medical examiner to integrate qualified non-DMORT personnel who are providing assistance to the medical examiner's office into the morgue operation.
☐ If necessary, assist the medical examiner in notifying family members of positive identification, including an explanation of how identification was determined.
☐ Ensure the accuracy of the chain of custody by performing a check of documentation and remains prior to the release of remains to the designated funeral director.
☐ Assist the medical examiner with reassociation of remains following the identification process. This may occur weeks or months after the accident.
☐ Through the FAC team, provide the NTSB with contact information for the NOK (addresses, telephone numbers, e-mail addresses) and the NOK's relationship to the victim.

Victim Support Tasks (if required)
Department of Defense (if required)
☐ Provide the use of a military installation, such as The Charles C. Carson Center for Mortuary Affairs, located at the Dover Air Force Base, in support of mortuary operations.
☐ Provide personnel from the Office of the OAFME and AFDIL to assist in the identification effort and to conduct appropriate DNA comparison testing on specimens submitted by the medical examiner. OAFME and AFDIL personnel may be asked to travel to the accident site to assist with victim identification.
☐ Provide available medical and dental records and DNA reference samples of fatally injured passengers who may have antemortem records based on prior or current military service.

Victim Support Tasks – Assisting Families of Foreign Victims (If Required)
Department of State
☐ Assign a representative to the JFSOC to coordinate DOS-related issues with other members of the operations center staff. Assist in obtaining dental and medical records and DNA reference samples from foreign families. Respond to family member requests for information and assistance as appropriate. Additional personnel may be needed for accidents involving significant numbers of foreign passengers, particularly those involving international flights.
☐ Provide official notification to foreign governments of citizens involved in the accident. Such notifications will take place after obtaining necessary information about foreign passengers from the air carrier.
☐ Assist the air carrier in notifying U.S. citizens who may reside or are traveling outside the United States that a member of their family has been involved in an aviation accident.
☐ Provide interpretation/translation services (via DOS staff or a contracted provider) to facilitate communications with the victim's family and all interested parties. For family briefings held at the FAC or similar location or activity, simultaneous interpretation/translation in multiple languages may be required.
☐ Assist the air carrier, the Federal support staff, and other pertinent parties in maintaining contact with foreign families not traveling to the United States.
☐ Assist foreign air carrier employees and families of foreign victims with entry into the United States and with the extension or granting of visas to eligible applicants.
☐ Facilitate necessary consulate and customs services for the return of remains and personal effects to the country of destination.
☐ Assist the medical examiner in acquiring the necessary information to facilitate the identification of foreign victims and to complete death certificates.

Victim Support Tasks – Communications (If Required)	
Department of Homeland Security / Federal Emergency Management Agency	
☐	Assign a representative to the JFSOC to coordinate with other members of the operations center staff and local and State officials concerning emergency management–related issues.
☐	Provide voice and data communication assets to facilitate communication from the accident site to the NTSB communications center.
☐	Upon the request of the NTSB Office of Public Affairs, provide personnel to assist in public information dissemination, to include assistance in establishing and staffing external media support centers at the accident site, wreckage hangar, FAC, airport, and other areas that may attract media interest.

Victim Support Tasks – Assisting Victims of Crime (If Required)	
Department of Justice	
☐	Provide to the NTSB, upon request, an FBI Disaster Squad with sufficient personnel to obtain fingerprint identification of accident fatalities. This team will work with the medical examiner and the DMORT personnel at the morgue location.
☐	Provide to the NTSB, upon request, an FBI ERT and other FBI Laboratory assets to assist with victim recovery operations under the direction of the medical examiner.
☐	Provide to the NTSB, upon request, FBI Office for Victim Assistance VARDT members to assist in unique circumstances, such as simultaneous accident responses.

- The following responsibilities will be implemented only if the air carrier disaster is officially declared a criminal act:
 - o Coordinate Federal assistance and serve as the liaison between the air carrier and family members.
 - o Provide an FBI toll-free number for family members to obtain information on the victim recovery and identification effort, investigation, and other concerns. This number will normally be provided to families on site during the initial family briefing and repeated in subsequent briefings. The FBI will coordinate with the air carrier to have air carrier family representatives provide the toll-free number to the families who do not travel to the accident city.
 - o Establish a special web page for victims' families for the purpose of sharing updated information and maintaining ongoing communication with victims and families throughout the duration of the investigation.
 - o Review with the air carrier logistical family support with special consideration toward security, quality of rooms and facilities, and privacy for family members.
 - o Oversee the establishment and management of the JFSOC and the FAC. Information on FAC operations can be found in appendix B.
 - o Integrate local and Federal government officials and air carrier staff to form a JFSOC to facilitate close coordination of services and activities.
 - o Assist the air carrier, if requested, with finding NOK to be notified.
 - o Conduct daily coordination meetings with the air carrier and local and Federal government representatives to review daily activities, resolve problem areas, and to synchronize future family support operations and activities. Examples of information needed for the daily coordination meeting is in appendix D.
 - o Provide and coordinate family briefings for family members at the accident city and for those who remain at home. Conduct in-person family briefings at the FAC. Conduct briefings for off-site families via telephone conference bridges. Information regarding family briefings can be found in appendix C.
 - o Provide information to victims and families regarding their rights and available services as victims of a Federal crime.
 - o Maintain contact with family members to keep them informed about the progress of the investigation and to continue to meet their future needs.

APPENDIX H

Frequently Asked Questions

Manifest Inquiries

Who can request a copy of the manifest?

Legally, the NTSB is the only Federal agency to which an air carrier is required to provide a copy of the manifest. If the disaster involves a flight segment for which the last point of departure or the first point of arrival is in the United States, the air carrier must also transmit a copy of the manifest to the Department of State within 3 hours of the accident.

When must I provide a copy of the manifest?

A copy of the manifest is given, upon request, to the NTSB. Please ensure each updated version of the manifest is marked in a manner that it can be easily differentiated from other versions. Markings such as "Version # 1," "Version # 2," "Final" or other qualifiers (for instance, date and time stamp) are important to avoid confusion.

What if the TSA or an airport police officer wants the manifest?

Since the events of 9/11/2001, the NTSB and air carriers have agreed that air carriers may give a copy of the manifest to the FBI's Airport Liaison Agent (ALA) at any airport in the United States. The agent will then distribute the manifest, as necessary, to other agencies. If you do not know your ALA, please contact your local FBI office or your airport police department.

Does my airport fire department need a copy of the manifest?

The airport fire department is required to know the number of passengers and crew on the aircraft and to be given the cargo manifest. The air carrier is not required by law to give the passenger manifest to the fire department.

Does the NTSB release the manifest to the press?

The NTSB never releases the manifest to the press.

If a U.S. air carrier crashes overseas, am I required to give a copy of the manifest to the NTSB?

In such an event, a U.S. air carrier is required by law to provide a copy of the manifest to the Department of State within 3 hours of the accident. The NTSB may also ask for a copy.

I am having problems with agencies that believe they have a right to a copy of the manifest. Can the NTSB help me?

Please call the NTSB Office of Transportation Disaster Assistance at (202) 314 6185 and a specialist will be assigned to help you.

Air Carriers

Who constitutes a family member? Is there a specific definition?

U.S. Federal and State laws define who constitutes a family member for legal purposes. These legal definitions vary from State to State. Traditionally, family members included spouse, children, mother, father, brother, and sister. Terms such as stepparents, stepsiblings and life partners have become more common in recent years in defining some family environments. In order to provide support and assistance to victims and their families, air carriers should be prepared to work with various family situations.

During the initial hours of an aviation disaster, the air carrier must verify a significant amount of information regarding the passengers. If a family member calls during the verification process, what information should he or she be given?

Air carriers must establish contact with the family of a victim as soon as possible following an accident. Be aware that, in some cases, a family member may establish contact with the air carrier before the air carrier has been able to contact that family. The air carrier must, upon the request of the family of a passenger, inform the family of whether the passenger's name appears on a preliminary manifest for the accident flight (as stipulated in AIR 21; see appendix A).

Should the air carrier contact any other family members?

If the initial family member contacted is unable to understand the information the air carrier is providing, it may be necessary to notify another family member. Another family member may also assist in other situations, such as non-English speaking families.

Is there a requirement by an air carrier to release the names of the passengers and crew to the media?

There is no legal requirement for the air carrier to release the names of passengers and crew to the media. The media should be informed about the number of families that have been notified during the initial notification process. However, as the air carrier completes the notification process to passenger and crew family members, the air carrier is encouraged to obtain an estimate on how much time will be needed for the family to contact other family members. There should be consideration in delaying the release of any names until these family members have been contacted.

How often should air carriers update family members on the progress of initial events? Family members should be contacted regularly, even if there is no updated information. If the air carrier tells a family member that the carrier will call back by a specific time, that call must be made as promised. Once the NTSB and the families arrive at the FAC, regular briefings will be scheduled by the NTSB.

Are there any steps an air carrier can take to limit the number of inquiry calls that follow a disaster?

When providing the media with a toll-free number, the air carrier must stress that the number is *only* for those family members and friends who have reason to believe their loved one was on board the accident flight. The air carrier should ask the media to continually emphasize the name of the carrier; flight number and/or code share flight number; and airport origination, connection, and final destination to prevent confusion and misinformation, and ultimately to reduce call volume.

For air carrier personnel, the air carrier should also rely upon an internal "call home" system. After an accident, flight crews and other employees should be advised of the accident through the company's internal communications network. They should be asked to call home and check in with their family members.

Are there any special considerations for family members traveling to the accident city?

By law, air carriers must ensure that family members are provided with transportation to the accident city and other immediate needs, such as lodging. The air carrier should be sensitive to requests for more than one family member or for a non-family member to travel to the accident city. If at all possible, a family member should not travel alone to the accident city.

Some family members may request to travel to the accident city via an alternate air carrier, an aircraft type other than the accident aircraft, or an alternate mode of travel (for instance, rental car, bus, or train). The air carrier should attempt to honor such requests.

What types of training can help teach air carrier employees how to assist families following an accident?

Air carriers will train employees and agents who are responsible for assisting survivors and family members following an accident. Employees should be sensitized in a number of areas, including the range of physical and emotional reaction to trauma, family member and victims' needs for accurate and timely information, the varying needs of different populations, and the importance of providing compassionate and non-judgmental support during this difficult and complex time.

Because employees may encounter physical and psychological stress reactions during an accident response, training should include methods for taking care of themselves during and after the response. The training should also include how to support co-workers who may be having difficulties and how to effectively exit the response assignment and return to their normal duties. Recurrent annual training maintains skills and a level of readiness.

In addition, NTSB TDA holds courses at the NTSB Training Center on a variety of family assistance topics. More information about the NTSB Training Center and course offerings can be found at the following website: www.ntsbt.org.

Does an air carrier need to file a family assistance plan?

All carriers are required to file their assurance with both the NTSB and the U.S. Department of Transportation. Send assurances to: National Transportation Safety Board, Office of Transportation Disaster Assistance, Attention: Erik Grosof, 490 L'Enfant Plaza East, S.W., Washington, D.C., 20594. Fax Number: (202) 314-6638. Phone: (202) 314-6185. E-mail: erik.grosof@ntsbt.org.

What issues should an air carrier consider in managing personal effects?

Due to the physical dangers and psychological impact that the recovery and management of personal effects can have on air carrier employees, it is strongly suggested that a professional third party be employed. Air carriers need to allow family members the opportunity to view unassociated personal effects. This can be done via a catalog or a CD containing photographs of these items. Family members should be notified before the catalog or CD is sent to them for their review. A claim for specific personal effects can be placed with the air carrier or the third party vendor.

Air carriers are required to maintain possession of all unassociated personal effects for a minimum of 18 months following the accident. It is recommended that family members be notified prior to the destruction of any personal effects in the air carrier's possession, allowing them one final opportunity to claim previously unclaimed personal effects.

NTSB and FBI ERT have developed "best practice" guidance for surveying and searching for personal effects at accident sites. A copy can be obtained from the NTSB TDA office.

How should an air carrier plan to demobilize its family assistance response efforts?

In accordance with common disaster management procedures, air carrier family assistance managers should plan their demobilization during the beginning of the response. Demobilization planning allows managers and staff to focus their activities with an understanding of when the work will end. Since the response will eventually end, knowing the process of how to close down the response is essential to an effective overall response.

What changes did AIR 21 and VISION 100 make to the Aviation Disaster Family Assistance Act?

Pursuant to AIR 21:

- The restrictions on solicitation by attorneys and their agents is increased from 30 to 45 days following the accident.
- Local authorities cannot block the use of mental health and counseling services for 30 days following the date of the accident. The NTSB can extend that period for another 30 days if necessary.
- An assurance that "upon request" of the family, the air carrier will inform the family of whether the passenger's name appeared on a preliminary passenger manifest of the accident flight.
- An assurance that the air carrier provides adequate family assistance training to employees and agents of the carrier.
- If an air carrier volunteers to assist U.S. citizens within the United States with respect to an aircraft accident outside of the United States involving major loss of life, an assurance that the air carrier will consult with the NTSB and the Department of State.

Pursuant to VISION 100:

- Requirements and procedures for air carriers when dealing with non-government owned property damaged or destroyed during an aviation accident.
- Establishes clear lines of communication between the land/property owner and the air carrier underwriter.
- If the NTSB conducts a public hearing or comparable proceeding at a location greater than 80 miles from the accident site, the air carrier must ensure the proceeding is simultaneously broadcast at locations open to the public at both the origin and destination cities of the accident flight (if the city is located in the United States).

American Red Cross

Why was the American Red Cross selected?

The NTSB designated the American Red Cross because it meets the legislated requirement for an independent non-profit organization with experience in disaster response and post-trauma communications with families.

What is the Critical Response Team (CRT)?

At the accident city, the local American Red Cross chapter initiates the American Red Cross response in accordance with local planning. These activities may be supported as needed by other American Red Cross chapters from the surrounding area. The CRT is composed of trained and experienced American Red Cross disaster management specialists, who are mobilized within

4 hours, travel to the accident city, and augment the local American Red Cross response.

Is there any requirement for an air carrier to meet with the American Red Cross before a disaster occurs?

There are no mandates for an air carrier to meet with the American Red Cross before a disaster. However, it is important that local air carrier station management and American Red Cross chapters coordinate their local planning activities where appropriate to ensure each group's awareness of the other's plans. This will enhance the coordination of the immediate response. An annual meeting can eliminate any misunderstandings or confusion over the provision of services.

What other services can the American Red Cross provide to an air carrier, family members, or the community where the disaster occurred?

The American Red Cross can provide crisis support for local agencies, air carrier personnel, and family members. If needed, they will assist with family member referrals for additional mental health services.

The CRT also comprises two specialized teams: the CRC and the SRT. The CRC deploys trained experienced disaster childcare professionals to deliver specialized childcare, typically in the FAC. The SRT deploys trained experienced spiritual care professionals to coordinate, establish, and maintain spiritual care services.

How do other service providers interact with the American Red Cross?

The American Red Cross is responsible for establishing a staff-processing center to ensure the best use of all resources. Providers can contact the American Red Cross through the processing center or their local American Red Cross chapter in advance if interested in assisting.

The American Red Cross can also assist in managing "spontaneous volunteers" who frequently present themselves following an accident.

U.S. State Department

What is the role of the U.S. State Department during an aviation disaster (domestic or foreign air carrier) in the United States or its territories?

The U.S. Department of State is responsible for providing official notification to foreign governments whose citizens were involved in the accident. Notifications take place after necessary information about foreign passengers is obtained from the air carrier. The State Department can also assist the air carrier in notifying U.S. citizens who may reside or are traveling outside the United States that a member of their family has been involved in an aviation accident.

For foreign carriers, the State Department can assist by alerting the U.S. Citizenship and Immigration Services (USCIS) that a corporate "Go Team" is en route to the accident city. They can assist with obtaining required visas or other documents needed to gain entry into the United States. Assistance can also be given to family members en route to the accident city. The State Department will work with USCIS to ensure that entry into the United States by these families is done in a timely, compassionate, and professional manner.

Additional information on State Department roles and responsibilities can be found at

<http://www.state.gov/documents/organization/86830.pdf>.

Family Assistance Center

What is the difference between the Friends and Relatives Reception Center and the FAC? Friends and Relatives Reception Centers are located at the arriving and departing airports and are temporary locations for family members to gather until an FAC is established. The FAC is established at a hotel or similar facility in the accident city and is the focus for the assistance and information family members will receive during the initial phases of the accident response.

Who is responsible for the FAC?

The air carrier is responsible for securing a facility and all reasonable operational expenses to accommodate family members traveling to the accident city. Agencies providing support and services to families will work together to ensure families are assisted. The NTSB has the overall responsibility for the effective operation of the FAC, but it relies upon the cooperation and support of all contributing organizations.

How will professionals and other service agencies in the local community be incorporated into the family assistance response?

The American Red Cross is the designated non-profit organization responsible for family care and crisis intervention. In this capacity, it manages the recruitment, training, and support of all volunteers, including those in the local community, through a Staff Processing Center. It is the intent of the American Red Cross and the NTSB to integrate local professionals and organizations affiliated with a disaster response agency/organization.

Who is considered a family member for access to the FAC?

"Family member" is defined in broad terms for the purpose of FAC access. Many individuals consider themselves to be the "family" of the victim, even though the law does not formally recognize the relationship. Keep in mind that the goal of the FAC is to support and provide assistance to those associated with the victim(s) impacted by the aviation disaster.

How do families not traveling to the accident city obtain information and support?

There are several ways for families who do not travel to the accident city to obtain information and support. Air carriers should maintain contact with non-traveling families and provide them the same types of support as received by families at the FAC. The American Red Cross can also provide support through their chapters in the local community. A toll-free conference call bridge is used during most family member briefings. The NTSB establishes an accident-specific website for family members along with the existing assistance@ntsb.gov email address.

How will the air carriers, local emergency responders, American Red Cross, and other Federal agencies coordinate the services delivered to family members?

The JFSOC coordinates all family member activities and resolves family assistance concerns and challenges during the on-scene phase of the response. Facilitated by NTSB TDA, the JFSOC includes representatives from each organization providing assistance to ensure efficient use of resources, sharing of information, and the provision of appropriate and professional services to families.

How do the family members find answers to their individual questions?

It is recommended that family members first ask their air carrier escort/representative for answers to their questions. If he or she cannot provide an answer, the question can be channeled to the JFSOC via the representative's supervisor. Families are encouraged to ask questions at the regularly scheduled family briefings.

NTSB TDA is responsible for maintaining contact (including answering individual questions) with victims and family members following the on-scene phase of the investigation. All necessary contact information will be provided during the final family briefing.

Airports, Emergency Personnel and First Responders

What areas of consideration should airports have in planning to assist families during the first few hours of an aviation disaster?

Although not currently required, airports should have plans to assist victims and their families during the initial hours following an aviation accident. Airport emergency planning is especially critical for smaller air carriers or charter operations that have a limited presence at the airport.

Consider providing family members a private and secure area to gather (Friends and Relatives Reception Area) while awaiting information from the air carrier. Air carrier clubs, conference rooms, or restaurants can serve this purpose. If

located within the sterile area, entry procedures must be established with the Transportation Security Administration (TSA) and Federal Security Director prior to an accident. Police officers should be used to secure the room and the immediate area from the general public. Local Red Cross chapters should be included in planning sessions as they can provide disaster mental health and medical services personnel, as well as other needed local resources, to assist air carrier staff with families at this location.

When selecting the location, consideration should be given to the following:

- Proximity to restrooms and other amenities
- Privacy from the general public
- Privacy from the media
- Availability of television access to family members, if desired
- A location that does not overlook the accident site (if at all possible)

What areas of consideration should be given when airports are reviewing their airport emergency plans?

If an airport's plan calls for sealing off access to the airport or terminals during an emergency, local air carrier management should provide a list of employees required to have access to the airport or terminal(s) during such a period. Airport Operations Access (AOA) badges for these individuals should be issued with a unique indicator. Some airports have used the following indicators: "COMMAND POST," "EMERGENCY ACCESS," "INCIDENT RESPONSE," "DISASTER RESPONSE," or a large letter "E." Once chosen, the format is relayed to law enforcement agencies securing the airport, thus allowing air carrier/airport personnel wearing a badge to gain access even when roadways are closed.

To reduce confusion by responding mutual aid agencies, airports should consider placing large signs at their predetermined staging and emergency access areas and gates. These signs should be reflective, preferable white wording on a red background, using simple text; for example, **ARFF STAGING AREA "A"** or **MUTUAL AID ACCESS GATE #5**. Airports should review and contact emergency service agencies within a 5-mile radius of the airport to receive aircraft emergency ingress/egress familiarization and training. Airport fire services can coordinate with air carriers to arrange familiarization tours of various air carrier aircraft types.

Pre-accident meetings with local emergency planners; hospitals; the American Red Cross; city, county, and State police and fire services; and clergy help to familiarize response groups with one another.

Are there any special considerations about moving wreckage after life-safety efforts have been completed?

Once the emergency response moves from rescue to recovery, the area should be sealed off until an NTSB representative arrives on the scene. If at all possible, pieces of wreckage should not be moved. If the wreckage must be moved, it is critical to document the process in writing. Additionally photographs of the wreckage should be taken before and after disturbing the items.

In some accidents, the NTSB will request the assistance of the FBI Evidence Response Team (ERT) to document the scene and conduct the recovery operation. The FBI ERT is available nationwide and offers a standard level of documentation and recovery to the NTSB.

For more information, a brochure, titled "Responding to an Aircraft Accident: A Guide for Police and Public Safety Personnel," is available from the NTSB TDA website, www.nts.gov/family.

If the accident is caused by a criminal act, who will be in charge?

For aviation accidents caused by intentional criminal acts, the FBI is the lead investigative Federal agency. The NTSB may support the FBI with technical expertise. Because of the importance of evidence preservation and documentation, local authorities must ensure that all wreckage is preserved and not moved unless necessary for life-safety activities.

Medical Examiners, Coroners, and Forensic Responders

What is the process for the notification of identification and release of victims' remains? Once the identification process is complete, the NOK is notified by the medical examiner or the DMORT Family Assistance Team. The notifying agency will make arrangements for the release of remains to the funeral home selected by the NOK. Victims' remains will be transported from the morgue by a funeral home vendor contracted by the air carrier to the funeral home selected by the NOK. Contact information for the funeral home selected by the NOK is obtained during the antemortem interview or during the notification of identification process.

Generally, victims' remains are released on an individual basis, as they are identified; however, in some circumstance, remains are released at the end of the identification process, once all identifications have been made. This decision is made by the presiding medical examiner, and the NOK is informed of this process.

What is the process of identifying victims using DNA evidence?

Victim identification based on DNA evidence requires a comparison of DNA data obtained from a victim's remains to data obtained from a reference sample. Personal items or prior medical specimens from the victim can be submitted as a direct reference sample. If submitted, it is imperative to verify that the DNA from the personal item belongs to the victim. If direct reference samples are not available, family reference samples obtained from close biological relatives are utilized. When obtaining a family reference sample, it is important to understand and document the biological relationship between the victim and the individual providing the reference sample (for instance, biological mother, father, children, brothers, or sisters). DNA identifications cannot be accomplished without the reference sample. For more information, see appendix I, which lists several resources regarding victim identification using DNA evidence.

Why does the victim identification process take so long? What factors influence the process? Victim identification requires comparing information collected from the remains of the victim (postmortem data) to information available from the victim when he or she was alive (antemortem data). Scientific methods, such as comparing dental radiographs taken while the victim was alive with radiographs taken from the deceased victim, are the preferred methods for victim identification. Other scientific methods include fingerprint examinations, comparison of radiographs, and DNA analysis. In general, five factors influence the victim identification process.

1. **The number of fatalities.** As the number of fatalities increases, the amount of time and resources required to identify victims also increases, due to the investigative effort needed to obtain antemortem information and to conduct postmortem analysis.
2. **An open or closed victim population.** A disaster comprises a closed victim population if the number of victims and their names are known (for example, a manifested air carrier accident). Conversely, an open population is one in which neither the number of victims nor their names are known (for example, an explosion in a public building). Disasters involving open victim populations require more time and resources to resolve because authorities must distinguish those *actually* missing from those *initially reported* missing. The antemortem data collection process only begins once a victim is known to be missing.
3. **The availability of antemortem information.** Not all fatal victims have easily accessible or available antemortem information. For example, a victim who has never visited a dentist will not have dental records. Authorities must know where to look for antemortem records; this information is usually provided by family members. The absence of useful antemortem data, or the presence of incorrect data, will slow the victim identification process.
4. **The condition of remains (for instance, thermal damage, fragmentation, and commingling).** Complete bodies are more easily recovered and identified than remains impacted by fire, decomposition, fragmentation, and commingling. For fragmented remains, the reliance on DNA methods increases, requiring additional time and resources. Additionally, given an open population with fragmented remains, the standard of care is to identify all remains, since the number and names of the dead are not known. With a closed-population investigation, the goal is to account for all potentially identifiable remains for each victim. Often this approach does not require analysis of all remains, just those that have the potential to be identified.
5. **Challenges in search and recovery operations.** Remote terrestrial or underwater recovery operations require specialized support and more time, thus delaying the collection of postmortem data.

What are some of the concerns during the search and recovery process?

The physical location of the accident site determines the resources required and the procedures employed for search and recovery operations. The personnel and equipment needed for scene documentation and recovery operations vary significantly depending on whether the accident occurred on land or over water. The NTSB has authority for the aircraft wreckage, the medical examiner/coroner has authority for the human remains and associated personal effects, and the air carrier has responsibility for unassociated personal effects. Accident scene activities are coordinated with the NTSB Major Investigations Division (AS-10). The NTSB coordinates with other agencies as necessary.

Who pays for victim recovery and identification costs?

The costs related to victim recovery and identification can be high and are directly related to the number of victims, the condition of remains, and the medical examiner's policies regarding identification of remains. Typically, the air carrier underwriter will pay reasonable costs for victim recovery and identification. However, the underwriter is not required to pay for such costs. As with any emergency response, the costs of the response are often shared among the local,

State, and Federal agencies, in addition to the underwriter.

What methods are used to identify aviation accident victims? Does the NTSB require that certain methods be used?

Under their legal responsibilities, the medical examiner conducts victim identification and determines the cause and manner of death. Although there are no enforceable national standards in the forensic field for victim identification, the expectation by family members and society is that all reasonable methods will be used to complete identifications in a timely and professional manner. Biologically based methods (such as fingerprints, dental records, DNA, medical implants with unique serial numbers) are considered by courts of law as primary methods of positive identification. Other methods may result in a presumptive identification, and this information may lead to a positive identification.

How is antemortem information obtained from family members?

The medical examiner is responsible for obtaining medical record information from family members. However, in the event that the local jurisdiction does not have enough staff to interview family members, trained DMORT members can be used to assist the local jurisdiction in interviewing family members. DMORT and other agencies can also be used to collect antemortem DNA reference samples from family members. If reasonable, family members may be asked to bring the contact information of the decedent's dentist and/or doctor when they travel to the FAC.

Is the NTSB responsible for making positive identification of disaster victims?

The medical examiner is responsible for making positive identification of victims. The NTSB can provide additional resources to assist the medical examiner. These resources include the DMORT team, the FBI Evidence Response Team, other FBI Laboratory assets and pertinent Department of Defense laboratories and personnel.

How are personal effects (PE) managed?

In general, PE are collected at the accident scene, catalogued, and cleaned to make them safe. If requested by the NOK, the item can be restored to its original condition. The goal of the PE process is to return all items to the family members in the condition they choose.

There are three classes of PE:

1. **Associated PE** are items recovered at the accident scene that are in physical contact with the victim's remains (for instance, a wedding ring on a hand). The medical examiner has authority over the collection, chain of custody, and final disposition of these items.

Medical examiner staff or designated personnel (for instance, FBI ERT) document and collect associated PE during the recovery of human remains. Once collected, the medical examiner can transfer custody of the associated PE to a third party contracted by the air carrier to manage the overall PE process. The NOK decides when and whether associated PE is returned and provides instructions for the restoration of the items, if desired.
2. **Unassociated PE** are not associated with remains and have no identifying information.
Such items may include clothing, books, and toiletries. The air carrier has responsibility for the collection, processing, and return of unassociated PE to the NOK. Air carriers typically designate a contractor to take care of these responsibilities. The contractor also catalogues the items, and coordinates the restoration and return with the NOK.
3. **Unassociated PE containing identifying information** (e.g. luggage with an identification tag) also fall under the responsibility of the air carrier and are processed accordingly.

Are there additional resources available for a medical examiner responsible for managing the identification of decedents?

Under the Federal Family Assistance Plan for Aviation Disasters, the NTSB coordinates and integrates the resources of the Federal Government to support the efforts of the local and State government. The National Disaster Medical System (NDMS—a division of the Department of Health and Human Services, Assistant Secretary for Preparedness and Response) is the primary Federal agency to support local jurisdictions responsible for victim identification. Other Federal agencies able to support victim identification are FBI Laboratory assets and the Department of Defense DNA Registry/Armed Forces DNA Identification Laboratory.

Within the NDMS, the DMORT can conduct victim identification and associated mortuary activities. DMORT also has mobile morgues with specialized personnel to organize a morgue operation. The DMORT Family Assistance Center Team is available to interview family members to obtain antemortem information.

Certain State and local jurisdictions also have disaster victim identification teams. Such teams are considered important in the victim identification process.

The medical examiner should contact the NTSB TDA office through the NTSB Communications Center. TDA staff will inquire about the number of fatalities, the condition of the remains, the capabilities of the local jurisdiction to conduct victim recovery and identification and other pertinent information. Based on this discussion, the NTSB will request assistance from the Federal agencies with appropriate resources.

What is the Portable Morgue Unit?

The DMORT Portable Morgue Unit (DPMU) supports the processing and identification of accident fatalities. The DPMU contains prepackaged morgue supplies and equipment that can be set up in an existing facility. Transportable by truck or air, the DPMU is accompanied by a team that unpacks, organizes, restocks, and repacks the supplies and equipment.

What is the FBI ERT?

The FBI Evidence Response Team (ERT) is a group of trained and equipped FBI personnel specializing in organizing and conducting major evidence recovery operations. They manage the identification, collection, and preservation of evidence at crime scenes. In the case of aviation accidents, the ERTs are available to the NTSB to provide a standard level of scene documentation, mapping, photography, videography, and evidence/wreckage recovery. Each of the FBI's fifty-six Field Offices has an ERT, consisting of 8 to 50 members. These teams train to develop and maintain their organizational and forensic skills; most have aviation disaster experience.

What is the FBI Disaster Squad?

The FBI Disaster Squad is a team of trained experts in the area of fingerprint identification who can be activated to support the local medical examiner in the victim identification process. The FBI Disaster Squad has access to the FBI fingerprint database and is able to collect latent prints to assist in identification.

APPENDIX I

Internet Resources for Mass Fatality Response

NTSB Office of Transportation Disaster Assistance

<http://www.nts.gov/Family/family.htm>

Responding to an Aircraft Accident—How to Support the NTSB (Police & Public Safety Personnel)

http://www.nts.gov/Family/LEO_brochure.pdf

Disaster Mortuary Operational Response Team

www.dmort.org

Capstone Document: Mass Fatality Management for Incidents Involving Weapons of Mass Destruction

http://www.ecbc.army.mil/hld/dl/MFM_Capstone_August_2005.pdf

Office of the Armed Forces Medical Examiner

<http://www.afip.org/consultation/AFMES/>

Armed Forces DNA Identification Laboratory

<http://www.afip.org/consultation/AFMES/AFDIL/index.html>

Mass Fatality Incidents: A Guide for Human Identification

<http://www.ojp.usdoj.gov/nij/pubs-sum/199758.htm>

Lessons Learned from 9/11: DNA Identification in Mass Fatality Incidents

<http://massfatality.dna.gov/>

Identifying Victims Using DNA: A Guide for Families

<http://www.ncjrs.org/pdffiles1/nij/209493.pdf>

FBI Office for Victim Assistance (OVA)

<http://www.fbi.gov/hq/cid/victimassist/home.htm>

Providing Relief to Families After a Mass Fatality: Roles of the Medical Examiner's Office and the Family

Assistance Center

http://www.ojp.usdoj.gov/ovc/publications/bulletins/prfmf_11_2001/welcome.html

Department of State Foreign Affairs Manual Volume 7 (1830): Aviation and Other Transportation Disasters <http://www.state.gov/documents/organization/86830.pdf>

APPENDIX J

References

1. Presidential Executive Memorandum, Subject: Assistance to Families Affected by Aviation and Other Transportation Disasters, September 9, 1996.
2. Public Law 104-264, Title VII, Aviation Disaster Family Assistance Act of 1996, October 9, 1996.
3. Public Law 105-148, Foreign Air Carrier Family Support Act, December 16, 1997.
4. Public Law 106-181, Wendell H. Ford Aviation Investment and Reform Act for the 21st Century (AIR 21), Title VI, Sections 401-405, April 5, 2000.
5. Public Law 108-176, Vision 100—Century Of Aviation Reauthorization Act, Section 809, December 12, 2003.
6. Department of Transportation and National Transportation Safety Board, *Final Report, Task Force on Assistance to Families of Aviation Disasters*, October 29, 1997.
7. Interagency Agreement between Department of Health and Human Services, Assistant Secretary for Preparedness and Response, and National Transportation Safety Board, March 29, 2007.
8. Memorandum of Understanding between Department of State and National Transportation Safety Board, June 18, 1997.
9. Memorandum of Understanding between Federal Emergency Management Agency and National Transportation Safety Board, October 24, 1998.
10. Memorandum of Understanding between American Red Cross and National Transportation Safety Board, January 24, 2007.
11. Memorandum of Understanding between Department of Transportation and National Transportation Safety Board, June 19, 1997

PART TWO

PLANNING/INTELLIGENCE SECTION

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PLANNING/INTELLIGENCE SECTION

GENERAL

PURPOSE

To enhance the capability of the City of West Hollywood to respond to emergencies by planning application and coordination of available resources. It is the policy of this section that the priorities of responses are to be:

- Protect life, property, and the environment.
- Provide planning and direction for the emergency operations and optimize the management of resources.
- Provide support to the other sections of the City's emergency response team.
- At the earliest possible opportunity restore essential services and systems.

OVERVIEW

The Planning/Intelligence Section's primary responsibility is to collect, evaluate, display, and disseminate incident information and status of resources. This Section functions as the primary support for decision-making to the overall emergency organization. This Section also provides anticipatory appraisals and develops plans necessary to cope with changing field events. This Section primarily gathers and documents information to answer critical questions: Where are the incidents? How bad are the incidents? How much worse will the incidents become? How can we best manage the incidents? During a disaster/emergency, other department heads will advise the Planning/Intelligence Coordinator 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 OARRS (Internet); or if OARRS is not available, then all reports are to be sent to the contact Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch Commander and City staff. The West Hollywood Sheriff's Station will then be responsible for entering the data into OARRS. This Section is responsible for the preparation and documentation of the EOC Action Plan (with input from Management Section Staff, Section Coordinators, 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/emergency:

- Collect initial situation and safety/damage assessment information.
- Display situation and operational information in the Emergency Operations Center (EOC) using maps and visual aids.
- Prepare and maintain displays, charts, and lists which reflect the current status and location of assigned resources (personnel, equipment and vehicles).
- Disseminate intelligence information to the Director of Emergency Operations, EOC Manager, Public Information Officer, General Staff and the Los Angeles County Operational Area via the West Hollywood Sheriff's Station EOC or Watch Commander.
- Conduct mapping and recording operations.
- Prepare summary safety/damage assessment reports for dissemination to other sections, City departments, Cal OES, FEMA, and the Los Angeles County Operational Area via the West Hollywood Sheriff's Station EOC or Watch Commander.
- Prepare required reports identifying the extent of damage and financial losses.
- Determine the City's post-event condition.
- Provide Planning/Intelligence support to other sections.
- Ensure accurate recording and documentation of the incident.
- Prepare the City's EOC Action Plan.
- Prepare the City's After-Action/Corrective Action Report.
- Prepare a post-disaster recovery plan.
- Maintain proper and accurate documentation of all actions taken to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements.
- Acquire technical experts for special interest topics or special technical knowledge subjects.

CONCEPT OF OPERATIONS

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

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council or Director of Emergency Operations.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with adopted policies.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will normally change at 5 a.m. and 5 p.m. Operational periods should be event driven.

SECTION ACTIVATION PROCEDURES

The Director of Emergency Operations is authorized to activate the Planning/Intelligence Section.

When to Activate

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

Where to Report

Refer to the Appendix for EOC locations. Due to the sensitive nature of this information this is being maintained in the restricted use section of the Plan.

ACTION PLANNING

Action plans are an essential part of SEMS/NIMS at all levels. Action planning is an effective management tool involving two essential items:

- A process to identify objectives, priorities, and assignments related to emergency response or recovery actions.
- Plans which document the priorities, objectives, tasks, and personnel assignments associated with meeting the objectives.

There are two kinds of action plans – Incident Action Plans and EOC Action Plans. EOC Action Plans (known as action plans) should focus on jurisdictional related issues.

Action Planning at SEMS/NIMS EOC Levels

Action planning at all EOC levels, like that of the field level, is based around the use of an operational period. The length of the operational period for the EOC is determined by first establishing a set of objectives and priority actions that need to be performed and then establishing a reasonable time frame for accomplishing those actions. Generally, the actions requiring the longest time period will define the length of the operational period.

Typically, operational periods at the beginning of an emergency are short, sometimes only a few hours. As the emergency progresses, operational periods may be longer, but should not exceed twenty-four hours. Operational periods should not be confused with staffing patterns or shift change periods. They may be the same, but need not be.

The initial EOC Action Plan may be a verbal plan put together in the first hour after EOC activations. It is usually done by the Director of Emergency Operations in concert with the General Staff. Once the EOC is fully activated, EOC Action Plans should be written.

EOC Action Plans should not be complex or create a time-consuming process. The format may vary somewhat within the several EOC SEMS/NIMS levels, but the EOC Action Plan should generally cover the following elements:

- Listing of objectives to be accomplished (should be measurable).
- Statement of current priorities related to objectives.
- Statement of strategy to achieve the objectives. (Identify if there is more than one way to accomplish the objective, and which way is preferred.)

- Assignments and actions necessary to implement the strategy.
- Operational period designation – the time frame necessary to accomplish the actions.
- Organizational elements to be activated to support the assignments. (Also, later EOC Action Plans may list organizational elements that will be activated during or at the end of the period.)
- Logistical or other technical support required.

Focus of the EOC Action Plan

The primary focus of the EOC Action Plan should be jurisdictional issues. The plan sets overall objectives for the jurisdiction and may establish the priorities as determined by the jurisdictional authority. It can also include mission assignments to departments, policy and cost constraints, inter-agency considerations, etc. Properly prepared, the EOC Action Plan becomes an essential input to developing departmental action plans.

The Action Planning Process (EOC and Incident) and guidance materials are in **Part Two- Planning/Intelligence-Support Documentation-Action Planning**.

After-Action Reports

The completion of After-Action Reports is a part of the required SEMS/NIMS reporting process. The Emergency Services Act, Section 8607(f) mandates that Cal OES in cooperation with involved state and local agencies, complete an After-Action Report within 120 days after each declared disaster.

Section 2450(a) of the SEMS Regulations states that “Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an After-Action Report to Cal EMA within ninety (90) days of the close of the incident period as specified in the California Code of Regulations, section 2900(j).”

NIMS requires Corrective Action and Implementation Plans. Corrective action plans are designed to implement procedures that are based on lessons learned from actual incidents or from training and exercises.

Use of After-Action/Corrective Action Reports

After-Action/Corrective Action Reports are made available to all interested public safety and emergency management organizations and serve the following important functions:

- A source for documentation of response activities.
- Identification of problems/successes during emergency operations.
- Analysis of the effectiveness of the components of SEMS/NIMS.
- Describe and define a plan of action for implementation of improvements.

The SEMS/NIMS approach to the use of After-Action/Corrective Action Reports emphasizes the improvement of emergency management at all levels. The After-

Action/Corrective Action Report provides a vehicle for not only documenting system improvements, but also can provide a work plan for how these improvements can be implemented.

