

Part One, Section Eight **Emergency Operations**

Concept of Operations (CW-#9)

The City 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 city and department operating procedures will be adhered to unless directed otherwise by the Director of Emergency Services.
- All on-duty personnel are expected to remain on duty until relieved of duty. Off-duty personnel will be expected to return to work in accordance with the City's policies.
- While in a disaster mode, work shifts typically will be 12 hours on and 12 hours off for the duration of the event. The City's work shifts will typically begin at 7:00 a.m. and 7:00 p.m. The length of the work shifts may be adjusted to meet local conditions.

City Emergency Management Organization and Responsibilities

The City's Disaster/Emergency Management Organization (including emergency/disaster response and recovery) will be directed by the City Manager who serves as the Director of Emergency Services and has the responsibility for:

- Implementing the SEMS/NIMS Emergency Operations Plan (EOP).
- Working with the City Council and Emergency Response Committee per Article 3 Chapter 4 of the City's Municipal Code.
- Oversee all city disaster preparedness.

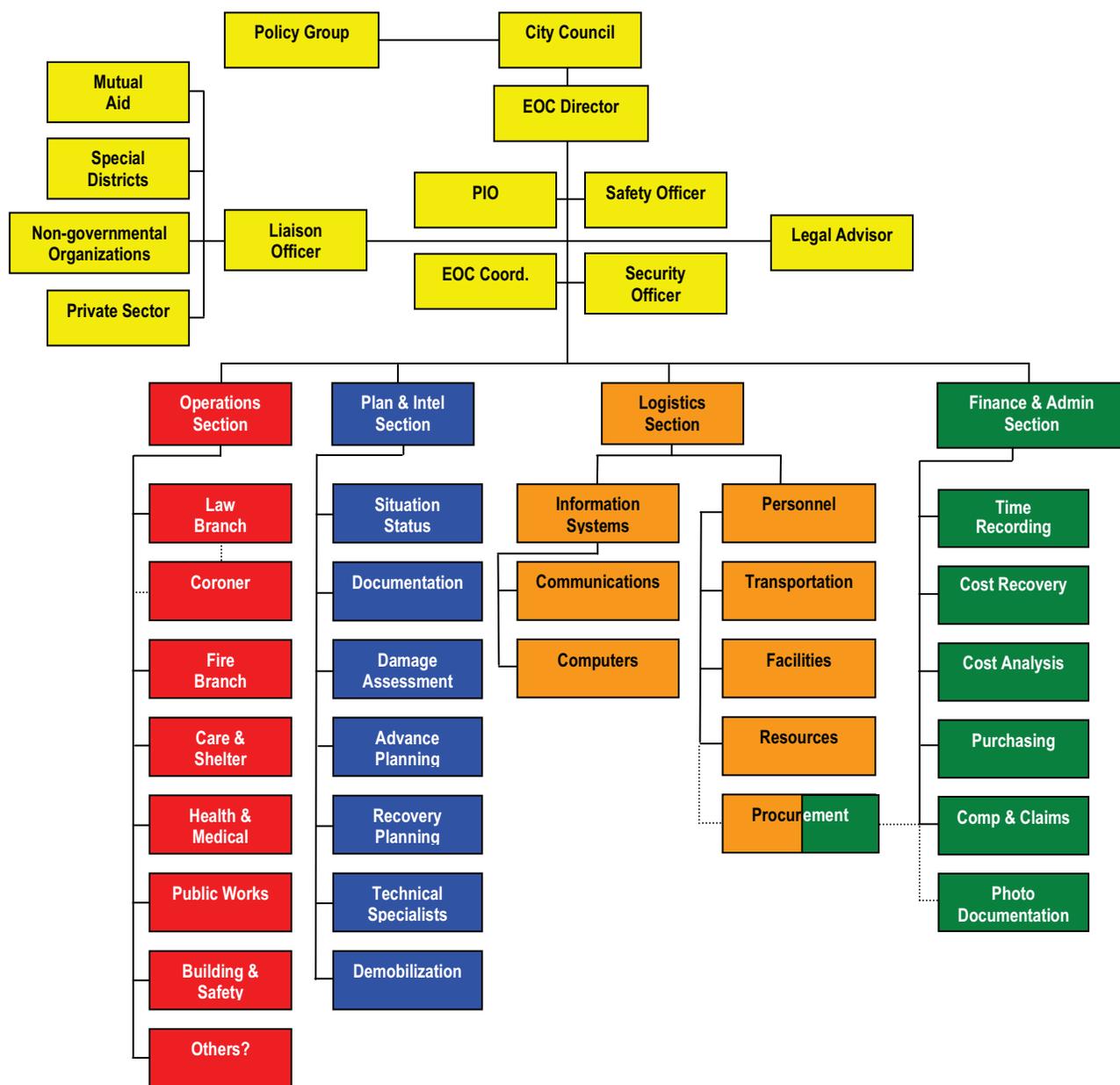
The designated EOC Director has overall responsibility for:

- Organizing, staffing and operating the Emergency Operations Center (EOC).
- All 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 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 Operational Area.

The City's EOC Functions Chart is in **Chart 1** and correlates to the City's Emergency/Disaster Responsibilities Matrix in **Chart 2**.

Chart 1 – SEMS/NIMS EOC Function Chart

(CW-#9, #10 and #12)



This ICS organization chart represents a full scale EOC activation for a large organization. The EOC for the City may not have all branches and units fully staffed, depending on the nature and extent of an event. To maintain the span of control, deputies may be appointed. When sections, branches or units are not activated, the responsibility for those functions rises to the next highest level of supervision. The EOC Director is responsible for maintaining the appropriate staffing levels.

Chart 2 (Fill in Chart Appropriately For Jurisdiction)

P=Primary

S=Support

City Emergency/ Disaster Responsibilities Matrix		City Council	City Manager	City Attorney	City Clerk	Fire	Police	Public Works	Human Resources	Recreation	Information Services	Planning/Dev.	Finance						
MANAGEMENT	Policy Group																		
	EOC Director.																		
	Liaison Officer																		
	EOC Coordinator																		
	Safety Officer																		
	Security Officer																		
	P.I.O.																		
	Legal Advisor																		
OPERATIONS	Operations Section Coord																		
	Law Branch																		
	Coroner Unit																		
	Fire Branch																		
	Care & Shelter Branch																		
	Health & Medical Branch																		
	Public Works Branch																		
	Building & Safety Branch																		
PLANNING	Plans/Intelligence Coord.																		
	Situation Status Unit																		
	Documentation Unit																		
	Damage Assessment Unit																		
	Advance Planning Unit																		
	Recovery Planning Unit																		
	Demobilization Unit																		
	Technical Specialists																		
LOGISTICS	Logistics Section Coord.																		
	Resources – or in Plans																		
	Personnel																		
	Facilities																		
	Transportation																		
	Procurement – or in Finance																		
	Information Systems																		
FINANCE	Finance/Admin Coord.																		
	Comp & Claims Unit																		
	Cost Recovery																		
	Purchasing																		
	Time Unit																		
	Cost Analysis																		

City Disaster Council (Emergency Response Committee)

In accordance with the California Emergency Services Act, the City was accredited by the State of California Emergency Council. The primary role of the Disaster Council is to develop and recommend for adoption the City's emergency plan, emergency services organization, mutual aid plans and agreements and any other emergency management-related rules and regulations.

The membership of the Disaster Council is designated in Bradbury Municipal Code Article 3 Chapter 4. The membership of the Council is as follows: Mayor (Chair), Director of Emergency Services (Vice Chair), Manager of Emergency Services, Section Chiefs of Emergency Services identified in the City's emergency plan and representatives of local groups and organizations) appointed by the Director, with the advice and consent of the City Council.

