

City of San Luis Obispo Emergency Operations Plan 2011



Approved by City Council June 7, 2011

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LETTER OF PROMULGATION

To the Citizens, Visitors, Employees, and Officials of the City of San Luis Obispo:

The preservation of life, property and the environment is an inherent responsibility of local, state, and federal government. The City of San Luis Obispo has prepared this Emergency Operations Plan to help ensure that responsibility is met.

While no plan can completely anticipate all events, good plans and procedures carried out by knowledgeable and trained personnel can minimize losses. This plan provides policy and guidance for the coordination of planning efforts involving the many City emergency and related organizations which serve the citizens of, and visitors to the City of San Luis Obispo.

This Emergency Operations Plan is an extension of the State Emergency Plan and is written to be compliant with the National Incident Management System (NIMS) and the National Response Framework. It will be reviewed and exercised periodically and revised as necessary to meet changing conditions. Experiences based upon and gained from emergency drills and exercises, actual emergencies or other incidents, or lessons learned from other sources, can result in a need to change or update this Emergency Operations Plan and/or related documents. As a result, changes to the Plan which do not result in changes of policies made and/or approved by the City Council can be made by the City's Disaster Preparedness Officer (City Fire Chief) and/or other agencies, as appropriate; however such changes can be reviewed by the County Office of Emergency Services (OES) to verify uniformity with the San Luis Obispo County Emergency Operations Plan. It may also be modified if responsibilities, procedures, laws, rules, or regulations pertaining to emergency management and operations change.

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

This letter promulgates the City of San Luis Obispo Emergency Operations Plan, constitutes the adoption of the City of San Luis Obispo Emergency Operations Plan, and the adoption of the Standardized Emergency Management System by the City of San Luis Obispo. This emergency operations plan becomes effective on approval by the City of San Luis Obispo Council on the date indicated below.

Original copy signed by Jan Howell Marx, Mayor

Jan Howell Marx, Mayor
City of San Luis Obispo

June 7, 2010

Date

EMERGENCY OPERATIONS PLAN DISTRIBUTION

The following departments or agencies have a complete copy of the City of San Luis Obispo Emergency Operations Plan:

<u>Department/Agency</u>	<u>No. of Copies</u>
City Administration Department	2
City Mayor's Office/ Council Office	2
City Police Department	3
City Fire Department	6
City Public Works Department	2
City Community Development	1
City Utilities Department	1
City Emergency Operations Center	2
City Emergency Communications Center	1
City Human Resources Department	1
City Attorney's Office	1
City Clerk's Office	1
City Finance and Information Technology Department	1
City Parks and Recreation Department	2
City Corporation Yard	1
Cal Poly Dispatch	1
County of San Luis Obispo	1
County OES, Administrative Office	1
County Public Health	1
County Environmental Health	1
County EMSA	1
County Office of Education	1
Department of Social Services	1
Governor's Office of Cal EMA - Southern Region	1
California Highway Patrol, SLO	1
American Red Cross, SLO Chapter	1
PG & E, SLO Office	1
Southern California Gas Company	1
CalTrans, District 5, Maint. & Operations	1
	41 total

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City of San Luis Obispo

Emergency Operations Plan

Part 1 – General Information

PART 1 - GENERAL INFORMATION

FOREWORD

The City of San Luis Obispo Emergency Operations Plan (EOP) addresses the planned response to extraordinary emergency situations associated with natural disasters, technological incidents, and national security emergencies in or affecting City of San Luis Obispo.

The purpose of this EOP is not to go into specific detail on emergency operations and procedures used "in the field" by first responders, such as law enforcement, fire, public works, emergency medical services, and other response agencies. It is intended as an overview of emergency management in the Operational Area and is not a detailed operational document.

The intent of this EOP is to explain how overall emergency management is coordinated citywide, to address concerns related to continuity of government for the City of San Luis Obispo and related emergency management issues.

The primary audience is intended to be emergency management professionals from the City of San Luis Obispo as well as other local agencies and organizations providing aid to the City of San Luis Obispo.

This document is intended to serve as a policy and planning reference. Departments within the City of San Luis Obispo and other local governments who have roles and responsibilities identified by this plan are encouraged to develop emergency operations plans, detailed standard operating procedures (SOPs), and emergency response checklists based on the provisions of this plan. This plan will be used in conjunction with the County and State Emergency Operations *Plan*. In addition, this plan has functional, non-policy standard operating procedures, annexes, and guidelines which are updated on an as needed basis, without the need for City Council approval.

The purpose of this plan includes the following:

Identify the emergency management organization required to coordinate response to significant emergencies or disasters affecting the City of San Luis Obispo;

Identify policies, responsibilities and procedures that may be required to help protect the health and safety of the City of San Luis Obispo against the effects of natural and technological emergencies and disasters;

Identify the operational concepts and procedures associated with coordinating and supporting field response to emergencies, City Emergency Operations Center (EOC) activities, and the recovery process.

This plan is designed to establish the framework for implementation of the National Incident Management System (NIMS) and California Standardized Emergency Management System

(SEMS) for the City of San Luis Obispo. SEMS is intended to facilitate multi-agency and multi-jurisdictional coordination.

The plan is divided into the following parts:

Part 1 - General Information

Part 1 serves as the "basic plan" which describes the structure of the City of San Luis Obispo emergency management organization; its responsibilities and operational concepts for multi-hazard emergency preparedness, response, recovery, and mitigation; information on the National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS); continuity of government; potential threats the City faces; policy issues related to emergency management; and basic overview information. Part 1 also provides an overview of basic issues related to the unique preparedness needs for nuclear power plant emergency planning, and terrorism, as well as other natural and human caused disasters. Information is also provided on the compatibility of this EOP with the Federal National Response Framework.

Part 2 - Response Operations Overview

Part 2 focuses on initial emergency response and provides an overview of operations procedures. It has an overview of hazard specific basic procedures used by field level responders, included detailed information on the Incident Command System (ICS).

Part 3 - Extended Response Operations

Part 3 addresses extended emergency response operations. It includes an overview of the roles of each function or position in the City EOC, including providing documents that can be used as guidelines or checklists for each position.

Part 4 - Recovery Operations

Part 4 addresses recovery coordination and mitigation activities. It describes the procedures to coordinate recovery operations within the City of San Luis Obispo, and procedures for obtaining state and federal disaster assistance funds for damage restoration and mitigation projects.

Part 5 - Overview of Attachments and Referenced Stand Alone Documents

Part 5 contains a copy of the City of San Luis Obispo's emergency ordinance, City of San Luis Obispo information, and related references. It also provides an overview of separate documents such as stand alone emergency plans, and standard operating procedures for specific functions which are considered attachments to, or compatible with, this EOP.

Ongoing Preparedness Activities and Plan Maintenance

A significant amount of planning has been performed to assure the protection of the health and safety of the public and emergency response workers in the event of a disaster. However, it is not

always possible to plan for or otherwise prepare for every single situation or issue which may arise as a result of an emergency or other incident. As a result, experiences based upon and gained from emergency drills and exercises, actual emergencies or other incidents, or lessons learned from other sources, may result in a need to change or update this Emergency Operations Plan and/or related documents. As a result, changes to the Plan which do not result in changes of policies made and/or approved by the City Council can be made by the City's Disaster Preparedness Officer (City Fire Chief) and/or other agencies as appropriate; such changes can be reviewed by County OES to verify uniformity with the County EOP. It may also be modified if responsibilities, procedures, laws, rules, or regulations pertaining to emergency management and operations change.

Any inadequacies in this plan or related Standard Operating Procedures should be corrected by the City of San Luis Obispo Disaster Preparedness Officer (City Fire Chief) or persons responsible for updating the City EOP. Revisions will be forwarded to appropriate departments/organizations/agencies for review.

Significant changes will be published and distributed to City departments, Operational Area cities, and other jurisdictions, as appropriate.

As an overall emergency management, coordination, and policy document, this plan generally does not address specific field response actions by public safety, public works, and related agencies. Agencies responsible for specific field response actions and other duties should develop and/or maintain response plans and/or procedures specific to their roles. Such plans and/or procedures should be consistent with this document and with the National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS) and the National Response Framework.

As described in Part 5, there are separate, specific operations plans and procedures that are considered either attachments to this EOP or stand alone documents which are separate yet compatible with the information in this plan. These stand alone documents provide threat specific plans and procedures and/or specific operational guidance for response to various situations.

1.1 AUTHORITIES

The Federal Civil Defense Act of 1950, Public Law 920, 81st Congress as amended, is the legal basis for national civil defense and emergency management in the United States. This act establishes that responsibility for national civil defense and emergency management is shared among local, state and federal governments.

Each state must have laws that are consistent with the federal law if they wish to qualify for federal aid and assistance.

Local law or ordinance gives local emergency management agencies the legal authority to operate. In the case of this EOP, this information is in the City of San Luis Obispo Municipal Code (Chapter 2.24).

To the best of the knowledge of the City of San Luis Obispo at the time of adoption of this EOP it is consistent with and complies with the National Incident Management System, the Standardized Emergency Management System, and the National Response Framework.

The following are primary emergency authorities for conducting and/or supporting emergency operations; other federal, state, and local regulations may also apply to certain aspects of emergency management:

1.1.1 Federal

- Federal Civil Defense Act of 1950 (Public Law 920, as amended).
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288, as amended from time-to-time).
- Homeland Security Presidential Directive 5, “Management of Domestic Incidents”.
- Homeland Security Presidential Directive 8, “National Preparedness”.

1.1.2 State

- California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code).
- Standardized Emergency Management System (SEMS) Regulations (Chapter 1 of Division 2 of Title 19 of the California Code of Regulations) and (California Government Code §8607 et sec).
- Hazardous Materials Area Plan Regulations contained in various California Code of Regulations and the California Health and Safety Code.
- Orders and Regulations which may be Selectively Promulgated by the Governor during a STATE OF EMERGENCY.
- Orders and Regulations which may be Selectively Promulgated by the Governor to take affect upon the Existence of a STATE OF WAR.

1.1.3 Local

- Municipal Code of the City of San Luis Obispo (Chapter 2.24)
- California Master Mutual Aid Agreement

1.2 PROFILE OF THE CITY OF SAN LUIS OBISPO

The City of San Luis Obispo in California is approximately 12.8 square miles, located in a valley surrounded by the Coastal Range. The topography of San Luis Obispo is extremely hilly. Additionally, State Highways 1 and 101, San Luis Creek, Southern Pacific Railroad lines, and mountains split the community. The City has a residential population of 44,350, but as the County Seat, tourist destination and economic center of the County, the daytime population increases to well over 75,000.

Additionally, the City has a fire protection contract with California Polytechnic State University to provide emergency services to 20,400 students and faculty. Cal Poly is recognized internationally for its excellence in preparing undergraduates for careers in applied technical and professional fields. Cal Poly graduates are highly sought after to fill architecture, agriculture, business, computer science and engineering positions.

The Diablo Canyon Nuclear Power Plant, operated by Pacific Gas and Electric Company, consists of two nuclear power generating units. This plant is located on the San Luis Obispo County coast approximately 12 miles southwest of the City. Diablo Canyon has been identified as a potential terrorist target and is on the California National Guard's Critical Asset List. The City is in the Basic Emergency Planning Zone (BEPZ) established by the California Emergency Management Agency (Cal EMA) as required by the Nuclear Regulatory Commission and FEMA.

San Luis Obispo County is primarily a rural and agricultural area encompassing 3,300 square miles of land, 100 miles of coastline, and is home to over 238,000 residents. There are seven cities within the County borders, but large unincorporated areas separate them. The County's location and size dictates that individual fire agencies use mutual aid assistance from their neighboring agencies.

1.2.1 Climate

The climate is pleasant year round with summer temperatures rarely exceeding 90 degrees and its not uncommon to have winter days in the 70s. The ideal weather provides numerous opportunities for outdoor recreation. San Luis Obispo is a destination location for tourists.

1.2.2 Water

The water distribution program delivers potable water from the water treatment plant and wells to customers and fire hydrants via, ten pump stations, thirteen water storage facilities, and approximately 170 miles of water mains. It is unlikely this basic distribution pattern will change, since the water treatment plant will continue to be the principal source of treated water for the City.

Growth within the City has placed increased demands on the water distribution system. Additionally, some of the pipes in the system are undersized based on current standards which reduce the fire flow capacity. The undersized pipes will be replaced over time with new 8-inch or larger mains that will improve fire flow capabilities. Even without growth or fire protection

requirements, aging pipes must be replaced to avoid major service disruptions and leaks due to deterioration.

There are approximately 170 miles of water distribution pipelines throughout the City. The engineering estimate for the life expectancy of these facilities is 50 years. Complete replacement within the term of life expectancy would require that the City replace an average of 2% of the system infrastructure each year, which the City has established as the goal.

1.2.3 Transmission System

Parts of the City's water transmission and distribution system are over 100 years old. Most of the older pipes are made of cast iron. Other pipes are made of asbestos cement (located primarily in the Laguna Lake area), ductile iron or, since the mid-1970's, PVC. Water pipes serve two basic functions. The larger pipes or transmission mains move large volumes of water from one portion of the City to another. They range in size from 12 inches to 30 inches. The smaller pipes or distribution mains are to distribute water within a local area and deliver it to each property in the City. They range in size from 6 inches (in the older portions of the City) to 12 inches. The current minimum standard is 8 inches for distribution mains.

Treated water from the City's water treatment plant is divided into two separate pressure zones before leaving the plant site. The transfer pump station located on the water treatment plant site pumps approximately 50% of the water into the high pressure zone that provides water to Stenner Canyon Reservoir, Cal Poly, and other portions of the City, generally north and east of the Union Pacific Railroad tracks. The other portion of water flows by gravity to the lower pressure zone areas of the City.

1.2.4 Pressure Zones

The water delivered from the treatment plant is split into two main distribution networks. About 50% flows into the City by gravity and the other 50% is pumped to a storage reservoir at a higher elevation and then flows into the various service areas by gravity and through pressure reducing valves (PRV's). The most apparent strain is in the pumped delivery system. Since electrical power for pumping water is a major expense, a goal is to develop a system which minimizes pumping. The goal of the water supply system is to deliver water at pressures between 40 pounds per square inch and 80 pounds per square inch at the customer's meter without using a pressure reducing valve on the pipe connecting the water main to the meter. This pressure range will meet the needs of most irrigation sprinklers and other uses, and provide adequate pressure for fire sprinkler systems. Pressure zones are established in the distribution system to maintain these pressure ranges. The City currently has 16 pressure zones divided between the gravity and pumped delivery systems.

1.2.5 Population

The City of San Luis Obispo is a beautiful central coast community with a population of 44,350. The San Luis Obispo area presents a unique combination of rural living and a sophisticated cultural environment, enhanced by the presence of Cal Poly State University. The City is the County seat and center of County activity, with a daytime population of over 75,000.

1.2.6 Economy

The City of San Luis Obispo uses a two-year budget process that emphasizes long-range planning and effective program management. Significant features of the City's two-year Financial Plan include the integration of City council goal-setting into the budget process and the extensive use of formal policies and measurable objectives. The Financial Plan includes operating budgets for two years and a Capital Improvement Plan (CIP) covering five years.

The City derives its revenues from the following sources.

- Taxes & Franchise Fees
- Service Charges
 - Governmental Funds
 - Enterprise and Agency Funds
- From Other Governments
- Use of Money & Property
- Other Revenues
- Proceeds from Debt Financing

1.2.7 Major Recreation Areas

Because of the City's proximity to mountains and beaches, residents of San Luis Obispo and tourists can find many ways to enjoy the outdoors: walking, running, tennis, golf, surfing, horseback riding, hiking, cycling, and even birding.

San Luis Obispo County is home to five state parks as well as the Los Padres National Forest. The City of San Luis Obispo offers 21 parks totaling 440 acres. Facilities include tennis courts, playgrounds, athletic fields, gymnasiums, a fish and small boat lake and a 50-meter aquatic center. The City operates Laguna Lake Golf Course, and five regulation-length courses are located within 15 minutes of San Luis Obispo.

A full-service Parks and Recreation Department, a YMCA, and nine youth sports organizations serve the City of San Luis Obispo.