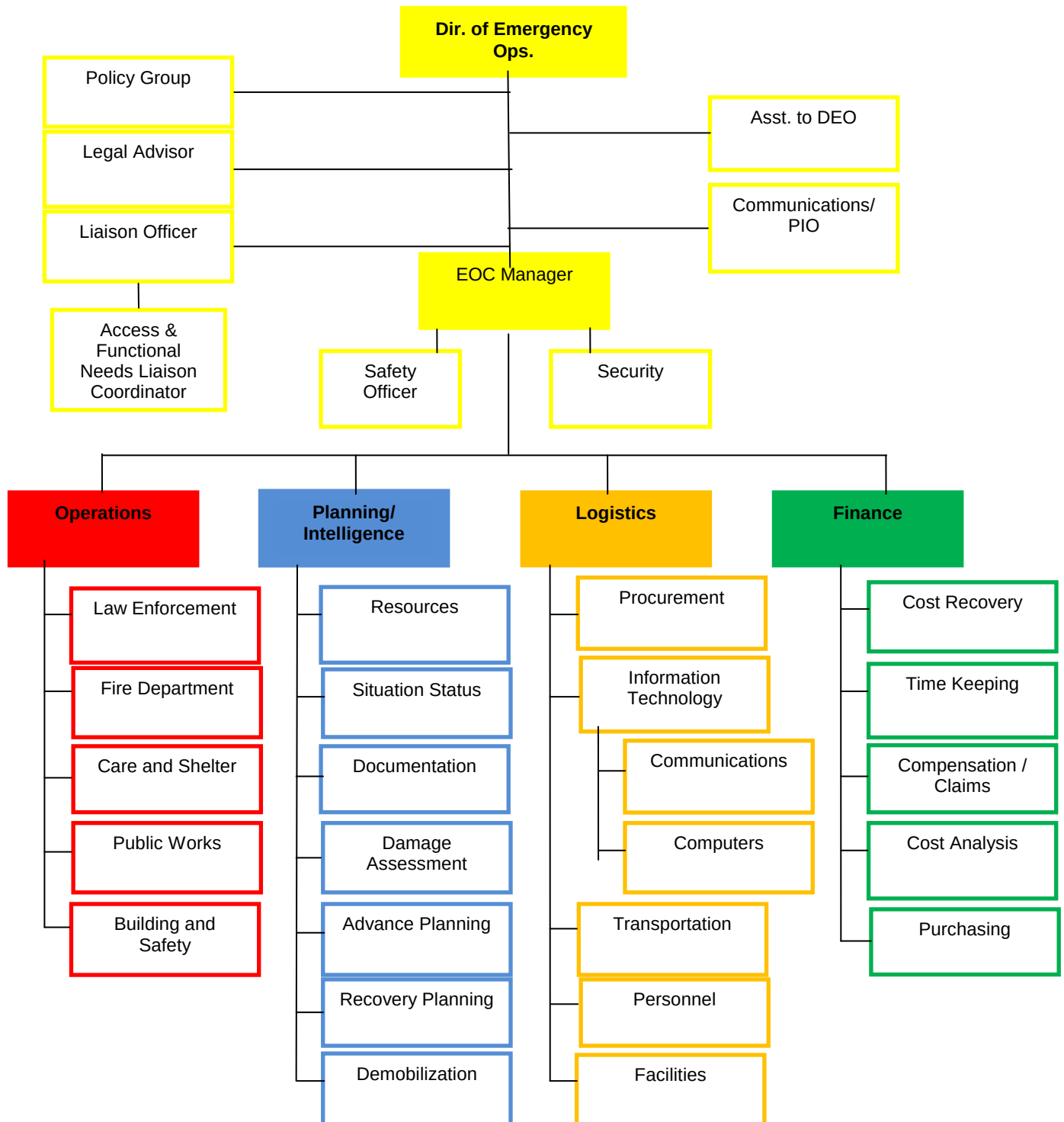
It may be useful to coordinate the After-Action/Corrective Action Report process when multiple agencies/jurisdictions are involved in the same emergency. Jurisdictions are encouraged to work together in the development of After-Action/Corrective Action Reports when appropriate and feasible. For example, an operational area may take the lead in coordinating the development of an After-Action Report which involves several jurisdictions. If appropriate, jurisdictional reports may become part of an overall operational area report.

Processes for developing After-Action Reports are contained in Part Two- Planning/Intelligence-Support Documentation/After Action Reports.

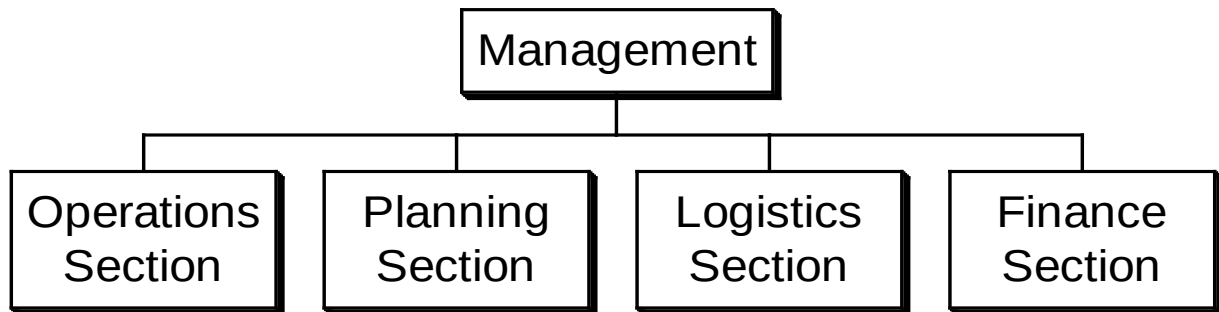
COORDINATION

Coordination is required in passing on information to and cooperating with other units and elements of the emergency organization. The dissemination of information, establishment of priorities and distribution of resources cannot be done by any one person – and probably not by any one agency or department; a concerted effort on the part of many individuals in many agencies or departments will be required.

SEMS/NIMS ORGANIZATION CHART



SEMS/NIMS EOC RESPONSIBILITIES CHART



Responsibilities:

Director of Emergency Operations (Management Section)

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies and private organizations. The Director of Emergency Operations will either activate appropriate sections or perform their functions as needed.

Operations Section

Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan.

Planning/Intelligence Section

Responsible for:

- **Collecting, evaluating and disseminating information.**
- **Developing the City's EOC Action Plan in coordination with other sections.**
- **Initiating and preparation of the City's After-Action/Corrective Action Report.**
- **Maintaining documentation.**
- **Tracking resources.**

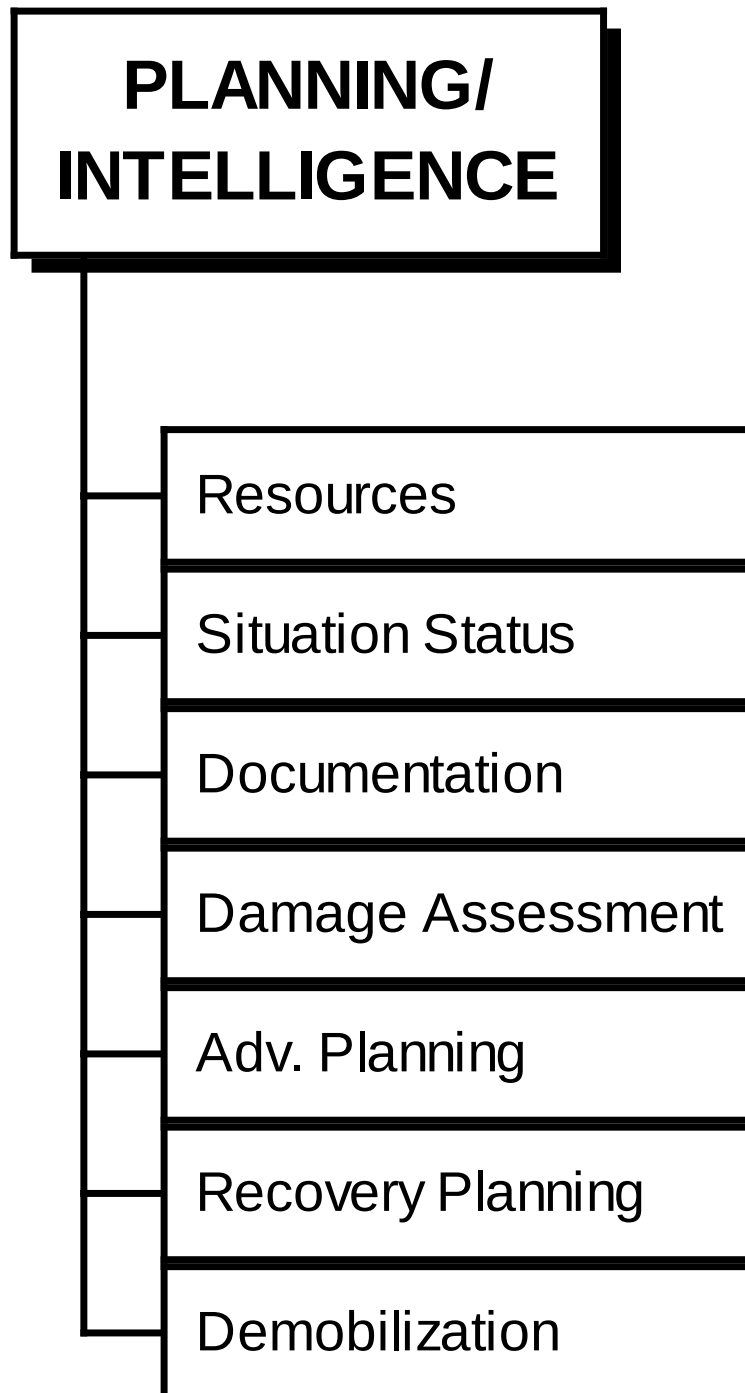
Logistics Section

Responsible for providing communications, facilities, services, personnel, equipment, supplies, and materials.

Finance/Administration Section

Responsible for financial activities and other administrative aspects.

**PLANNING/INTELLIGENCE SECTION
ORGANIZATION CHART**



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PLANNING/INTELLIGENCE SECTION STAFF

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

- Resources Unit
- Situation Status Unit
- Documentation Unit
- Damage Assessment Unit
- Advance Planning Unit
- Recovery Planning Unit
- Demobilization Unit
- Technical Specialist

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

The Planning/Intelligence Section Coordinator 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. Technical Services will be provided by the Los Angeles County Sheriff and Fire Departments for first responders.

Planning/Intelligence Section Coordinator

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

- Understand the current situation.
- Predict probable course of incident events.
- Prepare alternative strategies for the incident.

Resources Unit

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

Situation Status Unit

The Situation Status Unit is responsible for the collection and organization of incident status and situation information. The Unit is also responsible for the evaluation, analysis, and display of information for use by EOC staff.

Documentation Unit

The Documentation Unit is responsible for initiating and coordinating the preparation of the City's EOC Action Plans and After-Action Reports; maintaining accurate and complete incident files; establishing and operating an EOC Message Center; providing copying services to EOC personnel and preserving incident files for legal, analytical, and historical purposes.

Damage Assessment Unit

The Damage Assessment Unit is responsible for maintaining detailed records of safety/damage assessment information and supporting the documentation process.

Advance Planning Unit

The Advance Planning Unit is responsible for developing reports and recommendations for future time periods and for preparing reports and briefings for use in strategy and/or planning meetings.

Recovery Planning Unit

The Recovery Unit is responsible for ensuring that the City receives all disaster/emergency assistance and disaster recovery costs for which it is eligible. The Unit is also responsible for all initial recovery operations and for preparing the EOC organization for transition to a recovery operations organization to restore the City to pre-disaster condition as quickly and effectively as possible.

Demobilization Unit

The Demobilization Unit is responsible for preparing a Demobilization Plan to ensure an orderly, safe, and cost-effective release of personnel and equipment.

Technical Specialist

Technical Specialists are advisors with special skills needed to support a field or function not addressed elsewhere or by any other discipline. Technical Specialists (which may or may not be an employee of a public or private agency) may report to the Planning/Intelligence Section Coordinator; may function within an existing unit such as the Situation Status Unit; form a separate unit if required or be reassigned to other parts of the organization, i.e. Operations, Logistics, or Finance/Administration.

Date: _____ Start Time: _____ End Time: _____

PLANNING/INTELLIGENCE SECTION COORDINATOR**SUPERVISOR: EOC Manager****GENERAL DUTIES:**

- Ensure that the Planning/Intelligence function is performed consistent with SEMS/NIMS Guidelines, including:
 - Collecting, analyzing and displaying situation information.
 - Preparing periodic situation reports
 - Initiating and documenting the City's Action Plan and After-Action/Corrective Action Report
 - Resource tracking
 - Advance planning
 - Planning for demobilization
 - Providing Geographic Information Services and other technical support services to the various organizational elements within the EOC
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional branches/groups/units as dictated by the situation.
- Exercise overall responsibility for the coordination of branch/group/unit activities within the Section.
- Report to the EOC Manager on all matters pertaining to Section activities.
- Seek advice from the AFN Liaison Coordinator on matters pertaining to AFN.

YOUR RESPONSIBILITY:

Collect, evaluate, forecast, formulate, disseminate, and use of information about the development of the incident and status of resources.

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

CHECKLIST ACTIONS**Section Start-Up Actions**

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the EOC Manager.
- ☐ Obtain a briefing on the situation.

- ☐ Set up your Section work station, including maps, and status boards. Use your EOC Section materials and on-site supplies.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Planning/Intelligence Section Coordinator by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues you may have regarding your authority and assignment and what others in the organization do.
- ☐ Review organization in place at the EOC. Know where to go for information or support.
- ☐ Determine if other Section staff are at the EOC.
- ☐ 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.
- ☐ 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
 - Damage Assessment Unit
 - Advance Planning Unit
 - Recovery Planning Unit
 - Demobilization Unit
 - Technical Specialist
- ☐ Request additional personnel for the Section to maintain a 24-hour operation as required.
- ☐ Brief incoming Section personnel prior to their assuming their duties. Briefings should include:
 - Current situation assessment.
 - Identification of specific job responsibilities.
 - Identification of co-workers within the job function and/or geographical assignment.
 - Availability of communications.
 - Location of work area.
 - Identification of eating and sleeping arrangements as appropriate.
 - Procedural instructions for obtaining additional supplies, services, and personnel.
 - Identification of operational period work shifts.

- Make Section personnel aware of the AFN Liaison Coordinator
- ☐ Inform the EOC Manager and General Staff when your Section is fully operational.
- ☐ Open and maintain Section logs.
- ☐ Using activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**) maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty, and assignments

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

- ☐ Review responsibilities of branches/groups/units in your Section. Develop plan for carrying out all responsibilities.
- ☐ Prepare work objectives for Section staff and make staff assignments.
- ☐ Meet with other activated Section Coordinators and the AFN Liaison Coordinator, when appropriate.
- ☐ Review major incident reports and additional field operational information that may pertain to or affect Section operations.
- ☐ Obtain and review major incident reports and other reports from adjacent areas that have arrived at the EOC.
- ☐ Direct the Situation Status Unit leader to initiate collection and display of significant disaster events.
- ☐ Direct the Documentation Unit leader to initiate collection and display of disaster information.
- ☐ Based on the situation as known or forecast, determine likely future Planning/Intelligence Section needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.

- ☐ 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.

General Operational Duties

- ☐ Carry out responsibilities of the Planning/Intelligence Section branches/groups/units that are not currently staffed.
- ☐ Evaluate the need for Critical Incident Stress Debriefing for all affected personnel, victims, and bystanders. Arrange debriefings through the Personnel Unit of the Logistics Section.
- ☐ Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- ☐ Keep up to date on situation and resources and direct the Documentation Unit to collect information and Situation Status Unit to display significant events. Maintain current status and displays at all times.
- ☐ Brief the EOC Manager on major problem areas that need or will require solutions.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, data, TTY, and radio systems. Make any priorities or special requests known.
- ☐ Determine status of transportation system into and within the affected area in coordination with the Transportation Unit of the Logistics Section.
- ☐ Find out present priorities and estimated times for restoration of the disaster route system. Provide information to appropriate Branches/Units.
- ☐ Ensure that your Section logs and files are maintained.
- ☐ Monitor your Section activities and adjust Section organization as appropriate.
- ☐ Ensure internal coordination between branch/group/unit leaders.
- ☐ Update status information with other sections as appropriate.
- ☐ Resolve problems that arise in conducting your Section responsibilities.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Section planning.

- ☐ Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Make sure that all contacts with the media are fully coordinated first with the Public Information Officer (PIO).
- ☐ Participate in the EOC Manager's action planning meetings.
- ☐ Ensure that all your Section personnel and equipment time records and record of expendable materials used are provided to the Time and Cost Analysis Units of the Finance/Administration Section at the end of each operational period.
- ☐ Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Section Operational Duties

- ☐ Assess the impact of the disaster/emergency on the City of West Hollywood, including the initial safety/damage assessment by field units.
- ☐ Develop situation analysis information on the impact of the emergency from the following sources:
 - Los Angeles County Fire Department
 - Los Angeles County Sheriff's Department
 - West Hollywood Transportation & Public Works Department
 - West Hollywood Recreation Department
 - AFN Liaison Coordinator
 - Los Angeles School District
 - MTA
 - Red Cross, West District Chapter
 - Disaster Communications Services (DCS)
 - Media (Radio and Television)
- ☐ Ensure that pertinent disaster/emergency information is disseminated through appropriate channels to response personnel, City EOC section staff, City departments, Los Angeles County Operational Area via OARRS (Internet); or if OARRS is not available, then all reports are to be sent to the contact Sheriff's Station (West Hollywood) coordinated with and agreed to by the Watch Commander and City staff.

The West Hollywood Sheriff's Station will then be responsible for entering the data into OARRS. Also ensure that the public is kept informed.

- ☐ 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 via OARRS or the West Hollywood Sheriff's Station EOC.
- ☐ Working with the EOC Management Team and the Documentation Unit, prepare an EOC Action Plan to identify priorities and objectives. **(See Part Two – Planning/Intell.-Support Documentation-Action Planning.)**
- ☐ Assemble information on alternative strategies. Seek guidance from the AFN Liaison Coordinator on this task, when appropriate.
- ☐ Identify the need for use of special resources. Seek guidance from the AFN Liaison Coordinator in the identification process, when appropriate.
- ☐ Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- ☐ Direct the coordination of periodic disaster and strategy plans briefings to the EOC Manager and General Staff, including analysis and forecast of incident potential.
- ☐ Ensure coordination of collection and dissemination of disaster information and intelligence with other sections.
- ☐ Begin planning for recovery.

Deactivation/Demobilization

- ☐ Authorize deactivation of organizational elements within your Section when they are no longer required.
- ☐ Ensure that any open actions are handled by your Section or transferred to other EOC elements as appropriate.
- ☐ Ensure that any required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the After-Action/Corrective Action Report.
- ☐ Account for all equipment, personnel, and supplies.
- ☐ Deactivate your Section and close out logs when authorized by the EOC Manager.
- ☐ Leave forwarding phone number where you can be reached.

Date: _____ Start Time: _____ End Time: _____

RESOURCES UNIT**SUPERVISOR: Planning/Intelligence Section Coordinator****GENERAL DUTIES:**

- Prepare and maintain displays, charts, and lists that reflect the current status and location of controlled resources: personnel, equipment, and vehicles.
- Establish a resource reporting system for field and EOC units.
- Prepare and process resource status change information.
- Provide information to assist the Situation Status and Documentation Units of the EOC Planning/Intelligence Section in strategy planning and briefing presentations.

YOUR RESPONSIBILITY:

Maintain detailed tracking records of resource allocation and use (resources already in place, resources requested but not yet on scene, "out-of-service" resources and estimates of future resource needs); logs and invoices to support the documentation process and resources information displays in the EOC. Cooperate closely with the EOC Operations Section (to determine resources currently in place and resources needed) and with other personnel in the EOC Planning/Intelligence Section (to provide resources information to the EOC Action Plan). **(See Planning Support Documentation - Action Planning)**

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Planning/Intelligence Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.

- ☐ Identify yourself as the Resources Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Using activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

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

General Operational Duties

- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.

- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, TTY, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Unit Operational Duties:

- ☐ Develop a system to track resources deployed for disaster response. Resources include personnel and equipment.
- ☐ Establish a reporting procedure for resources at specified locations.
- ☐ Direct the collection, organization, and display status of incident resources to include allocation, deployment, and staging areas.

- ☐ Maintain a master list of all resources reported.
- ☐ Provide for an authentication system in case of conflicting resources status reports.
- ☐ Provide a resources overview and summary information to the Situation Status Unit of the EOC Planning/Intelligence Section as requested and written status reports on resources allocations as requested by the Section Coordinators.
- ☐ Assist in strategy planning based on the evaluation of the resources allocation, resources en-route and projected resources shortfalls.
- ☐ Ensure that available resources are not overlooked by the EOC Operations Section staff.
- ☐ Make recommendations to the EOC Planning Section Coordinator of resources that are not deployed or should be deactivated.
- ☐ 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.)

Deactivation:

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

Date: _____ Start Time: _____ End Time: _____

SITUATION STATUS UNIT**SUPERVISOR: Planning/Intelligence Section Coordinator****GENERAL DUTIES:**

- 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 Manager, and other section coordinators to initiate the action planning process.
- Transmit approved reports to the Los Angeles County Operational Area via the West Hollywood Sheriff's Station EOC or Watch Commander.
- Develop and maintain current maps and other displays (locations and types of incidents).
- Assess, verify, and prioritize situation information into situation intelligence briefings and situation status reports.
- Seek from any verifiable source available information which may be useful in the development of current situation assessments of the affected area.
- Evaluate the content of all incoming field situation and major incident reports. Provide incoming intelligence information directly to appropriate EOC Sections, summarize and provide current information on central maps and displays.
- Monitor and ensure the orderly flow of disaster intelligence information within the EOC.

YOUR RESPONSIBILITY:

Collect and organize incident status and situation information and evaluate, analyze, and display information for use by EOC staff.

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Planning/Intelligence Section Coordinator.

- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Situation Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Using activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

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

General Operational Duties

- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.

- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, TTY, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- ☐ Attend periodic briefing sessions conducted by the Section Coordinator.

Branch/Unit Operational Duties

- ☐ Direct the collection, organization, and display of status of disaster events according to the format that the Documentation Unit is utilizing, including:
 - Location and nature of the disaster/emergency.
 - Special hazards.
 - Number of injured persons.
 - Number of deceased persons.
 - Road closures and disaster routes.
 - Structural property damage (estimated dollar value).
 - Personal property damage (estimated dollar value).
 - City of West Hollywood resources committed to the disaster/emergency.
 - City of West Hollywood resources available.
 - Assistance provided by outside agencies and resources committed.
 - Shelters, type, location, and number of people that can be accommodated.

- ☐ Possible Information Sources include:
 - Disaster briefings
 - EOC Action Plan
 - Section Reports
 - Intelligence Reports
 - Field Observations
 - Casualty Information
 - Resource Status Reports
 - Aerial Reports and Photographs
 - Values and Hazards Information
 - On Duty Personnel from other Sections
 - Operational Area Response and Recovery System (OARRS)

- ☐ Direct the collection of photographs, videos, and/or sound recordings of disaster events, as appropriate.

- ☐ Prepare and maintain EOC displays.

- ☐ Post to the significant events log casualty information, health concerns, property damage, fire status, size of risk area, scope of the hazard to the public, number of evacuees, etc.

- ☐ Coordinate casualty tracking system with the Medical/Health Branch. (Track casualty information about law enforcement and fire service personnel separately).

- ☐ Contact the County Coroner's Office, Police Department, Fire Department, and Red Cross for casualty information.

- ☐ Develop sources of information and assist the Planning/Intelligence Section Coordinator in collecting, organizing, and analyzing data from the following:

- Management Team
 - Operations Section
 - Logistics Section
 - Finance/Administration Section
-
- ☐ Provide for an authentication process in case of conflicting status reports on events.
 - ☐ Meet with the Planning/Intelligence Section Coordinator and the EOC Manager to determine needs for planning meetings and briefings. Determine if there are any special information needs.
 - ☐ Meet with the PIO to determine best methods for exchanging information and providing the PIO with Situation Status Unit information.
 - ☐ Provide information to the PIO for use in developing media and other briefings.
 - ☐ Establish and maintain an open file of situation reports and major incident reports for review by other sections/units.
 - ☐ Determine weather conditions current and upcoming. Keep up-to-date weather information posted.
 - ☐ Identify potential problem areas along evacuation routes; i.e., weight restrictions, narrow bridges, road sections susceptible to secondary effects of an incident, etc. Seek guidance from the AFN Liaison Coordinator in the identification process, when appropriate.
 - ☐ In coordination with the Operations Section and the AFN Liaison Coordinator, estimate the number of people who will require transportation out of the risk areas. Coordinate with the Transportation Unit of the Logistics Section on transportation methods.
 - ☐ As needed, develop methods for countering potential impediments (physical barrier, time, lack of transportation resources, etc.) to evacuation. Seek guidance from the AFN Liaison Coordinator in the development process, when appropriate.
 - ☐ Provide resource and situation status information in response to specific requests.
 - ☐ 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 Coordinator.
 - ☐ Prepare required Operational Area reports. Obtain approval from the Planning/Intelligence Section Coordinator and transmit to the Los Angeles County Operational Area via OARRS (Internet); or if OARRS is not available, then all

reports are to be sent to the West Hollywood Sheriff's Station by means coordinated with and agreed to by the Watch Commander and City staff. The West Hollywood Sheriff's Station will then be responsible for entering data into OARRS.

- ☐ Prepare written situation reports at periodic intervals at the direction of the Planning/Intelligence Section Coordinator.
- ☐ Assist at planning meetings as required. Provide technical support as requested.
- ☐ During a radiological incident, activate the Radiological Protection Procedures as needed for reporting and documentation. (**Operations Support Documentation – Radiological Protection**)

Deactivation/Demobilization

- ☐ Ensure that all required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the After-Action/Corrective Action Report.
- ☐ Account for all equipment, personnel, and supplies.
- ☐ Determine what follow-up to your assignment might be required before you leave.
- ☐ Deactivate the Situation Status Unit position and close out logs when authorized by the Planning/Intelligence Section Coordinator or EOC Manager.
- ☐ Leave forwarding phone number where you can be reached.

Date: _____ Start Time: _____ End Time: _____

DOCUMENTATION UNIT**SUPERVISOR: Planning/Intelligence Section Coordinator****GENERAL DUTIES:**

- Maintain an accurate and complete record of significant disaster events.
- Assist other parts of the EOC organization in setting up and maintaining files, journals, and special reports.
- Collect and organize all written forms, logs, journals, and reports at completion of each shift from all sections.
- Establish and operate a Message Center at the EOC, and assign appropriate internal and external message routing.
- Provide documentation and copying services to EOC staff.
- Maintain and preserve disaster/emergency 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.

YOUR RESPONSIBILITY:

Compile and distribute the City's EOC Action Plans and After-Action Reports; maintain accurate and complete incident files; establish and operate an EOC Message Center; provide copying services to EOC personnel; and preserve incident files for legal, analytical and historical purposes.

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Planning/Intelligence Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.

- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Documentation Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Using activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

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

General Operational Duties

- ☐ Attend periodic briefing sessions conducted by the Section Coordinator.
- ☐ Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.
- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.

- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch/Unit Operational Duties

- ☐ Meet with the Planning/Intelligence Section Coordinator to determine what EOC materials should be maintained for official records.
- ☐ Contact other EOC sections and units and inform them of the requirement to maintain official records. Assist them as necessary in setting up a file records system.
- ☐ Coordinate documentation with the Situation Status Unit.
- ☐ Following planning meetings, assist in the preparation of any written action plans or procedures.
- ☐ Ensure that the EOC Action Plans and After-Action Report are compiled, approved, copied, and distributed to EOC Sections and Units. **(See Part Two-Planning/Intell. Support Documentation-Action Planning After Action/Corrective Action Reports.)**
- ☐ Ensure distribution and use of message center forms to capture a written record of actions requiring application of resources, requests for resources or other directions/information requiring use of the message center form.
- ☐ Ensure the development of a filing system to collect, log, and compile copies of message center forms according to procedures approved by the Planning/Intelligence Section Coordinator.
- ☐ Identify and establish a runner support system for collecting, duplicating journals, logs, and message center forms throughout the EOC.
- ☐ Establish copying service and respond to authorized copying requests.
- ☐ Establish a system for collecting all section and unit journal/logs at completion of each operational period.
- ☐ Periodically collect, maintain, and store messages, records, reports, logs, journals, and forms submitted by all sections and units for the official record.
- ☐ Verify accuracy/completeness of records submitted for file – to greatest extent possible; correct errors by checking with EOC personnel as appropriate.
- ☐ Prepare an overview of the documented disaster events at periodic intervals or upon request from the Planning/Intelligence Section Coordinator.

Deactivation/Demobilization

- ☐ Ensure that all required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the After-Action/Corrective Action Report.
- ☐ Account for all equipment, personnel, and supplies.
- ☐ Determine what follow-up to your assignment might be required before you leave.
- ☐ Deactivate the Documentation Unit position and close out logs when authorized by the Planning/Intelligence Section Coordinator or EOC Manager.
- ☐ Leave forwarding phone number where you can be reached.

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Date: _____ Start Time: _____ End Time: _____

DAMAGE ASSESSMENT UNIT**SUPERVISOR: Planning/Intelligence Section Coordinator****GENERAL DUTIES:**

- Collect safety/damage assessment information from the Operations Section and other verifiable sources and prepare appropriate reports.
- Provide safety/damage assessment information to the Planning/Intelligence Section Coordinator.
- Coordinate with the Building and Safety Branch of the Operations Section for exchange of information.
- Coordinate with Los Angeles County Public Works representative when assigned to the City.
- Utilize the Los Angeles County Operational Area safety/damage assessment procedures and forms (**see Planning Support Documentation – Safety/Damage Assessment Forms**).

YOUR RESPONSIBILITY:

Maintain detailed records of safety/damage assessment information and support the documentation process.

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Planning/Intelligence Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.

- ☐ Identify yourself as the Damage Assessment Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Using activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

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

General Operational Duties

- ☐ Attend Planning meetings at the request of the Planning/Intelligence Section Coordinator.
- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.

- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, TTY, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch/Unit Operational Duties

- ☐ Coordinate collection of safety/damage assessment information with the Building and Safety Branch of the Operations Section **(see Planning Support Documentation – Safety/Damage Assessment Forms)**.

- ☐ Prepare safety/damage assessment information and provide to the Planning/Intelligence Section Coordinator for approval.
- ☐ Collect, record, and total the type, location, and estimate value of damage.
- ☐ Document those structures requiring immediate demolition to ensure the public safety through inspection records, videos, photographs, etc.
- ☐ Provide documentation to Legal Advisor/Officer on those structures which may need to be demolished in the interest of public safety.
- ☐ Coordinate with the American Red Cross, utility companies, and other sources for additional safety/damage assessment information.
- ☐ Coordinate with all Operations branches (Sheriff, Fire, Public Works, Medical/Health, Care and Shelter, and Building and Safety) for possible information on damage to structures.
- ☐ Provide final safety/damage assessment reports to the Documentation Unit.
- ☐ Coordinate assessment with private sector utilities and special districts, as appropriate.
- ☐ Coordinate with Public Works Branch in gathering safety/damage assessment information on:
 - Roads, bridges, and highways; and
 - Utilities: water and waste water, electricity, and gas.
- ☐ Coordinate with the Logistics Section Information Branch to gather damage assessment information on the communications infrastructure: wired, data, cable, and wireless.

Deactivation/Demobilization

- ☐ Ensure that all required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the After-Action/Corrective Report.
- ☐ Account for all equipment, personnel, and supplies.
- ☐ Determine what follow-up to your assignment might be required before you leave.
- ☐ Deactivate the Demobilization Unit position and close out logs when authorized by the Planning/Intelligence Section Coordinator or EOC Manager.
- ☐ Leave forwarding phone number where you can be reached.

Date: _____ Start Time: _____ End Time: _____

ADVANCE PLANNING

SUPERVISOR: Planning/Intelligence Section Coordinator**GENERAL DUTIES:**

- Develop issues and requirements related to a time period, normally 36 to 72 hours in advance.
- Prepare special reports and briefings as necessary for use in strategy and/or planning meetings.
- Monitor action-planning activity to determine the shift in operational objectives from response to recovery. **(See Planning Support Documentation – Action Planning)**

YOUR RESPONSIBILITY:

Develop reports and recommendations for future time periods and prepare reports and briefings for use in strategy and/or planning meetings.

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Planning/Intelligence Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Advance Planning Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.

- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Using activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

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

General Operational Duties

- ☐ Attend periodic briefing sessions conducted by the Section Coordinator.
- ☐ Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.
- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.

- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, TTY, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch/Unit Operational Duties

- ☐ Obtain current briefing on the operational situation from the Situation Status Unit.
- ☐ Determine best estimate of duration of the situation from available information.
- ☐ Determine current priorities and policies from the EOC Planning/Intelligence Section Coordinator and Director of Emergency Operations.
- ☐ In coordination with other EOC sections, develop written forecasts for future time periods as requested. These should include any or all of the following:

- Best estimate of likely situation in 36 to 72 hours given current direction and policy.
 - Determine top priorities for actions and resources.
 - Identify any recommended changes to EOC policy, organization, or procedures to better address the possible situation.
 - Identify any issues and constraints that should be addressed now in light of the probable situation in 36-72 hours.
- ☐ Provide reports to the EOC Planning/Intelligence Section Coordinator and/or Director Emergency Operations and others as directed.
- ☐ Develop specific recommendations on areas and issues that will require continuing and/or expanded City involvement.
- ☐ Periodically evaluate the operational situation and assist the EOC Planning/Intelligence Section staff in making recommendations on priority response and recovery actions.

Deactivation/Demobilization

- ☐ Ensure that all required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the After-Action/Corrective Report.
- ☐ Account for all equipment, personnel, and supplies.
- ☐ Determine what follow-up to your assignment might be required before you leave.
- ☐ Deactivate the Advance Planning Unit position and close out logs when authorized by the Planning/Intelligence Section Coordinator or EOC Manager.
- ☐ Leave forwarding phone number where you can be reached.

Date: _____ Start Time: _____ End Time: _____

RECOVERY PLANNING

SUPERVISOR: Planning/Intelligence Section Coordinator**GENERAL DUTIES:**

- Ensure that the City of West Hollywood receives all emergency assistance and disaster recovery costs for which it is eligible.
- Ensure that the City of West Hollywood is prepared to participate jointly with FEMA, Cal OES, Los Angeles County Operational Area, and non-profit organizations to expedite disaster assistance for individuals, families, businesses, public entities, and others entitled to disaster assistance.
- Ensure that required and/or approved mitigation measures are carried out.
- Consider taking advantage of disaster-caused opportunities to correct past poor land-use practices, while ensuring that legal safeguards for property owners and the jurisdiction are observed.

YOUR RESPONSIBILITY:

Ensure that the City receives all emergency assistance and disaster recovery costs for which it is eligible; conduct all initial recovery operations and prepare the EOC organization for transition to a recovery operations organization to restore the City to pre-disaster conditions as quickly and effectively as possible.

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Planning/Intelligence Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.

- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Recovery Planning Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Using activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

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

General Operational Duties

- ☐ Attend periodic briefing sessions conducted by the Section Coordinator.
- ☐ Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.
- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.

- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch/Unit Operational Duties

- ☐ The Recovery Organization follows the City Organizational Chart:

City Manager's Department
↓
Administrative Services
Community Development
Finance
Human Services
Public Information/Legal Services
Rent Stabilization & Housing
Transportation/Public Works

- ☐ Identify issues to be prioritized by the Director of Emergency Operations on restoration of services to the City.
- ☐ Be alert for opportunities to implement actions to alleviate/remedy previous zoning practices that have caused incompatible land uses.
- ☐ Maintain contact with Los Angeles County Operational Area, Cal OES, and FEMA sources for advice and assistance in obtaining maximum eligible funds for disaster costs.
- ☐ In coordination with the Building and Safety Branch of the Operations Section, establish criteria for temporary entry of posted buildings so owners/occupants may retrieve business/personal property
- ☐ In coordination with the Building and Safety Branch of the Operations Section, establish criteria for re-occupancy of posted buildings. Posting includes, as a minimum, the categories of Inspected, Restricted Access, and Unsafe
- ☐ In coordination with Building and Safety Branch of the Operations Section, establish criteria for emergency demolition of buildings/structures that are considered to be an immediate and major danger to the population or adjacent structures. Ensure that homeowners' and business owners' rights are considered to the fullest extent and that arrangements are made for appropriate hearings, if at all possible.
- ☐ In coordination with Building and Safety Branch of the Operations Section, establish criteria for emergency demolition of buildings/structures that are considered to be an immediate danger. Ensure that homeowners' and business owners' rights are considered to the fullest extent and that arrangements are made for appropriate hearings, if at all possible.

- ☐ Ensure that buildings considered for demolition that come under Historical Building classification follow the special review process.
- ☐ With Section Coordinators, develop a plan for initial recovery operations.
- ☐ Prepare the EOC organization for transition to Recovery Operations
- ☐ Coordinate with Planning and Development for all land use and zoning variance issues; permits and controls for new development; revision of building regulations and codes; code enforcement; plan review; and building and safety inspections.
- ☐ Coordinate with L.A County Department of Health Services for restoration of medical facilities and associated services; continue to provide mental health services; and perform environmental reviews.
- ☐ Coordinate with Public Works for debris removal; demolition; construction; management of and liaison with construction contractors; and restoration of utility services.
- ☐ Coordinate with Public Works and Care and Shelter for housing for the needy; oversight of care facility property management; and low income and special housing needs.
- ☐ Coordinate with Finance Department for public finance; budgeting; contracting; accounting and claims processing; taxation; and insurance settlements.
- ☐ Coordinate with Planning and Community Development for redevelopment of existing areas; planning of new redevelopment projects; and financing new projects.
- ☐ Coordinate applications for disaster financial assistance; liaison with assistance providers, onsite recovery support; and disaster financial assistance project manager with the Finance Department.
- ☐ Coordinate with City Attorney on emergency authorities; actions, and associated liabilities; preparation of legal opinions; and preparation of new ordinances and resolutions.
- ☐ Coordinate with City Manager's Office for continuity of operations and communications; space acquisition; supplies and equipment; vehicles; personnel; and related support.
- ☐ Coordinate with FEMA, CalOES, 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.
- ☐ Seek guidance from the AFN Liaison Coordinator on coordination efforts when

appropriate.

Deactivation/Demobilization

- ☐ Ensure that all required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the After-Action/Corrective Report.
- ☐ Account for all equipment, personnel, and supplies.
- ☐ Determine what follow-up to your assignment might be required before you leave.
- ☐ Deactivate the Recovery Planning Unit position and close out logs when authorized by the Planning/Intelligence Section Coordinator or EOC Manager.
- ☐ Leave forwarding phone number where you can be reached.

Date: _____

Start Time: _____

End Time: _____

DEMOBILIZATION UNIT**SUPERVISOR: Planning/Intelligence Section Coordinator****GENERAL DUTIES:**

- Provide assistance to the EOC Planning/Intelligence Section Coordinator and EOC Manager 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.

YOUR RESPONSIBILITY:

Prepare an EOC Demobilization Plan to ensure the orderly, safe and cost-effective release of personnel and equipment.

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Planning/Intelligence Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Demobilization Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.

- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Using activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

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

General Operational Duties

- ☐ Attend periodic briefing sessions conducted by the Section Coordinator.
- ☐ Brief EOC Planning/Intelligence Section Coordinator on demobilization progress.
- ☐ Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.
- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, TTY, and data systems. Make any priorities or special requests known.

- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch/Unit Operational Duties:

- ☐ Coordinate with the field level Demobilization Unit Leader.
- ☐ Review the organization and current staffing to determine the likely size and extent of demobilization effort.
- ☐ Request the General Staff to assess long-term staffing needs within their sections and provide listing of positions and personnel for release by priority.
- ☐ Coordinate with the Agency Representatives and the AFN Liaison Coordinator to determine:
 - Agencies not requiring formal demobilization
 - Personal rest and safety needs
 - Coordination procedures with cooperating/assisting agencies
- ☐ Evaluate logistics and transportation capabilities to support the demobilization effort.

- ☐ Prepare a Demobilization Plan to include the following:
 - Release plan strategies and general information
 - Priorities for release (according to agency and kind and type of resource)
 - Phase over or transfer of authorities
 - Completion and submittal of all required documentation
- ☐ Obtain approval of the Demobilization Plan from the EOC Manager.
- ☐ Ensure that all sections and branches/groups/units understand their specific demobilization responsibilities.
- ☐ Supervise execution of the Demobilization Plan.
- ☐ Brief EOC Planning/Intelligence Section Coordinator on demobilization progress.
- ☐ Obtain identification and description of surplus resources.
- ☐ Establish “check-in” stations, as required, to facilitate the return of supplies, equipment, and other resources.
- ☐ Coordinate demobilization activities with other Agency Representatives.

Deactivation:

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

Date: _____ Start Time: _____ End Time: _____

TECHNICAL SPECIALIST**SUPERVISOR: Planning/Intelligence Section Coordinator****GENERAL DUTIES:**

- Provide technical expertise to the EOC Planning/Intelligence Section and others as required.
- Provide mapping and Crisis Information Management Systems support to EOC operations.

YOUR RESPONSIBILITY:

Provide support specific to a field or function not addressed elsewhere or by any other discipline. A Technical Specialist may or may not be an employee of a public or private agency.

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Planning/Intelligence Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Technical Specialist by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.

- ☐ Activate elements of your Branch/Unit, establish work area, assign duties and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Using activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

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

General Operational Duties

- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, TTY, and data systems. Make any priorities or special requests known.

- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch/Unit Operational Duties:

- ☐ Act as a resource to members of the EOC staff in matters relative to your technical specialty.

Deactivation/Demobilization:

- ☐ Ensure that all required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the After-Action/Corrective Action Report.
- ☐ Determine what follow-up to your assignment might be required before you leave.

- ☐ Deactivate the Technical Specialist position and close out logs when authorized by the Planning/Intelligence Section Coordinator or EOC Director.
- ☐ Leave forwarding phone number where you can be reached.

PLANNING/INTELLIGENCE SECTION

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ACTION PLANNING

Action plans are an essential part of SEMS/NIMS at all levels. Action planning is an effective management tool involving two essential items:

- a process to identify and document the objectives, priorities, and assignments related to emergency response or recovery actions
- a basis for measuring work and cost effectiveness, work progress and providing accountability

There are two kinds of action plans: Incident Action Plans and EOC Action Plans. EOC Action Plans should focus on citywide related issues. The format and content for action plans at the incident level and at EOC levels will vary. The process for developing action plans is quite similar for all SEMS levels.

INCIDENT ACTION PLANS (FIELD LEVEL)

At the field level, action plans developed for use at incidents are called Incident Action Plans (IAP). Incident Action Plans are required for each operational period. (An operational period is the length of time scheduled for the execution of a given set of operational actions as specified in the IAP.) Incident Action Plans may be either verbal or written.

Written Incident Action Plans are recommended for:

- any multi-department and multi-jurisdictional incident
- complex incidents
- long-term incidents when operational periods would span across shift changes

Special forms are used within ICS to record information for written Incident Action Plans. These forms should be used whenever possible. The format for an Incident Action Plan will generally include the following elements:

- Incident objectives and priorities (Overall, what do we want to achieve?)
- Primary and alternative strategies (as appropriate) to achieve incident objectives (What are the ways in which we can achieve the objectives? How do the strategies compare in safety, speed, environmental impact, cost, etc.? Is current resource availability a limiting or dictating factor in strategy selection?)
- Tactics appropriate to the selected strategy (Given a selected strategy, what are the specific tactics necessary to implement the strategy?)
- The kinds and number of resources to be assigned (determined by the tactics to be used)
- The operations organization necessary for the selected strategy and tactics (can include describing the incident geographically or functionally)
- Overall support organization including logistical, planning and finance/administration functions
- A communications plan
- Safety messages
- Other supporting documentation needed, e.g. an incident map showing access, key facilities, etc.; a medical support plan, etc

EOC ACTION PLANNING

The Action Planning process is an essential tool for the City, particularly in managing sustained emergency operations. If the City is to have a well planned and executed approach to resolving the problems posed by the disaster, the City must remain focused and unified in its efforts. The Action Planning process is a key element in ensuring that the entire City will be focused and acting as a unified, coordinated body. If the City is going to move forward in a unified manner, there must be clear understanding of what goals are being pursued, what time frame is being used (the Operational Period) and how individual unit efforts are a part of the overall City efforts.