The Disaster Council meets as specified by the B.M.C. Article 3 Chapter 4 (upon call of the Chair, or in his/her absence, the Vice Chair). Given the role assigned to the Disaster Council by State law, it should be convened when a significant change is made to the City's emergency services organization or emergency plans or in the event of a major disaster.

Employee Assignments and Responsibilities

California Labor Code §3211.92(b) identifies public agency employees as Disaster Service Workers. Consequently, all on-duty City employees are expected to remain at work. Off-duty employees should report for work in accordance with City policy. If at home when a disaster occurs, employees are expected to ensure the welfare of their families and homes before reporting to work. **(See Appendix A for information on employee notification and recall and Appendix B for any City policies regarding disaster assignments.)**

At the time of an emergency, all City employees are eligible to be called upon to assume an emergency assignment. Should that become necessary, the City Manager may suspend normal City business activities. The Personnel Unit in the City EOC Logistics Section will coordinate recruiting, orienting and assigning City employees and volunteers to emergency tasks, as directed by the Director of Emergency Services.

In addition to being available for an emergency assignment, it is the responsibility of all City staff to:

- Be familiar with the City emergency organization, concept of emergency operations and the procedures outlined in this Emergency Operations Plan (EOP).
- Be familiar with department emergency procedures.
- Attend required emergency training and exercises.
- Maintain proficiency in any special skills needed for emergency assignment.

City Employee Notification and Recall (See Appendix A) (CW-#20)

- For obvious emergencies, (e.g., major earthquakes):
 - Employees pre-assigned to an emergency role/EOC function should automatically report to their duty station.
 - All other employees must:
 - Follow their respective department response plans.

- Monitor radio stations KFI 640 AM, KFWB 980 AM or KNX 1070 AM for instructions.
- Attempt to make contact with City Hall.
- Report for their next scheduled shift if no emergency instructions are available.

Emergency Operations Center (EOC) (CW-#11)

In normal conditions, day-to-day operations are conducted by departments and agencies that are widely dispersed throughout the City. In a major emergency or disaster, the City will use an Emergency Operations Center (EOC), from which centralized disaster/emergency management can be performed. This facilitates a coordinated response by the City and representatives of other organizations who are involved in the emergency response and recovery. The level of EOC staffing will vary with the specific disaster/emergency situation.

An EOC provides a central location for information and decision making, and allows for face-to-face coordination among personnel who must make emergency decisions. The following functions may be performed in the City's EOC:

- Managing and coordinating disaster/emergency operations.
- Receiving and disseminating warning information.
- Developing emergency policies and procedures.
- Collecting intelligence from, and disseminating information to, the various EOC representatives and to County, State, Federal and other agencies.
- Preparing intelligence summaries, situation reports, operational reports and other reports.
- Maintaining maps, display boards and other disaster related information.
- Continuing analysis of disaster information.
- Coordinating operational and logistical support.
- Maintaining contact and coordination with-department operations centers (DOCs), other local government EOCs and the Operational Area.
- Providing disaster/emergency information to the public and making official releases to the news media.
- Communications.
- Resource dispatching and tracking.

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

Level One

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

Level Two

Level Two activation may be a moderate to severe emergency/disaster wherein local resources are not adequate and mutual aid may be required on a regional or even statewide basis. Key management level personnel 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 may be proclaimed by the City/County and a State of Emergency may be proclaimed by the Governor.

Level Three

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

EOC Location and Description (CW-#13)

The primary EOC is located at: 600 Winston Avenue.

The alternate EOC is located at: 1600 West Huntington Drive, Duarte.

See Chart 3 EOC Floor Plan on following page.