The City's Natural Resources Protection Program is hard at work, preserving important scenic and natural areas in and surrounding the City. The City owns 3,020 acres of land that has already been dedicated to open space.

1.2.8 Transportation Planning and Engineering Program

The transportation planning and engineering program analyzes the City's traffic circulation systems and proposes changes to these systems. The program goals are 1) safe and well-maintained streets 2) reduced air pollution and traffic congestion 3) less use of single-occupant

vehicles and 4) more walking, bike riding, bus riding, and carpooling. This program has two major activities:

1.2.8.1 Transportation Planning

Preparing and maintaining the General Plan Circulation Element as required by state law; preparing and maintaining Short Range Transit Plans, the Parking Management Plan, the Bicycle Transportation Plan, and the Pedestrian Transportation Plan; planning and recommending capital improvement plan projects and operating program changes needed to implement transportation plans; promoting alternative transportation; promoting technological advancements in fuel-efficiency, emissions control, and communication which reduce the need for travel.

1.2.8.2 Traffic Engineering

Recommending and designing improvements to traffic signal and pavement marking systems; designing new street alignments; conducting traffic counts, reviewing accident reports, and responding to citizen complaints; analyzing the performance of all transportation modes within the traffic circulation system; reviewing building and development project plans to ensure accommodation of the additional traffic generated.

1.2.9 Fire Department

The City of San Luis Obispo Fire Department responds to approximately 4,500 emergency incidents annually out of four fire stations strategically located throughout the City. There are 44 suppression personnel and eight non-suppression staff personnel to complete the Department's mission statement of protecting the lives and property of the citizens and visitors of our City from the adverse effects of fires, medical emergencies and other dangers caused by man or nature.

1.2.10 Police Department

The City of San Luis Obispo Police Department responds to approximately 29,316 emergency incidents annually out of one centrally located Police Station. There are 64 sworn Police Officers and 28 support staff in the Police Department. The Department will provide quality, courteous service to all members of our diverse community, responding to the needs of our citizens treating each person with respect and fairness, and working with the community toward our common goal of preserving the quality of life in San Luis Obispo. A new, modern, Emergency Communications Center (ECC) opened in July of 2010 and is located at the Headquarters Fire Station and serves all of the City's emergency communication needs.

1.2.11 Public Works and Utilities Departments

The City of San Luis Obispo Public Works and Utilities departments provide first line response to infrastructure failures to protect the health and safety of the public. Additionally the departments provide first response to flood events until such time as the City's Emergency Operations Center (EOC) is opened. The departments also provide support to police and fire emergency response particularly in the area of traffic management. The Public Works Department has a staff of 80, and the Utilities Department a staff of 64, providing various direct and support roles during emergencies.

1.2.12 City Hazards and Threats

There are a number of potential natural and technological threats which could impact the City of San Luis Obispo, including earthquakes, hazardous material incidents, flooding, wildland fires, wildland urban interface fires, commercial nuclear power plant, drought, freeze, terrorism, and other natural and technological hazards.

In addition to the information shown on the following pages, maps and more detailed information on a number of particular threats is available in the City of San Luis Obispo General Plan, Chapter 5-Safety (adopted 2000). The plan is available on the Internet at link below:

<http://www.ci.san-luis-obispo.ca.us/communitydevelopment/download/unifiedgeneralplan/Chapter5-Safety.pdf>

1.3 EARTHQUAKE POTENTIAL

1.3.1 Area Earthquake Faults

Like other areas of California, there are a number of active or potentially active fault systems throughout the County which would affect the City of San Luis Obispo. Small earthquakes, in the range of about magnitude 2.0 - 2.7 and smaller, occur quite often throughout and near San Luis Obispo County. Larger earthquakes do occur occasionally. The San Simeon Earthquake occurred on December 22, 2003. The Acorn Building located in Paso Robles, an unreinforced masonry building built in 1892, completely collapsed, and two people died. Other unreinforced masonry buildings, some more than a century old, in Paso Robles' historic downtown area also had extensive damage.

There are a number of faults throughout the County believed to possibly be capable of causing damaging earthquakes, including those shown below.

Much of the information shown below is extracted from the Safety Element of the San Luis Obispo County General Plan (December 2004).

1.3.1.1 Los Osos and Edna Fault Zones

The Los Osos fault zone has been mapped generally in an east/west orientation, along the northern flank of the Irish Hills. The western end of the onshore fault zone is located near the community of Los Osos, and the eastern end located near U.S. Highway 101 which is near the City of San Luis Obispo. To the east of U.S. Highway 101, the fault may continue along the northeast flank of the Irish Hills as the Edna fault zone.

1.3.1.2 Rinconada Fault Zone

The Rinconada fault zone has been mapped as a regional fault zone about 189 kilometers long located along the western margin of the La Panza Range. The Rinconada fault is inferred to be part of a zone of faults including the Jolon, San Marcos, Espinosa, and Reliz faults that extends from Monterey Bay southward to its juncture with the Nacimiento fault. The California Geologic Survey considers the Rinconada fault to be potentially active (source: the Safety

Element of the San Luis Obispo County General Plan). The Safety Element lists the maximum moment magnitude as 7.3 for the Rinconada.

1.3.1.3 San Andreas Fault

The San Andreas fault zone is a historically active fault thought to be capable of an earthquake up to and above the 8.0 magnitude range and generally runs along the eastern County border (approximately 35 miles from SLO City). It enters the County near the Cholame area, passes through the Carrizo Plain, and exits the County near Maricopa.

As it passes through the County, three relatively distinct portions of the fault have separate potentials for causing a damaging earthquake. The portion of the fault that runs from Monterey County into San Luis Obispo County to an area near Cholame has commonly been known as the Parkfield segment of the San Andreas fault system. That portion of the fault system is the one that has an approximate 5.6 - 5.8 magnitude earthquake from time to time. A segment of the system that runs from approximately the Cholame area to about the northern edge of the Carrizo Plain area has been commonly known as the Cholame segment. The portion running from the northern Carrizo Plain area and out of the County into Kern County has been commonly known as the Carrizo segment.

Due to the relative frequency of about 6.0 magnitude earthquakes occurring on the Parkfield segment (one on the average of every 22 years) in the past, the U.S. Geological Survey and others believe another approximate 6.0 is possible in the future. This projection has been validated by the California Earthquake Prediction and Evaluation Council (CEPEC).

It is believed that in 1857 a large (possible 7.8 or larger) earthquake occurred on the San Andreas fault that possibly originated in the Parkfield area and stretched along the fault to the area near San Bernardino. This is perhaps an illustration of the potential for the San Andreas to cause a very powerful earthquake and the need to be prepared.

A major earthquake along any section of the San Andreas Fault could result in serious damage within San Luis Obispo County. An earthquake of 8.0 or greater magnitude would result in severe ground motion, and could cause damage throughout the County.

Small earthquakes do occur in the area of the San Andreas within our County from time to time, perhaps most frequently in the Parkfield and nearby areas. Generally, they are so small or in such isolated areas that they are not felt, or are felt only very close by.

1.3.1.4 San Simeon - Hosgri Fault Zone

The San Simeon-Hosgri fault system generally consists of two fault zones: the Hosgri fault zone represented by a series of faults that are mapped off the San Luis Obispo County coast; and the San Simeon fault zone, which appears to be associated with the Hosgri, and comes onshore near the pier at San Simeon point. The San Simeon fault is considered to be active as was witnessed in the 2003 San Simeon earthquake causing widespread damage in the north county and resulting in two fatalities. The City of San Luis Obispo activated its EOC on the day of this earthquake.

The Hosgri fault zone has been interpreted to extend from the northern termination west of the southern San Simeon fault in the Cambria/Point Estero area to its southern termination offshore of Point Perdernes (PG&E 1988), which is south of the Santa Maria River, off of Santa Barbara.

The Safety Element of the San Luis Obispo County General Plan lists the maximum moment magnitude as 7.3 for the Hosgri-San Simeon.

1.3.2 Effects of a Damaging Earthquake

The effects of an earthquake can range from essentially no damage to heavy damage with fatalities. Moderate to heavy damage earthquakes may cause the following problems:

- Command and Coordination
- Situation Reporting
- Building Collapse- Need for Rescue
- Mass Injuries
- Hospital Disruptions
- School Disruptions
- Hazardous Material Releases
- Major Fires
- Dam Failures/flooding
- Need for Evacuation
- Utility Disruptions - Gas
- Utility Disruptions - Electric
- Utility Disruptions - Water
- Utility Disruptions - Sanitation
- Disruptions of Operations at Power Plants
- Transportation System Disruptions
- Communication Disruptions
- Need for Emergency Public Information
- Need for Security Within Affected Areas
- Need for Emergency Logistical Support
- Need to Assist Displaced Persons
- Need for Building Inspections
- Disease and Health Hazards
- Over-taxed resources and/or personnel

1.4 HAZARDOUS MATERIALS THREAT

Our society produces numerous chemicals that enhance our lives. Like many other areas, hazardous materials are produced and used throughout the City of San Luis Obispo. These products are located in virtually all communities, and many of these chemicals are hazardous to the health and safety of humans. As a result, an accident involving hazardous materials may have catastrophic results.

A primary threat is from transportation accidents involving hazardous materials, although mishaps at fixed locations throughout the City could also pose a problem. Vast quantities of materials are transported through the City by trucks and rail. In addition, a limited number of underground pipes could also pose a problem if a rupture or leak occurred. There is also the possibility chemicals could be used as a weapon by criminals and/or terrorists.

There are a variety of effects that may be caused by an uncontrolled release of hazardous materials. The effects on humans depend on the type and amount of material released, however some of the health hazards include material that may be fatal if inhaled, swallowed, or absorbed

through skin; some hazardous materials may cause burns to skin and eyes upon contact; material that catches on fire may produce irritating or poisonous gases; some materials may cause dizziness or suffocation. In addition to the direct human threat, hazardous materials or runoff from fire control may cause pollution and create fire or explosion hazards in sewer systems or other waterway areas.

The toxicity of hazardous materials varies and in some cases exposure to a small quantity of material may cause serious injury or death.

1.4.1 City of San Luis Obispo Situation

A hazardous materials incident is any emergency where these substances are involved. Hazardous materials incidents may occur at fixed facilities, along any air or land transportation route, and in unpredictable areas relatively inaccessible by ground transportation. The City contains major transportation arteries, such as US 101, Highway 1, and the Union-Pacific Railway, each transporting hundreds of thousands of tons of hazardous materials through and into densely populated areas of the City each year.

Adjacent to the City are oil terminals and pumping facilities, with at least two large-diameter underground pipelines traversing the City. Pesticides and chemicals are stored at numerous sites around the City. Fixed facilities that use hazardous materials are located throughout the City; however most handle relatively small amounts. Air transportation of hazardous materials involves the smallest quantities but still poses a potential hazard.

The potential for a hazardous materials emergency exists primarily through transportation accidents of surface and rail vehicles. Although the probability for a disastrous hazardous materials incident is low, the probability for extreme risk to life and property is high should such an emergency occur.

1.4.2 Emergency Readiness

While most hazardous material incidents are contained rather quickly and at minimum loss to health and safety, the potential exists for accidents to occur that cannot be easily mitigated. Large accidents or accidents involving an unusually toxic material may cause widespread damage and threaten the health and safety of the public.

A large or highly toxic release may require evacuation, technical expertise, and limiting access to the affected area. In turn, these actions might require the opening of temporary shelters, closing streets and highways, and providing extensive public education through the media and other means. In addition, logistical support may need to be provided to assist hazardous material teams in containing the release and with planning efforts to minimize the effects of a hazardous material incident.

Within the City of San Luis Obispo, the fire department has incident command authority over all hazardous materials incidents located off of and on City roads. The California Highway Patrol has incident command authority on state highways and roads that go through the City of San Luis Obispo.

1.4.3 Facilities within the City

The number of permitted facilities that use hazardous substances within the City is approximately 244. There are unknown number facilities that use minimal quantities of hazardous materials that do not require a permit. A listing of these facilities is maintained by, and available for review at, the City Fire Department.

1.5 STORM DAMAGE/FLOODING

Due to the well known unique weather patterns in California, the potential danger of problems caused by severe weather can easily occur. Floods are a natural occurrence along stream beds and creek areas as a result of torrential rains. Flash flooding can be caused by heavy localized rainfall, which can turn streets and creek beds into raging torrents of water capable of causing extensive damage and posing a danger to the public.

The hazard can be easily increased when heavy rains are accompanied by strong winds. This threat can be compounded by the fact that citizens may not be readily aware of the dangers of extreme storms, especially the hazard of flash floods.

Citizens caught in low lying areas during a flash flood can easily have their lives threatened. These flash floods can be extremely dangerous in urban areas due to the lack of natural cover. Heavy rains may cause flash floods that may inundate automobiles and cause streets to become temporary stream beds. Flooding from an overflowing tributary may also be hazardous, and the potential for a threat to life does exist, and the possible damage to property may be extreme.

The National Weather Service provides flood and flash flood warnings for small tributaries and other potentially affected areas. These warnings may provide time to prepare for possible flooding. These preparations could include public warnings, closing streets in low lying areas, and obtaining sandbags for private and public use.

1.5.1 City of San Luis Obispo Situation

Rainfall and inclement weather are primarily seasonal phenomena in the City, roughly corresponding to the November through March winter rainfall season associated with Mediterranean climate of the central coast of California.

Several creek drainage systems, including the San Luis Obispo Creek, Stenner Creek, Old Garden Creek, and Prefumo Creek flow into and/or through the City. San Luis Obispo Creek is the largest and runs through the downtown area and several residential areas.

When rainfall and surface run-off from a storm exceeds a drainage system's capacity to adequately channel and contain the water, flooding may occur. Potential flood problem areas include: the downtown area adjacent to San Luis Obispo Creek; San Luis Obispo Creek at the Marsh Street/Higuera Street Bridge; US 101 and Los Osos Valley Road; Johnson Avenue railroad underpass; and areas adjacent to Laguna Lake. Other problems and hazards associated with flooding and inclement weather include utility disruptions, power lines down, trees down, and transportation route disruptions. The Public Works Department assumes the primary role in management of a storm emergency or flood.

1.5.2 Emergency Readiness

The occasional seasonal effects of heavy winter storms have historically caused short term problems within the City. The Storm/Flood Plan designates Public Works as the lead agency for battling the effects of a flood. The plan identifies a management organization and emergency resources and facilities. This plan also provides for a primary Department Operation Center (DOC) located at the City Corporation Yard during floods. The Storm/Flood Plan can be found in Part 5 of this plan.

1.6 IMMINENT/ACTUAL DAM FAILURE

While the likelihood of a dam failing in San Luis Obispo County is very remote, the possibility does exist. Listed below are the dams in or near the County that may have an adverse effect on citizens, property, and other resources of the City of San Luis Obispo should any one of them fail. The biggest concern from a dam failure is to the loss of water supply to the City of San Luis Obispo.

1.6.1 Hazard Assessments for Specific Dams

1.6.1.1 Righetti Dam

At full capacity Righetti Reservoir contains 591 acre-feet of water behind an earth filled dam constructed in 1966. It is owned and operated by a private party. This dam is just to the south of the City of San Luis Obispo. No real impact to the City of San Luis Obispo if dams the fails.

In the event of a complete dam failure, water is expected to flow in a southwest direction along West Corral de Piedra Creek (approximately 200 to 1,000 feet in each direction of the centerline of the creek), dissipating at Highway 227. No major impact to life and property is anticipated.

Approximately 40 residential occupants in the County could be affected. No special facilities would be affected by a dam failure. Roads flooded may include parts of Righetti Road; Orcutt Road at Biddle Road; and Highway 227 for approximately 2,000 feet north of Carpenter Road.

1.6.1.2 Salinas/Santa Margarita Dam

At full capacity, Salinas Reservoir contains 23,000 acre-feet of water behind a concrete (variable radius arch) dam constructed in 1942. It is owned by the U.S. Army Corps of Engineers and operated by San Luis Obispo County Flood Control and Water Conservation District. In the event of a dam failure, the City would lose a major water supply source potentially impacting water availability and pressure throughout the community.