For the City to continue its efforts, it is important that common City organizational goals are maintained and pursued. These goals are set by Management. For the Management Section to draft appropriate goals, it must have a good understanding of the current situation and some idea of where the situation is going. They need to know not only what has happened in the last operational period, but also what is likely to occur in the next and future operational periods. The overall EOC Action Plan should be developed by the Planning/Intelligence Section.

Once the EOC Action Plan has been delivered, the Management Section shall determine the Strategic Goals for the next operational period. These may or may not be different from the operational goals from the last period. This short list of organizational goals must be verifiable and measurable.

ONCE THE CITY GOALS ARE SET, THEY SHOULD BE COMMUNICATED TO THE OTHER SECTIONS, WHICH IN TURN SHOULD COMMUNICATE TO THEIR DEPARTMENTS!! THE POLICY GROUP MUST RECEIVE COPIES OF THE EOC ACTION PLAN.

SUMMARY OF ACTIVITIES BY SECTION

1. PLANNING/INTELLIGENCE	Presents the verbal Action Report or the situation status report
2. MANAGEMENT	Sets goals
3. PLANNING/INTELLIGENCE	Posts goals for organization's use
4. OPERATIONS	Determines tactics to achieve goals
5. LOGISTICS	Determines how it will support operations
6. FINANCE/ADMINISTRATION	Determines how it will support operations
7. PLANNING/INTELLIGENCE	Prepares Action Plan (document); continues collecting, analyzing and displaying information and continues Action Planning process

ACTION PLANNING AT SEMS EOC LEVELS

Action planning at all EOC levels, like that of the field level, is based around the use of an operational period. The length of the operational period for the EOC is determined by first establishing a set of objectives and priority actions that need to be performed and then establishing a reasonable time frame for accomplishing those actions. Generally, the actions requiring the longest time period will define the length of the operational period.

Typically, operational periods at the beginning of an emergency are short, sometimes only a few hours. As the emergency progresses, operational periods may be longer, but should not exceed twenty-four hours. Operational periods should not be confused with staffing patterns or shift change periods. They may be the same, but need not be.

The initial EOC Action Plan may be a verbal plan put together in the first hour after EOC activation. Once the EOC is fully activated, EOC Action Plans should be written.

EOC Action Plans should not be complex or create a time-consuming process. The format may vary somewhat within the several EOC SEMS levels, but the EOC Action Plan should generally cover the following elements:

- Listing of objectives to be accomplished (should be measurable)
- Statement of current priorities related to objectives
- Statement of strategy to achieve the objectives (Identify if there is more than one way to accomplish the objective, and which way is preferred)
- Assignments and actions necessary to implement the strategy
- Operational period designation: the time frame necessary to accomplish the actions
- Organizational elements to be activated to support the assignments (Later EOC Action Plans may list organizational elements that will be activated during or at the end of the period)
- Logistical or other technical support required

FOCUS OF THE EOC ACTION PLAN

The primary focus of the EOC Action Plan should be on citywide issues. The plan sets overall objectives for the City and establishes the citywide priorities as determined by the Director of Emergency Operations. It can also include mission assignments to departments, policy and cost constraints, inter-agency considerations, etc. Properly prepared, the EOC Action Plan becomes an essential input to developing departmental action plans.

ACTION PLAN MEETING

This meeting is critical. The status of the incident and action plan should be discussed. The Planning & Intelligence Section Chief is responsible for holding this meeting.

THE PLANNING “P” TOOL

The Planning “P” is a guide to the process and steps involved in planning for an incident. The leg of the “P” describes the initial response period: Once the incident/event begins, the steps are Notifications, Initial Assessment, Incident Briefing and Initial Management Meeting.

- At the top of the leg of the “P” is the beginning of the first operational planning period cycle. In this circular sequence, the steps are Setting Management Priorities, Section Meetings (to develop Section Objectives), Preparing for the Coordinator’s Meeting, Section Coordinator’s Meeting, Preparing for the Planning Meeting, Planning Meeting, EOC Action Plan Prep & Approval, and Section Briefing (briefing of new shift coming on).
- At this point a new operational period begins. The next step is Execute Plan & Assess Progress, after which the cycle begins again.

Initial Assessment

Planning begins with a thorough size-up that provides information needed to make initial management decisions. The EOC Action Plan provides Management Staff with information about the incident situation and the resources allocated to the incident. This form serves as a permanent record of the initial response to the incident and can be used for transfer of command.

The Start of Each Planning Cycle

Step 1: Setting Management Priorities: The EOC Manager with input from the General Staff establishes incident priorities and General Objectives for the incident.

Step 2: Section Meetings: Each Section Coordinator will meet with their staff and develop Section-specific objectives to accomplish the EOC priorities and General Objectives for the next Operational Period. Each Section will fill-out the appropriate page in the EOC Action Plan for their specific Section. Objectives should be **Specific, Measurable, Attainable, Realistic and Time Oriented (SMART)**.

Step 3: Preparing for the Coordinator’s Meeting: The Planning Section will compile all of the Section Objectives submitted by each Section Coordinator and have it ready for the Section Coordinators Meeting.

Step 4: Section Coordinator’s Meeting: EOC Manager and General Staff will review completed objectives for all Sections and fine tune them for the upcoming Planning Meeting.

Step 5: Prep for the Planning Meeting: The Planning Section will compile the entire EOC Action Plan with any attachments and have it ready for the Planning Meeting.

Step 6: Planning Meeting and Action Plan Prep & Approval: Management and General Staff attend the Planning Meeting to review and validate the EOC Action Plan. The Planning Section Coordinator facilitates this meeting. The Agenda for the Planning Meeting is:

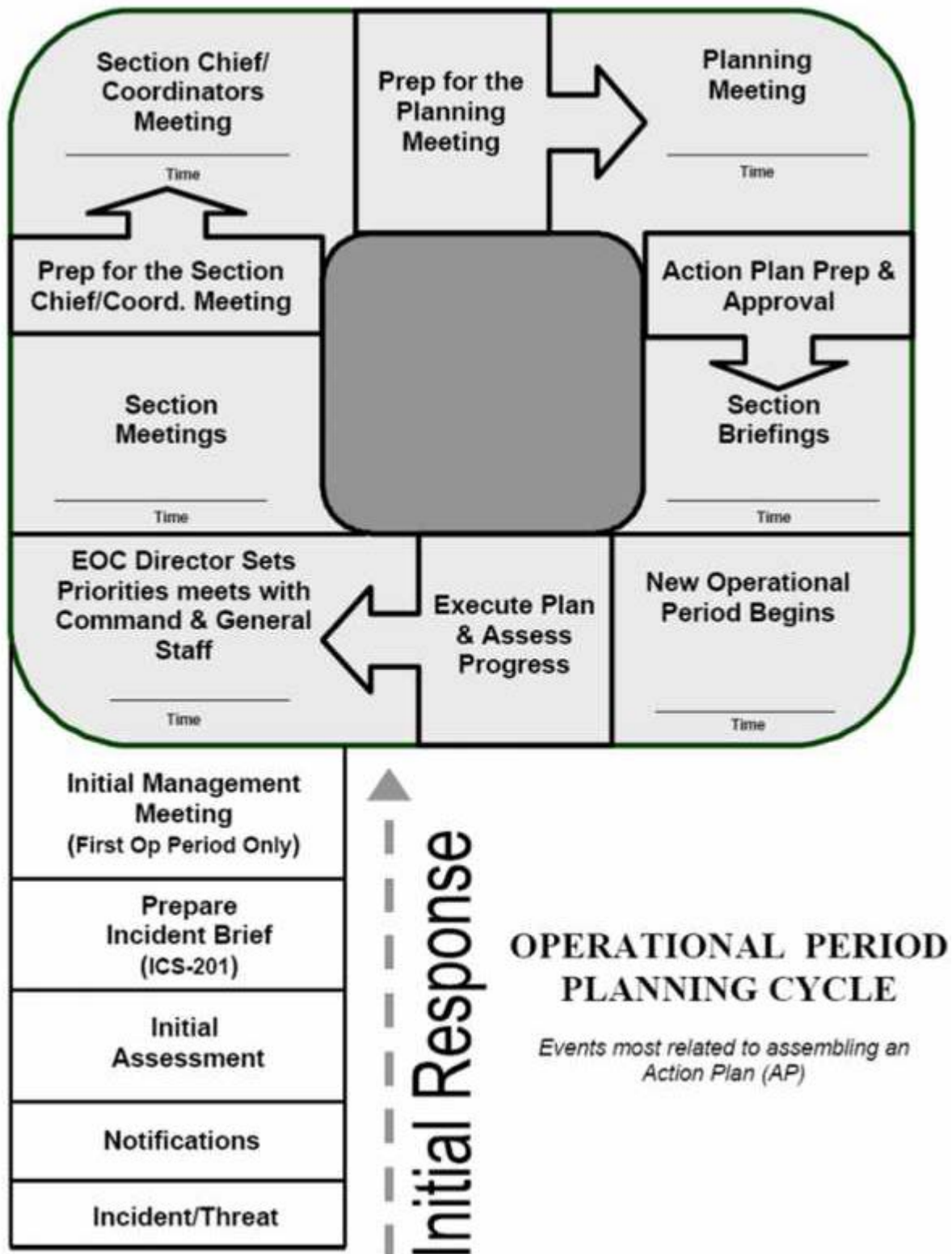
- Give situation and resource briefing; conduct planning meeting – Planning Intelligence Coordinator
- Provide priorities and policy issues – Director of Emergency Operations.

SEMS/NIMS Emergency Plan

- Provide Section Objectives and/or Objective Status – Management and General Staff.
- Provide a status on resources – Logistics Section Coordinator
- Provide a Safety & Security Briefing – Safety Officer and Security Officer
- Finalize, approve and implement the EOC Action Plan – Planning Section Coordinator finalizes the EOC Action Plan, Director of Emergency Operations approves the EOC Action Plan, Management and General Staff implement the EOC Action Plan.

Step 7: Section Briefing: The Section Briefing may be referred to as the shift briefing. This briefing is conducted at the beginning of each Operational Period.

Step 8: New Operational Period Begins: After the Section Briefing a new Operational Period begins and the EOC Action Plan process starts all over.



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CITY OF WEST HOLLYWOOD EOC ACTION PLAN

Disaster/Event Name:	Date	Time	Prepared:
Plan Prepared by:			
Plan Reviewed by: (Plans/Intel Coordinator)			
Plan Approved by: (Director of Emergency Operations)			
Operational Period:	From:	To:	Page 1 of 7

The City's Emergency Management Policy is to provide effective life safety measures, reduce property loss, and protect the environment; provide a basis for the direction and control of emergency operations; plan for continuity of government, provide for the rapid resumption of impacted businesses and community services; provide accurate documentation and records required for cost recovery efforts; provide for the protection, use and distribution of remaining resources; coordinate operations with the emergency service organizations of other jurisdictions, if necessary.

Current Situation Summary:

-
-
-
-
-
-

Major Events/Incidents:

-
-
-
-
-

Safety Issues:**Resources Needed:**

-
-
-
-

Other Information:

SEMS/NIMS Emergency Plan**City of West Hollywood EOC Action Plan****Summary of Section Objectives for Period # 2****(Date and Time)**

#	Objective	Branch/Unit/ Position	Completed Date/Time
Management			
1			
2			
3			
Operations Section			
1			
2			
3			
4			
5			
Planning & Intelligence Section			
1			
2			
3			
Logistics Section			
1			
2			
3			
Finance Administration			
1			
2			
3			

Attachments:

- () Organization Chart () Telephone Numbers () Weather Forecast () Maps
() DAC Locations () Incident Map () Safety Plan () Transportation Plan
() Medical Plan () Operating Facilities Plan () Communication Plan () Other _____

Based on situation and resources available, develop an Action Plan for each Operational Period.

**CITY OF WEST HOLLYWOOD
EOC ACTION PLAN**

Disaster/Event Name:			
Plan Prepared by:			
Plan Approved by:			
Operational Period:	Date:	From:	To:

Management			
Objective	Section, Branch or Unit Assigned	Time Required or To Completion	Resource Support
1.			
2			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
Attachments: () PIO phone numbers () EOC Organizational Chart			

**CITY OF WEST HOLLYWOOD
EOC ACTION PLAN**

Disaster/Event Name:			
Plan Prepared by:			
Plan Reviewed by: (Section Coordinator)			
Operational Period:	Date:	From:	To:
Operations			
Objective	Section, Branch or Unit Assigned	Time Required or To Completion	Resource Support
1.			
2			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
Attachments: () City Map w/major incidents, street closures, evacuation areas, etc. () Weather			

**CITY OF WEST HOLLYWOOD
EOC ACTION PLAN**

Disaster/Event Name:

Plan Prepared by:

**Plan Reviewed by:
(Section Coordinator)**

**Operational
Period:**

Date:

From:

To:

Planning/Intelligence

Objective

**Section, Branch
or Unit Assigned**

**Time Required
or To
Completion**

**Resource
Support**

1.

2

3.

4.

5.

6.

7.

8.

9.

10.

Attachments: ()
()

**CITY OF WEST HOLLYWOOD
EOC ACTION PLAN**

Disaster/Event Name:			
Plan Prepared by:			
Plan Reviewed by: (Section Coordinator)			
Operational Period:	Date:	From:	To:
Logistics			
Objective	Section, Branch or Unit Assigned	Time Required or To Completion	Resource Support
1.			
2			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
Attachments: () ()			

**CITY OF WEST HOLLYWOOD
EOC ACTION PLAN**

Disaster/Event Name:			
Plan Prepared by:			
Plan Reviewed by: (Section Coordinator)			
Operational Period:	Date:	From:	To:
Finance/Administration			
Objective	Section, Branch or Unit Assigned	Time Required or To Completion	Resource Support
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
Attachments: () ()			

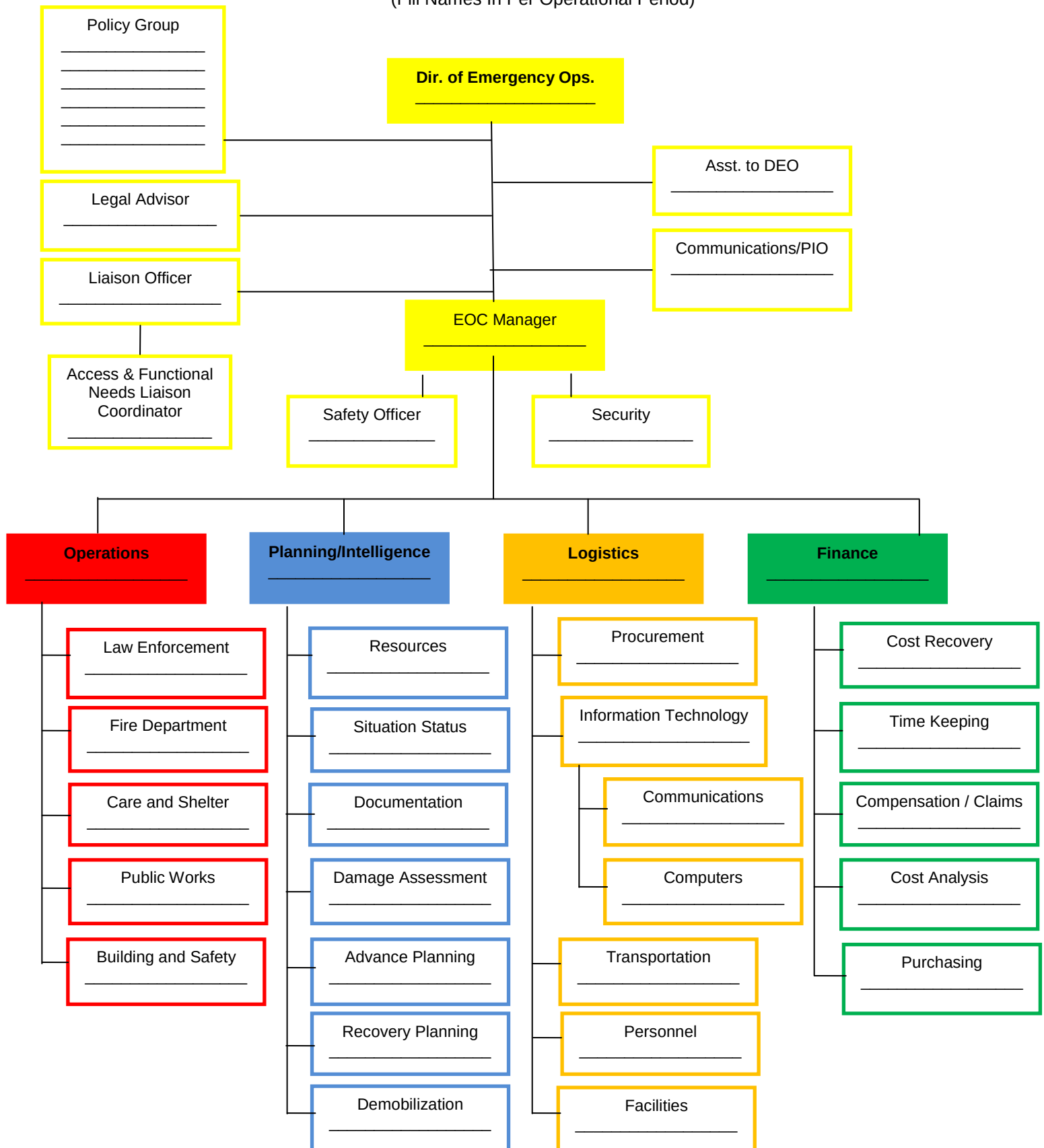
SEMS/NIMS Emergency Plan

1. Incident Name		2. Operational Period (Date/Time) From:		ORGANIZATION ASSIGNMENT LIST SEMS/NIMS 203-OS	
3. Management Section	4. Name	5. Operations Section	6. Name		
Director Emergency Ops		Section Coordinator: Police: Fire/HazMat/Rescue: Public Works: Care and Shelter: Building and Safety:			
	EOC Manager:				
	Public Information Officer:				
	Liaison Officer:				
	Security Officer:				
	Safety Officer:				
	Legal Advisor/Officer:				
	AFN Liaison Coord:				
	_____:				
7. Planning Section	8. Name	9. Logistics Section	10. Name		
Resources: Situation Status: Documentation: Damage Assessment: Adv. Planning: Recovery: Demobilization:		Information Technology: Transportation Unit: Personnel Unit: Facilities Unit: Supply/Procurement:			
11. Finance Section	12. Name	12. Agency Representatives	13. Name		
Time Keeping: Cost Analysis: Cost Recovery: Compensation/Claims Purchasing					
14. Prepared By: (Resources Unit)		Date/Time			

ORGANIZATION ASSIGNMENT LIST
 SEMS/NIMS 203-OS
 2016

EOC ORGANIZATION SIGN IN CHART

(Fill Names In Per Operational Period)



SEMS/NIMS 205
EOC Radio Communications Plan

Basic Radio Channel Utilization

Assignment	Function	System	Channel/Frequency	Designated Check-in Time	Remarks
Prepared By:		Title:		SEMS/NIMS Position: Communications Unit	
Approved By:		Title:		SEMS/NIMS Position: Logistics Sections Coordinator	

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After Action/Corrective Action

(This information is based on the *California Implementation Guidelines for the National Incident Management System, Workbook and User Manual*, May, 10 2006)

Introduction

The SEMS Technical Group established the After Action/Corrective Action (AA/CA) SEMS Specialist Committee to address the NIMS requirements for After Action, Corrective Actions, and plans within the framework of SEMS. Products developed by this committee will be for use by state, local, and tribal governments in order to support efforts towards NIMS compliance.

Legal Authorities

Local and State Agency requirement to transmit AAR to Cal OES for declared events.

Section 2450 (a) of the SEMS Regulations states “Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an after action report to CAL OES within ninety (90) days of the close of the incident period as specified in the California Code of Regulations, Title 19, §2900(j).”

The completion of an AAR is a part of the required SEMS reporting process. The Emergency Services Act (*Chapter 7 of Division 1 of Title 2 of the Government Code*), Section 8607 (f) specifies that Cal OES shall in cooperation with involved state and local agencies complete an AAR within 120 days after each declared disaster. It also states “This report shall review public safety response and disaster recovery activities and shall be made available to all interested public safety and emergency management organizations.”

Tribal Governments

While tribal governments are not required by law to comply with SEMS, they are encouraged to submit AARs to Cal OES; this provides for the statewide AAR to reflect a comprehensive collective response of local, state, and Tribal governments. As such, tribal governments have been included in this guidance.

AAR Contents

Section 2450 (b) of the SEMS Regulations states, “The after action report shall, at a minimum, be a review of response actions taken, application of SEMS, suggested modifications to SEMS, necessary modifications to plans and procedures, identified training needs, and recovery activities to date.”

AARs for non-declared disasters / AARs as tools

AARs are used to document an event and to identify “corrective actions” that need to be completed. Overall, the AA/CA process improves the quality of emergency management in California. AA/CA reports should be completed for both declared and non-declared disasters, for training/ exercises, and pre-identified planned events consistent with NIMS requirements.

For exercises conducted using federal funding, such as DHS Office of Domestic Preparedness, Grants and Training funding, complete an After Action Report and

SEMS/NIMS Emergency Plan

Improvement Plan within the grant required timeframe of the event, and post the report on the ODP Grants and Training secure portal, or attach the Word version of the After Action/Corrective Action Report to the portal.

AAR/CA Process

The complete AAR/CA process involves five (5) basic components:

1. Compile and sort all documentation from the response and recovery activities.
2. Analyze and triage emergency response and recovery activities data by SEMS functions.
3. Prepare and submit the AAR, including corrective actions. [In many cases, the AAR will have corrective actions. These may not be final corrective actions, and they may not be the ones that become action items in a corrective action plan.]
4. Identify corrective action planning activities necessary based on the AAR.
5. Implement and track to completion the identified CAs.

Function of AA/CA Reports

The SEMS required Cal OES AAR is the only one mandated to be available to state and local agencies. Non-CAL OES agencies have no mandated need to share their reports with any agency except Cal OES. It should be noted that state and local government agencies are required to comply with requests under the California Public Records Act.

Cal OES AA/CA reports are available to all interested public safety and emergency management organizations and serve the following important functions:

- Provide a source for documentation of response and recovery activities
- Identify problems and successes that occurred during emergency operations
- Analyze the effectiveness of components of the SEMS
- Describe and defines a plan of action for implementing improvements, including mitigation activities

Importance of Documentation

Documentation is critical for developing AARs and must be initiated early in the response phase of a declared or non-declared event, a training/exercise, or a pre-identified planned event. Documentation:

- Is essential to operational decision-making
- May have future legal ramifications
- May have implications for determining reimbursement eligibility
- Is essential for the continual improvement of the emergency management system.

Initiate documentation process

Assign Responsibility for AAR:

- Initiate early during response phase
 - Assign responsibility to Planning/Intelligence Function
 - Assign the responsibility for collecting and filing all documents and data pertaining to the event
 - Emphasizes the importance of documentation
 - Allows for early identification of possible system improvements and facilitates possible on-the-spot improvements

SEMS/NIMS Emergency Plan

- Allows data to be compiled before too much time has elapsed and participants have returned to their normal duties
- Allows for establishing timelines and expedites the actual preparation of the AAR
- Designated person assigned should have background in
 - Planning function
 - Emergency management organizational functions
 - SEMS
 - NIMS
- Continuance of documentation following Field and EOC deactivations.
 - Follow-up AAR function may be assigned to the same person involved early in the event to provide continuity.

Sources of Documentation

Documentation sources include, but are not limited to:

- Planning function reports and forms
- Data from all functions of the emergency organization
- Action plans developed to support operational period activities
- Forms used in the SEMS field level Incident Command Systems
- Unit activity logs and journals
- Response Information Management System (RIMS) forms and locally developed forms/reports that support the RIMS forms (Emergency Management Information System, OARRS)
- Written messages
- Function and position checklists
- Public information and media reports
- FEMA-developed forms
- Other forms or documentation.

Supplemental Documentation

Documentation developed during emergency operations can be supplemented with the following:

- Exit interview or critique forms completed as personnel rotate out of a function.
- Critiques performed at various time frames during and after emergency operational activities. Critiques may be conducted informally or with more formal, structured workshops.
- Surveys distributed to individuals and organizations after the event which can be used either for direct input to the AAR or as a basis for workshop discussions.
- Research teams can gather information and write the applicable portions of the AAR.
- Other AARs prepared by participating agencies and organizations may be utilized as a data gathering tool.

Data Organization and Structuring

There are many approaches to structuring and organizing compiled data.

Some questions to consider before preparing the AAR include:

- What is the purpose of the critique or survey?

SEMS/NIMS Emergency Plan

- Who is the survey's audience?
- Have all key "players," such as all activated personnel, been included in the survey/workshop?
- Does the survey/workshop process permit identification of internal, agency-specific improvements and corrective actions to be taken?
- Does the survey/workshop process permit identification of needed external improvements?
- Do the needed improvements involve the SEMS levels?
- Are the identified issues or problems linked to the appropriate corrective actions?
- Are SEMS functions (planning/intelligence, logistics, etc.) being assessed?
- Are all phases of emergency management reflected in the data collection process, including response, recovery, mitigation, and preparedness?
- Does the critique/survey format coincide with the after action report format?
- Does the designated person understand the assignment and tasks?

AAR Preparation

An eight step process to prepare the AAR is recommended.

1. Compile and sort by SEMS functions the information from surveys, critiques, and after action workshops.
2. Review and analyze documentation based on SEMS functional areas.
3. Evaluate lessons learned, areas needing improvement, corrective action recommendations, and use this information to develop proposed CAs.
4. Prepare draft AA/CA Report and distribute to participating state, local and tribal jurisdictions and private and volunteer organizations for review and comments.
5. Incorporate reviewer's comments as appropriate to develop a final draft report.
6. Redistribute the final draft to all previously identified reviewers for official approval.
7. Review and incorporate final comments from reviewers.
8. Prepare final AA/CA Report, obtain appropriate executive management approval, and forward the report to all participating jurisdictions, private and volunteer organizations, CAL OES Regions, and CAL OES Headquarters. For all events, tribal governments are invited to forward the approved AA/CA report to the next higher SEMS organization level.

Identification of CA planning activities

Corrective Action planning activities describe the actions that must be completed to alleviate the issue or problem identified in the AAR. This will require a system or method of following through, or tracking, the identified corrective action to ensure its completion. Depending on the complexity and severity of the identified issue or problem in the AAR, CAs could be briefly described in a matrix or may require the development of an integrated plan of action. Regardless of the complexity, each CA should contain:

- Description of the system and method of tracking the CA, (spreadsheet, database, etc., that will be used to ensure implementation of the CA)
- Brief description of the issue or problem, and the needed corrective action or activity
- Party or organization(s) responsible for completing the CA
- Expected end product
- Expected completion date
- Funding source and justification of the need for funding in order to carry out CAs.

SEMS/NIMS Emergency Plan

- Identification of cross-jurisdictional or multi-agency working groups needed to implement the CAs, if appropriate.

Tracking and Implementing Corrective Actions

Implementation of CAs frequently requires a significant amount of time and commitment that could continue well into the Recovery stage. In some instances, the corrective action plans may require several years to fully implement. The Public Safety Department will have the overall responsibility for following through that the Corrective Action plan is implemented and completed as written.

For declared events:

Statewide AAR/CA

Cal OES will compile a consolidated statewide AAR for declared events in compliance with the SEMS statute and regulations. This consolidated AAR will also include proposed CAs, based upon input from the appropriate agencies and jurisdictions. This consolidated report is referred to as the AAR.

CAL OES Coordination of Local, Tribal, and State Agency Input

To facilitate timely completion of the Statewide AAR and to provide assistance for state and local agencies with reporting requirements, CAL OES, in accordance with its procedures, will do the following:

1. Notify the appropriate jurisdictions, agencies, and other interested parties of the Statewide AAR requirements and 90-day timeframe for submission of their AARs.
2. Establish a work group and work plan for developing the Statewide AAR.
3. Gather data for the Statewide AAR using a variety of methods, including, but not limited to workshops, hot-washes, interviews, and AARs from the appropriate agencies/departments, and jurisdictions.
4. Prepare a draft Statewide AAR that includes the proposed CAs and circulate it for review and comment among the appropriate interested parties. As part of this review process, state agencies and/or departments may be requested to obtain approval of their AAR input from their agency/department, or branch for their component of the consolidated Statewide AAR.
5. Prepare a final AAR using comments obtained during the review process. The final AAR will be distributed both electronically and in hardcopy format to the appropriate interested parties. CAs will be shared with the emergency management community and strategies will be developed for implementing the CAs. Strategy development or event specific CA plans will be a collaborative effort among the organizations involved in an event

For non-declared events:

Note: A similar process as that described in the previous section for declared events, may be followed for non-declared events, exercises/trainings, or pre-identified planned events, based upon Cal OES's determination that an AAR process is appropriate and would benefit emergency management in California.

After Action/Improvement Plan reporting for federally funded exercises:

For federally funded exercises, follow the applicable grant guidelines/conditions.

Corrective Action Components

Plans for improving and/or correcting items identified in the AAR should address multiple areas. For each principal corrective action identified, include the following information:

- Issue Description (identified issue or problem)
- Description of corrective actions to be taken and/or recommendations
- Identify the SEMS level and function that connects with the CA
- Assignments – Identify agencies/departments/ jurisdictions/ positions that would be involved with correcting the issue or problem
- Associated costs and budget for carrying out corrective actions, if available
- Timetable for completion of the identified corrective actions, if known
- Follow-up responsibility (identify agencies/ jurisdictions/positions that will be involved with following-up on or tracking the corrective action to completion, if known)
- Documentation to verify the corrective actions taken to completion

AA/CA in Recovery Phase

SEMS regulations call for identifying “Recovery activities to date.” The Recovery activities listed in the AAR are the likely areas that will fall within the 120 day scope. The Joint Field Office (JFO) may develop a separate AAR to address Recovery activities.

It is the responsibility of the key stakeholders to develop the CA measures needed to remedy any problems identified in the JFO AAR.

Recovery Activities

The description of Recovery Activities should include the following information:

- General background and description of recovery activities performed by participating agencies
- Proclamation/Declaration process
- Joint Field Office (description of locations and services offered to public)
- Damage Assessment (description of assessed damages)
- Safety Assessment Program activities
- Public Assistance Programs (description of activities and services provided to government agencies that were adversely impacted by the disaster)
- Applicant Briefings
- Individual Assistance Program (description of services/programs offered to individuals adversely affected by the disaster)
- Activation of Assistance Centers (description of services offered to public)
- Hazard Mitigation Program (description of services offered)

Based on the number of agencies involved in the response, recovery, and mitigation activities, those activities identified by participating agencies may be displayed in the body of the report, or they may be displayed in an attachment that delineates the information by each participating agency.

AFTER ACTION/CORRECTIVE ACTION TEMPLATE

GENERAL INFORMATION

Information Needed	Text goes in text boxes below.
Name of Agency:	
Type of Agency: * (Select one) * City, County, Operational Area (OA), State agency (State), Federal agency (Fed), special district, Tribal Nation Government, UASI City, non-governmental or volunteer organization, other.	
OES Admin Region: (Coastal, Inland, or Southern)	
Completed by:	
Date report completed:	
Position: (Use SEMS/NIMS positions)	
Phone number and email address:	
Dates and Duration of event: (Beginning and ending date of response - using mm/dd/yyyy)	
Date report completed:	
Type of Event* * Table top, functional, full scale, actual event, pre-identified planned event, training, classroom training (Select One and enter the name of exercise or event)	
Mission Brief overview of the event, major strengths demonstrated during the exercise, areas that require improvement.	
Event Overview Describe the specific details of the exercise, how event or exercise was structured, how was event or exercise carried out	
Hazard or Exercise Scenario* * Avalanche, Civil Disorder, Dam Failure, Drought, Earthquake, Fire (structural), Fire (woodland), Flood, Landslide, Mudslide, Terrorism, Tsunami, Winter Storm, Other	

SEMS/NIMS Emergency Plan

Total Participants	
Number of agencies involved	
Lead/Host Agency	

SEMS/NIMS FUNCTION EVALUATION

MANAGEMENT (Public Information, Safety, Liaison, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:

Planning	
Training	
Personnel	
Equipment	
Facilities	

FIELD COMMAND (Use for assessment of field operations, i.e., Fire, Law Enforcement, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:

Planning	
Training	
Personnel	
Equipment	
Facilities	

SEMS/NIMS Emergency Plan

OPERATIONS (Law enforcement, fire/rescue, medical/health, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:

Planning	
Training	
Personnel	
Equipment	
Facilities	

PLANNING/INTELLIGENCE (Situation analysis, documentation, GIS, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:

Planning	
Training	
Personnel	
Equipment	
Facilities	

LOGISTICS (Services, support, facilities, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:

Planning	
Training	
Personnel	
Equipment	
Facilities	

FINANCE/ADMINISTRATION (Purchasing, cost unit, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:	

Planning	
Training	
Personnel	
Equipment	
Facilities	

AFTER ACTION REPORT QUESTIONNAIRE

(The responses to these questions can be used for additional SEMS/NIMS evaluation)

Response/Performance Assessment Questions	yes	no	Comments
1. Were procedures established and in place for responding to the disaster?			
2. Were procedures used to organize initial and ongoing response activities?			
3. Was the ICS used to manage field response?			
4. Was Unified Command considered or used?			
5. Was the EOC and/or DOC activated?			
6. Was the EOC and/or DOC organized according to SEMS?			
7. Were sub-functions in the EOC/DOC assigned around the five SEMS functions?			
8. Were response personnel in the EOC/DOC trained for their assigned position?			
9. Were action plans used in the EOC/DOC?			
10. Was the action planning process used at the field response level?			
11. Was there coordination with volunteer agencies such as the Red Cross?			
12. Was an Operational Area EOC activated?			
13. Was Mutual Aid requested?			
14. Was Mutual Aid received?			
15. Was Mutual Aid coordinated from the EOC/DOC?			
16. Was a MAC group established at the EOC/DOC level? Were they involved with the shift briefings?			
17. Were communications established and maintained between agencies?			
18. Was the public alert and warning conducted according to procedure?			
19. Was public safety and disaster information coordinated with the media through the JIC?			
20. Were risk and safety concern addressed?			
21. Did event use Emergency Support Function (ESFs) or Emergency Functions (EFs) effectively?			

SEMS/NIMS Emergency Plan

22. Was communications inter-operability an issue?			

Additional Questions

23. What response actions were taken by your agency? Include such things as mutual aid, number of personnel, equipment and other resources. **Note: Provide statistics on number of personnel and number/type of equipment used during this event. Describe response activities in some detail.**

24. As you responded, was there any part of SEMS/NIMS that did not work for your agency? If so, how would (did) you change the system to meet your needs?

25. As a result of your response, did you identify changes needed in your plans or procedures? Please provide a brief explanation.

26. As a result of your response, please identify any specific areas needing training and guidance that are not covered in the current SEMS Approved Course of Instruction or SEMS Guidelines.

27. If applicable, what recovery activities have you conducted 60 days or less from the end of the incident? Include such things as damage assessment surveys, hazard mitigation efforts, reconstruction activities, and claims filed.

28. Were there any Access and Functional Needs issues identified during your response? If so, please provide a brief explanation.

29. Were there any issues related to Public Information for this incident? If so, please provide a brief explanation.

SEMS/NIMS Emergency Plan

NARRATIVE

Use this section for additional comments.

POTENTIAL CORRECTIVE ACTIONS

Identify issues, recommended solutions to those issues, and agencies that might be involved in implementing these recommendations. Also, address any problems noted in the SEMS/NIMS Function Evaluation.

Indicate whether issues are an internal agency specific or have broader implications for emergency management. (Code: I= Internal; R =Regional, for example, OES Mutual Aid Region, Administrative Regions, geographic regions, S=Statewide implications)

Code	Issue or Problem Statement	Corrective Action / Improvement Plan	Agency(s)/ Depts. To Be Involved	Point of Contact Name / Phone	Estimated Date of Completion

ONLY USE THE FOLLOWING FOR RESPONSE ACTIVITIES RELATED TO EMAC

EMAC / SEMS After Action/Corrective Action Report Survey

NOTE: Please complete the following section **ONLY** if you were involved with EMAC related activities.

1. Did you complete and submit the on-line EMAC After Action Survey form for (*Insert name of the disaster*)?

2. Have you taken an EMAC training class in the last 24 months?

3. Please indicate your work location(s) (State / County / City / Physical Address):

4. Please list the time frame from your dates of service (Example: 09/15/05 to 10/31/05):

SEMS/NIMS Emergency Plan

5. Please indicate what discipline your deployment is considered (please specify):

6. Please describe your assignment(s):

Questions:

You may answer the following questions with a “yes” or “no” answer, but if there were issues or problems, please identify them along with recommended solutions, and agencies that might be involved in implementing these recommendations.

#	Questions	Issues/ Problem Statement	Corrective Action/ Improvement Plan	Agency(s)/ Depts. To Be Involved	Point of Contact Name/ Phone	Estimated Date of Completion
1	Were you familiar with EMAC processes and procedures prior to your deployment?					
2	Was this your first deployment outside of California?					
3	Where your travel arrangements made for you? If yes, by whom?					
4	Were you fully briefed on your assignment prior to deployment?					
5	Were deployment conditions (living conditions and work environment) adequately described to you?					
6	Were mobilization instructions clear?					
7	Were you provided the necessary tools (pager, cell phone, computer, etc.) needed to complete your assignment?					
8	Were you briefed and given instructions upon arrival?					
9	Did you report regularly to a supervisor during deployment? If yes, how often?					
10	Were your mission assignment and tasks made clear?					
11	Was the chain of command clear?					
12	Did you encounter any barriers or obstacles					

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#	Questions	Issues/ Problem Statement	Corrective Action/ Improvement Plan	Agency(s)/ Depts. To Be Involved	Point of Contact Name/ Phone	Estimated Date of Completion
	while deployed? If yes, identify.					
13	Did you have communications while in the field?					
14	Were you adequately debriefed after completion of your assignment?					
15	Since your return home, have you identified or experienced any symptoms you feel might require "Critical Stress Management" (i.e., Debriefing)?					
16	Would you want to be deployed via EMAC in the future?					

Please identify any ADDITIONAL issues or problems below:

#	Issues or Problem Statement	Corrective Action / Improvement Plan	Agency(s)/ Depts. To Be Involved	Point of Contact Name / Phone	Estimated Date of Completion

Additional Questions

Identify the areas where EMAC needs improvement (check all that apply):

- ☐ Executing Deployment
- ☐ Command and Control
- ☐ Logistics
- ☐ Field Operations
- ☐ Mobilization and Demobilization

Comments:

Identify the areas where EMAC worked well:

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Identify which EMAC resource needs improvement (check all that apply):

- ☐ EMAC Education
- ☐ EMAC Training
- ☐ Electronic REQ-A forms
- ☐ Resource Typing
- ☐ Resource Descriptions
- ☐ Broadcast Notifications
- ☐ Website

Comments:

As a responder, was there any part of EMAC that did not work, or needs improvement? If so, what changes would you make to meet your needs?

Please provide any additional comments that should be considered in the After Action Review process (use attachments if necessary):

OES Only: Form received on: _____ Form reviewed on: _____

Reviewed By: _____

SEMS/NIMS Emergency Plan**ACTIVITY LOG**

1. INCIDENT NAME	2. Operational Period: Date From: Date To: Time From: Time To:	
3. Name:	4. EOC Position:	5. Unit Leader (Name and Position)
6. RESOURCES ASSIGNED:		
NAME	EOC POSITION	Contact Number
7. ACTIVITY LOG (CONTINUE ON REVERSE):		
Date/Time	Notable Activities	
8. Prepared by: Name: _____ Position/Title: _____ Signature: _____		
Activity Log, Page 1	Date/Time: _____	

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**LA OPERATIONAL AREA
DISASTER INFORMATION REPORTING PROCEDURES**

WATCH COMMANDER'S REPORT

STATIONS WITH OARRS ACCESS CAN SEND THE REPORT DIRECTLY TO THE COUNTY OARRS DATABASE. A copy of the OARRS version of the report is on the next page.

#	INTENSITY	EXPLANATION
1	0	Not felt.
2	1	Quake felt, but may not have been recognized as an earthquake.
3	2	Windows and/or doors disturbed, walls may make cracking sound. Standing cars are rocked.
4	3	Some heavy furniture moved, a few instances of fallen plaster and/or ceiling tiles. Patrol personnel advise feeling quake while in units.
5	4	Considerable damage to station/facility. Patrol units report significant damage to buildings which may include partial collapse. Major damage to poorly built structures, minor damage to specially designed structures.
6	5	Extensive damage throughout the area and/or station facility.

LA CNTY OP AREA FORM 121

This form is used only by Los Angeles Sheriff's Department (LASD) patrol stations and is used only for earthquakes. Each station submits the report based on the shaking intensity as it was felt at the station. The report is due immediately after feeling an earthquake. The shaking intensities are based on a modified Mercalli scale. This report is normally sent in through OARRS. A summary report is created by OARRS that is available to all OARRS users. If OARRS is not available, this form can be faxed to the OAEOC (323/881-6895).