The EOC totals **1,232** square feet and is divided among the Management, Operations, Logistics, Planning/Intelligence and Finance/Administration sections. **An amateur radio area is located in the and provides various communications capabilities.** Emergency power is provided by a diesel generator. The emergency fuel reserve is sufficient for **(how many days can the generator run on the fuel) days (how many gallons).** **Describe how your city provides for re-supply of fuel: _____.** The EOC has the capability to house and feed staff for **48** consecutive hours. On-site services include **(kitchen, bathrooms, food and water supply.**

The alternate EOC may be activated when the primary EOC is unusable. The Logistics Section will coordinate the relocation to the alternate EOC. The operational functions of the alternate EOC will be the same as those of the primary EOC. **(CW-#13)**

**Chart 3
EOC Floor Plan**

Add City EOC Floor Plan to this page

EOC Displays

Because the EOC's major purpose is gathering and sharing information for coordinated emergency response, status boards may be used to track information. All EOC sections must track information so that other EOC staff can quickly comprehend what actions have been taken, what resources are available and the damage in the City resulting from the disaster. The Planning/Intelligence Section is responsible for coordinating displays of information. All display charts, boards, and materials are stored in Storage unit located in the East Parking Lot.

A significant events log should be compiled for the duration of the emergency. It is the responsibility of the Planning/Intelligence Section to record key disaster information in the logs.

EOC Communications

Communications in the EOC include **telephone, cell phone, fax, computers, and CONNECT CTY** . The Logistics Section is responsible for communications.

EOC Facility Management (CW-#11)

Management of and maintaining operational readiness of the primary and alternate EOC facilities is the responsibility of the Management Analyst.

The EOC Director will have the primary responsibility for ensuring that the City Council is kept informed of the situation and will bring all major policy issues to the Council for review and decision.

EOC Activation Policy (CW-#14)

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

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

When to Activate the EOC

- An emergency situation that has occurred or might occur that 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, uncontrolled release or dam failure, act of terrorism, large-scale school incident and special events.
- An impending or declared "State of War Emergency".

Who Can Activate the EOC

The following individuals, either acting as the EOC Director or on behalf of the EOC Director, or their appointed representatives (**as referenced in Part One, Section Nine, Continuity of Government Lines of Succession**) are authorized to activate the EOC:

- City Manager
- Management Analyst
- City Clerk
- Chairperson of the Emergency Response Committee

EOC Activation Guidelines

- Call an official who has authority to activate the EOC (see list above) and request activation to the level needed.
- Identify yourself as the Incident Commander or other appropriate authority and provide a call-back confirmation phone number.
- Briefly describe the emergency/disaster situation requiring the EOC activation.
- Identify in general what EOC functions will be needed.

EOC Activation Procedures

- Determine level of EOC activation and staffing levels. (**See Chart 4, EOC Activation and Staffing Guidelines**)
- Notify EOC staff.
- Set up the EOC. (**See EOC Set Up Procedures in Part Two, Management Section Annex, Supporting Documents.**)
- Notify the Operational Area and your Disaster Management Area Coordinator (DMAC) that the City EOC has been activated.

All employees, elected officials and partner agencies will be advised when either the EOC or alternate EOC is activated.

EOC Deactivation Procedures (CW-#14)

- The EOC Director will determine which units, branches or sections are no longer needed and order EOC deactivation to begin.
- Deactivated units will complete all required paperwork and transfer any remaining tasks or responsibilities to the appropriate unit, branch or section.
- As EOC deactivation continues, this process will repeat itself.
- Notify the Operational Area and your Disaster Management Area Coordinator (DMAC) when the EOC deactivation is complete.

Chart 4 EOC Activation and Staffing Guidelines

Event/Situation	Activation Level	Minimum Staffing
Events with potential impacts on the health and safety of the public and/or environment	One	EOC Director
Severe Weather Issuances (see Part Two, Operations Annex Supporting Documents–NWS)		Other Designees
Significant incidents involving 2 or more Departments		<i>Note: May be limited to Department Operations Center activation.</i>
Power outages and Stage 1 and 2 power Emergencies		
Earthquake Advisory/Prediction Level One		
Two or more large incidents involving 2 or more departments	Two	EOC Director
Earthquake Advisory/Prediction Level Two or Three		Section Coordinators, Branches and Units as appropriate to situation
Major wind or rain storm		Liaison/Agency representatives as appropriate.
Wildfire affecting developed area		Public Information Officer
Major scheduled event		
Large scale power outages and Stage 3 power emergencies		
Hazardous materials incident involving large-scale or possible large-scale evacuations		
Hazardous materials incident involving large-scale or possible large-scale evacuations		
Events with potential impacts on the health and safety of the public and/or environment		
Major city or regional emergency – multiple departments with heavy resource involvement	Three	All EOC positions
Earthquake with damage in the City or adjacent cities.		
Events with potential impacts on the health and safety of the public and/or environment		