In the event of a complete dam failure, water is expected to flow in a northerly direction along the Salinas River approximately 300 to 500 feet in each direction of the centerline of the river, with occasional fingers in low lying areas, up to the Atascadero area; at Atascadero, the flood area widens again to approximately 1,000 feet each side of the centerline of the river up to Wellsona; at Wellsona it widens again to 2,000 feet each side of the centerline of the river up to San Miguel; at San Miguel it narrows slightly up to and past the Monterey County line and Camp Roberts. No major impact to life and property along these inundation boundaries is anticipated, as much of the water will be retained in the Salinas river bed.

Approximately 1,000 -2,000 residential and business occupants in the County could be affected. Special facilities affected may include the Union Pacific rail lines. Major roads flooded may include parts of Las Pilitas Road, 1, State Highways 41, 46 and 58, Indian Valley Road, North River Road near Paso Robles, Highway 101, Cross Canyon Road, and Main Street in Templeton.

1.6.1.3 Whale Rock Dam

At full capacity Whale Rock Reservoir contains 40,600 acre-feet of water behind an earth filled dam constructed in 1960. It is owned by the Whale Rock Commission and operated by the City of San Luis Obispo. In the event of a dam failure, the City would lose a major water supply source potentially impacting water availability and pressure throughout the community.

In the event of a complete dam failure, water is expected to flow in a southwesterly direction along Old Creek (approximately 1,000 feet in each direction of the centerline of the creek) up to the Town of Cayucos at 13th Street and Ocean Avenue. At 13th Street and Ocean Avenue the flooding area may widen to include 3rd Street to the north and Willow Creek (Montecito Road) to the south until it dissipates into the Pacific Ocean. Major impact to life and property to approximately one-third of the community of Cayucos is anticipated.

Approximately 1,500 residential, recreational and small business occupants could be affected. No special facilities would be affected by a dam failure. Major roads flooded may include portions of Highway 1.

1.6.1.4 Nacimiento Dam

At full capacity Nacimiento Reservoir contains 377,900 acre-feet of water behind the earth filled Nacimiento Dam. Construction of the dam was completed in 1957. It is owned and operated by Monterey County.

The City of San Luis Obispo has a contractual right to the use of 3,380 acre-feet of this water. In the event of a dam failure, the City would lose a major water supply source potentially impacting water availability and pressure throughout the community.

1.6.2 Emergency Readiness

The County of San Luis Obispo has dam failure emergency procedures that will be activated upon notification by the County Sheriff's Department, County Public Works, or other relevant authority. The City of San Luis Obispo will be notified if the dam failure or imminent dam failure will affect the water supply for the City of San Luis Obispo. The City will also be involved to a larger degree should the City operated Whale Rock reservoir be affected. The City of San Luis Obispo Utilities Department will make necessary changes, if needed, due to loss of incoming water supply and water pressure for the City. The City will notify all San Luis Obispo citizens when there is an extended loss of water supply to the City so water conservation efforts can be implemented.

1.7 NUCLEAR POWER PLANT

The Diablo Canyon Nuclear Power Plant is located on the coast approximately 12 miles southwest of the City of San Luis Obispo. The plant contains two power generating units, both of which are operational. Each unit is a pressurized water-type reactor having an electric power generating capacity in excess of 1,000 megawatts.

The plant is designed to use slightly enriched uranium dioxide (UO₂) as a fuel. This fuel poses no major concern in its unirradiated state as it has very low radioactivity. However, after being in the core during operation of the reactor, the fuel becomes highly radioactive from fission by-products. These highly radioactive by-products are the main hazard in a nuclear power plant accident.

When any nuclear power plant is operated, as with any other industrial facility, an accident is possible. The principal deterrent to an accident is prevention through correct design, construction and operation, including redundant safety systems, which assures that the integrity of the reactor and related system is maintained. Protective systems are installed and are automatically activated to counteract the resulting effects when any part of the reactor system fails.

These protective systems cannot provide absolute certainty that a failure will not occur; nor if it does occur, that it will be effectively counteracted. The probability, however, of a radiological emergency at a power plant is extremely low.

Spent fuel from the reactor is stored in a spent fuel water pool. This involves storing spent fuel rods under at least 20 feet of water, which provides adequate shielding from the radiation for anyone near the pool. The rods are moved into the water pools from the reactor along the bottom of water canals, so that the spent fuel is always shielded to protect workers.

The current spent fuel program at Diablo Canyon currently consists of water pool storage, and dry cask storage.

Dry cask storage allows spent fuel that has already been cooled in the spent fuel pool for at least one year to be surrounded by inert gas inside a container called a cask. The casks are typically steel cylinders that are either welded or bolted closed. The steel cylinder provides a leak-tight containment of the spent fuel. Each cylinder is surrounded by additional steel, concrete, or other material to provide radiation shielding to workers and members of the public. Some of the cask designs can be used for both storage and transportation.

While the probability of a radiological emergency at a power plant is extremely small, it is prudent to maintain emergency response plans for the possibility of such an event. Emergency response plans are overseen by, and must meet the requirements of, federal agencies.

Various local agencies within San Luis Obispo County work together to address emergency management and planning agencies related to nuclear power plant emergency planning, following guidelines set by the Federal Emergency Management Agency and the Nuclear Regulatory Commission. These preparedness efforts by local government and related State agencies are coordinated by the County Office of Emergency Services. The City of San Luis

Obispo participates in annual nuclear exercises based on potential releases from Diablo Canyon Nuclear Power Plant.

1.7.1 Radiation Hazards

The extent and severity of the radiation effect upon body cells depend upon the amount of radioactive materials, the type of radiation, the exposure rate and time, and how close it is to the body. In general, the closer the source of radiation is to the cells, the greater the possibility of injury.

There are two primary types of radiation that must be considered in nuclear power plant off site emergency response planning - beta particles and gamma rays. The fission by-products of nuclear power production generally emit both beta particles and gamma rays. Other types of radiation are not expected to contribute significantly to the total off site radioactive contamination following an accidental release from a nuclear power plant.

As used in this document, beta particle refers to a small, negatively-charged mass that is ejected from an atom as a result of nuclear rearrangement. Due to their limited penetrating ability, beta particles become a significant health hazard only when the radioactive materials emitting them are present on the surface of the skin or when they have been ingested or inhaled.

Body surface contamination from beta particle emitters will lead to irradiation of only the superficial body tissue. Ingestion or inhalation of beta particles is much more serious. Frequently the beta-emitting nuclides are isotopes of elements that can be incorporated into body constituents. They may result in long-term exposure of the cells, extensive irradiation, and subsequent cell death.

Gamma rays are a type of electromagnetic radiation also released from the nucleus of an atom. Because they have no mass, they can penetrate matter more readily than beta particles. They are capable of traveling significant distances in air and penetrating through the protective skin layer to the soft tissue below. This means the entire body can be irradiated from a gamma source outside the body. Similarly, when ingested or inhaled, gamma emitters can produce whole body irradiation, regardless of the location in the body where the radioisotope may be ultimately absorbed.

Determining the health effects of overexposure to radiation is complicated by the fact that there is a large range of variation in individual response. Some people may be very sensitive and others somewhat resistant to radiation. Determination of the dose/health effects relationship is further complicated by the fact that the effects of whole body irradiation differ from the effects of partial body exposure; a lethal dose in the first case might be readily tolerated in the second. The effects also depend on the timing of exposure, such as short term exposure (acute) vs. repeated (chronic) exposures spread out over days or weeks. Repeated exposures spread out over time permit a significant degree of recovery and therefore require a larger total dose to show the same effects as for an acute exposure.

1.7.2 Nuclear Power Plant Response Planning and Coordination

In order to be prepared for an emergency response, and as required by federal regulations, jurisdictions within San Luis Obispo County have developed and maintain a comprehensive plan for emergencies at Diablo Canyon. This plan, called the San Luis Obispo County/Cities Nuclear Power Plant Emergency Response Plan, is maintained by the County Office of Emergency Services, and is consistent with, and considered part of, this Emergency Operations Plan.

However, while consistent with this EOP, due to the nature of nuclear power plant emergency response planning, and certain federal requirements, there are some emergency management operational functions that may differ in structure and format in the Nuclear Power Plant Emergency Response Plan (NPP ERP) than are demonstrated in this document.

County OES helps ensure that the NPP ERP is coordinated with other emergency response agencies, including the State of California and various local jurisdictions. County OES also coordinates emergency planning issues with the operator and staff of Diablo Canyon.

The primary objective of the NPP ERP is to outline the emergency actions that could be taken to protect the health and safety of the public. The NPP ERP establishes official County policies, assigns responsibilities to emergency response organizations, and defines the scope of emergencies that require activation of the plan. The NPP ERP also describes concepts of operation for mobilizing emergency workers, notifying the general public, and the process of implementing decisions for protective action recommendations for emergency workers and the general public.

The NPP ERP is divided into three parts to facilitate its use: an administrative section with overall policy and related information; a section which is made up of standard operating procedures (which are essentially guidelines or smaller plans for various agencies which have a role in NPP emergency planning and response), and a third part which is reference information.

The standard operating procedures (there are approximately 53), which are commonly referred to as SOPs, are updated depending on need, however they are cycled through for updates on an ongoing basis. In addition to the ongoing updates, a letter is regularly sent to each of the agencies with an SOP inquiring if updates need to be made.

The SOPs are somewhat like smaller emergency plans which provide direction to specific agencies for response to a nuclear power plant incident.

1.8 WILDLAND FIRE THREAT

It is common knowledge that fire is a very destructive force, both to human life and property. Fortunately, the overwhelming majority of fires of all types, including most large fires, are handled by the fire department without the need of activating the City of San Luis Obispo Emergency Operations Center (EOC) or activating the overall county emergency response system. However, there are times the City of San Luis Obispo may request support from the other fire agencies in the county. The need to provide fire service support may arise out of the necessity to evacuate and shelter large numbers of people, provide disaster assistance to victims,

activation/use of the Emergency Alert System, to provide facilities for command and coordination or the need to declare a local emergency.

The areas that are at risk from a large scale wildland fire are, for the most part, located on the edge of the City limits. These "fringe" areas are where there is the most wildland urban interface (the mixture of homes and wildland areas). These areas are also where the heaviest concentration of brush and grass is found in the City. Structures in this "fringe" area are extremely susceptible to wildland fires. Additionally, the "unincorporated" lands that adjoin these areas are not subject to the rigorous weed abatement programs established by the City of San Luis Obispo Fire Department. As a result, the potential exists for a wildland conflagration that would quickly over-run the capabilities of the City of San Luis Obispo and County resources. Command and coordination of resources, area evacuations/sheltering of those displaced, and reoccupation are major plan components.

The City of San Luis Obispo has developed Wildland Fire Preplan Maps that cover the complete "fringe" area surrounding the City. These maps include normal street maps, topographical maps and aerial view maps. Information found on these maps includes all structures, structures at the greatest risk, all structures with wood shake roofs, all water sources, lookout areas, helispot locations, safety zones and emergency evacuation routes for the public. Copies of these maps are located on every San Luis Obispo Fire Department vehicle and extra copies are located in the Battalion Chiefs office at the Headquarters Station.

1.8.1 Wildland Fire History

The primary threat of severe wildland fire to the City of San Luis Obispo is a large wildland fire burning in the unincorporated area of the County that is out of control and burns into the City (known as wildland urban interface fire). Of special concern are these wildland urban interface fires, which involve wildland fires burning into and/or among urban type or other populated areas. The 1985 "Las Pilitas Fire" burned 75,000 acres, a number of buildings and burned into the City of San Luis Obispo. The 1994 "Highway 41 Fire" burned close to 48,000 acres, 42 homes, a number of other buildings, and dozens of vehicles and threatened the City of San Luis Obispo. The City of San Luis Obispo is very susceptible to wildland and wildland urban interface fires.

Calamities such as those in Santa Barbara in 1990, Oakland in 1991, and San Diego County (2003, 2007) provide examples of what can occur when a wildfire burns into wildland urban interface areas or rural areas occupied by human improvements. The City of San Luis Obispo experiences seasonal extreme wind events known as "Santa Ana" winds or off-shore winds and has prevailing northwest winds in the summer. Wind driven wildland fires are the most difficult to fight and control.

With the increased number of people living in rural areas of the county, the potential for damage, injury, and loss of life is a very real problem. The fact that approximately 40 to 45 percent of the county, as rated by the State is "high" or "very high" wildland fire danger areas only compounds the problem. This is illustrated through past fires such as the 1996 "Highway 58 Fire", which burned close to 107,000 acres as well as buildings, homes and vehicles, and the 1997 "Logan Fire" which burned 50,000 acres.

Also a threat to the City is the possibility of a conflagration in an urban or similar area of the City. While structure fire conflagrations (other than wildland urban interface fires) are fortunately not common occurrences, the potential does exist for such a disaster to occur. This potential is being mitigated in the central business district by the fire sprinkler retrofit program.

In essence the potential direct and indirect effects and consequences of a severe fire can require support beyond the usual logistical needs of normal fire suppression forces.

1.8.2 Effects of Fire Emergencies

The effects of a fire can vary from minor property or watershed damage to loss of life and significant damage to property and/or watershed. During and after a fire, additional effects may include:

- Need for Evacuation
- Need for Emergency Public Information
- Need to assist and/or shelter displaced people
- Need for sheltering/evacuation of large and small animals
- Utility Disruptions (Gas, Electric, Water, Sanitation)
- Transportation System Disruption (Roads, Traffic Management Problems)
- Need for Security
- School Disruptions
- Need for adequate facilities for fire Incident Command Posts
- Disaster assistance from federal and state government agencies
- Need for long term housing options when significant numbers of housing units are destroyed

In essence, the potential direct and indirect effects and consequences of a severe fire can require support beyond the usual logistical needs of normal fire suppression forces.

1.8.3 Fire Emergency Response Actions

The National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS), which includes the Incident Command System (ICS) is the emergency management system the City uses to manage its support role activities during a fire emergency.

While the ICS organizational structure is based around certain principal activities (command, operations, planning, logistics, and finance), the City's ICS or related emergency management organization itself may not be fully staffed during a fire emergency. These ICS positions may include command, legal, finance, and logistical support and will work hand in hand with fire ICS positions in order to be consistent and avoid duplication of effort.

For clarification purposes, it needs to be made clear that the fire department will have in place an ICS organization that is staffed as fully as necessary, thus the City will generally be supplementing the fire ICS structure. The City of San Luis Obispo Emergency Operations Center may or may not be activated and will depend on the size of fire and its impacts.

There may be occasion when minimal City support is requested and it is not necessary to staff formal ICS positions at the City level. Such occasions may provide personnel that will be used directly within the fire ICS (such as requesting personnel for fire PIO or liaison functions).

1.9 TRANSPORTATION EMERGENCIES

As the City's population increases and traffic flow grows larger on freeways and roadways throughout the City, the possibility of serious transportation emergencies increase. Although hazardous materials accidents are a possibility, those are discussed in another area of this document. The potential for transportation incidents other than those involving hazardous materials must be acknowledged.

1.9.1 Special Situations

With the generally mild weather the City has, driving conditions throughout the City are usually not affected by adverse weather. However, when adverse weather does affect the City, the problems may be compounded by the inexperience of not usually driving in adverse weather. Heavy fog, rain and flooding or unforeseen events may cause numerous or large traffic problems within the City.

The City's role in such emergencies would be to handle all emergencies within the City and to provide support to State and County agencies such as the California Highway Patrol, the California Department of Transportation, or the County Public Works Department. Other potential transportation emergencies may come from the railroad tracks that go through the center of San Luis Obispo. Commercial trains as well as Amtrak trains go through San Luis Obispo multiple times each day, thankfully at relatively slow speeds.

An additional special condition includes the fact that transportation may be hindered in the event of a severe shortage of fuel. In an emergency situation, it may become necessary for the City Emergency Services Director to take action to ensure supplies remain available for emergency use and to ensure the welfare and safety of the public.

1.9.2 Emergency Response Actions

In addition to general emergency support and coordination, the City may be forced to use authorities allowed under state and local law. This may include prioritizing resource needs, including private fuel supplies.