LA OPERATIONAL AREA DISASTER INFORMATION REPORTING PROCEDURES

RECONNAISSANCE REPORT

Sent by Cities to Contact Sheriff Station – Sheriff's Station sends to County EOC
CITIES WITH OARRS INTERNET ACCESS CAN SEND THE REPORT DIRECTLY TO THE COUNTY EOC. A copy of the OARRS version of the report is on the next page.

LINE #	ITEM	EXPLANATION	DATA (circle the applicable color)
1	CITY NAME		
2	INFRASTRUCTURE	General status of facilities such as dams, disaster routes, freeways, airports, flood control system, utilities, high occupancy structures, within your jurisdiction.	GREEN AMBER RED BLACK
3	HOSPITALS	General status of private and County hospitals. It does not apply to small medical facilities or clinics. ONLY HOSPITALS.	GREEN AMBER RED BLACK
4	FIRE/RESCUE	General status of supporting fire /rescue service whether city owned or contracted service.	GREEN AMBER RED BLACK
5	LAW ENFORCEMENT	General status of supporting law enforcement agency whether city owned or contracted service.	GREEN AMBER RED BLACK
6	COMMUNICATIONS	Status of city operated communications systems. NOT COMMERCIAL SYSTEMS (Pac Bell, GTE, Etc.).	GREEN AMBER RED BLACK
7	STATUS OF GOVERNMENT	How well is the city government able to respond to the emergency.	GREEN AMBER RED BLACK
MSG 4	SOURCE NAME	Used to name the person who provided the report to the Sheriff's station.	
MSG 4A	SOURCE PHONE #	Phone number of the person who provided the report to the Sheriff's station.	
MSG4 B	SOURCE FAX #	Fax number of the person who provided the report to the Sheriff's station.	

GREEN = Fully Operational
AMBER = Some Reductions in Service

RED = Emergency Services Only
BLACK = Incapable of Providing Services

LA CNTY OP AREA FORM 122

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**LA OPERATIONAL AREA
DISASTER INFORMATION REPORTING PROCEDURES
INCIDENT REPORT**

Sent by cities, county departments and special districts. If OARRS is available, sent directly to the OARRS data base. If OARRS is not available, send by fax, phone, radio or messenger to: Cities send to their Contact Sheriff's station; county departments and special districts send to their Lead department; Sheriff's stations and Lead departments send to the County EOC. The OARRS report goes to the OARRS database.

#	ITEM	EXPLANATION	DATA
1	INCIDENT TYPE	This must be an incident from the attached list of OARRS incidents. If you do not see an incident exactly like the one being reported, pick something close to it. These are the only incidents registered in, or recognized by the County EOC computer system. A further description of the incident can be made in the free text area called MAJOR DAMAGE.	
2	CHILD OF	If the incident were caused by some other incident, the causing incident would be listed here. The causing incident must be one already created by the city.	
3	STATUS	Incident OPEN (an active incident) or CLOSED (all work has been completed and the incident no longer presents a problem). When an existing incident is finished, an updated City Status Report would be sent in closing the incident.	
4	PROBLEMS/MAJOR DAMAGE	A free text area for a short, concise description of what has happened.	
5	ACTION TAKEN	A free text area for a short, concise description of what the city is doing about the incident. If requesting outside support, so indicate but remember, a separate message or resource request must be sent to actually make the request for support.	
6	LOCATION	Pick List of: Street Address, or Cross Street, or Land Mark, or Thomas Bros. Page & Grid. Indicate which of the above location means are being used. Then provide the location using the appropriate means.	

OARRS INCIDENTS

The below listed “type” incidents are registered in OARRS and are selected through the Incident Browser. When agencies fill out an Incident Report, they should use one of these incidents types when listing major incidents that have impacted the city's operational capability or to which the city is responding with a major deployment of assets.

**LA OPERATIONAL AREA
DISASTER INFORMATION
REPORTING PROCEDURES**

Access/Crowd Control	Rescue
After shock	Rioting
Area Closure	Road Closure
Bomb Located	Roadway Collapse
Bomb Threat	Roadway Damage
Bridge Collapse	Search and Rescue
Bridge Damage	Sewage Sys Damaged
Building Collapse	Sewage Sys Inop.
Building Damage	Shelter Closed
Casualty Coll Point	Shelter Opened
Civil Disturbance	Structure Collapse
Computer System Failure	Structure Damage
Criminal Activity	Telephone Failure
Dam Collapse	Terrorism
Dam Damage	Terrorist Activity
Dam Overflowing	Toxic Cloud
Earthquake	Traffic Control
EOC Closed	Train Derailment
EOC Opened	Tsunami
Evacuation	Undefined
Evacuation Center	Urban Search and Rescue
Evacuation Route	Water Outage
Explosion	Water Sys Damaged
Fatality	Water Sys Inop
Fatality Coll Point	Y2K City Computer Systems (hardware/Software)
Fire	Y2K Computer Aided Dispatch
Flooding	Y2K E911 Equipment
Freeway Damage	Y2K Electric Power
Freeway Collapse	Y2K Facilities/Embedded Chips
Gas Main Leak	Y2K Radio Systems
Hazardous Material	Y2K Telephone Services
Hospital Collapse	Y2K Traffic Signals
Hospital Damage	Y2K Water Delivery Systems
Hospital Evacuation	
Hospital Fire	
Hospital Power Outage	
Hospital Water Loss	
Injuries	
Landslide	
Local Emergency	
Looting	
Low Water Pressure	
Mud Flows	
Paging System Failure	
People Gathering	
Power Failure	
Radio Failure	
Radiological	

CITY & COUNTY UNINCORPORATED AREA STATUS REPORT

Sent by Cities to Contact Sheriff Station - Sheriff Station sends to County EOC Plans & Intel Section. NOTE: When sending in a paper update report, only those line items with changes need to be provided. Also one report is filled out by each Sheriff's station for all County unincorporated areas patrolled by the station. CITIES WITH OARRS INTERNET ACCESS CAN SEND THE REPORT DIRECTLY TO THE COUNTY EOC DATABASE. Changes should be entered into OARRS as they occur. A copy of the OARRS version of the report follows the paper copy.

LINE #	ITEM	EXPLANATION	DATA
1	City	Name of city submitting the report.	
2	Event	The event that has caused the emergency. For example "Northridge Earthquake". By the time the first City Status Reports are sent, OARRS will have a name for the event and that name MUST be used. It will be available at the OARRS data entry point.	
3	Sender's Job	This is input automatically by the computer system when the data is being key-stroked into the system. Filling out a non-OARRS paper report does not require this data field.	
4	Public Dollar Loss	An estimate of the dollar value of damage and destruction to government owned (local, County, State, Federal) structures. This includes roads, bridges, etc., as well as buildings. This is an estimate that gets revised up or down daily based on further refinement of the data. It is expected that initial estimates will be very imprecise.	
5	Private Dollar Loss	An estimate of the dollar value of damage and destruction to privately owned structures. It is expected that initial estimates will be very imprecise.	
6	Casualties - Ambulatory	Number of injured who can walk.	
7	Casualties - Non Ambulatory	Number of injured who can not walk.	
8	Fatalities	Number of city ESTIMATED fatalities. The Coroner is the only source for official death figures.	
9	Wind Direction	The wind is blowing out of a named compass direction. For	

SEMS/NIMS Emergency Plan

LINE #	ITEM	EXPLANATION	DATA
		example NORTHWEST or SOUTH, etc. Give for the reporting location.	
10	Wind Speed	In miles per hour. Give for the reporting location.	
11	Communications Systems (Operational Or Non Operational)		
11a	Fire	Status (Operational or Non Operational) of fire radio systems and a primary contact frequency	Operational Non Operational
11b	Law	Status (Operational or Non Operational) of law enforcement radio systems and a primary contact frequency.	Operational Non Operational
11c	Public Works	Status (Operational or Non Operational) of Public Works radio systems and a primary contact frequency.	Operational Non Operational
11d	Other Govt. Radio	Status (Operational or Non Operational) of other government radio systems and a primary contact frequency.	Operational Non Operational
11e	EOC Contact Frequency	Status (Operational or Non Operational) of EOC radio systems and a primary contact frequency.	Operational Non Operational
11f	EOC Contact Telephone Number	Status (Operational or Non Operational) of EOC phone system and a primary contact phone number.	Operational Non Operational
11g	Disaster Communications Service	Status (Operational or Non Operational) of Disaster Communications Service (registered amateur radio operators) radio systems and a primary contact frequency.	Operational Non Operational
11h	City Government Phone System	Status (Operational or Non Operational) of government owned and operated telephone systems.	Operational Non Operational
12	UTILITIES (Operational or Non Operational.)		
	Public Phone	Status (Operational or Non	

SEMS/NIMS Emergency Plan

LINE #	ITEM	EXPLANATION	DATA
12a	System	Operational) of the commercial phone systems used by the public.	Operational Non Operational
12b	Electric Power	Status (Operational or Non Operational) of electrical power systems used by the public.	Operational Non Operational
12c	Gas	Status (Operational or Non Operational) of natural gas systems used by the public.	Operational Non Operational
12d	Water	Status (Operational or Non Operational) of water systems used by the public.	Operational Non Operational
12e	Sewage	Status (Operational or Non Operational) of sewage systems used by the public.	Operational Non Operational
13	STATUS OF GOVERNMENT		
13a	EOC ACTIVATED	Is the city EOC currently activated? NO or YES and the date/time of activation.	
13b	EMERGENCY DECLARED	Has the city declared a local emergency? NO or YES and the date/time of declaration.	
14	COMMENTS	This is a free text area for giving a short, concise overview of the impact the emergency/disaster is having on the city.	
15	PROGNOSIS	This is a free text area for the city to indicate the general overall recovery probabilities based on the current situation and projected situation. Prognosis is worsening if assets are still being deployed	

SEMS/NIMS Emergency Plan

LINE #	ITEM	EXPLANATION	DATA
		to resolve disaster related issues. Prognosis is stable if no additional assets are being deployed. Prognosis is improving if some assets are being returned to normal duties.	
16	INFORMATION FROM CITY REPRESENTATIVE	Name of person at the city who has provided the data to the County.	
17	DATE	The effective date (MM/DD/YYYY) of the report. OARRS must have a four digit year.	
18	TIME	The effective time (HHMM) of the report. This is in military time using the 24 hour clock.	

LA CNTY OP AREA FORM 125

When the report is sent to OARRS, it goes to the data base. There is no need for an address panel.

**LA OPERATIONAL AREA
DISASTER INFORMATION REPORTING PROCEDURES
GENERAL AREA SURVEY SUMMARY REPORT FOR
CITIES AND COUNTY UNINCORPORATED AREAS**

Sent by Cities to Contact Sheriff Station – Sheriff's Station sends to County EOC. Sheriff's stations send a report that includes each County unincorporated reporting district patrolled by the station. If EMIS is available do not use this report as the summary report is automatically generated by OARRS from the general area survey report.

REPORTING DISTRICT	SUM	ROADS & BRIDGES	STRUCT DAMAGE	NEED FOR				COMMENTS
				USAR	MED EVAC	COR-ONER	SHELTER	

LA CNTY OP AREA FORM 124

NOTE: Use as many additional lines as there are Reporting Districts in the Jurisdiction.

EXPLANATION OF THE DATA FIELDS IN THE FORM

REPORTING DISTRICT = The data that the jurisdiction uses to describe the Public Safety reporting district.

SUM = A color code that provides an overall summary for the Reporting District.

ROADS & BRIDGES = A color code that summarizes damage to roads and bridges within the Reporting District.

STRUCT DAMAGE = A color code that summarizes structural damage for the Reporting District.

USAR = A color code that describes the need for Urban Search & Rescue within the Reporting District.

MED EVAC = A color code that describes the need for Medical Evacuation within the Reporting District.

CORONER = A color code that provides the Coroner with information on how to deploy staff.

SHELTER = A color code that describes the need for temporary shelter within the Reporting District.

COMMENTS = Optional free text field for use if any very brief comments or explanation is necessary.

EXPLANATION OF THE COLOR CODES USED ON THE FORM**COLOR FOR SUMMARY**

GREEN = Area shows little sign of apparent impact from the disaster.

AMBER = There are signs of impact. Both people and structures. Impact appears minor.

RED = There are major problems in this Reporting District.

BLACK = The Reporting District shows sever signs of damage and life threatening situations caused by the disaster.

COLOR FOR DAMAGE

??? = Status unknown or could not be determined.

GREEN = Less than 10% of structures or systems appear impacted.

AMBER = Between 10% & 25% of structures show visible damage or utilities appear inoperative.

RED = More than 25% visible damage including 10% collapsed.

BLACK = More than 50% visible damage including 20% collapsed.

COLOR FOR NEEDS

??? = Status unknown or could not be determined.

GREEN = No support needed.

AMBER = There is a need but it can be handled by jurisdictional assets or normal mutual aid.

RED = There is a need and major mutual aid will be required.

BLACK = There is a need and the jurisdiction can not handle the problem at all.

LA OPERATIONAL AREA DISASTER INFORMATION REPORTING PROCEDURES GENERAL AREA SURVEY

Instructions

The General Area Survey is conducted either in conjunction with, or immediately following the pre-planned site specific checks of Critical Facilities. It can best be described as a windshield survey conducted by pre-designated agencies that have the transportation and communications means to quickly conduct the survey. Within County government, this may be field elements of the Sheriff's department. The Operational Area recommends that the cities of the county use their police departments, other public safety agencies, specially trained jurisdictional staff, or specially trained volunteers for this task. The important consideration is that the persons tasked to do this have knowledge of the reporting district, have communications means, and have transportation.

The General Area Survey is a 100% survey of all terrain within a jurisdiction. It provides a description of the boundaries of areas (polygons) where people and/or structures appear to have been adversely impacted due to damage, with a very brief description of that impact. **The report is not expected to be precise.** It is general and is designed to give planners and managers a feel for areas that have been impacted by the disaster, so that assistance can be arranged (Urban Search and Rescue, medical evacuation, fire suppression, temporary sheltering, etc.) and qualified inspectors can subsequently be sent in to do a detailed assessment. To keep the report simple, and to ensure a quick display of data, existing Public Safety Reporting Districts (geographical areas designed to be patrolled by one public safety unit [law enforcement patrol car, etc.) are generally the basis for the report. Jurisdictions may use other geographical designators if they have been cleared in advance with the Operational Area EOC. Lightly populated districts tend to be very large. If necessary, large districts can be quartered or otherwise temporarily divided up to make reporting more pertinent. This report is predicated on each jurisdiction having its Reporting District boundaries as a data layer in the Operational Area EOC.

While this is a "damage" report, critical to the emergency response process is knowledge of the impact the disaster is having on residents in the area. For purposes of this report, damage and its impact can be divided into six general categories. They are:

1. A quick summary impression of the status of the area (to be done if no other part of the report can be accomplished).
2. Does the road and bridge network in the area show visual signs of damage that will hinder movement?
3. Does the area have structures that show visual signs of damage, partial collapse, or total collapse?
4. Is there a need for Urban Search and Rescue?
5. Is there a need for medical evacuations?
6. Is there a need for Coroner support?
7. Are there large numbers of people made homeless who will require temporary shelter?

The reporting format is designed to give a general view. It is not expected to be precise. A color code system is used in the report and is designed to give a graphic display of the damage and the types of support services needed in an area so that follow-on emergency response personnel can concentrate their efforts in those geographical areas that have been truly impacted by the disaster. The report goes from a field unit to a departmental (or jurisdictional) EOC. Cities use the report to assist in directing subsequent emergency management activities. A General Area Survey Summary report is sent from the Cities to the Contact Sheriff Station for subsequent forwarding to the Operational Area EOC. From unincorporated areas, it is transmitted from Sheriff patrol units to the Sheriff Station to the County EOC. In the future, if cities have an electronic data transfer capability with the County EOC, reports will be sent directly from a city to the County EOC.

GENERAL AREA SURVEY REPORT FOR CITIES AND COUNTY UNINCORPORATED AREAS

(This is a field paper report format to be filled out by the person checking the area. The report is sent to the Jurisdiction's EOC where it is compiled into a General Area Survey Summary Report)

CITIES WITH EMIS INTERNET ACCESS CAN SEND THE REPORT DIRECTLY TO THE COUNTY EOC DATABASE. Changes should be entered into OARRS as they occur. A copy of the OARRS version of the report follows the paper copy. County unincorporated area reports are done by Sheriff's stations for the county unincorporated areas they patrol.

LINE #	ITEM	EXPLANATION	DATA (Circle the appropriate color)
1	TYPE REPORT	Indicate whether a city report or a county unincorporated area report.	
2	DATE OF REPORT	The effective date (MM/DD/YYYY) of the report. OARRS must have a four digit year.	
3	TIME OF REPORT	The effective time (HH:MM - Colon must be used between HH & MM) of the report. This is in military time using the 24 hour clock but when it is entered into OARRS there must be a colon between hours and minutes.	
4	AREA NAME	If a city, the city name. If a county unincorporated area, the name of the reporting Sheriff Station.	
5	PUBLIC SAFETY REPORTING DISTRICT NAME	The unique identifier used by the jurisdiction to identify the reporting district.	
6	SUMMARY	A color code indicating the general overall condition of the reporting district. Very subjective. See description of color codes below.	GREEN AMBER RED BLACK
7	ROADS AND BRIDGES	A color code indicating the existence of damage to the road and bridge network in the area that impacts movement. Very subjective. See description of color codes below.	GREEN AMBER RED BLACK
8	STRUCTURAL DAMAGE	A color code indicating damage. Very subjective. See description of color codes below.	GREEN AMBER RED BLACK
9	NEED FOR		
9a	URBAN SEARCH & RESCUE SUPPORT	A color code indicating the need for USAR support. Very subjective. See description of color codes below.	GREEN AMBER RED BLACK
9b	MEDICAL EVACUATION	A color code indicating the need for medical evacuation. See description of color codes below.	GREEN AMBER RED BLACK
9c	CORONER	A color code indicating the need for Coroner	GREEN

SEMS/NIMS Emergency Plan

LINE #	ITEM	EXPLANATION	DATA (Circle the appropriate color)
	ASSISTANCE	assistance for recovery of multiple fatalities. Very subjective. See description of color codes below.	AMBER RED BLACK
9d	SHELTERING	A color code indicating the need for establishment of temporary shelters to care for residents impacted by the disaster. Very subjective. See description of color codes below.	GREEN AMBER RED BLACK
10	COMMENTS	Free text area any brief comments the reporting feels will enhance knowledge of the impact the disaster has had on the reporting district.	

LA CNTY OP AREA FORM 124A

EXPLANATION OF GENERAL AREA SURVEY COLOR CODES**COLOR FOR SUMMARY**

GREEN = Area shows little sign of apparent impact from the disaster.

AMBER = There are signs of impact. Both people and structures. Impact appears minor.

RED = There are major problems in this Reporting District.

BLACK = The Reporting District shows sever signs of damage and life threatening situations caused by the disaster.

COLOR FOR DAMAGE

??? = Status unknown or could not be determined.

GREEN = Less than 10% of structures have visual damage.

AMBER = Between 10% & 25% of structures show visible damage.

RED = More than 25% visible damage including some collapsed.

BLACK = More than 50% visible damage including many collapsed.

COLOR FOR NEEDS

??? = Status unknown or could not be determined.

GREEN = No support needed.

AMBER = There is a need but it can be handled by jurisdictional assets or normal mutual aid.

RED = There is a need and major mutual aid will be required.

BLACK = There is a need and the jurisdiction can not handle the problem at all.

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LA OPERATIONAL AREA DISASTER INFORMATION REPORTING PROCEDURES RESOURCE REQUEST

Sent by cities, county departments and special districts. If OARRS is available, cities send directly to the Operational Area EOC Logistics Section and county departments/special districts send to their Lead department. If OARRS is not available, send by fax, phone, radio or messenger to: Cities send to their Contact Sheriff's station; county departments and special districts send to their Lead department; Sheriff's stations and Lead departments send to the Operational Area EOC Logistics Section.

#	ITEM	EXPLANATION	DATA
1	Related Incident	What Incident caused the Resource Request	
1	Jurisdiction	Name of city (or supporting LASD station for county unincorporated areas).	
2	Urgent	Used only if the request is urgent.	URGENT
3	Reply Requested	Should be used indicate you want status information.	REPLY
4	Information only or Action expected	Select Action as County EOC staff are expected to process the request.	INFORMATION ACTION
5	Sender's job	The job held by the sender. Remote sites will only have the remote site title as an option.	
6	Subject	MANDATORY FIELD Key words that will describe the Resource Request. Include name of jurisdiction and what is being requested.	
7	Source	OPTIONAL FIELD Name, phone number and fax number of the person responsible for the request data.	
8	Corroborated	OPTIONAL FIELD Name, phone number and fax number of the person who has verified the data in the request.	
9	Recipients	Duty position of intended recipient(s). Resource Requests go to the County EOC Logistics Section.	
10	Where to deliver	Where are the items to be delivered (use Thomas Brothers page and grid as well as address).	
11	Deliver to Whom	Who (by duty position is preferred but name is acceptable) knows about the request and is expecting delivery.	
12	Purpose	What is the purpose of the resource being requested?	
13	Quantity	Number of items requested.	
14	Resource Requested	What is being requested?	
15	When needed	When the items are needed. Date & time.	

LA CNTY OP AREA FORM 140

Only one type of resource can be requested on a given resource request.

MESSAGE

(Sent by Cities to Contact Sheriff Station – Sheriff's Station sends to County EOC)

CITIES WITH OARRS INTERNET ACCESS CAN SEND MESSAGES DIRECTLY TO THE COUNTY EOC. A COPY IS AUTOMATICALLY SENT TO THE CONTACT SHERIFF'S STATION. A copy of the OARRS version of the message follows the paper copy.

LA CNTY OP AREA FORM 139

#	ITEM	EXPLANATION	DATA (Write in data or circle appropriate choice)
1	To (who are the recipients)	Duty position of intended recipient(s). See attached list of authorized recipients.	
2	From	The job held by the sender. Remote sites will only have the remote site title as an option.	
3	Urgent	Used only if the message is urgent.	URGENT
4	Reply Requested	Used only if a reply is required.	REPLY
5	Information only or Action expected	Select one or the other.	INFORMATION ACTION
6	Source	OPTIONAL FIELD Name, phone number and fax number of the person responsible for the message data.	
7	Corroborated	OPTIONAL FIELD Name, phone number and fax number of the person who has verified the data in the message.	
8	Event	MANDATORY FIELD Normally this will be the current event.	
9	Incident	MANDATORY FIELD Select the incident that has generated the message. Chose from an existing incident.	
10	Subject	MANDATORY FIELD Key words that will describe the body of the message.	
10	Message text	Free text area. Use as much space as required.	

NOTE: Messages should be used only to convey information that is not appropriate for other type reports. Reports should be considered the primary means of passing data to and from the Operational Area EOC.

**LOS ANGELES OPERATIONAL AREA EOC
OPERATIONAL AREA RESPONSE AND RECOVERY SYSTEM
DUTY POSITION LIST**

Below are listed the Operational Area EOC duty positions that have an identity in OARRS. The number in front of the position can be used as an aid when looking for a given position. This list should be used when OARRS is not available and a message must be sent using manual means. Use city names as the address or return address for cities.

SEMS/NIMS Emergency Plan

EOC MANAGEMENT

1000 EOC Manager
1010 CAO Manager
1020 Management Support OIC
1021 Message Center
1022 Communications
1023 EMIS Support
1024 Building Support
1030 Public Information Officer
1031 Legal Officer
1032 Liaison Officer
1040 EOC Assistant Manager

OPERATIONS SECTION

1100 Operations Section OIC
1101 Public Safety (Coroner)
1102 Public Safety (Fire)
1103 Public Safety (LASD)
1111 Construction-Engineering
1121 Care-Shelter (DPSS)
1122 Care-Shelter (Red Cross)
1131 Health Services

PLANNING & INTEL SECTION

1200 Planning-Intel Section OIC
1210 Situation Analysis
1220 Plans

LOGISTICS SECTION

1300 Logistics Section OIC
1310 Procurement
1320 Utilities Coordinator
1330 Transportation Coordinator

FINANCE & ADMIN SECTION

1400 Finance-Admin Section OIC
1410 Financial Operations
1420 County Government
1430 Personnel Operations

RECOVERY SECTION

1500 Recovery Section OIC
1510 Recovery Planning
1520 Liaison
1530 Inter-Government Relations

LASD DEPARTMENT OPERATIONS CENTER

2000 LASD Chief of Staff
2010 LASD EOB Duty Officer
2020 LASD Operations Officer
2030 LASD Plans/Intel Officer

2032 LASD Intel Officer
2033 LASD Air Operations
2034 LASD Custody Operations
2040 LASD Logs/Finance Officer
2042 LASD Resources
2043 LASD Personnel
2044 LASD Mutual Aid
2045 LASD Communications Center
2046 LASD Finance

AGENCY REPRESENTATIVES

3010 CALTRANS Rep
3020 CHP Rep
3030 Civil Defense Area Coordinator Rep
3040 Electric Company Rep
3050 Gas Company Rep
3060 LA City Rep
3070 LA City Law Rep
3080 Metropolitan Water Rep
3090 Metropolitan Transit Rep
3100 Military Rep
3110 CAL EMA Rep
3120 CAL EMA Law Rep
3130 Phone Company Rep

REMOTE LASD STATIONS

4000 Lancaster Station
4005 Avalon Station
4010 Carson Station
4020 Century Station
4030 Crescenta Valley Station
4040 Custody Div
4050 East L.A. Station
4060 Industry Station
4070 Lakewood Station

4080 Lennox Station
4090 Lomita Station
4100 Lost Hills Station
4110 Norwalk Station
4112 Palmdale Station
4115 Pico Rivera Station
4120 Santa Clarita Station
4130 Sheriff Communications Center
4140 Sheriff Headquarters
4150 Temple Station
4160 Walnut Station
4170 West Hollywood Station

DEPARTMENT & AGENCY REMOTE SITES

5000 Chief Administrative Office Department Operations Center
5010 County Fire Department Operations Center
5020 Health Services Department Operations Center
5030 Internal Services Department Operations Center
5040 Public Social Services Department Operations Center
5050 Public Works Department Operations Center
5060 LA City Emergency Operations Center
5070 Office of Emergency Services Southern Region
Emergency Operations Center
Coroner Department Operations Center
5090 Red Cross Emergency Operations Center
5100 Metropolitan Transit Authority Bus Operations Control
5110 Metropolitan Transit Authority Emergency Operations Center
5120 Metropolitan Transit Authority Dispatch
5500 Assessor
5505 District Attorney
5510 Municipal Courts
5515 Superior Courts
5520 Grand Jury
5525 Community Development Commission
5530 Board of Education
5535 Assessment Appeals Board
5540 LACERA
5545 Chief Information Officer
5550 Ombudsman
5555 Affirmative Action
5560 Agricultural Commissioner
5565 Alternate Public Defender
5570 Animal Care & Control
5575 Auditor-Controller
5580 Beaches& Harbors
5585 Children's Services
5590 Community & Senior Services
5600 Consumer Affairs
5605 County Counsel
5610 Human Resources
5615 Mental Health
5620 Veterans Affairs
5625 Museum of Art
5630 Museum of Natural History
5635 Parks & Recreation
5640 Probation
5645 Public Defender
5650 Regional Planning
5660 Registrar-Recorder
5665 Treasurer
5670 Public Library
5675 Music Center
5680 Sanitation District

CITIES

6010 Agoura Hills EOC
6020 Alhambra EOC
6030 Arcadia EOC
6040 Artesia EOC
6050 Avalon EOC
6060 Azusa EOC
6070 Baldwin Park EOC
6080 Bell EOC
6090 Bell Gardens EOC
6100 Bellflower EOC
6110 Beverly Hills EOC
6120 Bradbury EOC
6130 Burbank EOC
6140 Calabasas EOC

SEMS/NIMS Emergency Plan

6150	Carson EOC
6160	Cerritos EOC
6170	Claremont EOC
6180	Commerce EOC
6190	Compton EOC
6200	Covina EOC
6210	Cudahy EOC
6220	Culver City EOC
6230	Diamond Bar EOC
6240	Downey EOC
6250	Duarte EOC
6260	El Monte EOC
6270	El Segundo EOC
6280	Gardena EOC
6390	Glendale EOC
6300	Glendora EOC
6310	Hawaiian Gardens EOC
6320	Hawthorne EOC
6330	Hermosa Beach EOC
6340	Hidden Hills EOC
6350	Huntington Park EOC
6360	Industry EOC
6370	Inglewood EOC
6380	Irwindale EOC
6390	La Canada-Flintridge EOC
6400	La Habra Heights EOC
6410	Lakewood EOC
6420	La Mirada EOC
6430	Lancaster EOC
6440	La Puente EOC
6450	La Verne EOC
6460	Lawndale EOC
6470	Lomita EOC
6480	Long Beach EOC
6490	Los Angeles EOC
6500	Lynwood EOC
6510	Malibu EOC
6520	Manhattan Beach EOC
6530	Maywood EOC
6540	Monrovia EOC
6550	Montebello EOC
6560	Monterey Park EOC
6570	Norwalk EOC
6580	Palmdale EOC
6590	Palos Verdes Estates EOC
6600	Paramount EOC
6610	Pasadena EOC
6620	Pico Rivera EOC
6630	Pomona EOC
6640	Rancho Palos Verdes EOC
6650	Redondo Beach EOC
6660	Rolling Hills EOC
6670	Rolling Hills Estates EOC
6680	Rosemead EOC
6690	San Dimas EOC
6700	San Fernando EOC
6710	San Gabriel EOC
6720	San Marino EOC
6730	Santa Clarita EOC
6740	Santa Fe Springs EOC
6750	Santa Monica EOC
6760	Sierra Madre EOC
6770	Signal Hill EOC
6780	South El Monte EOC
6790	South Gate EOC
6800	South Pasadena EOC
6810	Temple City EOC
6820	Torrance EOC
6830	Vernon EOC
6840	Walnut EOC
6850	West Covina EOC
6860	West Hollywood EOC
6870	Westlake Village EOC
6880	Whittier EOC

OTHER

9999	Observer

OARRS STEP-BY-STEP QUICK REFERENCE GUIDE FILING JURISDICTIONAL (CITY) REPORTS USING THE OPERATIONAL AREA RESPONSE AND RECOVERY SYSTEM (OARRS)

Go to <https://oarrs.lacounty.gov/oarrs/home/login.jsp>

- Go to the “Login” box at the top center of the OARRS sign in page:
Enter your:
 - o Username
 - o Password
- (If you have forgotten your password, use the “forgot password” feature immediately below the sign in box).
- *Note: Make sure that you are signed in to the “Operations” section. The box will indicate whether you are in the “Operations” or the “Training” area of OARRS.*
- Once signed in you will be taken to the “Personal Profile” screen. Verify your personal information and select the “Submit” button located in the upper right hand section of the screen.

CREATING A “JURISDICTION SITUATION” REPORT (CITIES)

You are now at the “All reports By Event/Incident/Activity Screen. Count down eight tabs to the “Situation” tab. Select the tab by pushing the left button on your mouse.

- On the left hand side of the screen are a series of blue reference tabs.
- Count down eight tabs to the “Situation” tab. Select the tab by pushing the left button on your mouse.

The first underline section indicated is the “Jurisdiction Sitrep”. This is the report that replaces the “City Status Report” from EMIS. Select “Jurisdiction Sitrep” by pushing the left button on your mouse.

- At the top left portion of the page designated “Jurisdiction by Event/Incident. Activity” there is a button that says “Create”. Click on the “create” button using the left button of your mouse. A screen will appear which indicates “Jurisdiction Situation Report”.
- Fill in the requested information available at the time of the submission of your report. You can return to update this report as additional information is made available.
- *Note: An “Event” will be created by the staff at the Los Angeles County Operational Area Emergency Operations Center (CEOC). If an event has not been created at the time of your report submission, please create an incident. (See below). Your incident will be added to the event as soon as the event is created by CEOC staff.*

CREATING AN INCIDENT

- You can create an event by returning to the same series of blue reference tabs that contain your Situation Report.
- Select the “Event/Incident/Activity” tab.

SEMS/NIMS Emergency Plan

- Select the first underlined section indicated, “Incident”.
- At the top left portion of the page designated “Incident by Status” there is a button that says “Create”. Click on the “create” button using the left button of your mouse.
- You have now created an incident that can be used for your Jurisdiction Situation Report.

This incident can be the basis of your Jurisdiction report if an event has not been created by the CEOC. It can also be used to add incidents to the event if your jurisdiction creates a report regarding an incident related to the current event.

- Fill in the requested information available at the time of the submission of your incident. You can return to update this incident as additional information is made available.

CREATING A RESOURCE REQUEST

- You can create a Resource Request by returning to the same series of blue reference tabs that contain your Situation Report.
- Select the “**Resources**” tab.
- Select the first underlined section indicated, “Resource Request”.
- At the top left portion of the page designated “Resources by Priority” there is a button that says “**Create**”. Click on the “create” button using the left button of your mouse.
- Fill out the “Basic Info” screen providing the information requested.
- Select an event or incident as part of the information submitted in the “Basic Info” section.
- Select a resource category which best fits the description of the nature of the request.
- Select a Resource Type/Kind that best fits the description of the nature of the request.
- Select “**each**” as the unit of measure. CEOC Logistics will determine the actual unit of measurement of your request.
- Select “**one**” as the quantity of your request. CEOC Logistics will determine the actual quantity of your request.
- Indicate the mission that this resource request will support.
- Place additional information regarding the request in the “Special Instructions” section.

THE VENDOR SELECTION FIELD IS NOT AVAILABLE AT THIS TIME. DO NOT USE!

- Under “Summary of Actions” indicate that you are submitting the request and are awaiting a response.
- Estimated cost – **Indicate a “1” no decimals.** CEOC Logistics will determine the actual cost of the request.
- Add your Individual contact information.

PRESS “SELECT” BUTTON IN THE UPPER RIGHT HAND CORNER OF THE SCREEN.

TYPES OF RECOVERY PROGRAMS

Program and Type of Assistance	Local	State	Federal	Program Implementation Criteria
FMAG: fire suppression	No	No	Yes	The uncontrolled fire must threaten such destruction as would constitute a major disaster.
State PA - Director's Concurrence: restoration of public infrastructure only	Yes	No	No	The event must be beyond the control/capabilities of the local jurisdiction.
State PA - Governor's Proclamation: response and restoration costs	Yes	Yes	No	The event must be beyond the control/capabilities of the local jurisdiction.
Federal PA - Major Disaster: response and restoration costs	Yes	Yes	Yes	The state must request within 30 days of the occurrence; demonstrate that necessary actions are beyond the state's capability and damages must meet the per capita threshold and/or other criteria defined in federal regulations.
Federal PA - Emergency: response costs only	Yes	Yes	Yes	The state must request within 5 days after the need becomes apparent; must demonstrate that effective response is beyond the state's capability and that federal assistance is necessary to save lives and protect health, safety, and property.
Federal IHP: grants to individuals for necessary expenses or serious needs	Yes	Yes	Yes	May be implemented upon a Presidential declaration. There is no set threshold; however, FEMA considers such criteria as concentration of damages, trauma, special populations, etc.
SSGP: supplemental grants beyond IHP	Yes	Yes	Yes	Administered by DSS and only implemented when Federal IHP is activated.
SBA EIDL: working capital loans for small businesses	No	No	Yes	May be independently implemented when at least 5 small businesses have suffered economic injury and other assistance is not otherwise available; may be implemented under an USDA designation; and may be implemented under SBA physical declarations.
SBA Physical Disaster Loan Program: real and personal property loans	No	No	Yes	May be independently implemented when at least 25 homes and/or 3 businesses have suffered 40% uninsured losses; may also be implemented upon a Presidential declaration.
USDA Disaster Designation: crop production loss loans	No	No	Yes	May be made available to farmers/ranchers who have suffered at least 30% crop production loss or a physical loss to livestock products, real estate or chattel property. USDA can implement this program when requested by CalOES on behalf of a local agricultural commissioner or local government authority.
Crisis Counseling Programs: referral services and short-term counseling	Yes	Yes	Yes	Funded by FEMA and administered by DMH to provide short- or long-term (up to 9 months) benefits.
Disaster Unemployment Assistance: weekly benefits	Yes	Yes	Yes	May be implemented by the Department of Labor upon a Presidential declaration to provide up to 26 weeks of unemployment benefits.

DOCUMENTATION UNIT

AFTER ACTION/CORRECTIVE ACTION (AA/CA) REPORT CHECKLIST

- ☐ Collect all documentation from activated EOC positions to be used in developing AA/CA Report, including but not limited to:
 - Action Plans developed to support operational period activities
 - Unit activity logs and journals
 - RIMS forms and OARRS forms
 - Written messages
 - Position checklists
 - Public information news releases and media reports
 - FEMA-developed forms
- ☐ Decide the method and establish system to be used for initiating, collecting, and compiling the documentation.
- ☐ Obtain all documentation at the close of the event.
- ☐ Serve as the AA/CA point of contact (POC).
- ☐ Develop a timeline or work plan for completing the AA/CA Report.
- ☐ Develop an AA/CA Report Team, as necessary, to assist in the process.
- ☐ Identify all organizations and contact information for all involved in the event, exercise or training.
- ☐ Determine the AA/CA Reporting mechanism that will be used for developing the AA/CA Report - - RIMS forms via the internet or the CalOES AA/CA Report Word document template.
- ☐ Identify when and where AA/CA Hot Wash will occur.
 - A Hot Wash can be conducted after the operational periods or as part of the demobilization process at the end of the event.
 - Hot Washes can also be conducted at the close of or as soon after the event as possible.
 - Hot Wash comments should be compiled for inclusion in the AA/CA report.
- ☐ Conduct AA/CA Hot Wash, as necessary, involving all those activated in the event; document and collect all Hot Wash comments and consolidate.
 - Seek maximum participation in the Hot Wash
 - Maintain focus on event objectives – WHAT not WHO
 - Identify what went right
 - Identify what corrective actions are needed
 - Constantly review teaching points/lessons learned
 - Record key points
- ☐ Send out AA/CA Report survey to organization's personnel activated in the event that could not attend the AA/CA Hot Wash in person. (CalOES AA/CA Word template can be used).
- ☐ Request that the AA/CA Report survey template be filled out, completed, and returned within a specific time period.
 - Returned AA/CA Reports must show the approval of the assigned authority.

SEMS/NIMS Emergency Plan

- ☐ Receive the returned AA/CA Reports from all individuals and/or organizations that were sent the AA/CA Report template. (Deadline for returning AA/CA Reports must meet NIMS compliance – 60 days).
- ☐ Initiate development of the AA/CA Report using all the compiled information/data from the Hot Wash and the AA/CA Report surveys that were returned.
- ☐ Ensure that the AA/CA Report development is capable to do the following:
 - Analyze the collected after action information – group by SEMS/NIMS functions.
 - Identify and triage corrective actions needed.
 - Prioritize corrective actions by SEMS/NIMS functions.
 - Identify and link the appropriate involved organizations with the specific corrective actions.
 - Identify the expected outcome and the anticipated completion date of each corrective action.
 - Identify the jurisdictional or organizational authority that must provide signature approval of the AA/CA Report before it is released from the organization and forwarded.
 - Identify the jurisdictional or organizational POC for monitoring corrective action tracking.
- ☐ Ensure that the after AA/CA Report addressees at a minimum the following:
 - What went right - actions that were successful?
 - What did not go well and why?
 - What needs to be changed – retraining, procedural fixes, equipment shortfalls, staffing problems?
 - What corrective actions will be taken to improve areas that did not go well?
 - What type of mechanism (ex. Database, spreadsheet, etc.) will be used for tracking corrective actions to completion?
- ☐ Identify points of contact for each organization that will receive the jurisdiction's AA/CA Report (drafts for any review comments and the final report).
- ☐ Establish suspense dates throughout the process for completing and forwarding After Action/Corrective Action Reports to meet compliance deadlines.
- ☐ For declared state of emergencies, local jurisdictions forward AA/CA Report to the CalOES Region within 90 days of the close of the incident or event to meet SEMS requirements.
 - CalOES Region forwards all AA/CA Reports to CalOES HQ AA/CA POC.

Southern Region - (LOS ALAMITOS)

11200 Lexington Drive, Building 283

Los Alamitos, CA 90720-5002

(562) 795-2900

- ☐ For undeclared events, exercises and trainings, local jurisdictions forward the approved AA/CA report to the next higher SEMS organization level.
- ☐ Develop a mechanism or planning tool that can be used for tracking identified corrective actions or lessons learned.

SEMS/NIMS Emergency Plan

- Tracking tool might be a spreadsheet, a database, or other mechanism that provides a means of tracking.
- Ensure the tracking tool is capable of producing quarterly, semi-annual, or annual reports to be used for review.
- ☐ Coordinate with all the affected organizations linked with corrective actions.
- ☐ Track the identified corrective action status through its completion or implementation, and document the completion date. **--This is a NIMS requirement.--**

PART TWO

LOGISTICS SECTION

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LOGISTICS SECTION

GENERAL

PURPOSE

To enhance the capability of the City of West Hollywood to respond to emergencies by establishing logistics protocols in managing personnel and equipment. It is the policy of this section that the priorities of responses are to be:

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

OVERVIEW

The Logistics Section's primary responsibility is to ensure the acquisition, transportation, and mobilization of resources to support the response effort at the disaster sites, public shelters, EOCs, etc. This Section provides all necessary personnel, supplies, and equipment procurement support. Methods for obtaining and using facilities, equipment, supplies, services, and other resources to support emergency response at all operational sites during emergency/disaster conditions will be the same as that used during normal operations unless authorized by the Director of Emergency Operations or emergency orders of the City Council. **Logistics provides support to the emergency management organization only, i.e., Management, Operations, Planning, Finance - not the community-at-large.**

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 obtained through already established mutual aid agreements.

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

- Collect information from other sections to determine needs and prepare for expected operations.
- Coordinate provision of logistical support with the Director of Emergency Operations.
- 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 Director of Emergency Operations.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with adopted policies.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will normally change at 8 a.m. and 8 p.m. Operational periods should be event driven.
- Available and accessible resources from neighboring jurisdictions, the private sector, volunteer organizations, and organizations serving those with access and functional needs will be accessed through the City's own resources and private sector resources. Non-fire and non-law mutual aid will be accessed through the Los Angeles County Operational Area via OARRS (Internet); or if OARRS is not available, then all requests and reports are to be sent to the contact Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch Commander and City staff. The West Hollywood Sheriff's Station will then be responsible for entering the request into OARRS or request via radio communications.