Coordination with the Field Response Level

Coordination among SEMS levels is clearly necessary for effective emergency response. In a major disaster/emergency, the City's EOC may be activated to coordinate the overall response while the Incident Command System is used by field responders. Incident Commanders may report to department operations centers (DOCs) which in turn will coordinate with the EOC. In some jurisdictions Incident Commanders may report directly to the EOC, usually to their counterpart in the Operations Section

Communication and Coordination with the Operational Area Level

Communications should be established between all cities and the Operational Area. Designated countywide emergency reporting systems should be used to coordinate and communicate reports and resource requests with the Operational Area EOC. If those systems are not available, all reports and requests are to be sent to the contact Sheriff's Station by means coordinated with and agreed to by the Watch Commander and City staff. The Sheriff's Station will then be responsible for sending the information to the Operational Area EOC. **(See Charts 5-A and 5-B, Information Reporting Process.)**

A City should report its status to the Operational Area EOC whether or not it has any disaster damage.

The Operational Area will use the Multi-Agency Coordinating System (MACS) concept when developing response and recovery operations.

Reporting to the Operational Area

City reports and notifications are to be made to the Operational Area. These reports and notifications include:

- Activation of the EOC.
- Proclamation of a Local Emergency.
- Reconnaissance (Recon) Reports.
- City Status Reports.
- Initial Damage Estimates.
- Incident Reports.
- Resource Requests.

Established reporting procedures include:

- Use of the designated countywide emergency reporting system.
- Phoning or faxing information to the Operational Area EOC.
- Contacting the contact Sheriff's Temple City Station by means coordinated with and agreed to by the Watch Commander and city staff. The **Temple City Sheriff's Station** is responsible for sending the information to the Operational Area EOC.
 - Verify with the Operational Area EOC as soon as possible that they have received your reports.
- Making contact via amateur radio (Disaster Communications Service).

(Reference: Los Angeles County Operational Area Disaster Information Reporting Procedures.)

(See Appendix A for listing of Contact Sheriff's Stations.)

Chart 5-A
City to Operational Area Information Reporting System –
EMIS Is Operational

DISASTER OCCURS



City EOC is activated



Contact your Disaster Management Area Coordinator



IF EMIS IS OPERATIONAL



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



City should call OEM (during normal work hours) or Duty Officer (after work hours)
to verify receipt of the report unless OEM has already verified with the city
If County cannot verify receipt of report, see Chart 5-B