1.10 AIRCRAFT INCIDENTS

The vast majority of aircraft accidents are handled by appropriate public safety emergency response agencies without the need for activation of, or support from, the City's overall emergency organization.

However, there may be times when such support could be necessary, such as if aircraft crashed within the city limits, causing disastrous damage. Assistance from outside agencies will be needed as well.

1.10.1 Special Situation

The City of San Luis Obispo has a public airport south of and adjacent to the city limits. As of January, 2010, this airport, the San Luis Obispo Regional Airport offers regular scheduled commercial passenger service, which is provided by regional jet aircraft or turboprop commuter aircraft. There is also a landing area for helicopters at French Hospital with future plans to build a landing area at Sierra Vista Hospital. Specialized aircraft firefighting resources are located at the airport. The City of San Luis Obispo Fire Department has an automatic aid agreement with the County Fire Department to send one or more fire engines to the airport when requested.

The City of San Luis Obispo is flown over by commercial flights traveling the Los Angeles – San Francisco corridor as well as flying en route to other destinations and by military aircraft from bases such as Lemoore Naval Air Station and Vandenberg Air Force Base, in addition to the above mentioned locations.

The above situations provide for the potential, yet unlikely event of an aircraft accident. Such an event could cause extensive damage, injury, and loss of life to those in the aircraft, and to people and buildings on the ground.

Such an incident did occur in December 1987, when a commercial jetliner using the Los Angeles – San Francisco corridor crashed. The airliner went down about ten miles east of the community of Cayucos. The crash of the jetliner, which was thought to be caused by a gunman shooting one passenger, the pilot, and the co-pilot, killed all 47 people on board. While tragic, this crash could have been even worse had the airliner gone down only seconds earlier into the city limits of San Luis Obispo.

1.10.2 Emergency Response Actions

Initial response actions will be by public safety agencies in the field. Follow up support activities may include providing logistical support to public safety agencies and the federal agencies which will have Incident Command authority over an airliner accident.

1.11 CIVIL DISTURBANCE

Civil disturbance includes incidents that are intended to disrupt a community to the degree that law enforcement intervention is required to maintain public safety. Civil disturbances are generally associated with controversial political, judicial, or economic issues and/or events.

The effects of civil disturbances are varied and are usually based upon the type, severity, scope and duration of the disturbance. The effects of civil disturbances include traffic congestion or gridlock, illegal assemblies, disruption of utility service, property damage, injuries and potentially loss of life.

Law enforcement agencies train for such events. The overall emergency organization may be needed for logistical support such as emergency public information, public works barriers, or related needs.

The City of San Luis Obispo has experienced civil disturbance in the past. In 2004 Mardi Gras concluded in crowds of young adults roaming the streets of the northern portion of this City when a riot erupted with people throwing rocks, bottles and bricks at police officers and firefighters in the intersection of Foothill and California Blvd. Mutual aid was requested which resulted in the arrival of approximately 120 additional police officers from Monterey, San Luis Obispo, Santa Barbara and Ventura Counties. Since then, the City has taken proactive measures to minimize the impacts to our community from future Mardi Gras events.

1.12 TERRORISM

Terrorism involves a struggle between competing principles and ideologies outside conventional war. Principal targets include military personnel and facilities, commercial establishments, government buildings and property, and/or any location large numbers of people congregate.

The effects of terrorist activities can vary significantly, depending on the type, severity, scope, and duration of the activity. Terrorist activities may result in disruption of utility services, property damage, injuries and the loss of lives.

While the City of San Luis Obispo is a low population area, with generally low population density when compared with major metropolitan areas, the possibility of a terrorist action cannot be discounted. Terrorist actions may include biological, chemical, incendiary, explosive, nuclear/radiological, or electronic (such as software system) attacks.

While it is prudent to increase preparedness efforts to address these threats throughout the nation, including the City of San Luis Obispo, there are also a number of emergency management systems and procedures which have been in place for some time that can help address these potential incidents. Some of these systems have been in place for a number of years, while others have been - and continue to be - developed due to the new awareness and need to address terrorism related issues.

While the FBI is the lead federal investigative agency for terrorism, overall management of the consequences of actual or threatened terrorist incidents is the responsibility of the affected local jurisdiction. In addition, initial response actions will most likely be led and overseen by local agencies. Command and control of all incident activities remains with the jurisdictional incident commander and/or unified command. The San Luis Obispo Police Department is the lead agency for law enforcement aspects of an incident.

In some smaller threats or incidents, local law enforcement will retain jurisdiction and control of the entire process, with the federal law enforcement community providing only support and resources as needed.

FBI representatives regularly interact with local law enforcement organizations within the San Luis Obispo County Operational Area.

1.12.1 Terrorism Response Planning and Coordination

Since, within the structure of the Operational Area emergency management system, agencies and organizations have worked together for many years, it was not necessary to develop whole new working groups to address terrorism, although there are new coordinating committees. The concept developed for Terrorism Working Groups within the San Luis Obispo Operational Area is based on the same concept as has existed for general emergency management Operational Area functions for many years.

1.12.2 San Luis Obispo Operational Area Terrorism Working Groups

The following is an overview of the structure and concept of terrorism coordination within the San Luis Obispo Operational Area/San Luis Obispo County. As an overview, the following is not considered policy, and is not part of the formal Emergency Operations Plan; it is provided here to explain how the various agencies within San Luis Obispo County interact, as of the date of this EOP, to coordinate a number of issues related to terrorism.

The current primary Operational Area Terrorism Working Group (TWG) within San Luis Obispo County is a group led by the primary Operational Area Coordinators: County Sheriff as the law enforcement Operational Area Coordinator, CAL FIRE/County Fire Chief as the fire service Operational Area Coordinator, the County Health Officer as the Public Health Operational Area Coordinator, and a representative of the County ESD/County Office of Emergency Services as the general emergency Operational Area Coordinator.

The TWG coordinates emergency planning and related issues with four related associations, or committees. Through their existing or recently developed (since September 11, 2001) structure, these entities may serve in the role of:

- TWG Law/Crisis Management Committee
- TWG Bioterrorism Committee
- TWG Food and Agriculture Committee
- TWG Fire, Technical Rescue, and Hazardous Materials Committee

1.12.2.1 TWG Law/Crisis Management Committee

Since terrorism crisis management issues are generally law enforcement related, such issues can be addressed through the Operational Area law enforcement agencies. Op Area law enforcement agencies, plus some locally based state agencies, as well as the FBI, are represented as a group through the Criminal Justice Administrator's Association (CJAA), an organization of police chiefs, County Sheriff, local FBI and other law enforcement and related agencies in the County.

1.12.2.2 TWG Bioterrorism Advisory Committee

In order to coordinate public health preparedness and response issues related to bioterrorism, a Bioterrorism Advisory Committee works together to address common issues. This committee, which is an advisory group to the County Health Officer, may also serve as the Terrorism

Working Group Bioterrorism Committee. The advisory committee is made up of representatives from entities such as the County Public Health, Behavioral Health, hospitals, law enforcement, fire departments, American Red Cross, Emergency Medical Services Agency, Regional Hazardous Materials Response Team, County Office of Emergency Services, ambulance provider, and other related entities.

This advisory committee works as part of the Operational Area terrorism coordination efforts through the County Health Officer and other agencies as appropriate.

1.12.2.3 TWG Food and Agriculture Committee

The Food and Agriculture Committee is primarily made up of members of the County Agriculture Commissioner's Office and the Public Health Department, including the Division of Environmental Health. The TWG Food and Agriculture Committee report to the Agriculture Commissioner and Director of Environmental Health, who then report to the County Health Officer.

1.12.2.4 TWG Fire, Technical Rescue, and Hazardous Materials Committee

The Fire Chief's Association of San Luis Obispo County is made up of fire chiefs and related personnel from throughout the Operational Area. This group has worked cooperatively for many years on fire mutual aid and automatic aid, developing common training programs, ensuring proper coordination of shared resources throughout the County, involvement and oversight of the County Regional Hazardous Materials Response Team, involvement with pre-hospital care, and other common interests and issues.

Due to its membership from throughout the Operational Area, the Fire Chief's Association can also address terrorism emergency management issues related to their discipline, and acts as the Terrorism Working Group Fire, Technical Rescue, and Hazardous Materials Committee.

1.12.3 State Governor's Office of Homeland Security

Prevention through detection and deterrence is the cornerstone of California's Homeland Security Strategy. Prevention has at its core cooperation and information sharing between agencies and across the full range of public safety disciplines.

The plan to detect, deter and prevent terrorism in California is based on public safety partnerships in information sharing and analysis that bring together federal, state and local agencies, and their respective law enforcement, public safety and criminal information systems. To complement the efforts of the federal government through the U.S. Department of Homeland Security and the Federal Bureau of Investigation, California's prevention efforts are focused on the following three key initiatives:

1.12.3.1 State Terrorism Threat Assessment Center (STTAC)

The STTAC, located in Sacramento, is a partnership of the California Highway Patrol and the Governor's Office of Homeland Security (OHS) and includes participation of a number of state and federal agencies. The STTAC provides statewide analysis products, information tracking, pattern analysis, geographic report linkages and other statewide intelligence products to public

safety agencies throughout California. The STTAC has direct links to the National Counter Terrorism Center and their national Watch List through the Homeland Security Operations Center. The STTAC works in conjunction with four Regional Terrorism Threat Assessment Centers also known as Joint Regional Intelligence Centers (JRIC).

1.12.3.2 Regional Terrorism Threat Assessment Centers (RTTAC)

There are four RTTAC fusion centers located within California - Sacramento, San Francisco, Los Angeles, and San Diego. Their areas of responsibility mirror those of the four FBI Field Offices within the state, minimizing reporting conflicts, providing statewide coverage and facilitating coordination with the FBI. The RTTACs are managed and staffed by local law enforcement, fire service and other public safety agencies and maintain close, cooperative, coordinated, and mutually supportive working relationships with each other and the State Terrorism Threat Assessment Center.

A **Fusion Center** is a terrorism prevention and response center. Fusion centers gather information not only from government sources, but also from their partners in the private sector. Fusion centers may also be affiliated with an Emergency Operations Center that responds in the event of a disaster. A number of fusion centers operate tip hotlines and invite relevant information from public employees.

1.12.3.3 California Joint Regional Information Exchange system (CAL JRIES)

CAL JRIES is a web-based terrorism-information portal for law enforcement and public safety agencies throughout California. Through this site, senior public safety officials can gain direct access to the entire range of law enforcement sensitive Homeland Security alerts, reports, analysis and daily reporting.

1.12.4 Terrorism Crisis Management and Consequence Management

For purposes of describing the functional and operational aspects of terrorism response, this Plan will explain the concept using two inter-related phases known as “crisis” and “consequence” management. These phases were articulated at the federal level in Presidential Decision Directive 39 (PDD-39), by President Clinton, to describe the division of responsibilities among federal agencies. This terminology can also be used to provide an overview of how local efforts are coordinated, as well as how integrated local, state, and federal efforts could work.

While the concepts of crisis management and consequence management are used in this Plan to describe the functional and operational aspects of terrorism response coordination, in 2003 President Bush issued Homeland Security Presidential Directive 5 (HSPD-5), relating to the subject of management of domestic incidents. HSPD-5 reads, in part, as follows:

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.

Although the above reference is to treat crisis management and consequence management as a single, integrated function, describing the two concepts as outlined in PDD-39 may help provide an overview of how response to terrorism incidents are coordinated. Of course, it is indeed necessary for crisis management and consequence management to integrate as appropriate during and while planning for, incidents.

Crisis management, as a concept, is essentially the law enforcement part of terrorism preparedness, response, and investigation. Crisis Management is the law enforcement response to the causes of terrorist incidents, terrorists, and their weapons. It includes measures to identify, acquire, and plan the use of resources needed to anticipate, isolate, prevent, and/or resolve a threat or act of terrorism.

The federal crisis management concept is lead by the Federal Bureau of Investigation (FBI) with assistance from other federal, state, and local agencies as necessary. However, joint or unified command may be established between federal and local law enforcement agencies.

Consequence management, as a concept, addresses the consequences of terrorism, the effects upon people, their property, and their communities. It includes measures to protect public health and safety, restore essential government services, and provide emergency relief to government, businesses, and individuals affected by the consequences of terrorism.

PDD-39 designated the Federal Bureau of Investigation as the lead agency for crisis management and terrorism investigations. However, it is almost always local authorities who must address the initial response. It is their efforts in the minutes following a terrorist act that we rely on to save lives, contain the scope of the crisis, and apprehend terrorists who may be fleeing the scene.

PDD-39 also designated the Federal Emergency Management Agency (FEMA's duties are now part of the Department of Homeland Security [DHS]; following references to FEMA in this document will generally be shown as DHS/FEMA as the lead agency for consequence management, although local jurisdictions have the responsibility to manage the consequences of terrorist incidents occurring within their areas during the critical hours before federal assistance can arrive.

Essentially, crisis management describes the criminal investigation and related law enforcement issues while consequence management describes taking care of the victims or potential victims and related issues.

The State of California and local agencies exercise preeminent authority to make decisions regarding the consequences of terrorism. Under National Incident Management System (NIMS) and Standardized Emergency Management System concepts (which are described in following parts of this document), this authority would normally rest with the incident commander and local emergency services organization. The federal government provides assistance as required. DHS/FEMA coordinates federal agencies consequence management type/related activities within the State of California.

1.12.5 Federal Department of Homeland Security Oversight of Terrorism Response

At the federal level, Homeland Security Presidential Directive 5 (HSPD-5) – (as noted above, the directive signed by President Bush in 2003, which relates to the management of domestic incidents) – states that the Secretary of Homeland Security is the principal Federal official for domestic incident management. Item 4 through 6 in HSPD-5 reads as follows:

(4) The Secretary of Homeland Security is the principal Federal official for domestic incident management. Pursuant to the Homeland Security Act of 2002, the Secretary is responsible for coordinating Federal operations within the United States to prepare for, respond to, and recover from terrorist attacks, major disasters, and other emergencies. The Secretary shall coordinate the Federal Government's resources utilized in response to or recovery from terrorist attacks, major disasters, or other emergencies if and when any one of the following four conditions applies: (1) a Federal department or agency acting under its own authority has requested the assistance of the Secretary; (2) the resources of State and local authorities are overwhelmed and Federal assistance has been requested by the appropriate State and local authorities; (3) more than one Federal department or agency has become substantially involved in responding to the incident; or (4) the Secretary has been directed to assume responsibility for managing the domestic incident by the President.

(5) Nothing in this directive alters, or impedes the ability to carry out, the authorities of Federal departments and agencies to perform their responsibilities under law. All Federal departments and agencies shall cooperate with the Secretary in the Secretary's domestic incident management role.

(6) The Federal Government recognizes the roles and responsibilities of State and local authorities in domestic incident management. Initial responsibility for managing domestic incidents generally falls on State and local authorities. The Federal Government will assist State and local authorities when their resources are overwhelmed, or when Federal interests are involved. The Secretary will coordinate with State and local governments to ensure adequate planning, equipment, training, and exercise activities. The Secretary will also provide assistance to State and local governments to develop all-hazards plans and capabilities, including those of greatest importance to the security of the United States, and will ensure that State, local, and Federal plans are compatible.

1.13 OVERALL CONCEPT OF OPERATIONS

This Emergency Operations Plan and its related stand alone plans and procedures address a spectrum of contingencies, ranging from relatively minor incidents to large disasters. Some incidents will be preceded by a buildup or warning period, with perhaps sufficient time to warn the public and implement mitigation measures designed to reduce loss of life and property damage. Many incidents occur with little or no advance warning, thus requiring immediate activation of the emergency procedures and efficient and coordinated mobilization and deployment of resources. All departments of the City should be prepared to promptly and effectively respond to any foreseeable emergency, taking all appropriate actions, including requesting and providing mutual aid.

The following sections describe various stages, or phases, of an incident which may require emergency management oversight. The four phases are federal definitions used by many agencies for nationwide consistency. The four phases are:

Preparedness; response; recovery; mitigation

1.13.1 Preparedness Phase

The preparedness phase involves activities that are undertaken in advance of an emergency or disaster. Preparedness activities fall into two basic areas: **readiness and capability**.