SECTION ACTIVATION PROCEDURES

The Director of Emergency Operations is authorized to activate the Logistics Section.

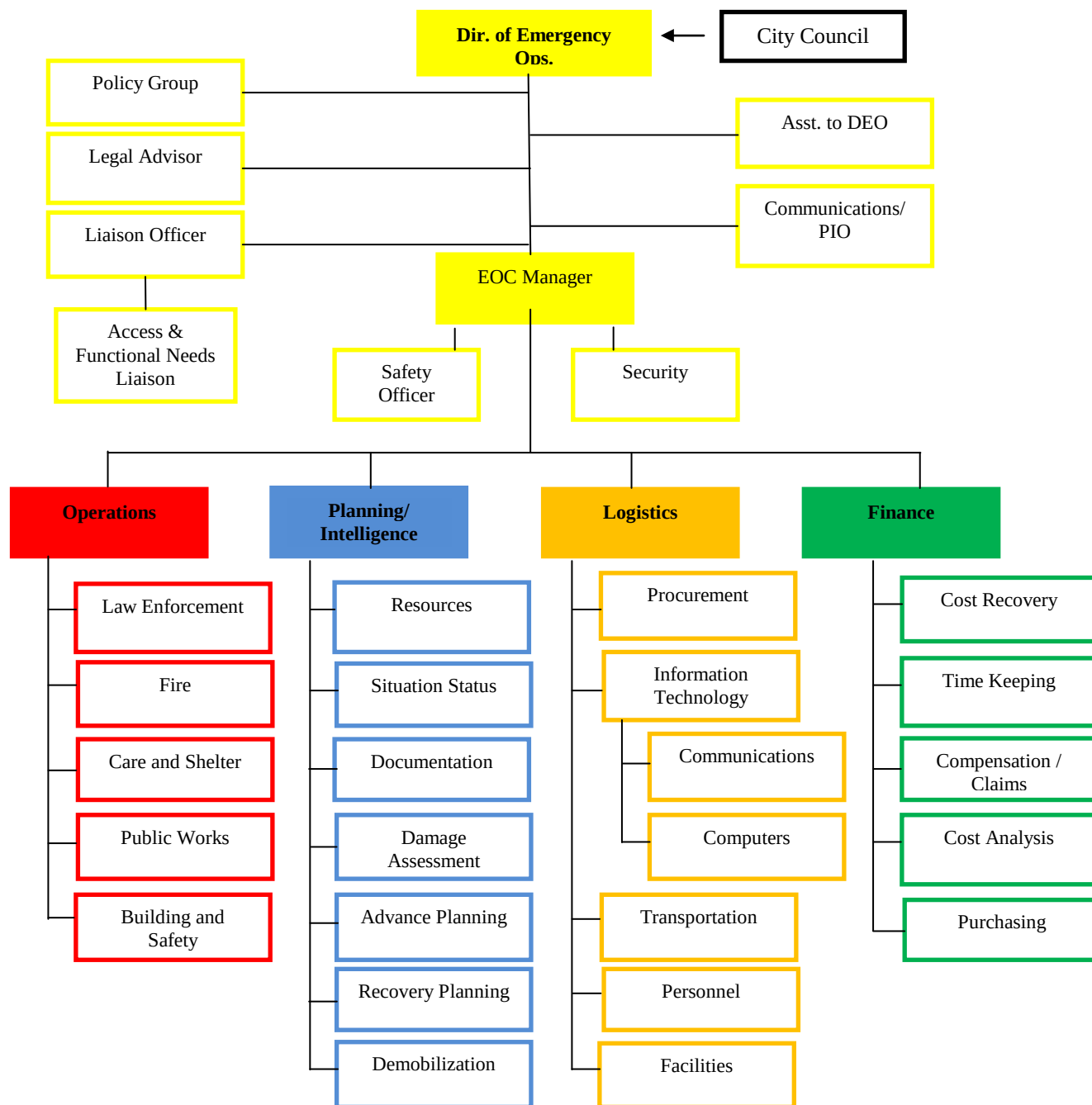
When to Activate

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

Where to Report

Refer to the Appendix for EOC locations. Due to the sensitive nature of this information this is being maintained in the restricted use section of the Plan.

SEMS/NIMS ORGANIZATION CHART

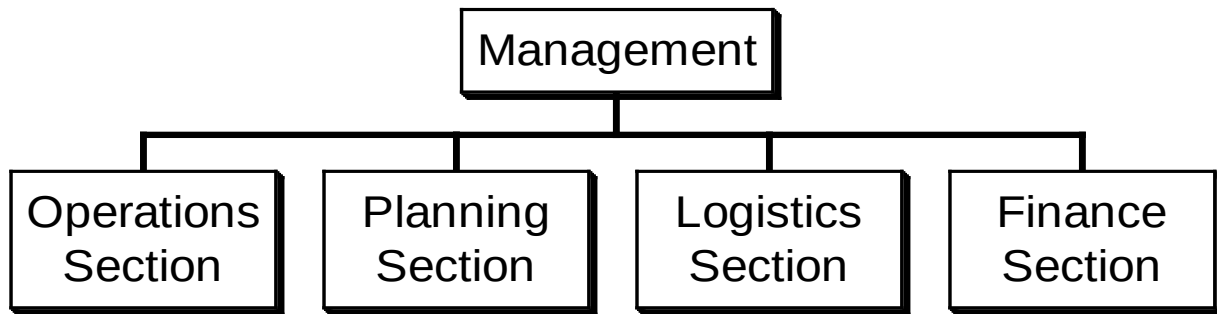


* If all elements are activated, a deputy may be appointed to provide a manageable span of control.

* Some positions are normally coordinated by the County, but a local coordinator may be designated, if needed

Field Units will be coordinating and communicating with each of the Branches under the Operations Section. The Incident Command System will be used in the field.

SEMS/NIMS EOC RESPONSIBILITIES CHART



Responsibilities:

Director of Emergency Operations (Management Section)

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies and private organizations. The Director of Emergency Operations will either activate appropriate sections or perform their functions as needed.

Operations Section

Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan.

Planning/Intelligence Section

Responsible for collecting, evaluating and disseminating information and tracking resources; developing the City's EOC Action Plan in coordination with other sections; initiating and preparation of the City's After-Action/Corrective Action Report and maintaining documentation.

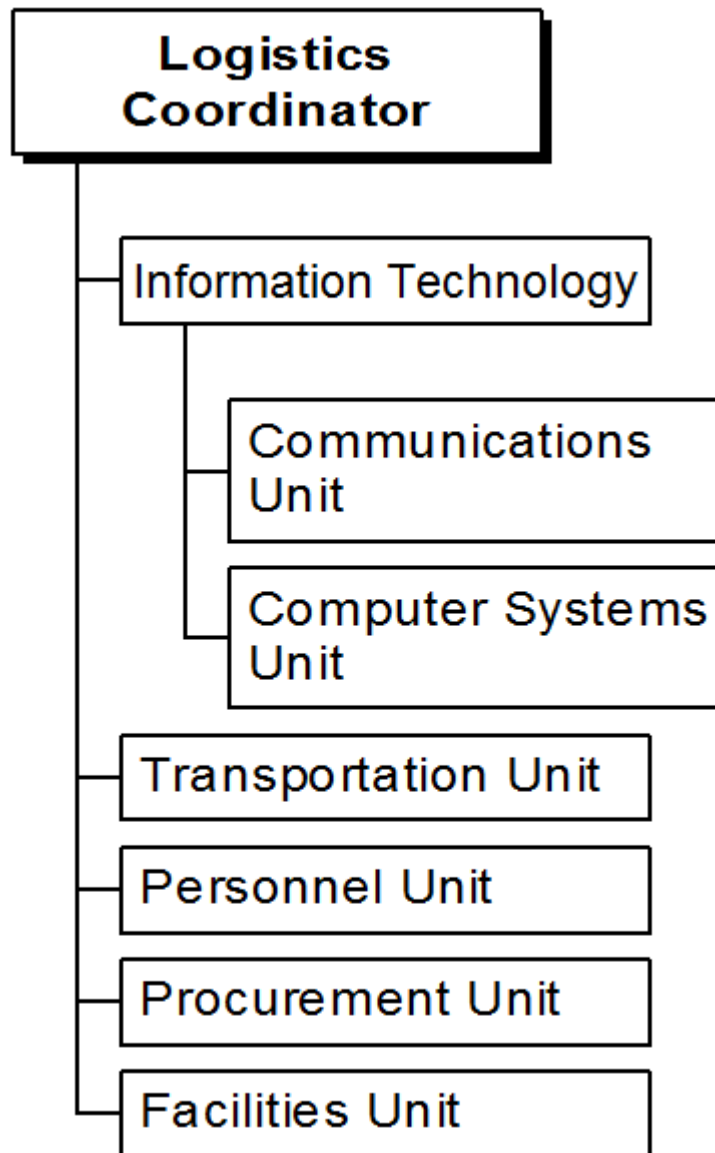
Logistics Section

Responsible for providing communications, facilities, services, personnel, equipment, supplies, and materials.

Finance/Administration Section

Responsible for financial activities and other administrative aspects.

LOGISTICS SECTION ORGANIZATION CHART



LOGISTICS SECTION STAFF

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

- Information Technology Branch
 - Communications Unit
 - Computer Systems Unit
- Transportation Unit
- Personnel Unit
- Procurement Unit
- Facilities Unit

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

Logistics Section Coordinator

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

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

Information Technology Branch

The Information Technology Branch is responsible for managing all radio, data, and telephone needs of the EOC staff.

Transportation Unit

The Transportation Unit is responsible for transportation of emergency personnel, equipment, and supplies and for coordinating the Disaster Route Priority Plan.

Personnel Unit

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

Procurement Unit

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

Facilities Unit

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

Date: _____ Start Time: _____ End Time: _____

LOGISTICS SECTIONS COORDINATOR**SUPERVISOR: EOC Manager****GENERAL DUTIES:**

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

YOUR RESPONSIBILITY:

Support the response effort and oversee the acquisition, transportation, and mobilization of resources.

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

CHECKLIST ACTIONS**Section Start-Up Actions**

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the EOC Manager.

- ☐ Obtain a briefing on the situation from available sources (Section Coordinator, EOC coordinator, etc.).
- ☐ Determine your personal operating location. Set up your Section work station, including maps and status boards. Use your EOC Section materials and on-site supplies.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Logistics Section Coordinator by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues you may have regarding your authority and assignment and what others in the organization do.
- ☐ Review organization in place at the EOC. Know where to go for information or support.
- ☐ Determine if other Section staff are at the EOC.
- ☐ 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.
- ☐ Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements:
 - Information Technology Branch
 - Transportation Unit
 - Personnel Unit
 - Procurement Unit
 - Facilities Unit
- ☐ Request additional personnel for the Section to maintain a 24-hour operation as required.
- ☐ Brief incoming Section personnel prior to their assuming their duties. Briefings should include:
 - Current situation assessment.
 - Identification of specific job responsibilities.
 - Identification of co-workers within the job function and/or geographical assignment.
 - Availability of communications.
 - Location of work area.
 - Identification of eating and sleeping arrangements as appropriate.
 - Procedural instructions for obtaining additional supplies, services and personnel.
 - Identification of operational period work shifts.
- ☐ Inform the EOC Manager and General Staff when your Section is fully operational.

- ☐ Open and maintain Section logs.
- ☐ Determine future Section needs based on information as known or by forecasting.
- ☐ Ensure all functions within your Section are appropriately staffed. Make required personnel assignments as staff arrives.
- ☐ Using activity log (**Part Two-Logistics Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

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

- ☐ Review responsibilities of branches/groups/units in your Section. Develop plan for carrying out all responsibilities.
- ☐ Prepare work objectives for Section staff and make staff assignments.
- ☐ Meet with other activated Section Coordinators.
- ☐ From Planning/Intelligence Section Coordinator, 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/units.
- ☐ Based on the situation as known or forecast, determine likely future Logistics Section needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Request additional resources through the appropriate Logistics Unit, as needed.

General Operational Duties

- ☐ Carry out responsibilities of the Logistics Section branches/groups/units that are not currently staffed.
- ☐ Prepare work objectives for Section staff and make staff assignments.

- ☐ Inform the EOC Director and General Staff when your Section is fully operational.
- ☐ Evaluate the need for Critical Incident Stress Debriefing for all affected personnel, victims and bystanders. Arrange debriefings through the Personnel Unit of the Logistics Section.
- ☐ Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- ☐ Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.
- ☐ Brief the EOC Manager on major problem areas that need or will require solutions.
- ☐ Provide situation and resources information to the Situation Status Unit of the Planning/Intelligence Section on a periodic basis or as the situation requires.
- ☐ Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio, and data systems.
- ☐ From Planning/Intelligence Section and field sources, determine status of transportation system into and within the affected area. Find out present priorities and estimated times for restoration of the disaster route system. Provide information to other Sections.
- ☐ Ensure that your Section logs and files are maintained.
- ☐ Monitor your Section activities and adjust Section organization as appropriate.
- ☐ Ensure internal coordination between branch/group/unit leaders.
- ☐ Update status information with other sections as appropriate.
- ☐ Resolve problems that arise in conducting your Section responsibilities.
- ☐ Anticipate potential situation changes, such as severe after shocks, in all Section planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

- ☐ Make sure that all contacts with the media are fully coordinated first with the Public Information Officer (PIO).
- ☐ Participate in the EOC Manager's action planning meetings.
- ☐ Ensure that all your Section personnel and equipment time records and a record of expendable materials used are provided to the Time Unit and Cost Analysis Unit of the Finance/Administration Section at the end of each operational period.
- ☐ Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Section Operational Duties

- ☐ Meet with Finance/Administration Section Coordinator and review financial and administration support needs and procedures. Determine level of purchasing authority to be delegated to Logistics Section.
- ☐ Following action planning meetings, ensure that orders for additional resources necessary to meet known or expected demands have been placed and are being coordinated within the EOC and field units.
- ☐ Keep up to date on the situation and resources associated with your Section. Maintain current status and displays at all times.
- ☐ Keep the Los Angeles County Operational Area Logistics Coordinator apprised of overall situation and status of resource requests via OARRS (Internet); if OARRS is not available, then all reports are to be sent to the contract Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch Commander and City staff. The West Hollywood Sheriff's Station will then be responsible for entering the data into OARRS.
- ☐ 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.
- ☐ 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.

Deactivation

- ☐ Authorize deactivation of organizational elements within your Section when they are no longer required.
- ☐ Ensure that any open actions are handled by your Section or transferred to other EOC elements as appropriate.
- ☐ Ensure that any required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the After-Action/Corrective Action Report.
- ☐ Deactivate your Section and close out logs when authorized by the EOC Manager.
- ☐ Leave forwarding phone number where you can be reached.

Date: _____ Start Time: _____ End Time: _____

INFORMATION TECHNOLOGY BRANCH**SUPERVISOR: Logistics Section Coordinator****GENERAL DUTIES:**

- Notify support agencies and oversee the installation, activation, and maintenance of all radio, data, telephone, and TTY communications services inside of the EOC and between the EOC and outside agencies.
- Determine the appropriate placement of all radio transmitting equipment brought to the EOC to support operations. Approve all radio frequencies to minimize interference conditions.
- Provide necessary communication system operators, and ensure effective continuous 24-hour operation of all communications services.
- Copy and log incoming radio, data and telephone reports on situation reports, major incident reports, resource requests, and general messages.
- Make special assignment of radio, data, and telephone services as directed by the EOC Manager.
- Organize, place and oversee the operation of amateur radio services working in support of the EOC.
- Oversee and coordinate with volunteer and private sector organizations to supplement communications needs.

YOUR RESPONSIBILITY:

Manage all radio, data, and telephone needs of the EOC staff.

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Planning/Intelligence Section Coordinator.
- ☐ Obtain a briefing on the situation.

- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Information Technology Branch Director by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Attend periodic briefing sessions conducted by the Section Coordinator.

Brief EOC staff of on-site and external communications needs, capabilities and restrictions, and operating procedures.

- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Use activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**), to maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty, and assignments

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

General Operational Duties

- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, TTY, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch/Unit Operational Duties

- ☐ Coordinate with all sections and branches/groups/units on operating procedures for use of telephone, data, TTY, and radio systems. Receive any priorities or special requests.
- ☐ Monitor operational effectiveness of EOC communications systems. Obtain additional communications capability as needed.
- ☐ Coordinate frequency and network activities with Los Angeles County Operational Area.
- ☐ Attend planning meetings at the request of the Logistics Section Coordinator.
- ☐ Provide communications briefings as requested at action planning meetings.
- ☐ Participate in developing the EOC Communication Plan

Deactivation/Demobilization

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

Date: _____ Start Time: _____ End Time: _____

COMMUNICATIONS UNIT**SUPERVISOR:** Information Technology Branch Coordinator**YOUR RESPONSIBILITY:**

Manage all radio, data, TTY, and telephone needs of the EOC staff.

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Planning/Intelligence Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Communications Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.

- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Using activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty, and assignments

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

General Operational Duties

- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, TTY, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.

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

Branch/Unit Operational Duties

- ☐ Meet with section, unit coordinators, and AFN Liaison Coordinator and provide a briefing on EOC on-site and external communications needs, capabilities and restrictions and operating procedures for the use of telephones and radio systems.
- ☐ Coordinate all communications activities.
- ☐ Establish a primary and alternate system for communications. Link with utilities and contracting and cooperating agencies to establish communications as soon as possible.
- ☐ Coordinate with all operational units and the EOC to establish a communications plan to minimize communication issues that includes radio, data, TTY, and telephone needs utilizing established communications, the private sector, amateur radio, and volunteers.

- ☐ Coordinate with volunteer, private sector organizations, and disability navigators and disability organizations to supplement communications needs.
- ☐ Establish a plan to ensure staffing and repair of communications equipment.
- ☐ Protect equipment from weather, after shocks, electromagnetic pulse, etc.

Deactivation

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

Date: _____ Start Time: _____ End Time: _____

COMPUTER UNIT**SUPERVISOR:** Information Technology Branch Coordinator**YOUR RESPONSIBILITY:**

Establish and manage all necessary computer support to the EOC staff and field units.

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Planning/Intelligence Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Computer Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.

- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Use activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**), to maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty, and assignments

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

General Operational Duties

- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, TTY, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.

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

Branch/Unit Operational Duties

- ☐ Coordinate needed telephone and TTY data lines with the Communications Unit.
- ☐ Support activities for restoration of computer services.

Deactivation

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

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Date: _____ Start Time: _____ End Time: _____

TRANSPORTATION UNIT**SUPERVISOR: Logistics Section Coordinator****GENERAL DUTIES:**

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

YOUR RESPONSIBILITY:

Transportation of emergency personnel, equipment, and supplies and coordinate the Disaster Route Priority Plan.

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Planning/Intelligence Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Transportation Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.

- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Using activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty, and assignments

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

General Operational Duties

Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.

- ☐ Attend periodic briefing sessions conducted by the Section Coordinator.
- ☐ Attend planning briefing sessions at the request of the Logistics Section Coordinator.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- ☐ Keep the Planning/Intelligence Section Coordinator and the AFN Liaison Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.

- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch/Unit Operational Duties

- ☐ Coordinate with the Planning/Intelligence and Operations Sections to determine which disaster routes are available for emergency use.
- ☐ Coordinate use of disaster routes with the Operations Section.
- ☐ Coordinate with other sections, branches/groups/units, and the AFN Liaison Coordinator to identify transportation priorities.
- ☐ Establish a transportation plan for movement of:

- Personnel, supplies and equipment to the EOC, field units, shelters, and Field Treatment Sites ran by Los Angeles County.
 - Individuals to medical facilities as requested by Operations Section.
 - Emergency workers and volunteers to and from risk area.
-
- ☐ Coordinate with the Operations Section and the AFN Liaison Coordinator on the movement of disabled and elderly persons. Coordinate with paratransit companies as necessary.
 - ☐ Coordinate transportation of service animals with the Care and Shelter Branch in Operations Section, as required.
 - ☐ Coordinate with local transportation agencies and schools to establish availability of resources for use in evacuations and other operations as needed.
 - ☐ As reports are received from field units and EOC sections and as sufficient information develops, analyze the situation, and anticipate transportation requirements.
 - ☐ Maintain inventory of support and transportation vehicles (staff cars, buses, pick-up trucks, light/heavy trucks, CityLine).
 - ☐ 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.
 - ☐ Arrange for fueling of all transportation resources.
 - ☐ Establish mobilization areas for vehicles as directed.
 - ☐ Coordinate with staff and other agency representatives to ensure adherence to service and repair policies.
 - ☐ Ensure that vehicle usage is documented by activity and date and hours in use.

Deactivation

- ☐ Ensure that all required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the After-Action/Corrective Action Report.
- ☐ Determine what follow-up to your assignment might be required before you leave.

- ☐ Deactivate the Transportation Unit position and close out logs when authorized by the Logistics Section Coordinator or EOC Manager.
- ☐ Leave forwarding phone number where you can be reached.

Page intended to be blank.

Date: _____

Start Time: _____

End Time: _____

PERSONNEL UNIT**SUPERVISOR: Logistics Section Coordinator****GENERAL DUTIES:**

- Coordinate all personnel support requests received at or within the EOC, including any category of personnel support requested from the EOC functional elements or from City response elements in the field.
- Identify sources and maintain an inventory of personnel support and volunteer resources. Request personnel resources from those agencies as needed.
- Ensure that all Disaster Service Workers and volunteers are registered and integrated into the emergency response system.
- Assign personnel within the EOC as needs are identified.
- Coordinate emergency management mutual aid (EMMA) as necessary through the Los Angeles County Operational Area via OARRS (Internet); or if OARRS is not available, then all requests and reports are to be sent to the contact Sheriff's Station (West Hollywood) by means coordinated with and agreed to by the Watch Commander and City staff. The West Hollywood Sheriff's Station will then be responsible for entering the data into OARRS.

YOUR RESPONSIBILITY:

Obtain, coordinate, and allocate all non-fire and non-law enforcement mutual aid personnel support requests received; register volunteers as Disaster Services Workers and manage EOC personnel issues and requests.

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Planning/Intelligence Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.

- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Personnel Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Use activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**), to maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

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

General Operational Duties

- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.

- ☐ Keep the Planning/Intelligence Section Coordinator and the AFN Liaison Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, TTY, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- ☐ Attend periodic briefing sessions conducted by the Section Coordinator
- ☐ Attend planning meetings at the request of the Logistics Section Coordinator.

Branch/Unit Operational Duties

- ☐ Receive and process all incoming requests for personnel support. Identify number of personnel, special qualifications, or training, location where needed, and person to report to upon arrival. Secure an estimated time of arrival for relay back to the requesting agency.
- ☐ Develop a system for tracking personnel/volunteers processed by the Unit. Maintain sign in/out logs. Control must be established for the accountability of personnel used in the response effort. Personnel/volunteers relieved from assignments will be processed through the Demobilization Unit.
- ☐ Maintain information regarding:
 - Personnel/volunteers processed.
 - Personnel/volunteers allocated and assigned by agency/location.
 - Personnel/volunteers on standby.
 - Special personnel requests by category not filled.
- ☐ Ensure training of assigned response staff and volunteers to perform emergency functions. Coordinate with:
 - Safety Officer to ensure that training for personnel includes safety and hazard awareness – mandated by OSHA
 - AFN Liaison Coordinator to ensure that training for personnel includes addressing those with access and functional needs – mandated by ADA – and the sharing of information to treat of this population – addressed by the Health Insurance Portability and Accountability Act (HIPAA).
- ☐ Obtain crisis counseling for emergency workers. **(See Part Two, Logistics Support Documentation-CISD).**
- ☐ Coordinate feeding, shelter and care of personnel, employee's families, volunteers, and service animals with the Procurement and Facilities Unit and the Care and Shelter Branch.
- ☐ Establish a plan for child care for City employees as needed. Coordinate with Facilities Unit for suitable facilities.
- ☐ Assist and support employees and their families who are also disaster victims.
- ☐ Develop a plan for communicating with those agencies having personnel resources capable of meeting special needs, i.e. persons with access and functional needs (AFN).
- ☐ Coordinate with the Los Angeles County Operational Area or additional personnel needs via the OARRS (Internet) or if OARRS is not available, then all requests and

reports are to be sent to the West Hollywood Sheriff's Station EOC or Watch Commander.

- ☐ Ensure the recruitment, registration, mobilization, and assignment of volunteers.
- ☐ Establish Disaster Service Worker and Volunteer registration and interview locations. Assign staff to accomplish these functions.
- ☐ Issue ID cards to Disaster Service Workers.
- ☐ Coordinate transportation of personnel and volunteers with the Transportation Unit.
- ☐ If the need for a call for volunteers is anticipated, coordinate with the PIO, and provide the specific content of any broadcast item desired.
- ☐ Keep the PIO advised of the volunteer situation. If the system is saturated with volunteers, advise the PIO of that condition and take steps to reduce or redirect the response.
- ☐ Ensure the organization, management, coordination, and channeling of the services of individual citizens and volunteer groups during and following the emergency.
- ☐ Obtain health/medical personnel, e.g., nurse's aides, paramedics, Red Cross personnel and other trained volunteers to meet health/medical needs.
- ☐ Request technical expertise resources not available within the jurisdiction (hazardous materials, environmental impact, structural analysis, geotechnical information, etc.) through established channels, mutual aid channels or the LA County Operational Area via OARRS (Internet); or if OARRS is not available, then all requests and reports are to be sent to the West Hollywood Sheriff's Station EOC or Watch Commander.

Deactivation

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

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Date: _____ Start Time: _____ End Time: _____

PROCUREMENT/PURCHASING UNIT**SUPERVISOR: EOC Logistics Section Coordinator****GENERAL DUTIES:**

- Coordinate and oversee the procurement, allocation, and distribution of resources not normally obtained through existing mutual aid sources, such as food, potable water, petroleum fuels, heavy and special equipment, and other supplies and consumables.
- Provide supplies for the EOC, field operations, and other necessary facilities.
- Determine if the required items exist within the City supply system.
- Determine the appropriate supply houses, vendors or contractors who can supply the item, product or commodity if City stocks do not exist.
- Purchase items within limits of delegated authority from EOC Finance/Administration Section. Coordinate with the EOC 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.
- Manage all equipment rental agreements.
- Initiate vendor contracts associated with EOC activities within purchase authority limits established by City Council or EOC Director.

YOUR RESPONSIBILITY:

Obtain all non-fire and non-law enforcement mutual aid material, equipment, and supplies to support emergency operations and arrange for delivery of those resources.

PROCUREMENT POLICY:

The procurement of resources will follow the priority outlined below:

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

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

CHECKLIST ACTIONS

Branch/Unit Start-Up Actions

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Planning/Intelligence Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Procurement Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Using activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

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

General Operational Duties

- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- ☐ Keep the Planning/Intelligence Section Coordinator and the AFN Liaison Officer advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.

- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- ☐ Attend periodic briefing sessions conducted by the Section Coordinator.

Attend planning meetings at the request of the Logistics Section Coordinator.

Branch/Unit Operational Duties

- ☐ Meet and coordinate activities with EOC Finance/Administration Coordinator and determine purchasing authority to be delegated to Procurement Unit. Review emergency purchasing and contracting procedures. Apprise Logistics Section Coordinator of this meeting.
- ☐ Review, verify and process requests from other sections for resources. Ensure that there are no duplicate resource requests.
- ☐ Maintain information regarding;
 - Resources readily available
 - Resources requests
 - Status of shipments
 - Priority resource requirements
 - Shortfalls
- ☐ Coordinate with other branches/groups/units as appropriate on resources requests received from operations forces to ensure there is no duplication of effort or requisition.
- ☐ Determine if needed resources are available from City stocks, mutual aid sources or other sources. Arrange for delivery if available.
- ☐ Determine availability and cost of resources from private vendors.
- ☐ Issue purchase orders for needed items within dollar limits of authority delegated to Unit.
- ☐ Notify EOC Finance/Administration Coordinator of procurement needs that exceed delegated authority and of significant resource request(s) which cannot be met through local resources. Suggest alternative methods to solve the problem if possible. Obtain needed authorizations and paperwork.

- ☐ If contracts are needed for procuring resources, request that the Purchasing Unit of the EOC Finance/Administration Section develop necessary agreements.
- ☐ Arrange for delivery of procured resources. Coordinate with Transportation and Facilities Units.
- ☐ Identify to the EOC Logistics Section Coordinator any significant resource request(s) which cannot be met through local action. Suggest alternative methods to solve the problem if possible.
- ☐ Establish contact with the appropriate Operations Section Branches, AFN Liaison Coordinator, and Red Cross representatives(s) and discuss the food and potable water situation with regard to mass care shelters and mass feeding locations. Coordinate actions.
- ☐ Establish a plan for field and EOC feeding operations. Coordinate with EOC Operations Section and AFN Liaison Coordinator to avoid duplication. **(See Logistics Support Documentation – Emergency Response Feeding)**
- ☐ Be prepared to provide veterinary care and feeding of animals. **(See Logistics Support Documentation - Animal Care.)**

Coordinate with the Care and Shelter Branch in the Operations section to assist them in providing veterinary care and feeding of animals, as needed.

- ☐ Assemble resource documents that will allow for agency, vendor and contractor contacts; e.g., telephone listings, procurement catalogs, directories, and supply locations.
- ☐ Continually update communications availability information with the Information Technology Branch. Revise contact methods with suppliers as improved communications become available.
- ☐ Review the situation reports as they are received. Determine/anticipate support requirements. Verify information where questions exist.
- ☐ Begin disaster documentation and record tracking of disaster-related requests for expenditures of equipment, supplies, personnel, funds, etc. Ensure that all records identify scope of work and recovery efforts.
- ☐ Provide updated reports on resource status to Resources Unit.
- ☐ Identify and maintain a list of available and accessible equipment and supplies to support response and recovery efforts.

- ☐ Arrange for storage, maintenance, replenishment, or replacement of equipment and materials.
- ☐ Provide and coordinate with EOC Operations Section and AFN Liaison Coordinator 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 EOC Operations Section.
- ☐ Support activities for restoration of utilities to critical facilities.
- ☐ Coordinate with Public Works Branch in Operations Section to procure and coordinate water resources for consumption, sanitation, and firefighting.
- ☐ Coordinate resources with relief agencies (American Red Cross, etc.)
- ☐ With the AFN Liaison Coordinator, obtain and coordinate necessary medical supplies and equipment for special needs persons.
- ☐ Obtain necessary protective respiratory devices, clothing, equipment, and antidotes for personnel performing assigned tasks in hazardous radiological and/or chemical environments.
- ☐ Ensure the organization, management, coordination, and channeling of donations of goods from individual citizens and volunteer groups during and following the disaster/emergency.
- ☐ Identify supply sources, such as private sector organizations, disability navigators and disability organizations, faith-based organizations, and NGOs, to augment and/or satisfy expanded medical needs during emergency operations.
- ☐ Prepare, sign, and finalize contracts that are needed for procuring resources. Send documents for payment.
- ☐ Interpret contracts/agreements and resolve claims or disputes within delegated authority.
- ☐ Ensure that a system is in place which meets City's property management requirements.
- ☐ Ensure proper accounting for all new property.

Deactivation/Demobilization

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

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Date: _____ Start Time: _____ End Time: _____

FACILITIES UNIT**SUPERVISOR: EOC Logistics Section Coordinator****GENERAL DUTIES:**

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

YOUR RESPONSIBILITY:

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

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Planning/Intelligence Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Facilities Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.

- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Use activity log (**see Part Two, Planning/Intell.-Support Documentation-Activity Log**), to maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

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

General Operational Duties

- ☐ Attend periodic briefing sessions conducted by the Section Coordinator.
- ☐ Attend planning meetings at the request of the Logistics Section Coordinator.
- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.

- ☐ Keep the Planning/Intelligence Section Coordinator and AFN Liaison Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, TTY, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch/Unit Operational Duties

- ☐ Maintain information in the Unit regarding:
 - Facilities opened and operating.
 - Facility managers.

- Supplies and equipment at the various locations.
 - Specific operations and capabilities of each location.
-
- ☐ As the requirement for emergency-use facilities is identified, coordinate the acquisition of required space with the AFN Liaison Coordinator 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, disaster application centers (DACs), etc.
 - ☐ With the AFN Liaison Coordinator, identify communications requirements to the Information Technology Branch.
 - ☐ With the AFN Liaison Coordinator, identify equipment, material, and supply needs to the Procurement Unit.
 - ☐ With the AFN Liaison Coordinator, identify personnel needs to the Personnel Unit.
 - ☐ With the AFN Liaison Coordinator, identify transportation requirements to the Transportation Unit. Coordinate evacuation schedules and identify locations involved.
 - ☐ With the AFN Liaison Coordinator, identify security requirements to the Law Branch of the Operations Section.
 - ☐ Monitor the actions at each facility activated and provide additional support requested in accordance with Unit capabilities and priorities established.
 - ☐ Account for personnel, equipment, supplies, and materials provided to each facility.
 - ☐ Coordinate the receipt of incoming resources to facilities.
 - ☐ Ensure that operational capabilities are maintained at facilities.
 - ☐ Oversee the distribution of utilities, fuel, water, food, other consumables, and essential supplies to all disaster operation facilities.
 - ☐ With the AFN Liaison Coordinator, ensure that basic sanitation and health needs at mass care facilities (toilets, showers, etc.) are met.
 - ☐ With the AFN Liaison Coordinator, ensure that access and other related assistance for residential care and special needs persons are provided in facilities.
 - ☐ Provide facilities for sheltering essential workers, employee's families, and volunteers.

- ☐ Be prepared to provide facilities for animal boarding as required. **(See Logistics Support Documentation-Animal Care.)**
- ☐ Coordinate water resources for consumption, sanitation and firefighting at all facilities.

Deactivation

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

LOGISTICS SECTION

SUPPORTING DOCUMENTATION

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PERSONNEL RECALL AND NOTIFICATION POLICY AND PROCEDURES FOR DISASTER RESPONSE

EMPLOYEE RESPONSIBILITY

The citizens of West Hollywood rely on City government for leadership and assistance in the event of a disaster. In response to such occurrences, it is imperative that all City employees be available to assist in this type of emergency response.

The Government Code of the State of California Chapter 8 of Division 4 of Title 1 Section 3100: Declaration; Public Employees as Disaster Workers states:

- It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of **disaster** or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be **disaster service workers** subject to such **disaster service** activities as may be assigned to them by their superiors or by law.

The City's Emergency Plan and Chapter 2.16 of West Hollywood's Disaster Ordinance specify that:

- The City Manager (or designee) may require emergency service of any City officer, employee or citizen, and may requisition necessary personnel or material of any City department or agency.
- In any emergency, City employees may be assigned, regardless of their Job Description/Checklist Actions, any duties that they are capable of performing safely.

In the event a disaster occurs during normal working hours:

- All City employees shall remain at work to provide for disaster relief if required.
- Department heads (or designee) shall be responsible for ensuring employees remain at work.
- Department heads (or designee) shall authorize release of employees.
- Employees who leave without authorization may be subject to disciplinary action.

In the event a disaster occurs beyond normal working hours:

- All employees in public safety operations shall respond to established emergency response procedures for their departments.
- All non-public safety employees will be expected to report to work unless informed otherwise via automated phone systems, the media, or the Emergency Alert System that non-essential employees are not required to report to work. Radio stations providing information: KFI 640AM, and KNX 1070AM.
- All employees have an obligation to attempt, and continue to try contacting their department or the employee emergency call-in numbers to determine whether it is necessary to report to work.

RELEASE OF EMPLOYEES (by City Manager or designee authority)

Only the City Manager (or designee) has the authority to order a general release of City employees in the event of a disaster. However, the City Manager (or designee) may authorize department heads (or their designee) to exercise their judgment in releasing individual employees or work units to return home. Such decisions will consider the total scope of the emergency at hand, including but not limited to, the following factors:

- The condition of local transportation routes; employees will not be permitted to leave work if doing so would exacerbate existing transportation problems;
- The availability of safe work sites and in the event of an extended stay, the availability of food and other support services and facilities;
- The need for City personnel;
- The scope of the disaster and the resources needed to respond; and
- Whether the need to provide support services for City employees would otherwise interfere with or detract from the efforts to respond to the disaster.

RELEASE OF EMPLOYEES (by Department Head or designee authority)

Notwithstanding the release authority of the City Manager (or designee), department heads (or appointed designees) may otherwise release employees by authorizing emergency leave or personal leave in the following cases:

- When an employee is psychologically or physically incapacitated to the degree that he/she is unable to function effectively (provided that no employee will be released unless they are able to care for and transport themselves safely), as determined by the supervisor with appropriate professional consultation;
- When the City is unable to provide shelter or services to support the continued presence of the employee(s) at work;
- When the City Manager (or designee) has called for a general release of employees in non-disaster response positions and the department head (or designee) is aware that the employees will not be needed for disaster relief; and/or
- When the continued presence of the employee(s) at the work site would present a direct hazard.

DEPARTMENTAL REQUIREMENTS

The primary responsibility for managing City employees during and following a disaster lies with the individual operating departments. It is important for all departments to consider that even though their department may not have direct responsibility for disaster response; all employees represent a valuable resource for disaster relief. All departments are, therefore, required to develop an Emergency Operations Plan (EOP) to be submitted for review by the City's Director of Emergency Management. Such plans shall assist in the identification of emergency assignments. The departmental EOP will provide City employees with an effective means for responding to emergencies and major disasters.

EMERGENCY SCHEDULING & NOTIFICATION

In the event of a major disaster, or at the direction of the City Manager or his/her designee, an Emergency Scheduling Plan will be put into effect. It is the responsibility of individual departments to plan for staffing their departments and to provide staff to other departments during a disaster. Departments should have a staff "recall plan." In the event of an earthquake, or other sudden disaster, scheduling will be put into effect automatically by departments. Employees should report for work. (See Policy: Personnel Recall and Notification Procedures)

If employees are unable to report to their regular facility or alternate staging area, they are encouraged to report to the closest local jurisdiction to register as a Disaster Services Worker. All employees are declared to be Disaster Services Workers by Section 3100 of Chapter 8 of Division 4 of Title 1 of the Government Code.

Notification:

The Sheriff's Department Watch Commander is the 24-hour point of contact for warnings and emergency notification of City staff. The Watch Commander should contact the City Manager or the Public Safety Director to advise the emergency. The Public Safety Director can, in turn, notify other City Staff. On the response level, the Watch Commander or dispatch may call the department's after-hour contact person to activate the response staff.

Shift Assignments/Changes:

Shifts are changed at the listed 12-hour intervals. The City Manager and the Public Safety Director have the responsibility of ensuring the City and its departments are properly staffed.

Deactivation:

Deactivation is called for by the City Manager or the Public Safety Director.

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CONSIDERATIONS FOR FEEDING EOC SUPPORT AND FIELD STAFF

- Coordinate all feeding operations for the EOC, support, and field personnel.
- Establish a feeding plan, which identifies cost limits, authorized vendors and catering companies, type of food, etc. Ensure everyone is aware of this policy.
- Set meal schedules. Consider the impact of curfews on businesses you may use.
- Set up and manage eating areas for EOC, staff and field personnel. Notify workers of food schedules and locations.
- Pre-identify low-cost vendors and catering companies to maximize efficiency and lower costs (FEMA may question upscale or expensive restaurants or catering).
- Arrange with local catering services or restaurants for in-house feeding.
- Establish a personnel-feeding account for EOC, support, and field personnel at local restaurants.
- Brief all EOC personnel as to location, cost limitations set by the Finance Department, and incident number to be used for each restaurant or caterer.
- Coordinate acquisition, preparation, and service of meals.
- Be aware of and provide for special diets.
- Provide for on-site employee child-care needs and possibly the needs of those with access and functional needs.
- Arrange for and coordinate clean up of eating, food preparation and serving areas.
- Provide snacks/water/coffee/beverages for EOC, support and field personnel.
- Consider a chit or voucher system at the location set up for feeding operations to identify those employees' meals, which are reimbursable under FEMA guidelines. FEMA may not reimburse for all feeding operations. Currently FEMA will not reimburse for meals provided during an employee's normal working hours unless it is stipulated in the employee's MOU. FEMA will reimburse for meals given to volunteers or unpaid workers and employees working overtime. This may be the individual call/interpretation of the disaster adjuster.
- Document cost of meals and report daily to the Finance/Administration Section for cost recovery purposes.
- Advise disaster workers regarding agency policy for reimbursement of disaster-related meals.
- Encourage all EOC staff to take regular meal and snack breaks.

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CONSIDERATIONS FOR ANIMAL CARE DURING DISASTERS

Animals will not be kept where their owners are sheltered, unless the animal is considered a service animal (i.e. assists an individual who is visually impaired). They will be sheltered in various locations depending on the disaster and the area of the city affected.

The City of West Hollywood will coordinate local animal care with local veterinarians and Animal Control. Coordinate plans with Los Angeles County Animal Control to access Equine Emergency Response Teams and small animal volunteer force.
(Area G Veterinary Disaster Team can be accessed through mutual aid channels.)

Identify within the local jurisdiction:

- Small animal veterinarians
 - Large animal veterinarians
 - Small animal shelters
 - Potential large animal shelters
-
- ☐ Determine animal shelter needs.
 - ☐ Identify appropriate areas to accommodate animals.
 - ☐ Manage animal rescue and care activities.
 - ☐ Coordinate rescue of trapped animals.
 - ☐ Coordinate evacuation of animals which might be endangered by hazardous conditions.
 - ☐ Coordinate transport of animals.
 - ☐ Activate an Animal Registration System.
 - ☐ Maintain an updated list of animals and their locations.
 - ☐ Coordinate disposal of dead animals.
 - ☐ Evaluate and relocate any animal shelter areas which become endangered by hazardous conditions.
 - ☐ Coordinate return of animals to their owners when disaster has ended.