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



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



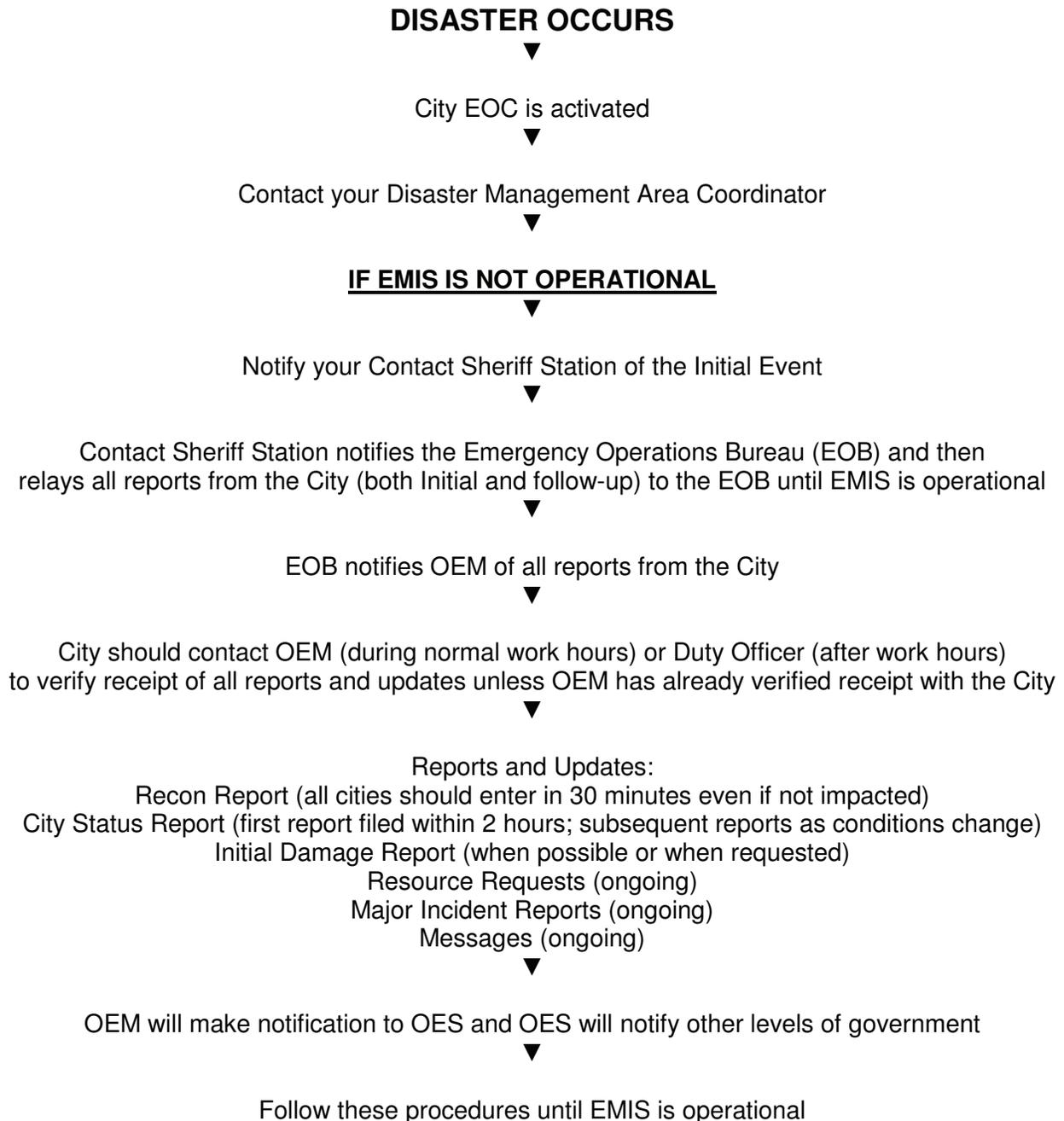
Reports and Updates:
City Status Report (first report filed within 2 hours; subsequent reports as conditions change)
Initial Damage Report (when possible or when requested)
Resource Requests (ongoing)
Major Incident Reports (ongoing)
Messages (ongoing)



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

Note: Telephone numbers for the various agencies are located in Appendix A
(Restricted Use)

Chart 5-B
City to Operational Area Information Reporting System –
EMIS Is Not Operational



- Note:**
- 1) Telephone numbers for the various agencies are located in Appendix A (Restricted Use)
 - 2) In the event all communication systems are down, relay information to Contact Sheriff Station via runner.

Resource Request Process

When a disaster or emergency occurs, a city will use its own internal assets to provide emergency services. If a city's internal assets are not sufficient, the City will normally make a request to a neighboring jurisdiction for assistance. Internal assets include supplies and equipment available from local vendors.

- If resources are still not available, resource requests should be directed to the Operational Area EOC via the designated countywide emergency reporting systems.
- Existing mutual aid agreements and financial protocols will be followed.

Chart 6 SEMS/NIMS Emergency Activities Flow Chart