Readiness activities shape the framework and create the basis of knowledge necessary to complete a task or mission. Readiness activities might include implementing hazard mitigation projects, develop and review hazard or threat analyses, developing and maintaining emergency plans and procedures, conducting general and specialized training, conducting exercises and drills, developing mutual aid agreements, and improving emergency public education and warning systems.

As part of the preparedness phase and readiness activities, the City of San Luis Obispo departments who have responsibilities in this plan should prepare procedures which should contain information such as personnel assignments, policies, notification rosters, resource lists as appropriate, and pre-determined locations to report to should communications systems be down.

Emergency response personnel should be acquainted with these procedures, and receive periodic training on them.

Capability activities involve the procurement of items or tools necessary to complete the task(s) or mission(s).

Capability activities might include assessments of what resources are available throughout the City and identification of sources to meet anticipated resource "shortfalls" which might occur during a disaster.

Capability activities and readiness activities are complimentary. For example, to help address resource shortfalls, readiness activities can include maintaining mutual aid plans or processes.

1.13.2 Response Phase

The response phase includes increased readiness, initial response, and extended response activities. Upon receipt of a warning or the observation that an emergency situation is imminent or likely to occur, the City of San Luis Obispo may initiate actions to increase its readiness as necessary and as possible.

Examples of events which may trigger increased readiness activities include a credible threat of terrorist activities, or, for non-terrorist incidents, issuance of a credible long-term earthquake prediction, receipt of a flood advisory or other special weather statement, above normal conditions conducive to wildland fires, such as the combination of high heat, strong winds, and

low humidity, an expansive hazardous materials incident, a rapidly-deteriorating international situation that could lead to an attack upon the United States, and, information or circumstances indicating the potential for acts of violence or civil disturbance.

Increased readiness activities may include, but are not limited to, briefing of the City Manager and other key officials or employees, reviewing and updating of the City Emergency Operations Plan and procedures, as needed and possible, increasing public information efforts, accelerating training efforts, inspecting critical facilities and equipment, including testing warning and communications systems, recruiting additional staff and emergency workers, conducting precautionary evacuations in the potentially impacted area(s), mobilizing personnel and pre-positioning resources and equipment; and contacting county, state and federal agencies that may be involved in field activities.

Initial response activities are primarily performed at the field response level. Emphasis is placed on minimizing the effects of the emergency or disaster. For day-to-day public safety, public works, and related incidents, this would be response activities such as fire, law enforcement, public works, emergency medical and related resources responding to incidents or other calls for service.

From an overall emergency management standpoint...that is, coordinating activities citywide or in a large area or incident...examples of initial response activities include making notifications to various departments, as needed, disseminating warnings, emergency public information, instructions to the public, conducting evacuations and/or rescue operations, caring for displaced persons and treating the injured, conducting initial damage assessments and surveys, assessing need for mutual aid assistance, restricting movement of traffic/people and unnecessary access to affected areas, and developing and implementing Incident Action Plans (an Incident Action Plan is a document that is put together to determine the response priorities for a certain time frame, for example the next 12 to 24 hours).

Extended response activities include sustained operations which extend beyond “normal” day-to-day emergency and related responses in the field or elsewhere.

Examples of extended response activities may include preparing detailed damage or safety assessments, operating mass care facilities, conducting coroner operations, procuring required resources to support longer term operations, documenting situation status, protecting, controlling, and allocating vital resources, restoring vital utility services, tracking and coordinating resource allocation, conducting advance planning activities, documenting expenditures, developing and implementing action plans for extended operations, disseminating emergency public information; declaring a local emergency, and coordinating with county, state and federal agencies.

1.13.3 Recovery Phase

Recovery phase activities involve the restoration of services to the public and returning the affected area(s) to pre-emergency conditions or better (socio-economic, infrastructure, environmental and buildings). Recovery activities may be both short-term and long-term, ranging from restoration of essential utilities such as water and power, to mitigation measures designed to prevent future occurrences of a given threat.

Examples of recovery activities may include restoring utilities, applying for state and federal assistance programs, conducting hazard mitigation analyses, identifying residual hazards, and determining and recovering costs associated with response and recovery.

1.13.4 Mitigation Phase

Mitigation efforts occur both before and after emergencies or disasters. Post-disaster mitigation is actually part of the recovery process. This includes eliminating or reducing the impact of hazards.

Mitigation efforts may include amending local ordinances and statutes, such as zoning ordinances, building codes, and other enforcement codes, initiating structural retrofitting measures, emphasizing public education and awareness; and assessing and altering land use planning.

Efforts may also include increasing security measures and/or, rebuilding in a way to lessen the impacts of future events.

1.14 EMERGENCY MANAGEMENT SYSTEMS

In order to effectively manage emergencies and disasters throughout California – and the United States - local and state governments use common emergency management systems. The system used nationwide is the National Incident Management System (NIMS). In addition to and in conjunction with NIMS, California state and local agencies also use a system called the Standardized Emergency Management System (SEMS).

1.14.1 National Incident Management System (NIMS)

On February 28, 2003, President Bush issued Homeland Security Presidential Directive 5 (HSPD 5). HSPD 5 directed the Secretary of Homeland Security to develop and administer a National Incident Management System (NIMS), which required full agency compliance by September 30, 2006. NIMS builds on the foundation of existing incident management and emergency response systems used by jurisdictions at all levels. Federal departments and agencies are required to make the adoption of NIMS by state and local organizations a condition for federal preparedness assistance (grants, contracts, and other activities).

NIMS provides for a consistent nationwide template to enable all government, private-sector, and nongovernmental organizations to work together during domestic incidents. 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.

The principles of NIMS are:

- **Flexibility:** Provides a consistent, flexible and adjustable framework where government and private entities at all levels can work together to manage incidents of any size.

- Standardization: Provides a set of standardized organizational structures and requirements to improve interoperability among jurisdictions and disciplines.

Six components make up the NIMS systems approach:

1. Command and Management: The three key standard incident management structures are discussed below.
2. Preparedness: Effective incident management begins with preparedness activities, which include planning, training, exercises, personnel qualifications, equipment acquisitions, mutual aid and publications management.
3. Resource Management: Standardized mechanisms and requirements on resource mobilization and recovery following an incident.
4. Communications and Information Management: Defines communications framework for information sharing at all levels.
5. Supporting Technologies: Technologies, such as data communications, to facilitate ongoing operations
6. Ongoing Management and Maintenance: Establishes an activity to provide strategic direction for NIMS oversight.

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

- The Incident Command System (ICS) defines the operating characteristics, management components, and structure of incident management organizations throughout the life cycle of an incident;
- The Multi-agency Coordination System (MACS), which defines the operating characteristics, management components, and organizational structure of supporting entities;
- The Public Information System, which includes the processes, procedures, and systems for communicating timely and accurate information to the public during emergency situations.

As can be seen in the above, NIMS is congruent with the emergency management system and concepts in use in California, including the City of San Luis Obispo. Many of the concepts match the Standardized Emergency Management System (SEMS) concepts, in use in California, including the City of San Luis Obispo.

1.14.2 Standardized Emergency Management System (SEMS)

The Standardized Emergency Management System (SEMS) is intended to provide for a standardized response to emergencies involving multiple jurisdictions or multiple agencies. SEMS is intended to be flexible and adaptable to the needs of all emergency responders in California. SEMS is required by California state law and is used as the coordination management system at the EOC level and between EOCs within the Operational Area.

SEMS requires emergency response agencies to use basic principles and components of emergency management, including the Incident Command System, Interagency Coordination,

the Operational Area concept, and established mutual aid systems. These principles and components are discussed below.

SEMS is an emergency response management structure designed to focus resources and efforts in the most efficient fashion. It is an “overlay” to pre-existing mandates in statute and regulation. It does not redirect or preempt these authorities.

1.14.2.1 Incident Command System (ICS)

The Incident Command System (ICS) is a regularly used emergency management tool, primarily for command and control of response resources in the field.

Just as most companies have a corporate president and most government agencies have district, city, or City managers/administers, ICS has an Incident Commander, or person in charge. Similarly, just as companies or government agencies may have various departments or divisions within their organization, ICS is made up of a number of functions which are somewhat equivalent to “departments” or “divisions”.

For example, a City has a governing board (City Council) and an administrative function to run and oversee the City. In addition to an administrative office, there are many other departments, such as public works, finance, police, fire, and so on. In turn, under each department are various divisions. For example, the police department may have a crime prevention division, patrol division, detective division, and a records division. Each division works effectively and cooperatively with the others, under one common organization.

Similarly, during emergencies, ICS is an on scene organizational arrangement. There is a person, or sometimes persons, in charge of the incident, titled the Incident Commander. The ICS positions below the Incident Commander level are organized to coordinate and oversee the various functions which need to be accomplished during an emergency.

During most emergency incidents, it is usually obvious which agency is in charge; for example, an accident on an unincorporated roadway in California is most often the California Highway Patrol, a fire in an incorporated city is most often the fire department. In these cases, the agency with jurisdiction is responsible for incident command.

The Incident Command System (ICS) is a nationally used standardized field ("field" meaning at the scene of an emergency) 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.

The principles of ICS are that the system provides the following kind of operations: single jurisdiction/agency involvement, single jurisdiction responsibility with multiple agency involvement, and multiple jurisdiction responsibility with multiple agency involvement. The system's organizational structure adapts to any emergency or incident to which emergency response agencies would expect to respond. The system is applicable and acceptable to all user

agencies. The system is readily adaptable to new technology. The system expands in a rapid and logical manner from an initial response to a major incident and contracts just as rapidly as organizational needs or the situation decrease. ICS has common components in organization, terminology and procedures. Put another way, expanding or contracting can be explained by going back to our earlier example of a police department – a small department may have a detective division that handles all investigations in its jurisdiction. A larger department may have the detective division broken up into sections which specialize only on robbery or auto theft, for example. Similarly, ICS can have people in positions handling multiple tasks, or for larger incidents those tasks can be broken up and handled by additional personnel.

Specific information on ICS can be found in Part 2 of this Emergency Operations Plan. It should be noted that the City of San Luis Obispo first adopted ICS for emergency management use in the early 1980's, and renewed that commitment with the formal adoption of NIMS in September of 2006.

1.14.2.2 Mutual Aid

A primary foundation of California's emergency planning and response is a statewide mutual aid system, which is designed to ensure that adequate resources can be provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation(s).

Mutual aid is a concept where one agency or jurisdiction shares its resources with other agencies or jurisdictions in times of need. A common example is the use of fire agencies, which assist each other when one jurisdiction has a large fire.

The basis for the system is the California Master Mutual Aid Agreement, as referenced in the California Emergency Services Act. The Master Mutual Aid Agreement created a formal process wherein each jurisdiction retains control of its own personnel and facilities, but can give and receive help whenever it is needed in other areas. The City of San Luis Obispo has been a signatory to the Master Mutual Aid Agreement for many years.

State government is obligated to provide available resources to assist local jurisdictions in emergencies. To facilitate the coordination and flow of mutual aid, the state has been divided into six mutual aid regions and three administrative regions. The City of San Luis Obispo is located within Mutual Aid Region I and the Southern Region for administrative functions.

Mutual Aid Region I consists of San Luis Obispo, Santa Barbara, Ventura, Los Angeles, and Orange Counties. There is also a Region I-A for law enforcement mutual aid, consisting of San Luis Obispo, Santa Barbara, and Ventura Counties. The purpose of mutual aid regions is to have a system in place which can quickly provide assistance to other counties in the region. The administrative region, Southern Region that oversees these mutual aid counties also oversees Mutual Aid Region VI, which consists of counties including Riverside, San Bernardino, San Diego, Imperial, Inyo, and Mono Counties.

1.14.2.2.1 Discipline specific Mutual Aid

The statewide system includes several discipline specific mutual aid systems, including, but not limited to, fire and rescue, law enforcement and, emergency managers.

To further facilitate the mutual aid process, particularly during day-to-day emergencies involving public safety agencies, fire and rescue and law enforcement mutual aid coordinators have been selected and function at the Operational Area, regional and state levels.

Regional Disaster Medical Health Coordinators have been identified for each mutual aid region to coordinate medical mutual aid during disasters. It is expected that, during a disaster, the San Luis Obispo Operational Area Mutual Aid Coordinators will be assigned to, or liaison with, the San Luis Obispo County Emergency Operations Center or other city emergency operation centers, such as the City of San Luis Obispo EOC.

A basic role of an Operational Area mutual aid coordinator is to receive mutual aid requests, coordinate the provision of resources from within the Op Area and pass on unfilled requests to State OES Mutual Aid Region I. That is, each Op Area mutual aid coordinator handles and tracks requests between special districts, cities, the County, and the state.

Within San Luis Obispo County, the Sheriff's Department is the Op Area Mutual Aid Coordinator for law enforcement; CAL FIRE/County Fire is the Op Area Mutual Aid Coordinator for fire agencies; the County Office of Emergency Services provides Op Area Mutual Aid Coordinator for general emergencies, and the County Health Officer delegates Regional Disaster Medical Health Coordinator Mutual Aid coordination to the Emergency Medical Services Agency (EMSA).

During a proclaimed emergency, the San Luis Obispo Operational Area will, as needed, coordinate mutual aid requests between the City of San Luis Obispo and San Luis Obispo County, the San Luis Obispo Operational Area member jurisdictions, and the Cal EMA Southern Regional Emergency Operations Center (REOC). Requests should specify, at a minimum:

The number and type of personnel needed, and/or; type and amount of equipment needed; reporting time and location; authority to whom forces should report; access routes into the affected area(s); estimated duration of operations; and risks and hazards.

1.14.2.2 Volunteer and Private Agency Mutual Aid

Volunteer and private agencies are part of the San Luis Obispo Operational Area's mutual aid system; in fact, they are part of the ongoing day-to-day emergency management system. The American Red Cross and Salvation Army are essential elements of the City of San Luis Obispo's response to meet the care and shelter needs of disaster victims. Private sector medical/health resources are an essential part of the County's medical response. Volunteer and private agencies mobilize volunteers and other resources through their own systems. These agencies can be represented at the City of San Luis Obispo EOC when activated, or through related Department Operations Centers.

The San Luis Obispo County Operational Area is fortunate to have a good Voluntary Organizations Active in Disaster (VOAD) organization, which is coordinated by the San Luis Obispo County Chapter of the American Red Cross (ARC). VOAD is a consortium of non-profit and faith based organizations dedicated to fostering more effective service to people affected by disaster, with a commitment to cooperation, communication, coordination, and collaboration. As

the lead VOAD coordinator, the ARC in turn coordinates and works closely with the public agency emergency organizations including those in the City of San Luis Obispo. When requested, the ARC provides staff to the City EOC during its activation.

There are two types of resources VOAD members provide: human and material. For example, VOAD members provide volunteers and staff to serve in the event of a disaster or emergency to provide resources which may include health professionals, grief counselors, child care workers, animal rescue staff, shelter staff, meal servers and caseworkers.

VOAD material resources may include providing shelter facilities, shelter supplies, kitchen facilities, food, clothing, horse trailers, animal crates, or satellite phones. VOAD may also establish services such as providing drop-off points through the area for people wishing to donate items after a disaster.

The San Luis Obispo County Chapter of the ARC also provides, primarily through the use of many volunteers, important emergency services within the Operational Area. Every month, the San Luis Obispo Chapter responds to local emergencies – single family fires for example. Volunteers respond as members of a Disaster Action Team, which are located in various areas of the county. Disaster volunteers also have the opportunity to help with the Chapter’s ongoing emergency planning and preparedness efforts.

In general, the Chapter is an important link between local volunteers such as those noted above and the overall Operational area emergency management system.

1.14.2.2.3 Coordination of Mutual Aid Resource Requests

Coordination of mutual aid resource requests goes beyond Operational Area Coordinators working as a link between special districts, cities, the County, and the state to track and fill the needs of various jurisdictions. Once mutual aid resources are obtained from other jurisdictions, those resources need to be coordinated upon their arrival at the requesting agency’s destination.