The following information is copied from the Area G Veterinary Team brochure:

VETERINARY DISASTER TEAM — AREA G

The Veterinary Disaster Team serves Area G. This is a fifteen city area including: El Segundo, Gardena, Hawthorne, Hermosa Beach, Inglewood, Lawndale, Lomita, Los Angeles County, Manhattan Beach, Palos Verdes Estates, Rancho Palos Verdes, Redondo Beach, Rolling Hills, Rolling Hills Estates, and Torrance. We have had excellent support from local Veterinarians, pet stores, groomers, laboratories, pharmaceutical companies and discount houses. During a disaster, we will support the SPCA and Animal Control to ensure pets affected by a disaster are well taken care of.

In the city of Torrance, we will set up a Triage Shelter next to the human shelter. Those Torrance residents who need to come to a shelter will not be asked to leave their pets behind. Pets will be admitted to our temporary shelter. If they are injured, they will be treated and stabilized. Then they will be transferred to a participating Veterinarian until their owner has found a place to live. Contact Dr. Patty Boge at 310/325-5850.

BEFORE A DISASTER, YOUR PET WILL NEED THE FOLLOWING IN THEIR DISASTER KIT:

1. Food for seven days. This must be rotated into use to ensure freshness.
2. Water for seven days. For dogs, this is one gallon per day for a forty pound dog and one quart per day per cat.
3. Medications your pet regularly takes. Please mark on your calendar a day which reminds you to cycle it in to use before it expires. Call your Veterinarian to provide you with new medications with a later expiration date.
4. Leashes for BOTH dogs and cats. Carriers for small dogs and cats should be stored in an easily accessible area.
5. All pets should have identification tags attached to a collar that they always wear. It should have your name, address, phone number, your pet's name and an OUT OF STATE PHONE NUMBER (of a friend or relative that can be contacted in a time of disaster). If your pet is on daily medication, this medication should also be on the identification tag.
6. KEEP YOUR VACCINATIONS CURRENT (WITHIN THE LAST YEAR) AND KEEP A COPY OF THE VACCINATION DATES IN YOUR DISASTER KIT.
7. Identify friends, relatives, kennels, and Veterinary clinics that your pets can stay with if there is a disaster.

8. Have plastic bags and scoopers to pick up and store pet waste.
9. Store extra collars, leashes, and heavy food bowls in your kit.
10. The following first aid supplies will be needed: gauze rolls for bandaging and making muzzles, towels, blankets and a manual can opener.
11. Current photographs of all your pets.

DURING A DISASTER:

1. Stay calm.
2. Take shelter.

AFTER A DISASTER:

1. Evaluate your pet's injuries. REMEMBER your pet may be in pain. You must prevent injury to yourself so you can help your pet. Muzzle your dog using gauze rolls from your disaster kit. Place a towel over your cat to handle it. REMEMBER that even the most gentle pet will respond defensively when frightened or in pain.
2. Apply direct pressure to any areas that are bleeding.

OFTEN YOUR PET WILL NOT SHOW EVIDENCE OF INJURY. HAVE YOUR PET EXAMINED AS SOON AS POSSIBLE BY YOUR VETERINARIAN.

IF YOUR PET IS LOST:

1. Fill out a lost pet report and take current photographs to ALL the shelters within a 30 mile radius.
2. DO NOT RELY ON PHONE CALLS TO THE SHELTER TO LOCATE YOUR PET. GO TO EACH SHELTER DAILY, IN PERSON, TO LOOK AT EVERY PET.
3. Provide descriptions and current photographs to local Veterinarians, local Veterinary **Emergency** Clinics and the Area G Veterinary disaster team.
4. Do not stop looking for your pets. They are counting on you to find them.

CONSIDERATIONS FOR FAMILY, CHILD, & AFN CARE

The City intends to provide family care and care for those with access and functional needs (AFN) for immediate family members if an employee is recalled during a declared emergency. Family care and care for those with AFN are limited to those employees who are unable to care for their families at home and are required to work.

Examples of when it would be appropriate to use the family care center include when a single parent is required to return to work without sufficient child care or when it is unsafe to leave one's family at home.

Examples of when it would be appropriate to use the AFN care center include when an employee, who's required to return to work, cannot arrange for sufficient in-home AFN care for someone who has an access and functional need and is claimed the employee's dependent.

The family care facility will be established at Kings Road Park or another designated City Facility and will be managed by the Recreation Division.

The AFN care facility will be established at a designated City Facility and will be managed by the Recreation Division.

Ensure all employees are aware of established procedures.

A Disaster Child Care Needs Survey and a Disaster AFN Care Needs Survey are attached.

Disaster Child Care Needs Survey

The City of West Hollywood recognizes that employees may not be able to report to work after a disaster if care is not available for their children or dependent adults in the home. The Emergency Plan for the city includes the provision for child care if employees have none. This care would be given by a designated employee or group of employees in a city facility.

As a city employee, and according to California Government Code section 3100, "All public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law." **You will be needed.** Talk to your family and neighbors about child care plans for a disaster, and what to expect. Think out as many options as possible. If you bring your children with you to work, bring any necessary clothing and supplies, such as toys, books or comfort items.

To help us plan for the potential number of children or others that could be expected, please fill this out and return to the department or division secretary in your department. In order for child care plans to work, city employees must be willing to help with care. Also, we will not be able to accommodate children under two years of age. Department secretaries will be coordinators for their areas, and will recruit help if children are actually brought in.

If you have any questions about disaster planning or family preparation, contact Human Resources.

Employee Name _____

Address _____

Telephone _____

Department/Assignment _____

Supervisor _____

For each child who may require care, please list the following: (Continue on reverse if needed).

Name	DOB	Sex

Name	DOB	Sex

Name	DOB	Sex

Disaster AFN Care Needs Survey

The City of West Hollywood recognizes that employees may not be able to report to work after a disaster if care is not available for their dependents in the home with access and functional needs. The Emergency Plan for the city includes the provision for AFN care if employees have none. This care would be given by a designated employee or group of employees in a city facility.

As a city employee, and according to California Government Code section 3100, "All public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law." **You will be needed.** Talk to your family and neighbors about AFN care plans for a disaster, and what to expect. Think out as many options as possible. If you bring your dependents with access and functional needs to work, bring any necessary clothing and supplies, such as medical equipment or comfort items.

To help us plan for the potential number of dependents that could be expected, please fill this out and return to the department or division secretary in your department. In order for AFN care plans to work, city employees must be willing to help with care.

Also, we will not be able to accommodate dependents under two years of age.

Department secretaries will be coordinators for their areas, and will recruit help if dependents with access and functional needs are actually brought in.

If you have any questions about disaster planning or family preparation, contact Human Resources.

Employee Name _____

Address _____

Telephone _____

Department/Assignment _____

Supervisor _____

For each dependent that may require care, please list the following: (Continue on reverse if needed).

Name	DOB	Sex

Name	DOB	Sex

Name	DOB	Sex

City of West Hollywood - EOC Resource Request

An attempt should be made to fill all resource requests through Operations Branches before sending to Logistics. This form should not be used for Mutual Aid requests, which should be done through OARRS.

Resource Requested:			
Priority:	Critical / Life Safety	Urgent	Routine
Incident Address:		Incident Type:	
Resource Requested by:		Agency / Dept:	
Duration Needed:		Phone:	
Staging/Delivery Location:		Delivery Contact:	
Form Prepared By:		EOC Position:	
Latest Acceptable Delivery: (Date / Time)			
Purpose / Use:			
Suggested Source(s):			
Approval	by	Section	Signature:
Coordinator:			
Filled By Operations?		Send to Logistics?	
Section below to be filled out by supplying agency / dept.		Section below to be filled out by supplying agency / dept.	
Resource Ordered From:			
Vendor/Agency Address:			
Vendor/Agency Contact Person:		Phone:	
Date Ordered:		Time Ordered:	
Estimated Date/Time of Arrival:		Inv./ Resource Order #:	
Comments:			
Initialed By Operations:		Logistics:	Finance:
Additional Notes:			

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REQUESTING CRITICAL INCIDENT STRESS DEBRIEFING (CISD) PROCEDURES

PURPOSE:

Case studies by medical groups of work-related incidents where injuries or fatalities occurred have revealed that significant numbers of employees experience some form of stress-related symptoms following the incident. Many of these symptoms were transitory and most personnel had no long-term detrimental effects. These studies, however, have also revealed that a small percentage of personnel do experience continuing, long-term detrimental effects resulting from exposure to such incidents. Some of these effects have been delayed, surfacing later after a period with no apparent symptoms.

Without professional intervention, these personnel have experienced declining work performance and deterioration of family relationships, as well as increased health problems. The objective of this procedure is to provide professional intervention immediately after major critical incidents or crises to minimize stress-related injuries to city personnel and to provide all necessary support to city personnel during a crisis.

Incident debriefing is not a critique of an incident. Performance issues will **not** be discussed during the debriefing. The debriefing process provides a format where personnel can discuss their feelings and reactions and, thus, reduce the stress resulting from exposure to critical incidents and crisis situations. All debriefings will be **strictly** confidential.

Debriefings may be conducted anywhere that provides ample space, privacy and freedom from distractions. Selection of the site will be determined by the city's CISD coordinator (Employee Assistance Program) based on the type of debriefing required.

The debriefing team will consist of CISD professionals (mental health counselors specifically trained in stress-related counseling) as well as trained peer counselors. The team members' role in the debriefing process will be to assist and support the professional counselors as necessary. All follow-up care will be approved by the Human Resources Division **prior** to beginning treatment. The City of West Hollywood has a partnership with Cedars-Sinai's Work and Life Matters and the Maple Counseling Center for post-incident employee services.

ACTIVATION OF CISD

Department directors, managers, and supervisors bear the responsibility for identifying/recognizing significant incidents that may qualify for debriefing. When an incident is identified as a critical incident or crisis, a request for debriefing consideration should be made as soon as possible to the CISD coordinator. If additional assistance is required the CISD coordinator will contact Los Angeles County Operational Area via the West Hollywood Sheriff's Station Watch Commander and request that a CISD team be assembled.

ACTIVITY LOG

1. INCIDENT NAME	2. Operational Period:	
	Date From:	Date To:
	Time From:	Time To:
3. Name:	4. EOC Position:	5. Unit Leader (Name and Position)
6. RESOURCES ASSIGNED:		
NAME	EOC POSITION	Contact Number
7. ACTIVITY LOG (CONTINUE ON REVERSE):		
Date/Time	Notable Activities	
8. Prepared by: Name: _____ Position/Title: _____ Signature: _____		
Activity Log, Page 1	Date/Time: _____	

1. INCIDENT NAME	2. Operational Period:	Date From:	Date To:
		Time From:	Time To:

8. ACTIVITY LOG (CONTINUED FROM PAGE 1):

[illegible]

8. Prepared by: Name: _____ Position/Title: _____ Signature: _____

Activity Log, Page 2	Date/Time: _____

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OPERATIONAL AREA RESPONSE AND RECOVERY SYSTEM – RESOURCE REQUEST

Sent by cities, county departments, and special districts. If OARRS is available, cities send directly to the Operational Area EOC Logistics Section and county departments/special districts send to their Lead department. If OARRS is not available, send by fax, phone, radio or messenger to: Cities send to their Contact Sheriff's station; county departments and special districts send to their Lead department; Sheriff's stations and Lead departments send to the Operational Area EOC Logistics Section. Only one type of resource can be requested on a given resource request.

#	ITEM	EXPLANATION	DATA
1	Related Incident	What Incident caused the Resource Request	
1	Jurisdiction	Name of city (or supporting LASD station for county unincorporated areas).	
2	Urgent	Used only if the request is urgent.	URGENT
3	Reply Requested	Should be used indicate you want status information.	REPLY
4	Information only or Action expected	Select Action as County EOC staff is expected to process the request.	INFORMATION ACTION
5	Sender's job	The job held by the sender. Remote sites will only have the remote site title as an option.	
6	Subject	MANDATORY FIELD Key words that will describe the Resource Request. Include name of jurisdiction and what is being requested.	
7	Source	OPTIONAL FIELD Name, phone number and fax number of the person responsible for the request data.	
8	Corroborated	OPTIONAL FIELD Name, phone number and fax number of the person who has verified the data in the request.	
9	Recipients	Duty position of intended recipient(s). Resource Requests go to the County EOC Logistics Section.	
10	Where to deliver	Where are the items to be delivered? Use Thomas Brothers page and grid as well as address.	
11	Deliver to Whom	Who (by duty position is preferred but name is acceptable) knows about the request and is expecting delivery?	
12	Purpose	What is the purpose of the resource being requested?	
13	Quantity	Number of items requested.	
14	Resource Requested	What is being requested?	
15	When needed	When the items are needed. Date & time.	

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SAMPLE PROCUREMENT FORM

Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	
Date:	P.O. #	Vendor	
Time:	ITEM DESCRIBED	Qty:	Est. Cost:
		Delivery Location:	
Procured By:		Delivered to Whom:	

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SEMS/NIMS 205
EOC Radio Communications Plan

Incident Name:		Date Prepared:	Time Prepared:
Operational Period Date: From: To:		Operational Period Time: From: To:	

Basic Radio Channel Utilization

Assignment	Function	System	Channel/Frequency	Designated Check-in Time	Remarks
Prepared By:		Title:		SEMS Position: Information Tech. Branch	
Approved By:		Title:		SEMS/NIMS Position: Logistics Sections Chief	

SEMS/NIMS 205 (2002)

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BASIC COMMUNICATION INSTRUCTIONS

FOR WORK

8 STEPS TO BUILDING AN EFFECTIVE COMMUNICATIONS RECOVERY PLAN

1. Inventory Existing Communications
2. Determine Your Hardware and Software Vulnerabilities
3. Draw Maps of Your Key Components
4. Identify Critical Communications Needs
5. Request Funding if Required
6. Document Your Plans
7. Develop Checklists of How To Test Your Equipment
8. Perform Periodic Tests of the Communications Portion of Your Plans.

Following is a list of what to do before, during and after an earthquake to more effectively use your phone if you are at work when the "BIG ONE" strikes.

BEFORE THE DISASTER:

- Designate a contact point at work for messages if employees will need to let you know their STATUS.
- Have each employee provide you and their family an out-of-area contact name and number. This may be the only way to reunite employees with their families or let relatives know someone is injured.
- Have employees inform their relatives not to try to reach them. They will get word to them via their designated out-of-area contact.
- Pre-designate where employees are to report to work if normal communications are overloaded. This prevents having to use calling trees which add to the congestion on the telephone network.

IMMEDIATELY AFTER THE DISASTER:

- Check all telephone instruments to make sure they are back on the receiver.
- Use your phone only for emergency calls.
- If you have to make an emergency call, pick up the receiver and listen for dial tone. It may take several minutes. Wait and be ready to dial your number when you hear the dial tone.
- If you receive a call from someone out of the area, have them inform your out-of-area contact point that you are O.K. This will eliminate your need to make a call.

UNTIL FULL COMMUNICATIONS ARE RESTORED:

- Continue to limit your use of the phone. It may take several days before the increased calling subsides.
- If aftershocks occur, do not use the phone unless you have an emergency. Every aftershock creates a resurgence of use on the phone network, causing additional congestion.
- Keep your out-of-area contact informed at reasonable intervals. The best time to place a call is between 10 PM and 6 AM when other calling has subsided.

PRE-DISASTER TELECOMMUNICATIONS CHECKLIST

- Consider establishing an out-of-area (sister city) contact point for employees' and their family members.
- List the number and location of all pay phones in and near your facility. This will be very helpful in the event that your phone system crashes.
- List the number and location of all fax and direct lines into your facility.
- Develop a list of employees and key vendors, suppliers and contractors which includes telephone numbers and addresses.
- Plan to maximize the fax machines. Printed copy is easily shared and not often misunderstood. An outgoing fax posted on a wall provides a "briefing" tool for updating incoming staff. These documents will also be helpful in creating the after-action report.
- Survey your organization to find out how many amateur/ham/DCS radio operators you have. Do they have hand-held or mobile radios?
- On all telephone calls down lists provide pager instructions.
- Consider establishing pager codes for prioritizing response call ups.

COMMUNICATIONS OPTIONS

- Cellular phones
- Satellite phones
- E-mail
- Faxes
- Modems utilizing radio frequencies (instead of wires) connect portable data devices to reliable radio networks (i.e., wireless communications, packet radio).
- Pagers
- Portable satellite telephone
- Fax, data and secure digitized voice is transmitted directly to a communications satellite.
- Portable two-way radios
 - Get written reciprocal agreements to share the frequencies of other emergency agencies
 - Verify with your vendor that the two-way radios will be compatible with the frequencies of the other agencies.
 - Consider renting when needed rather than purchase.
 - ☐ Ensures access to the latest technology
 - ☐ Establish operational requirements with the vendor. Establish billing, shipping and contact information.
 - ☐ Ensure that vendor can program rental radios to meet your requirements and ship them out, fully charged on a short notice.
- Cellular phones vs. two-way radios
 - The time consumed by dialing and ringing makes cellular a slower choice for on-site communications than two-ray radio.
 - The "one-to-one" cellular telephone format is often less efficient than the "one-to-many" concept that two-way radio users are familiar with.

GUIDELINES FOR UTILIZATION OF VOLUNTEERS

INTRODUCTION

As recent disasters have shown, volunteers play a significant role in both the response and recovery phases of a disaster. Volunteers are among the first to arrive on scene following a major event or disaster. They will be essential to the sheltering, mass feeding, and other operations established in the wake of these disasters.

Volunteers will come forward in every major disaster—whether they emerge spontaneously or have been pre-registered and trained by a response agency. Having a plan in place for how volunteers will be recruited, managed and utilized will assist jurisdictions in improving the overall effectiveness of their disaster response.

Management of the volunteer function is in the Logistics Section of the EOC. Management of claims for Workers Compensation Insurance is handled by the Finance/Administration Section.

PURPOSE

The following materials provide guidelines for registering volunteer Disaster Service Workers in the State Workers' Compensation and Safety Program. It also provides general guidance for managing volunteer workers during an emergency.

BACKGROUND

Workers' Compensation Insurance provides benefits for employees injured on the job or who become ill from job related conditions. Damage to artificial limbs, dentures or medical braces is also considered an injury. Workers' Compensation benefits are set by the legislature and spelled out in the Labor Code. One section of the Labor Code defines Disaster Service Workers as "employees" under certain conditions and describes their benefits.

ELIGIBILITY

A Disaster Service Worker is anyone registered with a Disaster Council certified by the California Emergency Council or any person ordered by a person or body having authority to command the aid of citizens to carry out assigned duties to perform services during a State of War Emergency or any State of Emergency or Local Emergency.

A partial list of Disaster Service Workers includes:

- Reserve police officer
- Auxiliary firefighter
- Emergency welfare worker
- Communications specialist
- Medical worker
- Clerk

Any Disaster Service Worker is eligible for Workers' Compensation benefits while performing duties or undergoing any authorized training activities. Any injury, under these circumstances is covered no matter where it occurs.

Exclusions:

If the Disaster Service Worker is paid for these services, an "employer-employee" relationship exists. A Disaster Service Worker injured while in this relationship would be entitled to Workers' Compensation benefits under their regular employer's program. Members registered as active firefighters of any regularly organized and municipally supported volunteer fire department are excluded from disaster service benefits.

VOLUNTEER DISASTER SERVICE WORKERS

Volunteers active in emergency services and/or disaster relief operations usually belong to one of two categories: organized volunteers or spontaneous (convergent) volunteers. Depending on circumstances, different registration procedures are utilized to serve each group's needs.

ORGANIZED VOLUNTEERS

Organized volunteers are defined as individuals affiliated with specific organizations prior to an emergency or disaster. These organizations are usually chartered to provide volunteer emergency and/or disaster relief services. Members of these organizations usually participate in scheduled exercises to practice their disaster relief skills and integrate with the local community's emergency plan and response effort.

Examples of these organizations include:

- American Radio Relay League
- American Red Cross
- California Rescue Dog Association
- Salvation Army
- Civil Air Patrol

Public safety agencies usually prefer to utilize trained, organized volunteers because their organizations are familiar with working under a unified structure. They also provide their own supervision, transportation and support needs.

Agency Trained Volunteers:

To ensure that they have an adequate pool of organized volunteers, some jurisdictions organize and train teams of civilian volunteers to act as disaster first responders within their own neighborhoods or jurisdictions. Members of these teams, sometimes called Citizens Emergency Response Teams (CERT), receive training in such skills as fire extinguishment, search and rescue, and shelter operations. These organizations possess several advantages:

- Familiarity with the disaster area, its hazards and resources
- Knowledge of the jurisdiction's emergency organization
- Opportunity to regularly exercise and drill with the jurisdiction served

SPONTANEOUS (CONVERGENT) VOLUNTEERS

Spontaneous (convergent) volunteers are members of the general public who spontaneously volunteer during emergencies. They are not usually involved with organized volunteer organizations and may lack specific disaster relief training when there is very little time and few resources to train them. They come from all walks of life and comprise the majority of volunteer personnel available to local public safety agencies during a disaster response.

Public safety agencies often form volunteer assembly points for recruiting and classifying volunteers during disaster response operations. To be eligible for Workers' Compensation, the spontaneous volunteer must also be registered as a Disaster Services Worker.

CONSIDERATIONS IN VOLUNTEER UTILIZATION

In order to manage volunteers effectively, there are several issues that need to be addressed. For pre-registered volunteers, the process may be fully organized and accomplished over a period of time. Because this process must be accomplished under extreme conditions with convergent volunteers, it is essential that the planning and execution of the process be thoroughly worked out in advance of the disaster.

Issues to be addressed include:

Recruiting:

Volunteer recruitment may become an issue if the disaster lasts a long time and the initial number of convergent volunteers begins to dwindle. It also may become necessary to recruit volunteers with specific skills, such as heavy equipment operators, medical personnel, translators, disability navigators, etc.

Recruitment avenues include the local media and other organizations. Organizations to contact for recruitment assistance include local labor unions, educational institutions and private companies.

Screening:

Pre-registered volunteers will have been screened in advance. Walk-ins, however, will have to be screened at the time that they appear for assignment prior to duty.

Certain vital information is essential if volunteers are to be properly and efficiently used; screening teams must be identified and trained in advance on the screening of volunteers. The data or information required regarding the volunteers should also be developed in advance. The actual data requirements should be held to a minimum, consistent with the needs of the local jurisdiction.

Identification:

Once screening is completed, all volunteers must be issued proper I.D. and be required to sign for any equipment issued for their position. Organized volunteers will possess identification issued by their organizations. The jurisdiction is responsible for providing identification to convergent volunteers. Forms of I.D. include arm bands, vests, patches, and city I.D. cards.

Training:

Before being deployed, it is essential that volunteers receive an adequate amount of training. At a minimum, volunteers must be thoroughly briefed on the legal aspects of the tasks to which they are to be assigned. They should also fully understand their responsibilities and the limits to which they may go in performing their assigned duties.

Records must be established for each volunteer that reflects the training received. Training records should be maintained as part of the permanent record of the emergency response to the specific disaster.

Supervision:

More so than paid staff, volunteers must be supervised according to the task assigned. Ideally, though not always possible, paid staff personnel should supervise all volunteer effort. When this is not possible, skilled, highly trained volunteers should be assigned as supervisors.

Planning:

The jurisdiction must recognize that volunteers will appear after the onset of a major disaster. Established plans are needed for the proper management of volunteer personnel in order to optimize this resource and prevent convergent volunteers from becoming a problem. Properly managed, volunteer resources may mean the difference between success and failure of the emergency response.

Recognition:

The final requirement of the jurisdiction is to ensure that volunteers are properly recognized for their services. Recognition may be in the form of individual commendation by the elected officials, public acknowledgment by the media, or a letter of appreciation from the local emergency manager.

THESE GUIDELINES DO NOT SUPERSEDE GUIDELINES FOR VOLUNTEER UTILIZATION SET FORTH BY THE GOVERNOR'S OFFICE OF EMERGENCY SERVICES. FOR MORE INFORMATION AND REGISTRATION FORMS, SEE "THEY WILL COME—Post-Disaster Volunteers and Local Governments", Dec. 1995 (OES).

PART TWO FINANCE/ADMINISTRATION SECTION

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FINANCE/ADMINISTRATION SECTION

GENERAL

PURPOSE

To enhance the capability of the City of West Hollywood to respond to emergencies by providing financial support and coordination to City emergency operations and coordinating the recovery of costs as allowed by Federal and State law. It is the policy of this section that the priorities are to be:

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

OVERVIEW

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

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

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

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

OBJECTIVES

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

during a disaster/emergency:

A. For all disasters/emergencies:

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

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

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

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

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

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

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

CONCEPT OF OPERATIONS

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

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental fiscal operating procedures will be adhered to unless modified by City Council or Director of Emergency Operations.
- For disasters/emergencies that leave the accounting systems accessible and usable, normal working hours will be retained for all but the Cost Recovery and the Documentation Units. These units will function on the schedule determined necessary to perform its objectives.
- For disasters/emergencies that render the accounting systems either inaccessible or unusable for any period of time, appropriate personnel in the activated units will be on an operational period determined by the Finance/Administration Section Coordinator. This may be a period of 12 hours. If so, then these periods will normally change at 0800 and 2000 hours respectively.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with adopted policies.

SECTION ACTIVATION PROCEDURES

Authorization

The Director of Emergency Operations is authorized to activate the Finance/Administration Section for response to a disaster/emergency.

When to Activate

The Finance/Administration Section will be activated whenever the Director of Emergency Operations determines that the City of West Hollywood is involved or may soon be involved in a disaster/emergency that will require a Finance/Administration response. The Finance/Administration Section's Cost Recovery Documentation Unit may continue to function when the EOC is not activated.

In all cases the Cost Recovery/Documentation Unit will be activated. Other units will be activated only if necessary. Invariably, these other conditions will mean that the EOC will also be activated.

The Finance/Administration Section Coordinator will activate the various units of the Finance/Administration Section as the disaster/emergency situation develops. All units may be placed on an alert basis when there is warning of an impending or developing disaster/emergency.

In the event of a major, widespread disaster/emergency that disrupts normal communication channels, all units in the Finance/Administration Section are to assume activation and are to report to their assigned emergency location.

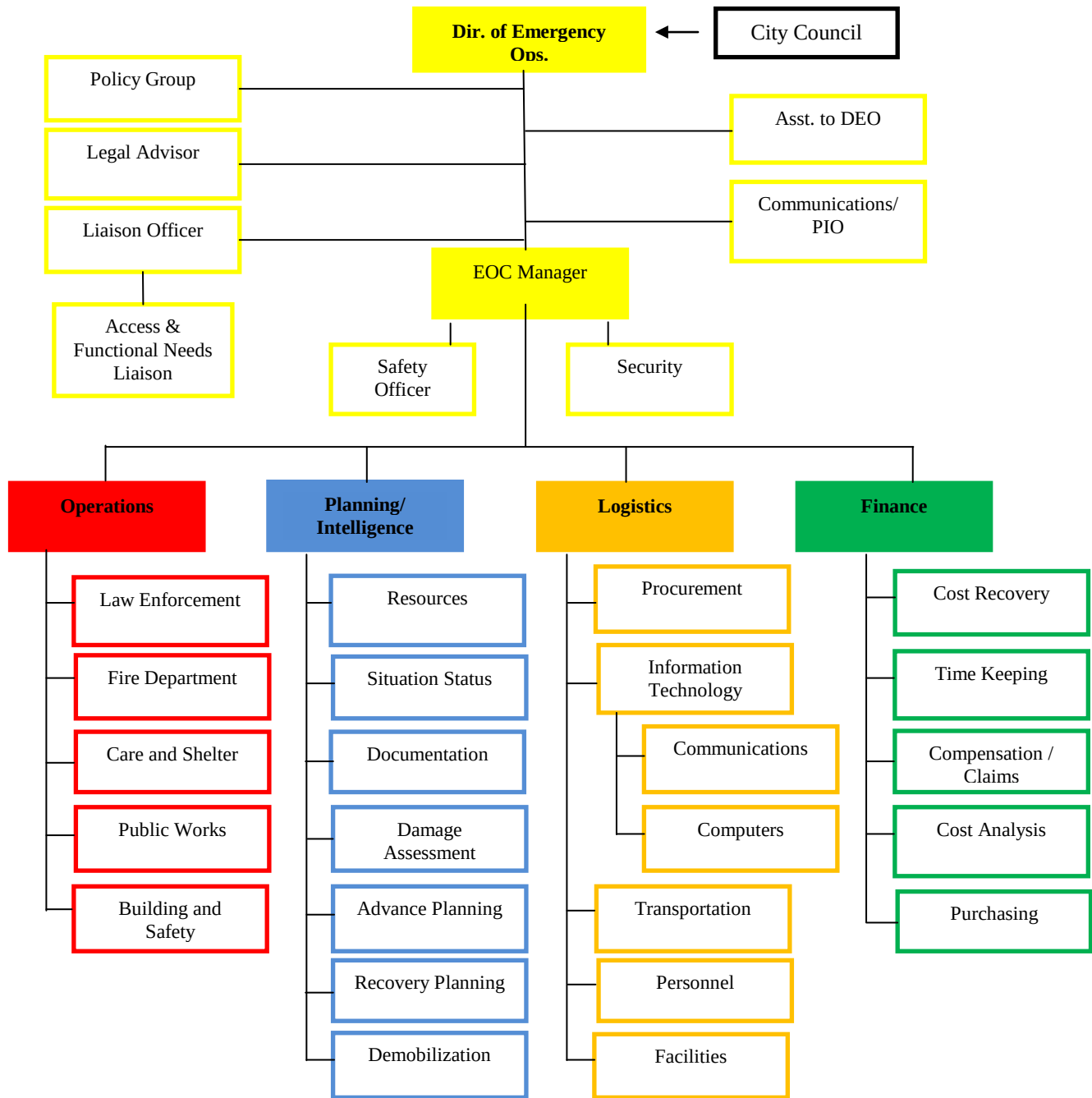
Where to Report

The location to which Finance/Administration Section personnel will report depends on whether their unit is activated and the severity of the disaster/emergency. These conditions are:

- **Level One - EOC not activated.**
All personnel will report to their normal worksite. Instructions will be given by the Finance/Administration Section Coordinator as necessary.
- **Level One - EOC not activated - Non-business hours - City Hall closed**
All personnel to be contacted and instructed as to reporting location.
- **Level Two/Three - EOC activated but normal communications and accounting systems accessible and usable**
Finance/Administration Section Coordinator and head of Cost Recovery/Documentation Unit report to their assigned emergency location and communicate with other units as necessary. Other units report to normal worksite unless instructed otherwise.
- **Level Two/Three - EOC activated but normal communications and accounting systems either inaccessible and/or unusable**
All Finance/Administration Section Units report to their assigned emergency location.

Due to the sensitive nature of the location of the EOC, information regarding where to report is found in the restricted use section of this plan, the Appendix.

SEMS/NIMS ORGANIZATION CHART

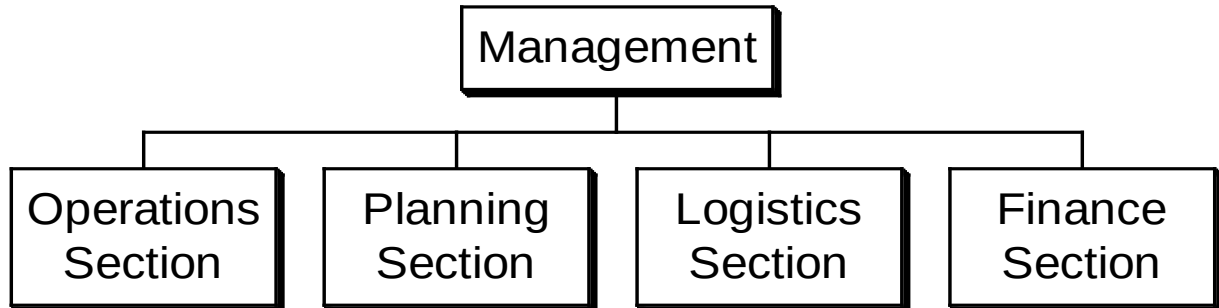


* If all elements are activated, a deputy may be appointed to provide a manageable span of control.

* Some positions are normally coordinated by the County, but a local coordinator may be designated, if needed

Field Units will be coordinating and communication with each of the Branches under the Operations Section. The Incident Command System will be used in the field.

SEMS/NIMS EOC RESPONSIBILITIES CHART



Responsibilities:

Director of Emergency Operations (Management Section)

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies and private organizations. The Director of Emergency Operations will either activate appropriate sections or perform their functions as needed.

Operations Section

Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan.

Planning/Intelligence Section

Responsible for collecting, evaluating, and disseminating information; developing the City's EOC Action Plan in coordination with other functions; initiating the City's After-Action/Corrective Action Report and maintaining documentation.

Logistics Section

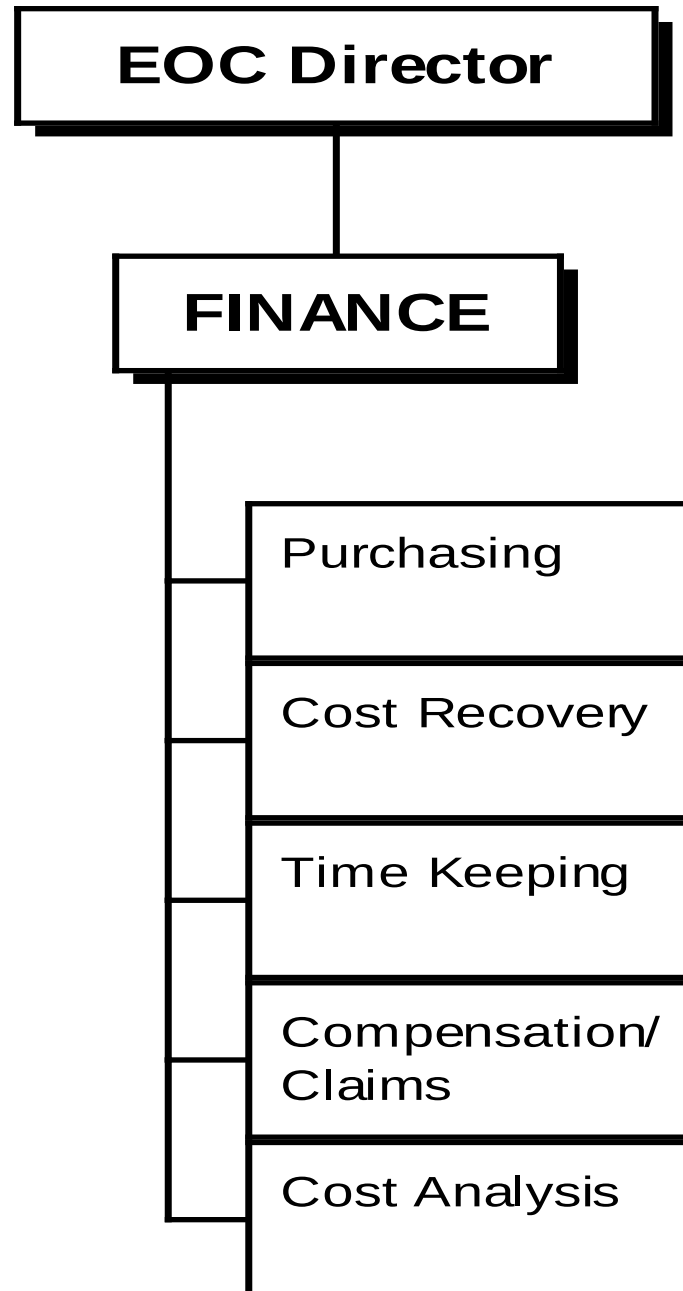
Responsible for providing communications, facilities, services, personnel, equipment, supplies, and materials.

Finance/Administration Section

Responsible for financial activities and other administrative aspects, including:

- Activate and maintain Disaster Accounting System.
- Provide financial resources necessary for recovery.
- Maintain payroll and payments.
- Investigate and process claims.
- Coordinate documentation for cost recovery.
- Work with disaster agencies and on cost recovery.

**FINANCE/ADMINISTRATION SECTION
ORGANIZATION CHART**



FINANCE/ADMINISTRATION SECTION STAFF

The Finance/Administration Section Coordinator will determine, based on present and projected requirements, the need for establishing specific and/or specialized branches/groups/units. In certain of the functional areas such as procurement, a functional unit need not be established if only one person would work in the unit. In that case, the normal procurement officer would be assigned rather than designating a unit. The following may be established as the need arises:

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

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

Finance/Administration Section Coordinator

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

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.

TIME KEEPING UNIT

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

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

appropriate format for cost recovery purposes.

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 of West Hollywood arising out of an emergency/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.

COST ANALYSIS UNIT

The Cost Analysis Unit is responsible for providing cost analysis data for the incident to help the planning and recovery efforts. The Unit must ensure that all pieces of equipment and personnel that require payment are properly identified; obtain and record all cost data; analyze and prepare estimates of incident costs and maintain accurate records of incident costs.

The Cost Analysis Unit will be increasingly tasked to support the planning function in terms of cost estimates of resources used. The Unit must maintain accurate information on the actual costs for the use of all assigned resources.

COST RECOVERY DOCUMENTATION UNIT

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

Date: _____

Start Time: _____

End Time: _____

FINANCE/ADMINISTRATION SECTION COORDINATOR**SUPERVISOR: EOC Manager****GENERAL DUTIES:**

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

YOUR RESPONSIBILITY:

Supervise the financial support, response, and recovery for the disaster/emergency; ensure that the payroll and revenue collection process continues; and activate the Disaster Accounting System.

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

CHECKLIST ACTIONS**Section Start-Up Actions**

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the EOC Manager.
- ☐ Obtain a briefing on the situation.
- ☐ Set up your Section work station, including status boards, accounting forms, and other relevant materials. Use your EOC Section materials and on-site supplies.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Finance/Administration Section Coordinator by putting your title on your person (vest, name tag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues you may have regarding your authority and assignment and what others in the organization do.
- ☐ Review organization in place at the EOC. Know where to go for information or support.
- ☐ Determine if other Section staff is at the EOC.
- ☐ Confirm that all key Finance/Administration Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.
- ☐ Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
 - Purchasing Unit
 - Time Keeping Unit
 - Compensation and Claims Unit
 - Cost Analysis Unit
 - Cost Recovery Documentation Unit
- ☐ Request additional personnel for the Section to maintain a 24-hour operation as required.
- ☐ Brief incoming Section personnel on their arrival including:
 - Current situation assessment.
 - Identification of specific job responsibilities.
 - Identification of co-workers within the job function and/or geographical assignment.
 - Availability of communications.

- Location of work area.
 - Identification of eating and sleeping arrangements as appropriate.
 - Procedural instructions for obtaining additional supplies, services, and personnel.
 - Identification of operational period work shifts.
- ☐ Inform the EOC Manager and General Staff when your Section is fully operational.
- ☐ Open and maintain Section logs.
- ☐ Use activity log (**see Part Two, Planning/Intell. Supporting Documentation-Activity Log**), to maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty, and assignments

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

- ☐ Review and develop a plan for carrying out all responsibilities of the units in your Section.
- ☐ Prepare work objectives for Section staff and make staff assignments.
- ☐ Meet with other activated Section Coordinators.
- ☐ From the Planning/Intelligence Section Coordinator, 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/units.
- ☐ Based on the situation as known or forecast, determine likely future Finance/Administration Section needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ 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.
- ☐ Clarify with the Logistics Section on the level of purchasing authority to be delegated to the Procurement Unit in the Logistics Section.

General Operational Duties

- ☐ Carry out responsibilities of the Finance/Administration Section units that are not currently staffed.
- ☐ Evaluate the need for Critical Incident Stress Debriefing for all affected personnel, victims, and bystanders. Arrange debriefings through the Logistics Section.
- ☐ Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- ☐ Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.
- ☐ Brief the EOC Manager on major problem areas that need or will require solutions.
- ☐ Provide situation and resources information to the Planning/Intelligence Section on a periodic basis or as the situation requires.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, data, and radio systems. Make any priorities or special requests known.
- ☐ Determine status of transportation system into and within the affected area in coordination with the Transportation Unit of the Logistics Section. Find out present priorities and estimated times for restoration of the disaster route system. Provide information to appropriate Branches/Units.
- ☐ Ensure that your Section logs and files are maintained.
- ☐ Monitor your Section activities and adjust Section organization as appropriate.
- ☐ Ensure internal coordination between unit leaders.
- ☐ Update status information with other sections as appropriate.
- ☐ Resolve problems that arise in conducting your Section responsibilities.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Section planning. Develop a backup plan for all plans and procedures requiring off-site communications.

- ☐ Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Make sure that all contacts with the media are fully coordinated first with the Public Information Officer (PIO).
- ☐ Participate in the EOC Manager's action planning meetings.
- ☐ Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- ☐ Prepare section objective for EOC Action Plan and forward to the Planning/Intelligence Section Coordinator.

Section Operational Duties

- ☐ Authorize use of the Disaster Accounting System. **(See Part Two, Finance/Administration Supporting Documentation – Disaster Accounting.)**
- ☐ Ensure that the payroll process continues.
- ☐ Ensure that the revenue collection process continues.
- ☐ Collect your Section personnel and equipment time records and record of expendable materials used and provide copies to the Time Keeping Unit and the Cost Analysis Unit at the end of each operational period.
- ☐ Ensure that all personnel and equipment time records and record of expendable materials used are received from other Sections and submitted to the Time Unit and the Cost Analysis Unit at the end of each operational period.
- ☐ Organize, manage, coordinate, and channel the donations of money received during and following the emergency from individual citizens and volunteer groups.
- ☐ Coordinate with the Cost Analysis Unit to make recommendations for cost savings to the General Staff.
- ☐ Meet with assisting and cooperating agency representatives as required.
- ☐ Provide input in all planning sessions on finance and cost analysis matters.
- ☐ Ensure that all obligation documents initiated during the emergency/disaster are

properly prepared and completed.

- ☐ Keep the General Staff apprised of overall financial situation.