Incoming mutual aid resources may be received and processed at several types of facilities, such as staging areas, mobilization centers and incident facilities.

Staging areas are used for the complete assemblage of personnel and other resources prior to being sent directly to the disaster site.

Mobilization centers are off incident locations at which emergency response personnel and equipment are temporarily located pending assignment, release or reassignment. Incident facilities include Incident Command Posts, field staging areas, bases, and camps. Field staging areas are temporary locations at an incident where personnel and equipment are kept while awaiting tactical assignments.

1.14.2.2.4 Mutual Aid Agreements

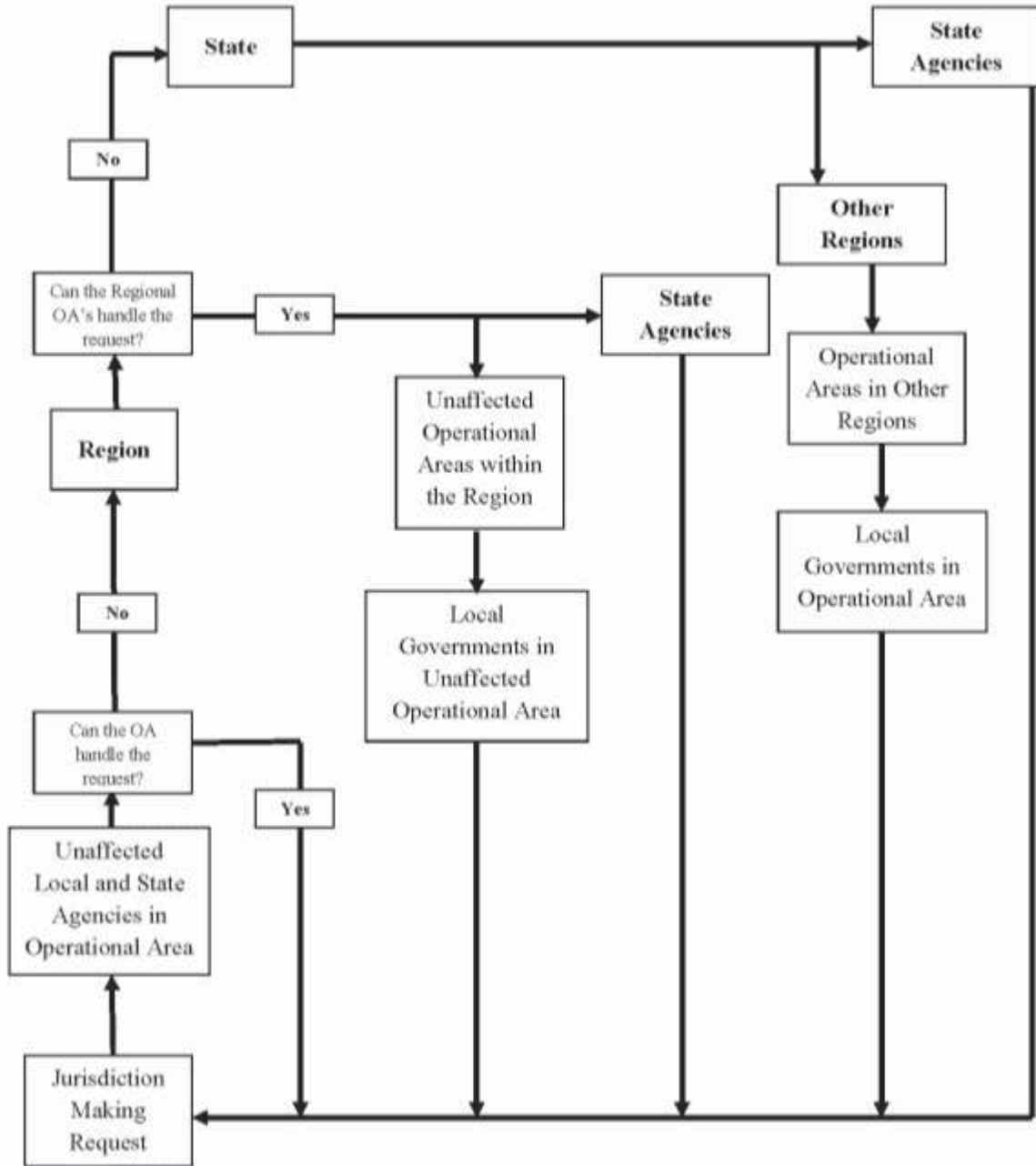
The following depicts a sampling of mutual aid agreements of which the City of San Luis Obispo is a participant:

1. California Master Mutual Aid Agreement
2. San Luis Obispo County Fire and Rescue Mutual Aid Agreement
3. California Fire Assistance Agreement
4. Region 1A Law Enforcement Mutual Aid Agreement
5. Public Works Mutual Aid Agreement
6. California Emergency Managers Mutual Aid Agreement
7. Regional Disaster Medical/Health Coordination

As noted above, these are a sampling of the mutual aid agreements which the City of San Luis Obispo participates. Agreements are modified, updated, and added, on an as needed basis, and are generally stand alone documents that are worked out between specific entities or types of profession.

The concept of mutual aid is that almost any needed resource which a local agency exhausts or needs and does not have may be requested through the Operational Area process. During an incident, resource requests can be made through the Operational Area. For example, there are agreements for building inspector mutual aid, engineers, mental health and many others.

MUTUAL AID PROCESS:
GENERAL FLOW OF REQUESTS AND RESOURCES



1.14.3 Operational Area

Within the State of California, and as defined in the National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS), emergency management is coordinated using various geographical levels. Local agencies such as special districts, cities, and counties, are generally responsible for emergency management within their respective jurisdictions. However, when an emergency or other incident affects more than one jurisdiction, or that jurisdiction needs assistance, the next level up of emergency management coordination is the Operational Area.

An Operational Area (OA) consists of all political subdivisions within the geographical boundaries of a County, including County government. The San Luis Obispo County Board of Supervisors formally established the San Luis Obispo Operational Area with the adoption of a revised Emergency Operations Plan dated November 21, 1995.

An OA is used by the County and other local political subdivisions for the coordination of information and resources, and to serve as a link in the system of communications and coordination between the state's emergency operation centers and the operation centers of the political subdivisions within the operational area. Basically, emergency response actions within an OA are coordinated by one entity when necessary during large emergencies. This helps ensure a coordinated response throughout the County. The entity that coordinates the OA also serves as a link between the OA/local agencies and Cal EMA or other state and/or federal agencies.

As noted in the previous section, various agencies within Operational Areas coordinate mutual aid response and related tasks for various disciplines. These Operational Area Coordinators serve as the link between other jurisdictions and agencies within their discipline.

Fire chiefs within the OA choose the fire and rescue Operational Area Coordinator, which is usually County Fire Chief. The Sheriff of each County is the law enforcement Operational Area Coordinator. For many other general mutual aid issues and emergency functions, the San Luis Obispo County Office of Emergency Services serves as the Operational Area Coordinator.

The Regional Disaster Medical Health Coordinator system within the OA can also serve as the emergency medical services coordinator. Within San Luis Obispo County, the County Health Officer (CHO) or his designee serves as the OA Coordinator for medical and health issues. For example, within San Luis Obispo County, the Emergency Medical Services Agency, Incorporated, may be the designated OA coordinator on behalf of the CHO.

Each of the Operational Area Coordinators work in conjunction with, and supports the efforts of, the other disciplines.

1.14.4 SEMS Interagency Coordination

Any emergency involving many agencies or jurisdictions means that those agencies and jurisdictions need to work together. The SEMS terms for this coordination is Multi-agency or Interagency coordination, which means participation of agencies and disciplines involved at any level of the SEMS/emergency 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.

Multi-agency coordination is generally that which takes place among agencies within a jurisdiction. For example, between police, fire, and public works departments working together at an EOC or at an actual incident/emergency scene. Interagency coordination is generally that which takes place between agencies in different jurisdictions or between agencies at different levels, such as between cities, cities and the County, special districts and the County, etcetera.

Interagency coordination is the decision making system used by member jurisdictions of the San Luis Obispo Operational Area. Interagency coordination involves agencies and disciplines involved at any level of the SEMS organization working together to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

One of the functions of the Operational Area is to obtain a countywide picture of the situation during and after a disaster. Interagency coordination is used to prioritize response to incidents when resources are stretched thin. Essentially, it is a number of jurisdictions working together for the common good.

1.14.5 SEMS Functions

There are five designated levels in the SEMS organization: field response, local government, operational area, regional, and state. Each level is activated as needed.

The **Field Response** level commands emergency response personnel and resources to carry out tactical decisions and activities in direct response to an incident or threat, at the scene of an incident.

The **Local Government** level manages and coordinates the overall emergency response and recovery activities within its jurisdiction. The local government level includes cities, counties, and special districts.

The **Operational Area** level manages and/or coordinates information, resources, and priorities among local governments; and serves as the coordination and communication link between the local government level and the regional level. The Operational Area includes all jurisdictions and special districts within the County geographical area. The County of San Luis Obispo is the lead agency for the San Luis Obispo Operational Area.

The **Regional Level** manages and coordinates information and resources among operational areas within the mutual aid region designated and between the operational areas and the state level. This level, along with the state level, coordinates overall state agency support for emergency response activities.

The **State Level** manages state resources in response to the needs of the other levels, manages and coordinates mutual aid among the mutual aid regions, the regional level and state level, and serves as the coordination and communication link with the federal disaster response system.

1.14.5.1 Coordination with Other Levels of Government

Provisions have been made for coordination with cities and various other jurisdictions within the San Luis Obispo Operational Area. The County is the lead agency for the San Luis Obispo Operational Area and coordinates with these agencies and jurisdictions as needed during a countywide emergency or disaster.

Through means such as direct phone links with the seven cities and Cal Poly, government radio frequencies, commercial phone systems and Amateur Radio Emergency Services/Radio Amateurs in Civil Emergencies (ARES/RACES), the County Emergency Operations Center communicates with the various local jurisdictions throughout the Operational Area.

Through the interagency coordination process, the County Emergency Operations Center acts as the Operational Area primary coordination point for situation status information as well as response and recovery coordination. The County also works with locally based state and federal agencies to ensure they are integrated into Operational Area emergency operations, as appropriate.

These coordination efforts are intended to result in a cooperative countywide response and recovery effort which will benefit the overall Operational Area, each jurisdiction, and the public.

1.14.5.2 Coordination between SEMS Levels

Coordination links between the five SEMS functionally operating levels vary based on the type of incident. However the links generally occur using the follow methods.

1.14.5.2.1 Field Response

Field response level and local government level interact via direct communications between field personnel and the local government's EOC or Public Safety Answer Point (PSAP) communications center (often referred to as dispatch center for police, fire, and other agencies), or with other coordination centers. Within each jurisdiction additional communication is made between field response staff and Department Operations Centers (DOC).

DOCs are facilities that may coordinate a specific function during an emergency response. For example, when a public works department sets up a special response center to coordinate responses to road flooding and related problems during a storm, that coordination facility is functioning as a public works Department Operations Center. Unlike an Emergency Operations Center, which often coordinates multiple response agencies, Department Operations Centers coordinate specific resources. Examples of DOCs used for the City of San Luis Obispo include Public Works DOC (PW DOC) and Police DOC (PD DOC).

When communication occurs between field personnel and their department's DOC, the DOC in turn coordinates and communicates with the City EOC or PSAP, as appropriate.

For example, the City Public Works DOC coordinates City public works field actions, including road crews, and liaisons with the California Department of Transportation (Caltrans), the

California Highway Patrol (CHP) San Luis Obispo Area office, the Sheriff's Department and various local jurisdictions when activated for response to such situations as severe road flooding.

1.14.5.2.2 DOC/EOC/OA Communication

Once the coordination and communications links identified above occur between field and local levels, local EOCs, Public Safety Answering Points (PSAPs, which are 9-1-1 police/fire dispatch/communications centers), DOCs, or related coordination centers, in turn communicate with their interagency coordination representative at the OA level, City Fire communicates with County Fire as the Fire Interagency Coordinator (IAC), City Police communicates with the County Sheriff's Department, and other functions communicate with their counterparts in the County EOC.

1.14.5.2.3 Operational Area and Cal EMA Region Communications

Coordination links between the OA and Cal EMA consist of routine emergency planning interactions on a regular basis and direction, coordination, and communication with the Regional EOC (REOC) or other State liaison points during emergencies or disasters requiring EOC activation. Coordination links include providing OA situation status to the REOC, making resource requests, notifying REOC of OA resource status, keeping REOC informed on the status of resources provided through them, providing damage assessment information to REOC, and receiving similar situation status information from REOC.

1.14.5.2.4 Operational Area and State Warning Center/State Operations Center Communications

Coordination between the San Luis Obispo OA and the State Warning Center (SWC) or the State Operations Center (SOC), both located near Sacramento, is minimal except during the initial stages of an incident occurring after business hours. The OA's primary direct link with Sacramento involves receiving warning or related information from the SWC to the County's 24 hour notification point (Sheriff's Department Watch Commander) or from the OA to the SWC notifying them of an event. After initial notification procedures the OA will generally make follow up links with the Southern Region.

1.14.6 National Response Framework

On March 22, 2008 the National Response Framework (NRF) formally replaced the National Response Plan (NRP) as the nation's overall disaster response guide. The Framework presents guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies of all sizes. The Framework establishes comprehensive principles, roles and structures that organize national response. It was created to ensure that practitioners across the nation understand the roles, responsibilities and relationships of domestic incidents to better respond to any type of incident.

The NRF, using NIMS, provides the structures and mechanisms for national level policy and operational direction for Federal support to State and local incident managers and for exercising direct Federal authorities and responsibilities, as appropriate.

The NRF includes protocols for operating under different threats or threat levels; incorporation of existing Federal emergency and incident management plans (with appropriate modifications and revisions) as either integrated components of the NRF or as supporting operational plans; and additional operational plans or annexes, as appropriate, including public affairs and intergovernmental communications.

The National Response Framework is built on five key principles:

1. **Engaged partnerships** - Leaders at all levels must communicate and support engaged partnerships by developing shared goals so that no one is overwhelmed in times of crisis.
2. **Tiered response** - Incidents must be managed at the lowest jurisdictional level possible and supported as needed.
3. **Scalable, flexible and adaptable operational capabilities** - Incident response must change as incidents change in size, scope and complexity.
4. **Unity of effort through unified command** - Effective unified command is essential and requires a clear understanding of roles and responsibilities by each participating organization.
5. **Readiness to act** - Effective response requires balancing a readiness to act with an understanding of risk.

To satisfy State requests for assistance, FEMA coordinates the delivery of federal assets through Emergency Support Functions (ESF). Each ESF has a lead federal agency and several support agencies. The ESF structure meets specific needs as listed below:

- ESF#1: Transportation
- ESF#2: Telecommunication and Information Technology
- ESF#3: Public Works and Engineering
- ESF#4: Firefighting
- ESF#5: Emergency Management
- ESF#6: Mass Care, Housing, and Human Services
- ESF#7: Resource Support and Logistics Management
- ESF#8: Public Health and Medical Services
- ESF#9: Urban Search and Rescue
- ESF#10: Oil and Hazardous Material Response
- ESF#11: Agriculture
- ESF#12: Energy
- ESF#13: Public Safety and Security
- ESF#14: Long-Term Community Recovery
- ESF#15: External Affairs (Emergency Public Information)

The concepts included in the National Response Framework are similar to many of the concepts used in this EOP. Since the Framework uses the same core principles as NIMS, implementation and training changes are minimal. This EOP is to the best knowledge of the City of San Luis Obispo, consistent with the NRF.

1.14.7 Communications

1.14.7.1 City of San Luis Obispo Emergency Communications Center

During large or citywide emergencies, the Communication and Records Manager (Police Department) or the Communications Supervisor are responsible for coordinating all City communications activities at the Emergency Communications Center (ECC). They are also responsible for maintaining appropriate levels of Communications Technicians (dispatchers) to staff up for a large scale or citywide emergency on a 24 hour basis.

The City of San Luis Obispo Information Technology Manager and staff are responsible to maintain all the City radio systems and all dispatching computer technology on a 24 hour basis.

The City's Emergency Communications Center (ECC) is the answering point for 9-1-1 calls that originate in the City for all landline based phones. The 911 calls which originate from cellular telephones are currently answered in two different locations: The CHP Communications Center in San Luis Obispo answers the 911 cell phone calls from cell towers that cover any state highway (forwarding them to the City ECC); the City's Emergency Communications Center answers the 911 cell phone calls from cell towers inside the City that do not cover any state highways.

1.14.7.2 County of San Luis Obispo Communications

During large or countywide emergencies, the County Communications Manager (or alternate) and staff are responsible for coordinating County communications activities.

Communication System links among local, county, state agencies, and the Diablo Canyon Power Plant, include the following types:

- Commercial Telephone
- Inter-jurisdictional Telephone System (Red Phone System)
- California Law Enforcement Telecommunications System (CLETS)
- Dedicated Telephone Lines (Direct Intercom)
- County and Other Government Radio Networks
- California and National Advance Warning System (CAWAS/NAWAS)
- Radio Links with Diablo Canyon Power Plant
- Amateur Radio Emergency Services radio systems
- Operational Area Satellite Information System (OASIS)

Each city within the County and California Polytechnic University operates its own public safety answering point (PSAP, commonly known as 9-1-1 answering points), and dispatch their own fire and police units. With the exception of the Sheriff's dispatch and Cal Poly, the PSAPs dispatch the fire and police resources within their jurisdictions.

1.14.7.3 Twenty-four Hour Communications Capability

A primary communications link with the City of San Luis Obispo EOC facility is provided by the City's emergency communications center. This center provides primary dispatching for the Fire Department and Police Department. This emergency communications center also has direct contact with City Public Works personnel, police departments within the County and the CAL FIRE/County fire department dispatch center. Primary communications are via City radio systems, dedicated direct telephone lines, and commercial telephone lines.

In the event of a disaster or large emergency affecting communications, radio systems (including repeaters) are generally provided with backup power. An alternative system is the Amateur Radio Emergency Services (ARES) and Radio Amateur Civil Emergency Services (RACES) radios and personnel. ARES/RACES have radio and computer communications systems located in the City EOC that can be operated independently of City systems. ARES/RACES systems are self contained, and include mobile radios that operate using batteries. ARES/RACES systems are also located at other locations throughout the County, including some other city EOCs.

The County Sheriff Watch Commander's (WC) office is the County's two way contact with state and national warning systems. The California Advanced Warning System (CAWAS) and National Advanced Warning System (NAWAS) communications hardware is located in the WC's office.

1.14.7.4 Operational Area Satellite Information System (OASIS)

The Operational Area Satellite Information System (OASIS) is a communications system designed to provide information between state, local, and federal agencies. OASIS is a communications system that consists of computer software, and hardware equipment. The hardware portion of OASIS includes a satellite system in each operational area linked to selected state, federal, and local agencies. The satellite dish for the San Luis Obispo OA is located outside the County/OA EOC. The system is used by accessing telephones in the County OES room and on the Watch Commander's telephone console. The system is tested monthly and was used after the January 1994 Northridge earthquake for Regional Disaster Medical/Health Coordination from the San Luis Obispo County EOC.

1.14.7.5 Communications - Extra Radios

The City of San Luis Obispo radio system should be considered as all that is available during an emergency. The City does have approximately 60 portable radios (police, fire and public works) in a cache located at city hall under the supervision of the Information Technology Manager.

If more radios are needed in the City of San Luis Obispo during an disaster, all other city, state and federal communications resources can be accessed through the existing mutual aid systems, i.e. County Operational Areas, Cal EMA Regions, etc.

RACES and ARES radio operators will be used to back up and augment City communications systems. Special consideration will be given to employing them to augment disaster operations, including medical activities, public information activities, and uses such as shelter communications.

1.14.8 City Emergency Facilities (EOC/DOC) and Equipment

1.14.8.1 City of San Luis Obispo EOC (Staffing Levels)

The City Emergency Operations Center is located at Fire Station 1, 2160 Santa Barbara Avenue. The purpose of an EOC is to provide a location and system which allows the Disaster Management Team to gather, evaluate and react to information regarding an incident. The EOC is the focal point for Incident Command and Control. The EOC is the "eyes and ears" of the emergency. It provides a location where city management personnel can gather and manage departmental and city activities toward positive resolution of the problems at hand. The EOC provides a necessary "snapshot" of the emergency so that managers may "understand" what the incident status is. The EOC serves as the incident "command post" for Level 3 emergencies.

Level 1 Staff = "Notification Only"

Level 1 is an initial "management watch" operation. Emergency Communications Center or EOC Manager notifies:

1. EOC Support Staff
2. Affected Department Heads
3. Designated Staff

Level 2 Staff = "Skeleton EOC"

Skeleton EOC staff is notified by the EOC Manager and includes:

- | | |
|-----------------|----------------------------|
| 1. City Manager | 4. Public Works Director |
| 2. Fire Chief | 5. Finance and IT Director |
| 3. Police Chief | 6. Utilities Director |
| 7. EOC Support | |

Level 3 Staff = "Entire EOC" Activation

The full EOC will be activated during a "Level 3" (major emergency). See San Luis Obispo EOC Set-Up Plan in Part 5 of this plan for more information.

1.14.8.2 Alternate City EOC Locations

For all disasters the EOC will be at the Headquarters Fire Station, unless the building has been rendered unusable. The following locations shall be considered as alternate EOC locations based on availability and need at the time of the incident:

- Ludwick Center – 864 Santa Rosa
- Corporation Yard – 25 Prado Road
- Veteran's Hall – 801 Grand Avenue

1.14.8.3 City Department Operations Centers

Some emergency and disaster functions are coordinated at locations other than the City EOC. Such outlying incident facilities that coordinate incident activities are referred to, per SEMS

regulations, as Department Operations Centers (DOC). It is the responsibility of the City department running a DOC to remain in contact with, and coordinate with, the City EOC.

- Administration, Attorney, Human Resources, Finance & City Clerk at 990 Palm (City Hall)
- Community Development at 919 Palm Street
- Fire Department at 2160 Santa Barbara (Fire Station No. 1)
- Parks & Recreation Department at 1341 Nipomo St. (Parks & Recreation Building)
- Police Department at 862 Walnut (Police Station)
- Public Works at 25 Prado (Corporation Yard)
- Utilities at 879 Morro Street

1.14.8.4 Field Operations Facilities

Specific field operations, such as fire suppression activities, heavy rescue from collapsed buildings, or large evacuations may require temporary facilities to work from in order to carry out their duties. Actual command of these activities will be overseen by field incident commanders (IC). Such facilities may include field command centers, which are referred as incident command posts (ICP) and staging areas for personnel, equipment, and supplies. It is the responsibility of the IC or staging area manager to remain in contact with the next emergency organization level above him or her.

1.14.8.5 Mobilization Centers – Incident Bases

If there is a large scale disaster in the City of San Luis Obispo which also affects the County of San Luis Obispo it is understood that emergency responders, emergency vehicles and equipment may need to respond from out of the area in large numbers. Prior to official deployment to a specific incident, responders and equipment may be sent to a Mobilization Center, examples of locations in our county are the Paso Robles Fairgrounds and Camp San Luis Obispo. Resources in a Mobilization Center can be assigned to any incident in the county that requests the help.

During a large scale disaster in the City of San Luis Obispo, in addition to the City EOC and functioning DOCs, the City may open an Incident Base where the majority of the logistical support for the disaster or incidents would be coordinated. Examples of locations that may be used as an Incident Base are the San Luis Obispo High School or Santa Rosa Park.

1.14.8.6 Special Equipment Needs

The large scope of an incident may require outside resources in order to effectively respond and recover. While it is up to each agency, incident commander, EOC staff, and DOC to determine their equipment and related needs, it is a function of the EOC to anticipate many of those needs. This is accomplished through damage assessment and developing planning and intelligence information in the EOC. Many equipment and related needs will not be available within the City and mutual aid requests will need to be processed, which is a function of logistics and liaison in the EOC. Special action from the Emergency Services Director and/or other authorized person may be needed to authorize expenditure of unbudgeted funds for such needs.

1.15 CITY OF SAN LUIS OBISPO EMERGENCY ORGANIZATION

Section 2.24.070 of the San Luis Obispo Municipal Code states that all officers and employees of this city, together with those volunteer forces enrolled to aid the emergency organization 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 San Luis Obispo Municipal Code Section 2.24.060A.6c, be charged with duties pertaining to the protection of life and property in this city during such emergency, shall constitute the emergency organization of the city.

Section 2.24.030 of the San Luis Obispo Municipal Code states a disaster council is established. The mayor is chair of the disaster council. The vice-mayor is vice chair of the disaster council and the remaining members of the city council are members of the disaster council. The disaster council is empowered to review and approve the emergency operations plan, mutual aid plans, agreements and such ordinances as are necessary to implement such plans and agreements.

Section 2.24.050 of the San Luis Obispo Municipal Code states that the city manager shall be the emergency services director and the assistant city manager shall be the deputy emergency services director. The emergency services director, during a major emergency is empowered to direct and manage the emergency organization with input from the disaster council.

1.15.1 Common Emergency Organization

City of San Luis Obispo is fortunate to have public agencies, as well as other organizations which exist for the common good, which work well together on a day-to-day basis to provide integrated safety, emergency management, and related services citywide. This cooperative effort has resulted in enhanced readiness for many natural and human caused emergencies or disasters.

In addition to public agencies, support groups made up of citizen volunteers make up an integrated system of public service volunteers. Community Emergency Response Training - CERT is a 20-hour “hands-on” course that teaches individuals to be better prepared in the event of a major disaster, and to form into effective neighborhood teams to assist others. The City of San Luis Obispo Fire Department provides CERT courses once a year to our citizens.

In addition to government authority, groups such as the American Red Cross are essential to serving the needs of disaster victims, providing support services such as shelter, service centers, and actual field response.

Since local agencies are the first responders the vast majority of the time to “routine” emergencies, as well as disasters, it is important that those entities have a good interagency relationship, as well. Many local agencies - as well as certain locally based state agencies, and some federal agencies - which have roles and resources needed for emergency response have been working together and otherwise cooperatively interacting for a number of years on general public safety, emergency management, and related services.

1.15.1.1 City Government Emergency Organization

The emergency organization of the City includes all employees. As such, individual departments are encouraged to be aware of their roles as outlined in this plan, and are also encouraged to support the overall efforts of emergency planning.

In addition to duties within or related to individual departments, such support may include allowing staff participation from various departments from time-to-time in order to serve roles in the Emergency Operations Center or other locations during exercises, drills, or training, outside of an employee's day-to-day departmental duties or functions, as requested by the City Manager and/or his/her authorized designee(s).

The matrices in the following pages provide an overview of the roles and responsibilities for certain functions within the City and related agency emergency organization, as well as state and federal agencies. In addition, Part 3 of this plan provides an overview of duties performed by various City and related agencies during extended emergency response operations.

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1.15.1.2 Functional Responsibilities of City Departments and Private Organizations

	Alerting and Warning	Communications	Situation Analysis	Management	Public Information	Radiological Protection	Fire and Rescue	Access Control	Law Enforcement	Medical	Public Health	Coroner	Care and Shelter	Movement	Rescue	Construction and Engineering	Supply and Procurement	Personnel	Transportation	Utilities
City Manager	S		S	S	S		S											P		
City Police	P	P	S	S	S			P	P			P								
City Fire	P		S	S	S	S	P			S	S			S	P				S	
City Public Works			S	S										S		P	S		P	S
City Community Development													S			S	P			
City Attorney	S				S								S							
City Finance and Info. Tech.		P																S		
City Community Development			S	S	S											S	S		S	
City Attorney	S				S								S							
City Utilities			S		S											S				P
City Parks & Rec.								S					S					P		
City Council	S		S	S	S															
County Health				S		S				P	P		S							
County Env. Health	S		S			P					S									
County Supt. of Schools			S										S						S	
County Animal Services													S							
EMSA											P	S								
Hospitals											P	S								
Private Ambulances										S	P									
PG&E			S			S														P
So. Cal. Gas			S																	P
ARES/RACES		S	S																	
ARC										S			S							
Salvation Army													S							
Other Cities / Cal Poly	S		S	S	S		S	S	S					S	S		S			
Pac Bell		S																		P

At times of emergency, the agencies and organizations represented in this matrix have important roles to assume in one or more areas of “command” and “general” staff. Miscellaneous support staff assists the command and general staff with technical advice, public information dissemination and liaison with other agencies. “Operations” is tasked with the carrying out of protective action missions designed to best mitigate the effects of the disaster at hand. “Logistics” is responsible for all support functions needed in a disaster response from supplies to shelter and welfare. Responsibilities are shared among city departments and private organizations.

P = Principal Agency / Organization

S = Supporting Agency / Organization

1.15.1.3 Functional Responsibilities of County Agencies and Private Organizations

	Alerting and Warning	Communications	Situation Analysis	Management	Public Information	Radiological Protection	Fire and Rescue	Access Control	Law Enforcement	Medical	Public Health	Coroner	Care and Shelter	Movement	Rescue	Construction and Engineering	Supply and Procurement	Personnel	Transportation	Utilities
Co. Admin (OES)	S		P	P	P		S											P		
Sheriff	P							P	S			P								
Co. Fire	S		S	S	S		P			S				S	P				S	
Co. Public Works			S	S										S		P	S		P	S
Co. Health				S		S				P	P		S							
Co. Env. Health	S					P					S									
Co. Info. Services		P	S																	
Co. General Services													S			S	P			
Co. Social Services	S				S								S							
Co. Aud / Controller																	S			
Co. Counsel				S												S				
Co. Planning				S																
Co. Supt. of Schools			S										S						S	
Co. Animal Services													S							
EMSA											P	S								
Hospitals											P	S								
Private Ambulances											P									
PG&E			S			S														P
So. Cal. Gas			S																	P
ARES			S																	
ARC										S										
Salvation Army																				
Cities / Cal Poly	S		S	S	S		S	S	S					S	S		S			
Pac Bell		S																		P

At times of emergency, the agencies and organizations represented in this matrix have important roles to assume in one or more of three functions referred to as “Command,” “Operations” and “Logistics.” The deputy County Administrator, Sheriff, County Fire Chief, County Health Officer, County Engineer and senior area CHP Representative join the County Administrator to form a “Unified Command” group responsible for major policy and decisions. Miscellaneous support staff assists the command group with technical advice, public information dissemination and liaison with other agencies. The “Operations” group is composed of next line representatives of the “Command” group. They are tasked with the carrying out of protective action missions designed to best mitigate the effects of the disaster at hand. The third group, “Logistics” is responsible for all support functions needed in a disaster response from supplies to transportation to shelter and welfare. Responsibilities are shared among county departments and private organizations.