Deactivation

- ☐ Authorize deactivation of organizational elements within your Section when they are no longer required.
- ☐ Ensure that any open actions are handled by your Section or transferred to other EOC elements as appropriate.
- ☐ Ensure that any required forms or reports are completed prior to your release and departure.
- ☐ Be prepared to provide input to the After-Action/Corrective Action Report.
- ☐ Deactivate your Section and close out logs when authorized by the EOC Manager.
- ☐ Leave forwarding phone number where you can be reached.

Date: _____

Start Time: _____

End Time: _____

PURCHASING UNIT**SUPERVISOR:** Finance/Administration Section Coordinator**GENERAL DUTIES:**

- Identify sources, such as private sector organizations, disability navigators and disability organizations, faith-based organizations, and NGOs, 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 Director Emergency Operations.
- Process all administrative paperwork associated with equipment rental and supply contracts.
- Work with other sections (Logistics, Planning, Operations).

YOUR RESPONSIBILITY:

Administration of all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements, and tracking expenditures. Identify sources of expendable materials and equipment, prepare and sign equipment rental agreements, and process all administrative paperwork associated with equipment rental and supply contracts, including incoming and outgoing mutual aid resources. ***Ensure that all records identify scope of work and site-specific work location.***

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Finance/Administration Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.

- ☐ Identify yourself as the Purchasing Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Use activity log (See **Part Two, Planning/Intell. Supporting Documentation-Activity Log**), to maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty, and assignments

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

General Operational Duties

- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.

- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch/Unit Operational Duties

- ☐ Contact appropriate branch/group/unit leaders on needs and any special procedures.
- ☐ Work with Logistics/Procurement Unit to review/prepare EOC purchasing procedures using disaster accounting system
- ☐ Work with Logistics/Procurement Unit and Director of Emergency Operations under the guidelines of the City Municipal Code emergency to prepare and sign contracts as needed within established contracting authority.

- ☐ Work with Logistics/Procurement Unit and Director of Emergency Operations to establish contracts and agreements with supply vendors.
- ☐ Ensure that all disaster accounting records identify scope of work and site-specific locations.
- ☐ Ensure that a system is in place which meets City's property management requirements.
- ☐ Ensure proper accounting for all new property.
- ☐ Interpret contracts/agreements and resolve claims or disputes within delegated authority.
- ☐ Coordinate with Compensations/Claims Unit on procedures for handling claims.
- ☐ Complete final processing and send documents for payment using disaster accounting system.
- ☐ Verify cost data in pre-established vendor contracts with Cost Analysis Unit.

Deactivation

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

Date: _____ Start Time: _____ End Time: _____

COST RECOVERY UNIT

SUPERVISOR: Finance/Administration Section
Coordinator

GENERAL DUTIES:

- Document information for reimbursement from the state and federal governments.
- Activate and maintain Disaster Accounting System. **(See Part Two, Finance/Administration Supporting Documentation – Disaster Accounting Procedures.)**
- Coordinate documentation of costs with other sections and departments.
- Coordinate cost recovery with disaster assistance agencies.
- Receive and allocate payments.

YOUR RESPONSIBILITY:

Maintain the Disaster Accounting System and procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments; act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law; and maintain records in such a manner that will pass audit. **The Cost Recovery Documentation Unit should be activated at the onset of any disaster/emergency. Accurate and timely documentation is essential to financial recovery.**

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Finance/Administration Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.

- ☐ Identify yourself as the Cost Recovery Documentation Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Use activity log (**See Part Two, Planning/Intell. Supporting Documentation-Activity Log**), to maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty, and assignments

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

General Operational Duties

- ☐ Attend periodic briefing sessions conducted by the Section Coordinator.
- ☐ Attend planning meetings at the request of the Finance Section Coordinator.
- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.

- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch/Unit Operational Duties

- ☐ Activate and maintain the Disaster Accounting System and procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments. **(See Part Two, Finance/Administration Supporting Documentation –**

Disaster Accounting Procedures.)

- ☐ Inform all sections and departments that the Disaster Accounting System is to be used.
- ☐ Coordinate cost documentation and make decisions on costs codes and items to be tracked by the Disaster Accounting System.
- ☐ Act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law.
- ☐ Prepare all required state and federal documentation as necessary to recover all allowable disaster costs.
- ☐ Coordinate with the Documentation Unit of the Planning/Intelligence Section.
- ☐ Provide analyses, summaries, and estimates of costs for the Finance/Administration Section Coordinator, EOC Manager, and the Los Angeles County Operational Area as required.
- ☐ Work with EOC sections and appropriate departments to collect all required documentation.
- ☐ Receive and allocate payments.
- ☐ Organize and prepare records for final audit.
- ☐ Prepare recommendations as necessary.

Deactivation

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

Date: _____

Start Time: _____

End Time: _____

TIME KEEPING UNIT**SUPERVISOR:** Finance/Administration Section Coordinator**GENERAL DUTIES:**

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

YOUR RESPONSIBILITY:

Track hours worked by paid personnel, volunteers, contract labor, mutual aid, and all others and ensure that daily personnel time recording documents are prepared and compliance to agency's time policy is being met. **Ensure that time and equipment use records identify scope of work and site-specific work location consistent with initial safety/damage assessment records, sites and Project Worksheets (PWs).**

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

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

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Finance/Administration Section Coordinator.

- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.
- ☐ Identify yourself as the Time Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Use activity log (**See Part Two, Planning/Intell. Supporting Documentation-Activity Log**), to maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty, and assignments

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

General Operational Duties

- ☐ Attend periodic briefing sessions conducted by the Section Coordinator.
- ☐ Attend planning meetings at the request of the Finance Section Coordinator.

- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio, and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch/Unit Operational Duties – PERSONNEL TIME RECORDER

- ☐ Determine specific requirements for the time recording function.
- ☐ Initiate, gather, or update a time report from all applicable personnel assigned to the emergency/disaster for each operational period. **(See Part Two, Finance Supporting Documentation - Sample Disaster Timesheet)**
- ☐ Ensure that all records identify scope of work and site-specific work location.
- ☐ Post personnel travel and work hours, assignment to a specific incident (location by address when possible), transfers, promotions, specific pay provisions, and terminations to personnel time documents.
- ☐ Tracks 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.

Operational Duties – EQUIPMENT TIME RECORDER

- ☐ Assist sections and branches/groups/units in establishing a system for collecting equipment time reports.
- ☐ Ensure that all records identify scope of work and site-specific work location. **(See Part**

Two, Finance/Administration Supporting Documentation– Sample Disaster Force Account Equipment Record and Sample Disaster Rented Equipment Record)

- ☐ 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.

Deactivation

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

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Date: _____ Start Time: _____ End Time: _____

COMPENSATION CLAIMS UNIT**SUPERVISOR: EOC Finance/Administration Section Coordinator****GENERAL DUTIES:**

- Accept as agent for the City of West Hollywood claims resulting from an emergency/disaster.
- Collects information for all forms required by Workers Compensation and local agencies.
- 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 compensation for injury specialists and claims specialists assigned to the emergency/disaster.
- Provide investigative support in areas of claims for bodily injury and property damage compensation presented to the City of West Hollywood.

YOUR RESPONSIBILITY:

Manage the investigation and compensation of physical injuries and property damage claims involving the City of West Hollywood arising out of an emergency/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, providing investigative support of claims and issuing checks upon settlement of claims.

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Finance/Administration Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.

- ☐ Identify yourself as the Compensation Claims Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Use activity log (**See Part Two, Planning/Intell. Supporting Documentation-Activity Log**), to maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty, and assignments

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

General Operational Duties

- ☐ Attend periodic briefing sessions conducted by the Section Coordinator.
- ☐ Attend planning meetings at the request of the Finance Section Coordinator.
- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.

- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.
- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch/Unit Operational Duties

- ☐ Coordinate with the Safety Officer, Liaison Officer and the AFN Liaison Coordinator, Agency Representatives, Personnel Unit of the Logistics Section, and ICS Field Level Compensation/Claims Unit Leader.

- ☐ Maintain a log of all injuries occurring during the disaster/emergency.
- ☐ Develop and maintain a log of potential and existing claims.
- ☐ Prepare claims relative to damage to City property and notify and file the claims with insurers.
- ☐ Periodically review all logs and forms produced by Unit to ensure: work is complete, entries are accurate and timely, work is in compliance with the City's requirements and policies.
- ☐ Determine if there is a need for Compensation-for-Injury and Claims Specialists and order personnel as needed.
- ☐ Ensure that all Compensation-for-Injury and Claims logs and forms are complete and routed to the appropriate department for post-EOC processing.
- ☐ Ensure the investigation of all accidents, if possible.
- ☐ Ensure that the Personnel Unit of the EOC Logistics Section completes claims for any injured personnel or volunteers working at the emergency.
- ☐ Provide report of injuries and coordinate with the Safety Officer for mitigation of hazards.
- ☐ Obtain all witness statements pertaining to claims and review for completeness.
- ☐ Coordinate cost recovery with disaster assistance agencies and insurance companies.

Deactivation

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

Date: _____ Start Time: _____ End Time: _____

COST ANALYSIS UNIT**SUPERVISOR: EOC Finance/Administration Section Coordinator****GENERAL DUTIES:**

- Provide all cost analysis activity associated with EOC operation.
- Obtain and record all cost data for the emergency/disaster.
- Ensure the proper identification of all equipment and personnel requiring payment.
- Analyze and prepare estimates of EOC costs.
- Maintain accurate record of EOC costs.

YOUR RESPONSIBILITY:

Provide cost analysis data for the incident to help the planning and recovery efforts. Ensure that all pieces of equipment and personnel that require payment are properly identified; obtain and record all cost data; analyze and prepare estimates of incident costs and maintain accurate records of incident costs.

This Unit will be increasingly tasked to support the planning function in terms of cost estimates of resources used. This Unit must maintain accurate information on the actual costs for the use of all assigned resources.

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

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

- ☐ Check in upon arrival at the EOC.
- ☐ Report to the Finance/Administration Section Coordinator.
- ☐ Obtain a briefing on the situation.
- ☐ Determine your personal operating location and set up as necessary.
- ☐ Review your position responsibilities.

- ☐ Identify yourself as the Cost Analysis Unit leader by putting your title on your person (vest, nametag). Print your name on the EOC organization chart next to your assignment.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Activate elements of your Branch/Unit, establish work area, assign duties, and ensure Branch/Unit journal/log is opened.
- ☐ Determine 24-hour staffing requirement and request additional support as required.
- ☐ Request additional resources through the appropriate Logistics Section Unit, as needed.
- ☐ Ensure that all your incoming Branch/Unit personnel are fully briefed.
- ☐ Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- ☐ Think ahead and **anticipate** situations and problems before they occur.
- ☐ Use activity log (**See Part Two, Planning/Intell. Supporting Documentation-Activity Log**), to maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty, and assignments

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

General Operational Duties

- ☐ Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- ☐ Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- ☐ Keep the Planning/Intelligence Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- ☐ Provide periodic situation or status reports to your Section Coordinator.

- ☐ Establish operating procedure with the Information Technology Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate your support needs and forward to your Section Coordinator.
- ☐ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- ☐ Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- ☐ Refer all media contacts to your Section Coordinator.
- ☐ Be prepared to participate in the EOC Manager's action planning meetings and policy decisions if requested.
- ☐ Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- ☐ Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Unit Operational Duties

- ☐ Collect and record all cost data using disaster accounting system. **(See Finance/Administration Supporting Documentation – Disaster Records and Forms).**
- ☐ Maintain a fiscal record of all expenditures related to the emergency/disaster using disaster accounting system.
- ☐ Prepare and provide periodic cost summaries for the Finance/Administration Section Coordinator and the EOC Manager.

- ☐ Maintain cumulative emergency/disaster cost records.
- ☐ Ensure that all financial obligation documents are accurately prepared.
- ☐ Prepare resources-use cost estimates.
- ☐ Maintain accurate information on the actual cost for the use of all assigned resources.
- ☐ With the Time Unit ensure that all pieces of equipment under contract and dedicated personnel are properly identified.
- ☐ Ensure that all EOC sections maintain proper supporting records and documentation to support claims.
- ☐ Make recommendations for cost savings to the Finance/Administration Section Coordinator.

Deactivation

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

FINANCE/ADMINISTRATION SECTION SUPPORTING DOCUMENTATION

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DISASTER/EMERGENCY ACCOUNTING RECORDS

When a disaster or an emergency strikes the city it may be in the form of an earthquake, storm damage, major oil or chemical/hazardous waste spill, civil disturbance, or fire emergency. Those employees who are assigned work directly associated with the disaster/emergency are to use the Disaster Cost Accounting System numbers for their department. The use of these numbers will enable the city to collect, sort, and document costs associated with the disaster/emergency.

The purpose of separate accounting for these costs is to obtain sufficient backup data in the event the city qualifies for federal and/or state assistance or if another responsible party is to be billed.

Obtaining federal and state assistance requires the City to collect and retain a broad range of original documents that clearly demonstrate that they were used for the disaster/emergency including:

- **Employee time cards showing hours** (regular and overtime) worked. Indicate the time, type and location of the disaster work. Details may be provided on supporting documents. Employees must report their regular and overtime hours separately, and not as a lump sum of total hours.
- **Use of city-owned equipment.** Supported by equipment identification, dates and number of hours used each day, location and purpose for using the equipment. The operator of each separate piece of equipment must be identified.
- **Use of city-owned supplies.** Supported by a reasonable basis for determining costs, why the material was necessary, and description of where and when the material was used, on a site-by-site basis.
- **Purchases of material.** Supported by invoices showing quantity, description, unit cost, where, when and how the material was used. All purchase of materials and supplies must comply with Federal purchasing regulations and with local ordinances.
- **Rental of equipment.** Supported by invoices identifying the type and description of equipment, rate per hour indicating with or without operator, dates and hours used each day, where and why the equipment was used, and the name of the operator, whether a City employee or contract temporary worker.
- **All contract work.** Provide detailed breakdown of cost, where, when and why the work was performed. Original invoices and cancelled checks are required for all work. All billing must conform to the invoicing requirements set forth in the contract.

Records and documentation must be retained for **AT LEAST THREE YEARS** from the date of final settlement of claim and in accordance with the City's retention schedule. All such records should be forwarded to the Cost Recovery Unit for audit follow-up.

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DO'S AND DON'TS FOR USING THE DISASTER ACCOUNTING SYSTEM

DO:	DO:	DO:	DO:	DO:	DO:

- **DO** record all regular and overtime hours **WORKED** on the disaster/emergency, categories C through G.
- **DO** record all overtime hours **WORKED** on the disaster/emergency, categories A and B.
- **DO** write on time card the location and brief description of work performed.
- **DO** charge vehicles and equipment used and indicate when and where they were used. Always identify the employee who operated each piece of equipment.
- **DO** track all disaster volunteer time in an identical manner to tracking employee time. Volunteer time may have an economic value to the City.
- **DO** charge equipment rentals to the appropriate charge points where they were used – **Project Code EMERGENC-##-###**.
- **DO** charge outside contracts to the appropriate charge points where the work was done – **Project Code EMERGENC-##-###**.
- **DO** document how contracts were awarded in compliance with Federal regulations of 2 CFR Part 200.
- **DO** place limits on contract with, "Amount not to exceed". If contracts need to be amended, contact the cost recovery team before authorizing any further work.
- **DO** use terms such as "Assess risk to public Health and Safety" instead of "Survey damage".
- **DO** use terms such as "Direct", "Control", "Assign", and "Dispatch" instead of "Administer".
- **DO** report all damage to Cost Recovery Unit when the EOC is opened.
- **DO** keep all records and unit logs accurately and up to date.
- **DO** ask questions of the Cost Recovery Unit for clarifications.

DO NOT:	DO NOT:	DO NOT:	DO NOT:	DO NOT:	DO NOT:

- **DO NOT** order **everyone** to charge **all** time to the disaster. Only charge those people and hours actually **WORKED on disaster related activities**. (See above 1st and 2nd Do's)
- **DO NOT** charge stand-by time to the system. FEMA will only pay for time worked, including time while assigned to a "staging area."
- **DO NOT** charge manager overtime to the system. The system will not post it, the City does not pay it, and FEMA will only reimburse what was paid. (If the city does compensate manager overtime, **Do** record this time.)
- **DO NOT** enter into sole source contracts without **explicit documentation** of why it was **necessary**. **Use the sole Source Purchase Justification Form for each such purchase**.
- **DO NOT** enter into cost plus contracts.
- **DO NOT** enter into open ended contracts with no cap on expense. Place "do not exceed" limits on all contracts and amend if necessary.
- **DO NOT** use terms such as "Damage Survey." Use "Safety Assessment."
- **DO NOT** use the term "Administer" in place of "Direct", "Control", "Assign", or "Dispatch".
- **DO NOT** assume damage to a City facility is not recoverable. It may be, but let the disaster assistance agencies make that decision. Let's not make it for them.
- **DO NOT** throw away records.
- **DO NOT** forget to ask questions.

NOTE:

While recent FEMA regulations do not allow recovery of straight time for emergency response activities (Categories A and B), **record it anyway**. Allocation for straight time shall be charged to your home function (program) covering categories A and B. The city can recover straight time for other categories and in some cases where we assist other agencies, therefore charge all **Force Account Labor** to the disaster function (program). Better to record and not use than not record and try to recreate the information later.

Prepare files which include the following information and documents:

- Detailed discussion of the damage and what was done or what needs to be done at the site
- Photographs of the site before work, during and after (if the work was completed prior to the PW being written)
- Lists of damaged and destroyed equipment
- Force account labor costs summaries, backed up by detailed labor runs, and time sheets
- Vendor purchase orders, invoices, and payments
- Contractor contract(s), invoices, and payments
- Explanation of how the contract was procured, explaining what procurement method was used
- If price was not competitively determined, explain why not and provide a “cost analysis” using the Cost Analysis form
- Authorizations to perform the work by department head, legislative authority (council/supervisors), or executive authority (mayor/city manager/County administrator)
- Correspondence with Cal OES and/or FEMA
- Insurance information/settlements
- Appeals information

You must remember, the recover process can be very long and frustrating, but the City should do everything possible to recover the costs.

Remember: Reimbursement is tied to documentation! Keep good records!

SEMS/NIMS Emergency Plan

PROJECT#	SUBTASK TITLE	FEMA CATEGORIES OF WORK
Emergenc-ad-f01	Administration	Direct supervision of employees performing category C-G work. Second level supervision and above is ineligible.*
Emergenc-dc-f11	Debris Clearance - Public Roads & Street	Category A: Debris Removal Clearance of trees and woody debris; building wreckage; sand, mud, silt, and gravel; vehicles; and other disaster-related material deposited on public and, in very limited cases, private property.
Emergenc-dc-f12	Debris Clearance - Public Property	
Emergenc-dc-f13	Debris Clearance - Private Property	
Emergenc-dc-f14	Debris Clearance - Structural Demolition	
Emergenc-pr-f21	Protective Measures - Life & Safety	Category B: Emergency Protective Measures Measures taken before, during, and after a disaster to save lives, protect public health and safety, and protect improved public and private property.
Emergenc-pr-f22	Protective Measures - Health	
Emergenc-pr-f23	Protective Measures - Property	
Emergenc-pr-f24	Protective Measures - Stream & Drain Ch	
Emergenc-of-f71	Other Facilities: Park	Category G: Parks, Recreational Facilities, and Other Items Repair and restoration of parks, playgrounds, pools, cemeteries, and beaches. This category also is used for any work or facility that cannot be characterized adequately by Categories A-F
Emergenc-of-f72	Other Facility: Recreational Facilities	
Emergenc-pb-f51	Public Bldgs/Equip: Public Buildings	Category E: Buildings and Equipment Repair or replacement of buildings, including their contents and systems; heavy equipment; and vehicles.
Emergenc-pb-f52	Public Bldgs/Equip: Supplies	
Emergenc-pb-f53	Public Bldgs/Equip: Vehicles & Equipment	
Emergenc-pb-f54	Public Bldgs/Equip: Transportation Systm	
Emergenc-pb-f55	Public Bldgs/Equip: Higher Ed. Facility	
Emergenc-pu-f61	Public Utility System: Water	Category F: Utilities Repair of water treatment and delivery systems; power generation facilities and distribution lines; and sewage collection and treatment facilities.
Emergenc-pu-f62	Public Utility System: Storm	
Emergenc-pu-f63	Public Utility System: Sewer	
Emergenc-pu-f64	Public Utility System: Gas	
Emergenc-pv-f81	Private Non-Profit Facilities: Education	Providing temporary facilities for emergency medical care of disaster victims when existing facilities are overwhelmed. Evacuation and transportation of patients to temporary facilities or facilities with spare capacity when severe damage (or threats) exist
Emergenc-pv-f82	Private Non-Profit Facilities: Emergency	
Emergenc-pv-f83	Private Non-Profit Facilities: Medical	
Emergenc-pv-f84	Private Non-Profit Facilities: Custodial	
Emergenc-rs-f31	Road Systems: Arterial Roads	Category C: Roads and Bridges Repair of roads, bridges, and associated features, such as shoulders, ditches, culverts, lighting and signs.
Emergenc-rs-f32	Road Systems: Bridges	
Emergenc-rs-f33	Road Systems: Traffic Control	
Emergenc-rs-f34	Road Systems: Streets	
Emergenc-rs-f35	Road Systems: Culverts	
Emergenc-rs-f36	Road Systems: Other	
Emergenc-wc-f41	Water Control: Dikes	Category D: Water Control Facilities Repair of irrigation systems, drainage channels, and pumping facilities. Repair of levees, dams, and flood control channels fall under Category D, but the eligibility of these facilities is restricted
Emergenc-wc-f42	Water Control: Channels	
Emergenc-wc-f43	Water Control: Levees	
Emergenc-wc-f44	Water Control: Dams	
Emergenc-wc-f45	Water Control: Irrigation Works	
Emergenc-wc-f46	Water Control: Irrigation Systems	

* These grant administration activities are covered by the statutory administrative allowance (sliding scale) that is automatically added as a percentage of the total amount of assistance for a subgrantee when the projects are processed. Administrative AI

FEMA CATEGORIES OF WORK

(See Disaster Accounting System Schedule for specific account codes)

To facilitate the processing of Public Assistance Program grants, FEMA has divided disaster related work into seven Categories of Work. These categories are listed below and are described in more detail elsewhere in FEMA's *Public Assistance Policy Digest* and other Public Assistance documents.

EMERGENCY WORK

Measures necessary to: Eliminate or less the immediate threat to life, public health, or safety, or threats of significant damage to improved public or private property.

Ensure economy recover of the community at large.

Category A: Debris Removal

Clearance of trees and woody debris; building wreckage; sand, mud, silt, and gravel; vehicles; and other disaster-related material deposited on public and, in very limited cases, private property.

Category B: Emergency Protective Measures

Measures taken before, during, and after a disaster to save lives, protect public health and safety, and protect improved public and private property.

PERMANENT WORK

Work undertaken to restore eligible facilities on the basis of the design of such facilities; as such facilities existed immediately prior to the disaster, in conformity with current codes and standards.

Category C: Roads and Bridges

Repair of roads, bridges, and associated features, such as shoulders, ditches, culverts, lighting and signs. Any city streets are "on-system", i.e., built or maintained in whole or in part with funds from the Federal Highway Administration (FHWA) may not be eligible for FEMA funding, unless denied eligibility by the FHWA.

Category D: Water Control Facilities

Repair of irrigation systems, drainage channels, and pumping facilities. Repair of levees, dams, and flood control channels fall under Category D, but the eligibility of these facilities is restricted.

Category E: Buildings and Equipment

Public buildings and related equipment, owned or maintained by the City which are damaged or destroyed, and are not covered by insurance (office equipment, furnishings and equipment, consumable supplies, library books).

Category F: Utilities

Repair of water treatment and delivery systems; power generation facilities and distribution lines; and sewage collection and treatment facilities.

Category G: Parks, Recreational Facilities, and Other Items

Repair and restoration of parks, playgrounds, pools, cemeteries, and beaches. This category also is used for any work or facility that cannot be characterized adequately by Categories A-F

SUPERVISION & ADMINISTRATION

Direct supervision of employees performing category C-G work. Second level supervision and above is ineligible.

Grant administration activities are covered by the statutory administrative allowance (sliding scale) that is automatically added as a percentage of the total amount of assistance for a subgrantee when the projects are processed. Administrative Allowance Activities are those necessary in requesting, obtaining, and administering Federal disaster subgrants. Examples include identifying damage; writing PWs; assessing damage; attending Grantee and FEMA meetings; completing forms to request assistance; establishing files; collecting cost data; developing cost estimates; and working with the Grantee and FEMA during project monitoring, final inspections and audits.

PROCEDURES FOR APPLYING FOR FINANCIAL ASSISTANCE

GENERAL INFORMATION

Financial assistance may come from the state alone or both the state and federal governments. For state assistance, it is necessary for the Governor to proclaim a “**Disaster**” in specified counties. For federal assistance, it is necessary for the President to declare a “**Disaster**” in those same locations.

In both cases the lead agency is the California Governor’s Office of Emergency Services (Cal OES). Their address and phone number is:

Cal-OES
Disaster Assistance Division
3650 Schriever Avenue
Mather, CA 95655
Phone # (916) 845-8100

PRE-DISASTER DECLARATION STEPS

Following a disaster/emergency, the City will report damage and a rough estimate of costs to the Los Angeles County Operational Area.

These estimates should include City personnel and equipment costs, damage to facilities with cost to repair, and cost to replace facilities and equipment damaged beyond repair.

The Los Angeles County Operational Area will transmit the estimates to Cal OES and then the Governor will decide whether to proclaim a State of Emergency in the County. If the Governor does proclaim a State of Emergency, then the State will request a Presidential declaration. If the President declares a Major Disaster, then FEMA will be involved.

POST-DISASTER DECLARATION STEPS

At this point, Cal OES will notify the Los Angeles County Operational Area, who will in turn notify the City. There will usually be an orientation meeting where all agencies desiring to participate will be briefed on the application procedures. The Public Assistance Coordinator (PAC) will be introduced to assist the applicants through the reimbursement process.

Several Forms must be submitted. These are:

- 1. Request for Public Assistance Form** This indicates that the City will be applying for assistance. Does not restrict City from making changes, but must be sent within 30 days of the declaration date.
- 2. Project Listing Form (Cal OES 95)** This indicates the categories and projects which the City is asking assistance for. It may be revised later on. It gives Cal OES an idea of the scope of the damage.

3. Designation of Applicant's Agent Resolution (Cal EMA Form 130)	This is a resolution passed by the City Council authorizing specified individuals to act as the City's agent in dealing with Cal OES and FEMA. There is no deadline, but payments cannot be made until Cal OES receives it. A City usually designates as agents one or more of the following: • Director of Finance Services • Assistant Director of Finance Services • Assistant City Manager
4. Vendor Data Record (Form STD 204)	For State's 1099 purposes. No deadline, but no payment until submitted.
5. Project Assurances for Federal Assistance (Cal OES Form 89)	Formal application for FEMA funding. No specific deadline, but no payment until submitted.
6. Project Worksheet (PW)	Replaces Damage Survey Report (DSR). The City will fill out this form for all small projects and submit to the Public Assistance Coordinator (PAC). The PAC will assist the City to write the large project PW. The PWs are prepared based on Permanent Work or Emergency Work. The deadline is 60 days after the FEMA kick-off meeting.
7. Project Application (CDAA Form 1)	California version of Cal-OES form 89, which guarantees that the City will abide by all laws and regulations for CDAA funding.

ON-SITE INSPECTIONS

Cal OES and FEMA may send an inspector to visit each applicant. You may get one inspector from one of the organizations or two to make up a team approach. The inspector(s) will meet with the City's Designated Agent who will arrange meetings with other City personnel as necessary. These local representatives should be people who have detailed knowledge of damaged facilities, cost estimates and potential mitigation work that may prevent future damage.

Past experience has been that these meetings will be on short notice. Cal OES usually sets up a field office and starts scheduling visits soon after. **A week's notice is the best that can be expected.**

The team may want to see:

- Damaged facilities.

- Pictures or videos of damage/destruction.
- Narratives on work done.
- A broad summary of costs to date with estimates of work to be completed.
- Proposals on repair, reconstruction and mitigation projects.
- These need not be final, they can be changed.

The team will want to discuss:

- How payroll costs are organized and developed.
- How payroll cost relates to time worked.
- How fringe benefit rates are made up.

These last items are why it is so important to use the Disaster Accounting System. When used, it automatically provides a record of who worked for how many hours on which day on what type of task. The Labor Distribution reports can be merged with payroll data to provide the time records that Cal OES and FEMA want. They can also be used to create summary schedules for the inspectors.

There is a sixty-day period in which to bring new damage sites to the attention of the disaster assistance agencies from the date of the team's first on-site visit.

POST PW PROCEDURES

All documentation and costs must be gathered and sorted to support their respective PWs. Thus, if there is one PW for Debris Clearance, all payroll overtime costs and time cards for those personnel working on Debris Clearance must be sorted and organized to document these costs on that PW. Also all equipment costs (use FEMA rates), dump fees, etc. for this work becomes part of the documentation package for this PW. If there is substantial debris clearance needed, it will most likely need to be done under contract. This will require a massive effort for recordkeeping and project monitoring, which is far beyond the scope of this guide.

The PWs for construction projects will require the same specific documentation. Each will require, as appropriate: engineering studies, architectural plans, bid packages, selection records, contracts, contractor's invoices, payment records, and all other costs. Also note that since government money is involved, the Davis Bacon Act and/or state prevailing wage clauses will apply and must also be documented. FEMA does not separately require Davis Bacon compliance for the Public Assistance Program.

Although Debris Clearance and Emergency Protective Measures may be aggregated at some future time, initially each separate site, event and activity must be tracked separately. This is critical to maintain eligibility with FEMA.

HOW PAYMENT IS MADE

The State Public Assistance program is authorized under the California Disaster Assistance Act (CDAA). Cal OES administers this program. CDAA assistance may be obtained following a Local Emergency with the concurrence of the Director of Cal OES for permanent repairs only or for all eligible costs including personnel costs following the Governor's proclamation of a State of Emergency. The cost share on eligible costs may be 75% state share and 25% local

government share. For example: Cal OES determines that there is \$100,000 in eligible emergency response costs for the city. Cal OES pays \$75,000 and the city must handle the remaining \$25,000. **Failure to follow SEMS, however, may disqualify the city from receiving all or part of the state's share and accordingly change a \$25,000 loss back to \$100,000.** The CDAA program is coordinated as supplemental to the federal program following the Declaration of a Major Disaster by the President of the United States.

The Federal Public Assistance program is authorized under the Stafford Act and is administered by FEMA in coordination with Cal OES at the request of the Governor, who has designated the Cal OES Director as his representative. FEMA will pay eligible costs to local governments on a 75% federal share and a 25% state and/or local share. If Cal OES finds that the costs covered by FEMA are also eligible under CDAA criteria, then the state may cover 75% of that 25% share. For example: a city is determined to have \$100,000 of eligible emergency personnel costs by FEMA. FEMA will reimburse up to \$75,000, leaving \$25,000 for the state and local governments to handle. Cal OES determines that the costs are eligible under NDAA and may pay \$18,750 which leaves \$6,250 for the local government to handle. **Failure to follow SEMS may jeopardize the state share and cause the \$6,250 loss to increase up to the full \$25,000 state local share.**

State and federal assistance are based upon reimbursements of eligible costs incurred. There are provisions for partial advances for emergency work; however, the amounts and conditions may change. Assistance is based upon uninsured loss and is not a substitute for insurance. The reimbursement process is a lengthy one involving the complete review of damage estimates and documentation. Actual receipt of funds may take weeks or months.

Sometime later, perhaps two years, the State Controller may audit the project. If discrepancies are found, they will require reimbursement of the disallowed costs if the allowable costs are less than what was already paid. If allowable costs are greater than prior payments, then the balance will follow after official sign off on the claim by FEMA and/or Cal OES. This also is a long process.

Remember:

- 1. DOCUMENT EACH COST TO A SPECIFIC DISASTER ACTION AND LOCATION.**
- 2. FAILURE TO FOLLOW SEMS/NIMS MAY COST YOU NDAA ASSISTANCE ON ELIGIBLE EMERGENCY PERSONNEL COSTS.**

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RESOLUTION NO. 17-4920

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF WEST HOLLYWOOD DESIGNATING AUTHORIZED AGENTS TO EXECUTE FOR AND ON BEHALF OF THE CITY OF WEST HOLLYWOOD FOR FINANCIAL ASSISTANCE FROM THE FEDERAL EMERGENCY AGENCY (FEMA AND THE CALIFORNIA OFFICE OF EMERGENCY SERVICES (CAL OES) FOR RECOVERING COSTS ASSOCIATED WITH THE DECLARED EMERGENCIES

THE CITY COUNCIL OF THE CITY OF WEST HOLLYWOOD DOES HEREBY RESOLVE AS FOLLOWS:

SECTION 1. WHEREAS the City of West Hollywood participates in the cost recovery process of disasters administered by the California Office of Emergency Services; and

SECTION 2. WHEREAS the California Office of Emergency Services requires local governments to designate authorized agents; and

SECTION 3. NOW, THEREFORE BE IT RESOLVED that the City of West Hollywood designates the City Manager or the Deputy City Manager as authorized agents of the City.

SECTION 4. THEREFORE ALSO BE IT RESOLVED, that Resolution No. 11-4248 is hereby rescinded.

PASSED, APPROVED, AND ADOPTED by the City Council of the City of West Hollywood at a regular meeting held this 20th day of March, 2017 by the following vote:

AYES:	Councilmember:	D'Amico, Duran, Horvath, Mayor Pro Tempore Heilman, and Mayor Meister.
NOES:	Councilmember:	None.
ABSENT:	Councilmember:	None.
ABSTAIN:	Councilmember:	None.

Resolution No. 17-4920
Page 2



LAUREN MEISTER, MAYOR

ATTEST:



YVONNE QUARKER, CITY CLERK

ATTACHMENT A

STATE OF CALIFORNIA
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
Cal OES 130

Cal OES ID No: _____

**DESIGNATION OF APPLICANT'S AGENT RESOLUTION
FOR NON-STATE AGENCIES**

BE IT RESOLVED BY THE City Council OF THE City of West Hollywood
(Governing Body) (Name of Applicant)

THAT City Manager, OR
(Title of Authorized Agent)
Deputy Manager, OR
(Title of Authorized Agent)

is hereby authorized to execute for and on behalf of the City of West Hollywood, a public entity
(Name of Applicant)
established under the laws of the State of California, this application and to file it with the California Governor's Office of Emergency Services for the purpose of obtaining certain federal financial assistance under Public Law 93-288 as amended by the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, and/or state financial assistance under the California Disaster Assistance Act.

THAT the City of West Hollywood, a public entity established under the laws of the State of California,
(Name of Applicant)
hereby authorizes its agent(s) to provide to the Governor's Office of Emergency Services for all matters pertaining to such state disaster assistance the assurances and agreements required.

Please check the appropriate box below:

- ☐ This is a universal resolution and is effective for all open and future disasters up to three (3) years following the date of approval below.
☐ This is a disaster specific resolution and is effective for only disaster number(s) _____

Passed and approved this 20th day of MARCH, 2017

Lauren Meister, Mayor
(Name and Title of Governing Body Representative)

(Name and Title of Governing Body Representative)

(Name and Title of Governing Body Representative)

CERTIFICATION

I, Yvonne Quarker, duly appointed and City Clerk of
(Name) (Title)

City of West Hollywood, do hereby certify that the above is a true and correct copy of a
(Name of Applicant)

Resolution passed and approved by the City Council of the City of West Hollywood
(Governing Body) (Name of Applicant)

on the 20th day of MARCH, 2017.

Yvonne Quarker
(Signature)

CITY CLERK
(Title)

State of California
OFFICE OF
EMERGENCY SERVICES

P.A. No.: _____

**DESIGNATION OF
APPLICANT'S AGENT RESOLUTION**

BE IT RESOLVED BY THE _____ OF THE

(Governing Body)

(Name of Applicant)

THAT _____, OR
(Title of Authorized Agent)

_____, OR
(Title of Authorized Agent)

(Title of Authorized Agent)

is hereby authorized to execute for and in behalf of the _____, a public entity established under the laws of the State of California, this application and to file it in the Office of Emergency Services for the purpose of obtaining certain federal financial assistance under P.L. 93-288 as amended by the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, and/or state financial assistance under the California Disaster Assistance Act.

THAT the _____, a public entity established under the laws of the State of California, hereby authorizes its agent(s) to provide to the State Office of Emergency Services for all matters pertaining to such state disaster assistance the assurances and agreements required.

Passed and approved this _____ day of _____, 20____

(Name and Title)

(Name and Title)

(Name and Title)

CERTIFICATION

I, _____, duly appointed and _____
of _____
(Name) (Title)

_____, do hereby certify that the above is a true and correct copy
of a

resolution passed and approved by the _____ of the

(Governing body)

(Name of Applicant)

on the _____ day of _____, 20____.

Date: _____

(Official Position)

(Signature)

REQUEST FOR PUBLIC ASSISTANCE FORM (RPA)

DEPARTMENT OF HOMELAND SECURITY FEDERAL EMERGENCY MANAGEMENT AGENCY REQUEST FOR PUBLIC ASSISTANCE			O.M.B. No. 1660-0017 Expires October 31, 2008	
PAPERWORK BURDEN DISCLOSURE NOTICE Public reporting burden for this form is estimated to average 10 minutes. Burden means the time, effort and financial resources expended by persons to generate, maintain, disclose, or to provide information to us. You may send comments regarding the burden estimate or any aspect of the collection, including suggestions for reducing the burden to: Information Collections Management, U.S. Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472, Paperwork Reduction Project (OMB Control Number 1660-0017). You are not required to respond to this collection of information unless a valid OMB number appears in the upper right corner of this form. NOTE: Do not send your completed questionnaire to this address.				
APPLICANT (Political subdivision or eligible applicant.)			DATE SUBMITTED	
COUNTY (Location of Damages. If located in multiple counties, please indicate.)				
APPLICANT PHYSICAL LOCATION				
STREET ADDRESS				
CITY	COUNTY	STATE	ZIP CODE	
MAILING ADDRESS (If different from Physical Location)				
STREET ADDRESS				
POST OFFICE BOX	CITY	STATE	ZIP CODE	
Primary Contact/Applicant's Authorized Agent			Alternate Contact	
NAME			NAME	
TITLE			TITLE	
BUSINESS PHONE			BUSINESS PHONE	
FAX NUMBER			FAX NUMBER	
HOME PHONE (Optional)			HOME PHONE (Optional)	
CELL PHONE			CELL PHONE	
E-MAIL ADDRESS			E-MAIL ADDRESS	
PAGER & PIN NUMBER			PAGER & PIN NUMBER	
Did you participate in the Federal/State Preliminary Damage Assessment (PDA)? ☐ Yes ☐ No				
Private Non-Profit Organization? ☐ Yes ☐ No If yes, which of the facilities identified below best describe your organization? _____				
Title 44 CFR, part 206.221(e) defines an eligible private non-profit facility as: "... any private non-profit educational, utility, emergency, medical or custodial care facility, including a facility for the aged or disabled, and other facility providing essential governmental type services to the general public, and such facilities on Indian reservations." "Other essential governmental service facility means museums, zoos, community centers, libraries, homeless shelters, senior citizen centers, rehabilitation facilities, shelter workshops and facilities which provide health and safety services of a governmental nature. All such facilities must be open to the general public."				
Private Non-Profit Organizations must attach copies of their Tax Exemption Certificate and Organization Charter or By-Laws. If your organization is a school or educational facility, please attach information on accreditation or certification.				
Official Use Only: FEMA-____-DR-____-____ FIPS# _____			Date Received:	

FEMA Form 90-49, FEB 06

REPLACES ALL PREVIOUS EDITIONS.

PROJECT LISTING FORM (Cal OES FORM 95)

State of California
California Emergency Management Agency

List of Projects

Page ____ of ____

Disaster Number _____

APPLICANT: _____

DATE COMPLETED: _____

CONTACT NAME AND PHONE NUMBER: _____

IS THIS AN AMENDED LIST OF PROJECTS? _____

ITEM #	LOCATION	DESCRIPTION OF DAMAGE AND SCOPE OF WORK	COST ESTIMATE	CATEGORY*	WAS WORK COMPLETED BY FORCE ACCT. (FA), CONTRACT (C) OR BOTH (FC)?	ENTER "ENV" IF THERE ARE ENVIRONMENTAL ISSUES OR "HIST" FOR HISTORIC ISSUES, OR BOTH	WAS THERE INSURANCE COVERAGE? IF YES, ENTER DEDUCTIBLE AMOUNT	WAS THE FACILITY DAMAGED IN A PRIOR DISASTER(S)? IF YES, ENTER DISASTER NAME(S) OR NUMBER(S)
			\$				\$	
			\$				\$	
			\$				\$	
			\$				\$	
			\$				\$	
			\$				\$	
			\$				\$	
			\$				\$	
			\$				\$	

*CATEGORY: A) Debris Clearance; B) Protective Measures; C) Road System; D) Water Control Facility; E) Buildings and Equipment; F) Public Utility System; G) Other. (Note: if a single site has more than one category, indicate the category that represents the majority of damage.)

Cal EMA 95, (Rev.12/09)

VENDOR DATA RECORD FORM (STD 204)

Print

Clear

STATE OF CALIFORNIA-DEPARTMENT OF FINANCE

PAYEE DATA RECORD

(Required when receiving payment from the State of California in lieu of IRS W-9)

STD. 204 (Rev. 6-2003)

1	INSTRUCTIONS: Complete all information on this form. Sign, date, and return to the State agency (department/office) address shown at the bottom of this page. Prompt return of this fully completed form will prevent delays when processing payments. Information provided in this form will be used by State agencies to prepare Information Returns (1099). See reverse side for more information and Privacy Statement. NOTE: Governmental entities, federal, State, and local (including school districts), are not required to submit this form.																																						
2	PAYEE'S LEGAL BUSINESS NAME (Type or Print) <table border="1"> <tr> <td colspan="2">SOLE PROPRIETOR - ENTER NAME AS SHOWN ON SSN (Last, First, M.I.)</td> <td>E-MAIL ADDRESS</td> </tr> <tr> <td colspan="2">MAILING ADDRESS</td> <td>BUSINESS ADDRESS</td> </tr> <tr> <td colspan="2">CITY, STATE, ZIP CODE</td> <td>CITY, STATE, ZIP CODE</td> </tr> </table>			SOLE PROPRIETOR - ENTER NAME AS SHOWN ON SSN (Last, First, M.I.)		E-MAIL ADDRESS	MAILING ADDRESS		BUSINESS ADDRESS	CITY, STATE, ZIP CODE		CITY, STATE, ZIP CODE																											
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MAILING ADDRESS		BUSINESS ADDRESS																																					
CITY, STATE, ZIP CODE		CITY, STATE, ZIP CODE																																					
3 PAYEE ENTITY TYPE CHECK ONE BOX ONLY	ENTER FEDERAL EMPLOYER IDENTIFICATION NUMBER (FEIN): <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> ☐ PARTNERSHIP CORPORATION: ☐ MEDICAL (e.g., dentistry, psychotherapy, chiropractic, etc.) ☐ ESTATE OR TRUST ☐ LEGAL (e.g., attorney services) ☐ EXEMPT (nonprofit) ☐ ALL OTHERS ☐ INDIVIDUAL OR SOLE PROPRIETOR ENTER SOCIAL SECURITY NUMBER: <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> (SSN required by authority of California Revenue and Tax Code Section 18646)																																						NOTE: Payment will not be processed without an accompanying taxpayer I.D. number.
4 PAYEE RESIDENCY STATUS	☐ California resident - Qualified to do business in California or maintains a permanent place of business in California. ☐ California nonresident (see reverse side) - Payments to nonresidents for services may be subject to State income tax withholding. ☐ No services performed in California. ☐ Copy of Franchise Tax Board waiver of State withholding attached.																																						
5 I hereby certify under penalty of perjury that the information provided on this document is true and correct. Should my residency status change, I will promptly notify the State agency below.	<table border="1"> <tr> <td colspan="2">AUTHORIZED PAYEE REPRESENTATIVE'S NAME (Type or Print)</td> <td>TITLE</td> </tr> <tr> <td>SIGNATURE</td> <td>DATE</td> <td>TELEPHONE ()</td> </tr> </table>			AUTHORIZED PAYEE REPRESENTATIVE'S NAME (Type or Print)		TITLE	SIGNATURE	DATE	TELEPHONE ()																														
AUTHORIZED PAYEE REPRESENTATIVE'S NAME (Type or Print)		TITLE																																					
SIGNATURE	DATE	TELEPHONE ()																																					
6	Please return completed form to: Department/Office: _____ Unit/Section: _____ Mailing Address: _____ City/State/Zip: _____ Telephone: () _____ Fax: () _____ E-mail Address: _____																																						

PROJECT ASSURANCES FOR FEDERAL ASSISTANCE (Cal OES 89)

STATE OF CALIFORNIA
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
Cal OES 89

Disaster No: _____

Cal OES ID No: _____

DUNS No: _____

PROJECT ASSURANCES FOR FEDERAL ASSISTANCE

SUBGRANTEE'S NAME: _____
(Name of Organization)

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

TELEPHONE: _____ FAX NUMBER: _____

AUTHORIZED AGENT: _____ TITLE: _____

EMAIL ADDRESS: _____

ASSURANCES – CONSTRUCTION PROGRAMS

Note: Certain of these assurances may not be applicable to all of your projects. If you have questions, please contact the California Governor's Office of Emergency Services. Further, certain federal assistance awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, I certify that the subgrantee named above:

1. Has the legal authority to apply for federal assistance, and the institutional, managerial and financial capability (including funds sufficient to pay the non-federal share of project costs) to ensure proper planning, management, and completion of the project described in this application.
2. Will give the awarding agency, the Comptroller General of the United States, and if appropriate, the state, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the assistance; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
3. Will not dispose of, modify the use of, or change the terms of the real property title, or other interest in the site and facilities without permission and instructions from the awarding agency. Will record the federal interest in the title of real property in accordance with awarding agency directives and will include a covenant in the title of real property acquired in whole or in part with federal assistance funds to assure nondiscrimination during the useful life of the project.
4. Will comply with the requirements of the assistance-awarding agency with regard to the drafting, review and approval of construction plans and specifications.
5. Will provide and maintain competent and adequate engineering supervision at the construction site to ensure that the complete work conforms with the approved plans and specifications and will furnish progress reports and such other information as may be required by the assistance awarding agency or state.
6. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
7. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gains.
8. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. § 4801 et seq.), which prohibits the use of lead based paint in construction or rehabilitation of residence structures.
9. Will comply with all federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color, or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§ 1681-1683 and 1685-1686) which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794) which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§ 6101-6107) which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 93-

255) as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616) as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§ 523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. 290 dd-3 and 290 ee-3) as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. § 3601 et seq.), as amended, relating to nondiscrimination in the sale, rental, or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) which may apply to the application.

10. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provides for fair and equitable treatment of persons displaced or whose property is acquired as a result of federal and federally assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of federal participation in purchases.
11. Will comply with the flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$5,000 or more.
12. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.O. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved state management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§ 1451 et seq.); (f) conformity of federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. § 7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended, (P.L. 93-523); and (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.O. 93-205).
13. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§ 1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
14. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. 470), EO 11593 (identification and preservation of historic properties), and the Archeological and Historic Preservation Act of 1974 (16 U.S.C. 469a-1 et seq.).
15. Will comply with Standardized Emergency Management (SEMS) requirements as stated in the California Emergency Services Act, Government Code, Chapter 7 of Division 1 of Title 2, Section 8607.1(e) and CCR Title 19, Sections 2445, 2446, 2447, and 2448.
16. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act of 1984 and the Single Audit Act Amendments of 1996.
17. Will comply with all applicable requirements of all other federal laws, Executive Orders, regulations and policies governing this program.
18. Has requested through the State of California, federal financial assistance to be used to perform eligible work approved in the subgrantee application for federal assistance. Will, after the receipt of federal financial assistance, through the State of California, agree to the following:
 - a. The state warrant covering federal financial assistance will be deposited in a special and separate account, and will be used to pay only eligible costs for projects described above;
 - b. To return to the State of California such part of the funds so reimbursed pursuant to the above numbered application, which are excess to the approved actual expenditures as accepted by final audit of the federal or state government.
 - c. In the event the approved amount of the above numbered project application is reduced, the reimbursement

PROJECT WORKSHEET (WS)

TABLE OF CONTENTS <i>Check the box if included in PW package Click on title to link to sheet</i>		FILL OUT FIRST	
☐ Site Sheet Summary	DISASTER DETAILS	Disaster Number (XXXX-DR/EM-ST):	
☐ Site Sheets		Applicant Name:	
☐ Site Costs		Category:	
☐ Cost Summary Roll-Up		PW Reference Number:	
☐ Fringe Benefits	KEY STAFF	PW Prepared By:	
☐ Labor		Preparer Title:	
☐ Equipment		PA Crew Leader:	
☐ Materials		State Representative:	
☐ Contracts		Applicant Representative:	
☐ Rental Equipment			
☐ Direct Admin Costs			
☐ Estimator I			
☐ Estimator II			

ATTENTION

Effective June 2012, all Project Worksheets must be entered directly into EMMIE by the Project Specialist.

This form is unprotected to allow modifications based on amount of data and applicant policies. Please use caution when adding/deleting rows to ensure formulas are maintained and copied correctly. If you do not feel comfortable modifying the spreadsheet, please contact your immediate supervisor.

INSTRUCTIONS

Complete all yellow fields. Data will autopopulate other sheets in Excel Workbook.

- Yellow fields represent data that must be entered.
- Blue fields represent fields that are calculations or are autofilled
- Green fields represent totals that are transferred to the Cost Summary Roll-Up

If pages do not print correctly, select "View" and "Page Break Preview" and adjust manually.

U.S. DEPARTMENT OF HOMELAND SECURITY FEDERAL EMERGENCY MANAGEMENT AGENCY PROJECT WORKSHEET				OMB No. 1660-0017 Expires October 31, 2008	
PAPERWORK BURDEN DISCLOSURE NOTICE					
Public reporting burden for this form is estimated to average 90 minutes per response. Burden means the time, effort and financial resources expended by persons to generate, maintain, disclose, or to provide information to us. You may send comments regarding the burden estimate or any aspect of the collection, including suggestions for reducing the burden to: Information Collections Management, U.S. Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472, Paperwork Reduction Project (OMB Control Number 1660-0017). You are not required to respond to this collection of information unless a valid OMB number appears in the upper right corner of this form. NOTE: Do not send your completed questionnaire to this address.					
DISASTER FEMA-_____-DR-_____-	PROJECT NO.	PA ID NO.	DATE	CATEGORY	
DAMAGED FACILITY			WORK COMPLETE AS OF _____:_____:_____%		
APPLICANT		COUNTY			
LOCATION			LATITUDE	LONGITUDE	
DAMAGE DESCRIPTION AND DIMENSIONS					
SCOPE OF WORK					
Does the Scope of Work change the pre-disaster conditions at the site? ☐ Yes ☐ No					
Special Considerations issues included? ☐ Yes ☐ No Hazard Mitigation proposal included? ☐ Yes ☐ No					
Is there insurance coverage on this facility? ☐ Yes ☐ No					
PROJECT COST					
ITEM	CODE	NARRATIVE	QUANTITY/UNIT	UNIT PRICE	COST
TOTAL COST				➔	
PREPARED BY		TITLE	SIGNATURE		
APPLICANT REP.		TITLE	SIGNATURE		

FEMA Form 90-91, FEB 06

REPLACES ALL PREVIOUS EDITIONS.

PROJECT WORKSHEET INSTRUCTIONS

The Project Worksheet must be completed for each identified damaged project. A project may include damages more than one site.

After completing all Project Worksheets, submit the worksheets to your Public Assistance Coordinator.

Identifying Information

Disaster: Indicate the disaster declaration number as established by FEMA (i.e. "FEMA 1136-DR-TN", etc.).

Project No.: Indicate the project designation number you established to track the project in your system (i.e. 1,2,3, etc.).

PA ID No.: Indicate your Public Assistance identification number on this space. This is optional.

Date: Indicate the date the worksheet was prepared in MM/DD/YY format.

Category: Indicate the category of the project according to FEMA specified work categories (i.e., A,B,C,D,E,F,G). This is optional.

Applicant: Name of the government or other legal entity to which the funds will be awarded.

County: Name of the county where the damaged facility is located. If located in multiple counties, indicate "Multi-County."

Damage facility: Identify the facility and describe its basic function and pre-disaster condition.

Work Complete as of: Indicate the date the work was assessed in the format of MM/DD/YY and the percentage of work completed to that date.

Location: This item can range anywhere from an "address," "intersection of...", "1 mile south of...on..." to "county wide." If damages are in different locations or different counties please list each location. Include latitude and longitude of the project if known.

Damage Description and Dimensions: Describe the disaster-related damage to the facility, including the cause of the damage and the area or components affected.

Scope of Work: List work that has been completed, and work to be completed, which, is necessary to repair disaster-related damage.

Does the Scope of Work change the pre-disaster conditions of the site: If the work described under the Scope of Work changes the site conditions (i.e. increases/decreases the size or function of the facility or does not replace damage components in kind with like materials), check (x) yes. If the Scope of Work returns the site to its pre-disaster configuration, capacity and dimensions check (x) no.

Special Considerations: If the project includes insurable work, and/or is affected by environmental (NEPA) or historic concerns, check (x) either the Yes or No box so that appropriate action can be initiated to avoid delays in funding. Refer to *Applicant Handbook* for further information.

Hazard Mitigation: If the pre-disaster conditions at the site can be changed to prevent or reduce the disaster-related damage, check (x) Yes. If no opportunities for hazard mitigation exist check (x) no. Appropriate action will be initiated and avoid delays in funding. Refer to *Applicant Handbook* for further information.

Is there insurance coverage on this facility: Federal law requires that FEMA be notified of any entitlement for proceeds to repair disaster-related damages from insurance or any other source. Check (x) yes if any funding or proceeds can be received for the work within the Scope of Work from any source besides FEMA.

Project Cost

Item: Indicate the item number on the column (i.e. 1, 2, 3, etc.). Use additional forms as necessary to include all items.

Code: If using the FEMA cost codes, place the appropriate number here.

Narrative: Indicate the work, material or service that best describes the work (i.e. "force account labor overtime", "42 in. RCP", "sheet rock replacement", etc.).

Quantity/Unit: List the amount of units and the unit of measure ("48/cy", "32/lf", "6/ea", etc.).

Unit Price: Indicate the price per unit.

Cost: This item can be developed from cost to date, contracts, bids, applicant's experience in that particular repair work, books which lend themselves to work estimates, such as RS Means, or by using cost codes supplied by FEMA.

Total Cost: Record total cost of the project.

Prepared By: Record the name, title, and signature of the person completing the Project Worksheet.

Applicant Rep.: Record the name, title, and signature of Applicant's representative.

Records Requirements

Please review the *Applicant Handbook, FEMA 323* for detailed instructions and examples.

For all completed work, the applicant must keep the following records:

- *Force account labor documentation sheets identifying the employee, hours worked, date and location;
- *Force account equipment documentation sheets identifying specific equipment, operator, usage by hour/mile and cost used;
- *Material documentation sheets identifying the type of material, quantity used and cost;
- *Copies of all contracts for work and any lease/rental equipment costs.

For all estimated work, keep calculations, quantity estimates, pricing information, etc. as part of the records to document the "cost/estimate" for which funding is being requested.

CDAA FORM 1

*For Internal Use Only*

Cal EMA Application #: _____

Disaster No #: _____

DUNS #: _____

PROJECT APPLICATION
CALIFORNIA DISASTER ASSISTANCE ACT PROGRAM

1. APPLICANT'S NAME AND ADDRESS

APPLICANT: _____

ADDRESS: _____

CITY & ZIP: _____

PHONE: _____

2. APPLICANT'S AUTHORIZED AGENT

(Attach Resolution of Designation unless an accurate "universal" resolution is on file.)

NAME: _____

TITLE: _____

ADDRESS: _____

CITY & ZIP: _____

PHONE: _____

FACSIMILE: _____

E-MAIL: _____

3. PROJECT SUMMARY – Attach a List of Projects as defined in Title 19 of the California Code of Regulations, Section 2970(a)(4).**ASSURANCES AND AGREEMENTS**

- A. The applicant certifies (to the best of his knowledge and belief) the disaster relief work herein described for which state financial assistance is requested, is eligible in accordance with the criteria contained in the Disaster Assistance Act (Government Code, Section 8680 et seq).
- B. The applicant is the legal entity responsible under law for the performance of the work detailed and accepts such responsibility.
- C. The applicant certifies that the disaster relief work herein described for which state assistance is requested hereunder, does not or will not duplicate benefits received for the same loss from another source.
- D. The applicant certifies that they have undertaken to recover maximum federal participation in funding street and highway project and public facility projects.
- E. The applicant certifies that all information given herein is to the best of its knowledge and belief, true and correct.
- F. The applicant agrees to (1) provide without cost to the state all lands, easements, and rights-of-way necessary for accomplishment of the approved work and
- (2) The applicant agrees to hold and save the State of California, its officers, agents and employees free from damages due to the approved work.
- G. (1) The applicant agrees to comply with Section 3700 of the Labor Code, which requires every employee to be insured against liability for Workmen's Compensation, or to undertake self insurance in accordance with provisions of the code; and will comply with such provisions before commencing the performance of the work.
- (2) The applicant agrees to comply with the Fair Practices Act in connection with the performance of work under this agreement wherein it agrees it will not willfully discriminate against any employee or applicant for employment because of race, color, religion, ancestry, sex, age or national origin; and it agrees to take affirmative action to insure that applicants for employment are employed, and that employees are treated during employment, without regard to their race, color, religion, ancestry, sex, age or national origin, and hereby gives assurance that it will immediately take any measures necessary to effectuate this agreement.

PROJECT APPLICATION
CALIFORNIA DISASTER ASSISTANCE ACT PROGRAM

(3) If any real property or structure thereon is provided or improved with the aid of the state financial assistance extended to the applicant, this assurance shall obligate the applicant, or in the case of such property, any transferee for the period during which the provision of similar services or benefits. If any personal property is so provided, this assurance shall obligate the applicant for the period during which it retains ownership or possession of the property. In all other cases, this assurance shall obligate the applicant for the period during which the state financial assistance is extended to it by the agency.

(4) This assurance is given in consideration of, and for the purpose of obtaining any and all state grants, loans, reimbursement, advances, contracts, property, discount, or other state financial assistance extended after the date hereon to the applicant. The applicant recognizes and agrees that such state financial assistance will be extended in reliance on the representations and agreements made in this assurance and that the state shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the applicant, its successors, transferees and assignees, and a person or persons whose signatures appear on this form, or is authorized to sign this assurance on behalf of the applicant.

- H. The applicant certifies that all financial assistance received under this application will be, or has been, expended in accordance with applicable laws and regulations. The applicant certifies that any work performed by a state agency at their request shall be agreed upon in writing and be subject to the State Contract Act. The applicant certifies that the work performed, or to be performed, is in accordance with the state and local laws governing the performance of such work.
- I. The applicant certifies compliance with Standardized Emergency Management System (SEMS) requirements as stated in the California Emergency Services Act, Government Code, Chapter 7 of Division 1 of Title 2, Section 8607.1(e) and CCR Title 19, Sections 2445, 2446, 2447 and 2448.
- J. The applicant certifies that on contracts involving expenditures in excess of \$25,000, it obtained from the contractor a payment bond in accordance with Sections 3247 through 3252 of the Civil Code.
- K. **BY ACCEPTING THESE FUNDS, THE APPLICANT IS NOT FORFEITING ANY RIGHTS WHATSOEVER, INCLUDING THE RIGHT TO A FAIR HEARING.**

4. SIGNATURE OF APPLICANT'S AUTHORIZED AGENT

"I, the official named below, CERTIFY UNDER PENALTY OF PERJURY that I am duly authorized by the above named subgrantee to enter into this agreement for and on behalf of the said subgrantee, and by my signature do bind the subgrantee to the terms thereof."

SIGNATURE: _____ DATE: _____

TITLE: _____

5. Cal EMA APPROVAL

SIGNATURE: _____ DATE APPROVED: _____

TITLE: _____

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HAZARD MITIGATION

PURPOSE

This section establishes actions, policies and procedures for implementing Section 409 (Minimum Standards for Public and Private Structures) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288, as amended), following a Presidentially declared Emergency or Major Disaster. It also assigns hazard mitigation responsibilities to various elements of federal, state, and local governments in California.

AUTHORITIES AND REFERENCES

Activities enumerated in this enclosure will be conducted in accordance with the enabling legislation, plans, and agreements listed in **Part One, Section Four - Authorities and References**.

GENERAL

Hazard mitigation is defined as any action taken to reduce or eliminate the long-term risk to human life and property from natural hazards. Section 409 of Public Law 93-288 requires, as a condition to receiving federal disaster aid that repairs and reconstruction be done in accordance with applicable codes, specifications, and standards. It also requires that the state or local government recipients of federal aid evaluate the natural hazards of the area in which the aid is to be used, and take action to mitigate them, including safe land use and construction practices. Section 322 of Public Law 106-390 requires, as a condition of receiving certain federal disaster aid, that local governments develop a mitigation plan that outlines processes for identifying the natural hazards, risks, and vulnerabilities in their jurisdiction. Mitigation plans must:

- Describe action to mitigate hazards, risks, and vulnerabilities under the plan.
- Establish a strategy to implement those plans.

Specific plan requirements are listed in 44 CFR Section 201.6. Local jurisdictions without an approved hazard mitigation plan will not be eligible to receive funds for the Hazard Mitigation Grant (HMGP), Pre-Disaster Mitigation (PDM) or Flood Mitigation Assistance (FMA) programs.

Local mitigation plans are the jurisdiction's commitment to reduce risks from natural hazards and guide decision makers as the commit resources to reduce the damage from natural hazards. Hazard mitigation planning and actions are continuous year-round efforts.

PRE-DISASTER MITIGATION (PDM)

The Pre-Disaster Mitigation (PDM) grant program may provide financial assistance to local jurisdictions to develop and update plans or identify and mitigate pre-disaster conditions to reduce vulnerability.

PDM funding is provided through the National Pre-Disaster Mitigation Fund and is subject to Congressional appropriations. PDM projects are nationally competitive and opportunities to apply for grants are announced once a year by CalOES.

To be effective, hazard mitigation actions must be taken in advance of a disaster. After disaster strikes, mitigation opportunities exist only during recovery, and even those opportunities can be limited by the absence of advance planning. Nevertheless, the immediate

post-disaster period does present special opportunities for mitigation. Section 409 deals with the opportunities presented in a current disaster to mitigate potential hardship and loss resulting from future disasters. Thus, hazard mitigation is a continuing year-round effort and activity in which all local communities and state agencies are encouraged to prepare hazard mitigation plans that identify ways to reduce damage caused by disasters. Hazard mitigation includes such activities as:

- Improving structures and facilities at risk.
- Identifying hazard-prone areas and developing standards for prohibited or restricted use.
- Recovery and relief from loss, including insurance.
- Providing hazard warning and protecting the population.

Following a presidential disaster declaration, the Hazard Mitigation Grant Program (HMGP) is activated. The HMGP is authorized by Section 404. The program's purpose is to fund projects which are cost-effective and which substantially reduce the risk of future damage, hardship, loss or suffering resulting from a major natural disaster. Grants are available to eligible applicants in the declared areas only.

The HMGP funded for each disaster; total allocation is based upon a sliding scale of between 7.5 and 15 percent share of the Federal Emergency Management Agency (FEMA) estimate of all public infrastructure damages (not emergency work) and individual assistance costs in a particular disaster. . The federal contribution can be up to 75 percent of the cost of the hazard mitigation project approved for funding, with applicants providing match funding through a combination of either state, local or private sources. HMGP funds cannot be used as the sole match for other federally funded programs.

The Disaster Mitigation Act of 2000 states that any state, local or tribal government that has an approved Disaster Mitigation Plan may be eligible for 20% of the total estimated eligible Project Worksheets.

“(e) INCREASED FEDERAL SHARE FOR HAZARD MITIGATION MEASURES.

(1) IN GENERAL.—If, at the time of the declaration of a major disaster, a State has in effect an approved mitigation plan under this section, the President may increase to 20 percent, with respect to the major disaster, the maximum percentage specified in the last sentence of section 404(a)”. Disaster Mitigation Act, Title II, Section 322 (e).

Section 404 funding may not be used to fund any mitigation project that might be eligible under Public Assistance or other federal programs, although it might be used to complement or enhance mitigation funded under Individual or Public Assistance. By regulation Section 404 funding is the funding of last resort.

IMPLEMENTATION

Following each Presidentially declared Emergency or Major Disaster, the Regional Director of the Federal Emergency Management Agency (FEMA) and the Governor execute a document called the Federal/State Agreement. This agreement includes appropriate provisions for hazard mitigation. Under the "typical paragraph" set out to serve this purpose, the State agrees to:

- Evaluate or have the applicant evaluate specific natural hazards in the disaster area, and make appropriate recommendations to mitigate them.
- Follow up with applicants to ensure that the appropriate hazard mitigation actions are taken.
- Follow up with applicants to ensure that the appropriate hazard mitigation plan or plans are developed and submitted to the FEMA Regional Director for concurrence.
- Review and update as necessary disaster mitigation portions of emergency plans.

A hazard mitigation officer is appointed for the state and local applicant. These individuals will constitute the hazard mitigation survey team which will:

- Identify significant hazards in the affected areas, giving priority to disaster-related hazards.
- Evaluate impacts of these hazards and recommend mitigation measures.

The hazard mitigation survey team uses information from Project Worksheets (PWs) and visits selected sites where significant damage has occurred. The state and local representatives on the hazard mitigation survey team are responsible for ensuring that there is adequate consultation among interested federal, state, and local parties.

The hazard mitigation survey team also prepares a hazard mitigation plan which is submitted to the FEMA Regional Director through the Governor's authorized representative within 180 days after a Presidential declaration. The objectives of the plan are to:

- Recommend hazard mitigation measures for local, state, and federal agencies.
- Establish short and long-term planning frameworks for implementation of hazard mitigation efforts.

CONCEPT OF OPERATIONS

Each applicant is expected to use its resources and capabilities as necessary to perform emergency work, such as debris removal or emergency measures to save lives, or to protect public health and safety, or to protect property, before requesting assistance from state or federal government. Local, state, and federal preliminary damage assessments are used to identify major hazards and opportunities for hazard mitigation activities prior to a declaration of Major Disaster or Emergency. Damage survey reports shall include identification of hazards and shall recommend mitigation measures to be incorporated into the repair work.

The federal/state hazard mitigation survey team shall review applicable land use regulations, construction standards, and other appropriate hazard mitigation measures. Utilizing information from preliminary damage assessments, PWs, and all other pertinent information, the team shall visit the sites of significant damage and shall evaluate all hazards at those sites. For each identified significant hazard the team shall include appropriate hazard mitigation recommendations.

In cases where no plans for hazard mitigation exist or are inadequate, the team shall report its findings and make recommendations to develop, improve or maintain hazard mitigation plans. Existing local and state hazard mitigation plans shall be updated and new ones developed as

deemed necessary. Technical advice and assistance will be sought from federal, state and local agencies in developing new plans or updating existing plans to mitigate hazards identified.

The hazard mitigation survey team shall make recommendations on any needs for new mapping or remapping of high hazard areas.

RESPONSIBILITIES

A set procedure has been established for hazard mitigation following a disaster, to avoid similar disasters in the future. Hazard mitigation measures include avoidance, reduction and land use regulations.

The FEMA Regional Director is responsible for hazard mitigation actions under the terms of the Federal/State Agreement. The Regional Director shall provide overall leadership with respect to the general administration of Section 409 to ensure that the ultimate benefits to be gained through effective hazard mitigation programs are not diminished. The Regional Director also provides technical advice and assistance.

State and local governments will be encouraged to adopt safe land use practices and construction standards. A representative of the California Emergency Management Agency (Cal OES) will be appointed by the Governor and will be responsible for state performance of hazard mitigation activities under the Federal/State Agreement.

The applicant's authorized representative, appointed locally, is responsible for local performance of hazard mitigation measures under the terms of the Federal/State Agreement. The applicant's authorized representative shall, to the extent of legal authority, implement and enforce land use regulations and safe construction practices which are agreed upon as conditions for FEMA grants or loans. Each city and county is charged with implementing and enforcing its own hazard mitigation measures.

Local Government Responsibilities

The key responsibilities of local governments are to:

- **Participate** in the process of evaluating hazards and adoption of appropriate hazard mitigation measures, including land use and construction standards.
- **Appoint** a Local Hazard Mitigation Officer, if appropriate.
- **Participate** on Hazard Mitigation Survey Teams and Inter-agency Hazard Mitigation Teams, as appropriate.
- **Participate** in the development and implementation of section 409 plans or plan updates, as appropriate.
- **Coordinate and monitor** the implementation of local hazard mitigation measures.

Flood Mitigation Assistance Program (FMA)

FEMA's Flood Mitigation Assistance Program (FMA) provides funding to communities to reduce or eliminate the long-term risk of flood damage to buildings, manufactured homes and

other structures insurable under the National Flood Insurance Program (NFIP). The program provides grants for mitigation planning, projects and technical assistance to reduce claims under the NFIP. A priority of the FMA Program is to fund flood mitigation activities that reduce the number of repetitive loss structures insured by the NFIP. Repetitive loss structures are those that have sustained two or more losses, each exceeding \$1000, within a ten year period. FEMA encourages communities to develop plans that address repetitive loss properties.

The federal contribution for an individual HMGP, PDM or FMA project can be up to 75 percent of the cost of the proposed project with applicants providing match funding through a combination of either state, local or private sources. Awards go to projects that best demonstrate the goals and objectives of local mitigation programs. HMGP funding may not be used to fund any mitigation project that is eligible under Public Assistance or other federal programs, though it may be used to complement or enhance mitigation funded under Individual or Public Assistance.

IMPLEMENTATION

Following each Presidentially declared Emergency or Major Disaster, the Regional Director of the Federal Emergency Management Agency (FEMA) and the Governor execute a document called the Federal/State Agreement. This agreement includes appropriate provisions for hazard mitigation. Under the "typical paragraph" set out to serve this purpose, the State agrees to:

- Evaluate or have the applicant evaluate specific natural hazards in the disaster area, and make appropriate recommendations to mitigate them.
- Follow up with applicants to ensure that the appropriate hazard mitigation actions are taken.
- Follow up with applicants to ensure that the appropriate hazard mitigation plan or plans are developed and submitted to the FEMA Regional Director for concurrence.
- Review and update as necessary disaster mitigation portions of emergency plans.

A hazard mitigation officer is appointed for the state and local applicant. These individuals will constitute the hazard mitigation survey team which will:

- Identify significant hazards in the affected areas, giving priority to disaster-related hazards.
- Evaluate impacts of these hazards and recommend mitigation measures.

The hazard mitigation survey team uses information from Project Worksheets (PWs) and visits selected sites where significant damage has occurred. The state and local representatives on the hazard mitigation survey team are responsible for ensuring that there is adequate consultation among interested federal, state, and local parties.

The hazard mitigation survey team also prepares a hazard mitigation plan which is submitted to the FEMA Regional Director through the Governor's authorized representative within 180 days after a Presidential declaration. The plan:

- Recommends hazard mitigation measures for local, state, and federal agencies.
- Establishes short and long-term planning frameworks for implementation of hazard mitigation efforts.

The State sets mitigation priorities and awards for HMGP grants. FEMA conducts the final eligibility review to ensure that all projects are compliant with Federal regulations. This includes the Federal law that requires States and communities to have FEMA-approved mitigation plans in place prior to receipt of HMGP project funds.

Responsibilities

Hazard mitigation measures include avoidance, reduction and land use regulations. Key responsibilities of local governments are to:

- **Participate** in the process of evaluating hazards and adoption of appropriate hazard mitigation measures, including land use and construction standards.
- **Appoint** a Local Hazard Mitigation Officer, if appropriate.
- **Participate** on Hazard Mitigation Survey Teams and Inter-agency Hazard Mitigation Teams, as appropriate.
- **Participate** in the development and implementation of section 409 plans or plan updates, as appropriate.
- **Coordinate and monitor** the implementation of local hazard mitigation measures.

SAMPLE DISASTER PO/AP SLIP

Microsoft Excel - emergency projects.xls

File Edit View Insert Format Tools Data Window Help

Type a question for help

75%

ARIAL 10 B I U

J14

Emergency Purchase/Payables Disaster Accounting Project Slip						
Affix this slip with any PO requests or Check RRequests made in connection to a declared Emergency categorizing the work/task and identifying the location:						
	Project Code	Task Code	Subtask Code	TASK TITLE	SUBTASK TITLE	LOCATION
1						
2						
3						
4	☐	Emergenc	ad	f01	Administration	Administration
5	☐	Emergenc	dc	f11	Debris Clearance	Debris Clearance - Public Roads & Street
6	☐	Emergenc	dc	f12	Debris Clearance	Debris Clearance - Public Property
7	☐	Emergenc	dc	f13	Debris Clearance	Debris Clearance - Private Property
8	☐	Emergenc	dc	f14	Debris Clearance	Debris Clearance - Structural Demolition
9	☐	Emergenc	of	f71	Other Facilities	Other Facilities: Park
10	☐	Emergenc	of	f72	Other Facilities	Other Facility: Recreational Facilities
11	☐	Emergenc	pb	f51	Public Buildings	Public Bldgs/Equip: Public Buildings
12	☐	Emergenc	pb	f52	Public Buildings	Public Bldgs/Equip: Supplies
13	☐	Emergenc	pb	f53	Public Buildings	Public Bldgs/Equip: Vehicles & Equipment
14	☐	Emergenc	pb	f54	Public Buildings	Public Bldgs/Equip: Transportation System
15	☐	Emergenc	pb	f55	Public Buildings	Public Bldgs/Equip: Higher Ed. Facility
16	☐	Emergenc	pr	f21	Protective Measures	Protective Measures - Life & Safety
17	☐	Emergenc	pr	f22	Protective Measures	Protective Measures - Health
18	☐	Emergenc	pr	f23	Protective Measures	Protective Measures - Property
19	☐	Emergenc	pr	f24	Protective Measures	Protective Measures - Stream & Drain Ch
20	☐	Emergenc	pu	f61	Public Utilities	Public Utility System: Water
21	☐	Emergenc	pu	f62	Public Utilities	Public Utility System: Storm
22	☐	Emergenc	pu	f63	Public Utilities	Public Utility System: Sewer
23	☐	Emergenc	pu	f64	Public Utilities	Public Utility System: Gas
24	☐	Emergenc	pv	f81	Private/Non-Profit Facilities	Private Non-Profit Facilities: Education
25	☐	Emergenc	pv	f82	Private/Non-Profit Facilities	Private Non-Profit Facilities: Emergency
26	☐	Emergenc	pv	f83	Private/Non-Profit Facilities	Private Non-Profit Facilities: Medical
27	☐	Emergenc	pv	f84	Private/Non-Profit Facilities	Private Non-Profit Facilities: Custodial
28	☐	Emergenc	rs	f31	Road Systems	Road Systems: Arterial Roads
29	☐	Emergenc	rs	f32	Road Systems	Road Systems: Bridges
30	☐	Emergenc	rs	f33	Road Systems	Road Systems: Traffic Control
31	☐	Emergenc	rs	f34	Road Systems	Road Systems: Streets
32	☐	Emergenc	rs	f35	Road Systems	Road Systems: Culverts
33	☐	Emergenc	rs	f36	Road Systems	Road Systems: Other

Sheet1 purchases Timesheets

Draw AutoShapes

Ready NUM

SAMPLE DISASTER TIMESHEET

The screenshot displays a Microsoft Excel spreadsheet titled "Microsoft Excel - Timesheet-Emergency.xls". The interface includes a standard menu bar (File, Edit, View, Insert, Format, Tools, Data, Window, Help) and a toolbar with various icons for file operations and formatting. The spreadsheet is set to "Univers (W1)" and "AD10".

The main data area is a time sheet for "City of West Hollywood". It features a grid with columns for days of the week (Sat, Sun, Mon, Tue, Wed, Thu, Fri) and rows for different activities. A large "Page 1" watermark is overlaid on the center of the grid.

On the right side of the spreadsheet, there is a form for "EMPLOYEE" information. It includes fields for "EMPLOYEE NO.", "DIVISION NUMBER", "WORKWEEK BEGINS AT:", "EMPLOYEE NAME", "SUPERVISOR", and "DEPT. DIRECTOR". Below these fields, there is a table for "HOURS WORKED" with columns for "REG", "OT", "LVS", "C.E.", and "C.O.". The table shows values for "REG" (180), "OT" (182), "LVS" (187), "C.E." (187), and "C.O." (187).

The bottom of the spreadsheet shows a status bar with "Ready" and "NUM".

SAMPLE DISASTER MATERIALS RECORD

City of West Hollwood											
Materials Record											
Date Prepared:	(Date)			Page	(1) of	(1)					
Location of Work:	(City)			Time Period:	(Date)						
Description of Work:	(Shelter Operations etc)			State DSR No.	(enter #)						
Record Prepared By:	(Your Name)			Fed DSR No.	(enter #)			Job Site Number:	(enter #)		
OES No.											
FEMA-	(#)	-DR		Category	() A	() B	() C	() D	() E	() F	() G
P.A. No.											
Vendor	Description	Quantity	Unit Price	Extension	Tax	Total Price	Info	From Stock	Date Bought	Date Used	
				0.00	0.00	\$0.00					
				0.00	0.00	\$0.00					
				0.00	0.00	\$0.00					
				0.00	0.00	\$0.00					
				0.00	0.00	\$0.00					
				0.00	0.00	\$0.00					
				0.00	0.00	\$0.00					
				0.00	0.00	\$0.00					
				0.00	0.00	\$0.00					
				0.00	0.00	\$0.00					
				0.00	0.00	\$0.00					
				0.00	0.00	\$0.00					
I certify that this is a true copy:						\$0.00	EOC Form 009 (rev 4/97)				

SAMPLE DISASTER FORCE ACCOUNT EQUIPMENT RECORD

[illegible]

TYPES OF RECOVERY PROGRAMS

The matrix below depicts some of the recovery programs that may become available during the recovery phase.

NO PROCLAMATION REQUIRED:			
Emergency Loan Program	Farmers Ranchers Aquaculturists	U.S.D.A. Farm Services Agency	At least 30 percent crop production or physical loss. US Secretary of Agriculture has discretionary authority to consider other factors.
Physical Loss Loans	Individuals Businesses	U.S. Small Business Administration (SBA)	A minimum of 25 homes and/or businesses, each sustaining uninsured losses of 40 percent or more of value.
Economic Injury Loans	Businesses	SBA	Governor (or designee) must certify that at least five business concerns have experienced substantial economic injury as a result of disaster.
Fire Management Assistance Grant	State and Local Government	Federal Emergency Management Agency (FEMA)	Reimbursement of fire suppression costs that exceed state threshold.
LOCAL EMERGENCY PROCLAMATION REQUIRED:			
California Disaster Assistance Act - Director's Concurrence	Local Governments	CALOES	Requires concurrence of the CALOES Secretary. Reimbursement limited to Permanent restoration costs.
GOVERNOR'S STATE OF EMERGENCY PROCLAMATION REQUIRED:			
California Disaster Assistance Act	Local Governments	CALOES	Permanent restoration and emergency work reimbursed.
PRESIDENTIAL EMERGENCY DECLARATION REQUIRED:			
Public Assistance - Emergency Declaration	Local Governments, State agencies, Certain Non-Profits, Indian Tribes	FEMA	Reimbursement limited to emergency work costs and to \$5 million per event.
PRESIDENTIAL MAJOR DISASTER DECLARATION REQUIRED:			
Assistance to Individuals and Households Program (IHP)	Individuals	FEMA/State cost share	Significant impacts to real and personal property when financial assistance cannot be addressed by other means (i.e., personal insurance).
State Supplemental Grant Program	Individuals	State of California	Significant impacts to real and personal property when financial assistance cannot be addressed by other means (i.e., IHP assistance, personal insurance).
Crisis Counseling	County Mental Health	FEMA	Disaster-related mental health needs beyond local government resources.
Disaster Unemployment Assistance	Individuals	U.S. Department of Labor	Significant impacts to employment or place of work as a result of a major disaster (including self-employed and farmers)
Public Assistance - Major Disaster Declaration	Local Governments, State agencies, Certain Non-Profits, Indian Tribes	FEMA	Reimbursement for permanent restoration and emergency work.

Individual Assistance Section

The CALOES Individual Assistance Section coordinates with local, state and federal entities to provide recovery assistance following a disaster that impacts individuals, businesses, and/or the agricultural community in the State of California. This may include:

- Providing pre-disaster guidance and training to public entities in order to maximize assistance
- Facilitating and coordinating preliminary damage assessments to determine the impact of disaster
- Coordinating the implementation of local, state, and federal assistance programs to address disaster-related needs
- Monitoring programmatic progress and in certain circumstances provide oversight in program administration
- Establishing local assistance centers in partnership with local, state, and federal entities to facilitate disaster recovery

Types of Assistance Individual Assistance Program assistance may include:

- Loans or grants for real and/or personal property losses
- Tax relief
- Crisis counseling
- Information on veteran's, Social Security, contractor, or insurance services
- Housing assistance
- Repair or replacement of real and personal property
- Unemployment and job training
- Assistance for agricultural losses
- Food commodities
- Business and personal tax relief
- Legal services
- Contractor information
- Insurance information
- Other unmet emergency needs.

Programs The following individual assistance (IA) programs are examples of assistance that may become available, dependent on the size and scope of the event.

- Assistance to Individuals and Households Program (IHP)
- State Supplemental Grant Program (SSGP)
- U.S. Department of Agriculture (USDA) Emergency Loans
- U.S. Small Business Administration (SBA) Disaster Loan Programs
- Disaster Unemployment Assistance (DUA)
- Mental Health services

ACTIVITY LOG

1. INCIDENT NAME		2. Operational Period:		Date From:	Date To:
				Time From:	Time To:
3. Name:		4. EOC Position:		5. Unit Leader (Name and Position)	
7. RESOURCES ASSIGNED:					
NAME		EOC POSITION		Contact Number	
8. ACTIVITY LOG (CONTINUE ON REVERSE):					
Date/Time	Notable Activities				
8. Prepared by: Name: _____ Position/Title: _____ Signature: _____					
Activity Log, Page 1	Date/Time: _____				

1. INCIDENT NAME	2. Operational Period:	Date From:	Date To:
		Time From:	Time To:

8. ACTIVITY LOG (CONTINUED FROM PAGE 1):

[illegible]

8. Prepared by: Name: _____ Position/Title: _____ Signature: _____

Activity Log, Page 2	Date/Time: _____

CONTRACT WORK SUMMARY RECORD (SAMPLE)

DEPARTMENT OF HOMELAND SECURITY FEDERAL EMERGENCY MANAGEMENT AGENCY CONTRACT WORK SUMMARY RECORD				PAGE ____ OF ____		O.M.B. No. 1665-0017 Expires December 31, 2017	
APPLICANT		PAID NO.	PROJECT NO.		DISASTER		
LOCATION/SITE		CATEGORY		PERIOD COVERING			
DESCRIPTION OF WORK PERFORMED							
DATES WORKED	CONTRACTOR	BILLING/INVOICE NUMBER	AMOUNT	COMMENTS-SCOPE			
GRAND TOTAL							
I CERTIFY THAT THE INFORMATION WAS OBTAINED FROM PAYROLL, INVOICES, OR OTHER DOCUMENT THAT ARE AVAILABLE FOR AUDIT.							
CERTIFIED		TITLE		DATE			

FEMA Form 90-128, FEB 09

Print Form