P = Principal Agency / Organization

S = Supporting Agency / Organization

1.15.1.4 Functional Responsibilities of State Agencies

	Alerting and Warning	Communications	Situation Analysis	Management	Public Information	Radiological Protection	Fire and Rescue	Access Control	Law Enforcement	Medical	Public Health	Coroner	Care and Shelter	Movement	Rescue	Construction and Engineering	Supply and Procurement	Personnel	Transportation	Utilities
Aging													S							
Air Resources Board										S										
Alcoholic Bev. Cont. Board								S												
Boating & Waterways														S	S					
CA Conservation Corps									S						S	S				
CA Highway Patrol	S		S			S			S					S	S					
CA Maritime Academy													S		S					
Community Colleges																			S	
Conservation																	S			
Consumer Affairs									S				S							
Corrections & Rehabilitations										S									S	
Education																			S	
Emergency Medical Serv. Auth.										P										
Cal EMA	P	P	P	P	P	P	P		P	S		S		P	P					S
Employment Development															S				P	
Energy Commission																	S			S
Finance										S							S			
Fire Marshal						S									S					
Fish and Game			S			S	S		S						S		S			
Food and Agriculture									S	S							S			
CAL FIRE							S		S				S						S	
General Services									S	S				S		P	P			
Health Services						S				S	P	S					S			
Justice									S			S								
CA National Guard		S	S				S		S	S		S	S		S	S		S		
Motor Vehicles														S						
Personnel Board																		S		
Public Utilities Commission														S						P
Rehabilitation													S							
Social Services										S			P							
Integrated											S									
Transportation			S			S		S	S					S	S	S				P
Univ. of CA/CA State University																			S	
Veterans Affairs													S							
Water Resources																S				
Water Resources Control Board											S					S				S
Youth Authority - CDC										S			S		S				S	

P = Principal Agency / Organization

S = Supporting Agency / Organization

1.15.1.5 Functional Responsibilities of Federal Agencies

	Alerting and Warning	Communications	Situation Analysis	Management	Public Information	Radiological Protection	Fire and Rescue	Access Control	Law Enforcement	Medical	Public Health	Coroner	Care and Shelter	Movement	Rescue	Construction and Engineering	Supply and Procurement	Personnel	Transportation	Utilities
Agriculture							S										S			
Bureau of Land Management								S	S						S					
Civil Air Patrol															S					
Department of Defense							S	S	S		S				S					
Federal Aviation Administration	S													S	S					
FEMA			S	S						P		S				P				
Food and Drug Administration											S									
Health and Human Services										S	P									
Interior							S													
Interstate Commerce Comm.														S						
Justice									S			S			S					
National Park Service								S	S											
National Weather Service	S				S															
Transportation														S						
Treasury									S											
US Army Corps of Engineers																S				
US Forest Service									S						S					

P = Principal Agency / Organization

S = Supporting Agency / Organization

1.15.2 City of San Luis Obispo Emergency Operations Center Management

As a location to coordinate multi and interagency response efforts - as the sort of “disaster central” - the City of San Luis Obispo Emergency Operations Center (EOC) can be staffed to a level needed for any particular situation. This can range from only a core group of a few people to full activation, or somewhere in between.

Staffing in the City EOC may include emergency management representatives, Police Department representatives, Public Works, and other agencies as needed and feasible.

The SEMS regulations state that communications and coordination shall be established between a local government EOC, when activated, and any state or local emergency response agency having jurisdiction at an incident occurring within that local government's boundaries.

SEMS regulations also dictate that local government shall use multi-agency or interagency coordination to facilitate decisions for overall local government level emergency response activities.

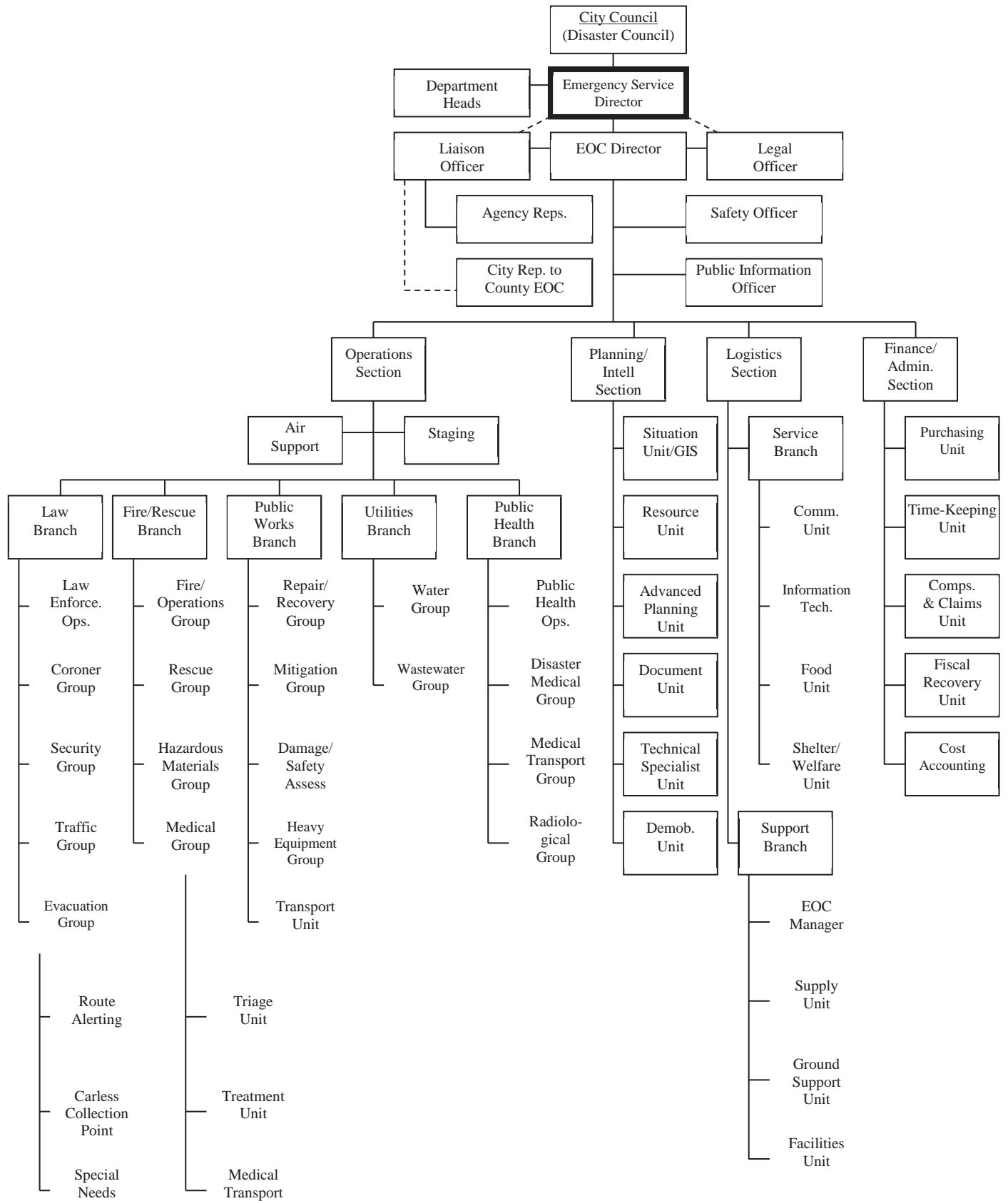
The emergency management organization used in the City EOC is based on SEMS and the National Incident Management System (NIMS).

A chart showing the EOC emergency management organization is shown on the following page (the chart on the following page is a “living document” which can be updated and revised as needed outside the approval process used for this overall Emergency Operations Plan).

In the pages following the EOC emergency management organization chart are pages that explain which entities can fill what roles and a basic overview of their duties. These position duties and functions are also “living documents” which may be changed, updated, and/or revised as needed, outside the approval process used for the overall Emergency Operations Plan.

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1.15.3 City of San Luis Obispo EOC Organization Chart



1.15.4 Incident Management Organization Chart

The following section outlines functional position assignments for Incident Management Organization members. The “functional assignments” are made based on a persons normal “staff position” or job within the regular city organizational structure. Members of the regular city organization that are assigned to the Incident Management Organization shall be made aware of their assignment and offered special training for their incident management function. These assignments are recommendations only. Any person familiar with the Incident Command System may be used to fill positions that are short on personnel, especially in the early stages of an incident.

On the chart below the column for Staff Position is for reference only; other qualified staff may fill functional positions as needed.

The "Functions" shown on the following pages are an overview of the City of San Luis Obispo Incident Management Organization; there are many specific duties under each function which are not included in the overview. However, guidelines for most of these positions are found in Part 3 of this plan. In addition, specific information on many functions can be found in a number of the separate emergency and related plans and documents that are referenced in Part 5.

FUNCTION	STAFF POSITION	DUTIES
Emergency Services Director (ESD)/ Deputy Emergency Services Director	City Manager Assistant City Manager Parks & Rec Director City Attorney Com Dev Director	Control and direct the effort of the emergency organization. Keep disaster council and department heads informed. Keep city running.
Disaster Council	City Council	Make local government decisions as it pertains to the disaster. Make policy decisions.
EOC Director (EOCD)/ Deputy EOC Director	Fire Chief Police Chief Public Works Director Utilities Director	Oversee and manage response efforts of EOC and City staff for duration of the incident/disaster.
Department Heads (not holding EOC positions)	All department heads not assigned to the incident.	Meet with ESD on daily basis during incident to discuss operational issues of the city and impacts from the incident on city services and other concerns.
Public Information Officer	Fire Staff Police Staff Public Works Staff Utilities Staff Administration Staff Mayor/Vice Mayor	Formulate and release information about the incident to news media, the public, emergency workers, and other appropriate entities as approved and /or directed by the EOCD.

FUNCTION	STAFF POSITION	DUTIES
Safety Officer	Fire Staff Police Staff Public Works Staff Utilities Staff	Help ensure the safety of all city emergency workers and staff through monitoring and assessing hazardous and unsafe situations and environments.
Liaison	Fire Staff Police Staff Public Works Staff Utilities Staff Administration Staff	Contact, communication, and coordination with assisting and affected agency/jurisdictions including all OA jurisdictions City Rep. to County EOC.
Legal Officer	City Attorney Assistant City Attorney	Provide legal counsel to the ESD, EOCD and Disaster Council.
Operations	Fire Staff Police Staff Public Works Staff Utilities Staff	Management and coordination of incident tactical operations consistent w/ the Incident Action Plan and related incident response guidelines.
Air Support	Fire Staff Police Staff CHP Staff	Provide air support for various incident tasks such as safety and damage assessment, rescues, transporting resources, and other tasks as necessary.
Staging	Fire Staff Police Staff Public Works Staff Utilities Staff	Establish and maintain staging areas for resources to hold until directed to a given assignment.
Law Branch/Law Operations Group	Police Staff CHP Staff County Sheriff	Supervise and coordinate law enforcement tactical and support operations consistent with the Incident Action Plan.
Coroner Group	Police Staff County Sheriff Coroner	Oversee protection and identification of human remains.
Security Group	Police Staff Parks & Rec. Staff	Direct all tactical operations required for security and isolation of emergency scenes, evacuation areas, and/or emergency facilities and sites.
Traffic Group	Police Staff County Sheriff	Direct all tactical operations required for proper traffic management at or near site of incident or affected areas.
Evacuation Group	Police Staff County Sheriff	Direct and coordinate all tactical operations required for evacuation of citizens from the affected area and/or area of the hazard.

FUNCTION	STAFF POSITION	DUTIES
Fire /Rescue Branch- Fire Operations Group	Fire Staff	Supervise and coordinate all City fire service tactical operations.
Rescue Group	Fire Staff County Fire Staff	Site specific rescue operations, implementation of the rescue portion of the Incident Action Plan and coordination with other groups related to rescue.
Hazardous Materials Group	Fire Staff County Haz. Mat. Team	Site specific mitigation of hazardous material incidents and liaison with operations for protective action decisions, decontamination of emergency workers, and vehicles that received exposure to radiation.
Medical Group	Fire Staff County Fire Staff San Luis Ambulance Staff	Monitor and coordinate all incident related pre-hospital emergency response and hospital status and capacities.
Public Works Branch	Public Works Staff Utilities Staff	Coordinate and manage response and recovery efforts related to public infrastructure.
Heavy Equipment Group	Public Works Staff Utilities Staff	Provide specialized public works type heavy equipment needed for incident operations.
Repair/Recovery Group	Public Works Staff Utilities Staff	Coordinate and manage recovery operations related to infrastructure repair.
Mitigation Group	Public Works Staff Utilities Staff	Coordinate and manage mitigation activities such as dam checks, containment assistance, flood fighting, etc.
Damage/Safety Assessment Group	Public Works Staff Bldg. Inspectors Utilities Staff	Inspect damaged buildings, roads, bridges, and other infrastructures.
Transportation Unit	Public Works Staff	Provides vehicles and drivers to move special needs population, carless population and City employees as needed.
Utilities Branch	Utilities Staff Public Works Staff	Direct and coordinate all tactical operations to maintain City water services and wastewater services.

FUNCTION	STAFF POSITION	DUTIES
Public Health Branch	County Health Staff EMSA Staff Fire Staff	Monitor and coordinate incident related emergency medical response activities, public health related issues, and behavioral health issues.
Public Health Ops. Group	County Health Staff Fire Staff	Carry out all incident related activities for the protection of public health and related issues.
Medical Transport Group	Fire Staff San Luis Ambulance Staff	Oversee staging and movement of ambulances and related emergency medical care units.
Planning/Intelligence	Fire Staff Police Staff Public Works Staff Utilities Staff	Responsible for collecting, evaluating, and disseminating information regarding the incident and incident status.
Situation Unit	Fire Staff Police Staff GIS Staff Public Works Staff	Collect, evaluate, and display current situation status information for the incident. Make large GIS maps.
Resources Unit	Fire Staff Police Staff Human Resources Staff	Collect, track, and display status of incident resources.
Documentation Unit	Fire Staff Police Staff	Maintain documentation files, provide duplication services, and operate a message center.
Technical Specialist Unit	Building Inspectors Fire Inspectors Mental Health Workers	Technical Specialist is a position that can be used within any ICS area. E.g., building inspectors checking homes after an earthquake would be “Technical Specialists”, as could positions for behavioral/mental health professionals.
Logistics	Parks & Rec. Staff Fire Staff Public Works Staff	Responsible for providing facilities, services, personnel, equipment, and materials.
Communications Unit	Parks & Rec. Staff Information Tech. Staff Fire Staff	Develop plans for, and ensure the effective use of, incident communications equipment; provide equipment as needed.
Information Technology Unit	Information Tech. Staff	Provide and maintain EOC computers, printers, copy machines, phones and FAX machines.

FUNCTION	STAFF POSITION	DUTIES
Food Unit	Parks & Rec. Staff Public Works Staff Fire Staff	Responsible for determining feeding requirements as needed at city facilities; providing food and potable water to needed facilities and locations.
Shelter/Welfare Unit	Parks & Rec. Staff American Red Cross Salvation Army	Provide temporary relief and support to displaced evacuees, including relocation shelters, food, bedding, registration, first aid, and counseling and related assistance.
Supply Unit	Parks & Rec. Staff Fire Staff	Order personnel, equipment, and supplies; account for inventories of needed supplies.
Facilities Unit	Parks & Rec. Staff Bldg. Maintenance Staff Public Works Staff	Locate and provide buildings and other incident facilities for response & recovery operations.
Ground Support Unit	Public Works Mechanics Fire Mechanic Parks & Rec. Staff	Provide support such as fueling, service, maintenance, and repair of vehicles and other ground support equipment.
EOC Manager	Parks & Rec. Staff Fire Staff	Provide for and/or coordinate the logistical and support needs of City EOC staff.
Finance/Admin	Finance Staff Administration Staff Human Resources Staff	Responsible for financial and costs aspects of the incident that are not assigned/included with other incident functions.
Purchasing Unit	Finance Staff	Coordinate vendor contracts, purchase orders and rental rates.
Time Keeping Unit	Finance Staff Human Resources Staff	Track and document staff time throughout the incident response and recovery period.
Compensation & Claims Unit	Finance Staff Administrative Staff	Responsible for administering financial matters arising from serious injuries and deaths occurring as a result of the incident; responsible for handling all claims related activities for the incident.
Cost Accounting Unit	Finance Staff	Track and document incident costs on an ongoing basis during/throughout the incident.
Fiscal Recovery Unit	Finance Staff	Coordinate fiscal recovery for the City, Business community and citizens working with State and Federal agencies.

1.16 CONTINUITY OF GOVERNMENT

1.16.1 Introduction

A disaster or other situation could result in the injury or death of key government officials, the partial or complete destruction of established seats of government, and the destruction of public and private records essential to continued operations of government.

Article 15 of Section 8635 et seq., of Chapter 7, Division 1, of Title 2 of the California Government Code (hereafter referred to as the California Emergency Services Act) establishes a method for reconstituting local governments, including a governing body.

1.16.2 Preservation of Local Government

Section 8635 of the California Emergency Services Act reads, in part:

“In enacting this article the Legislature finds and declares that the preservation of local government in the event of an enemy attack or in the event of a state of emergency or a local emergency is a matter of statewide concern. The interdependence of political subdivisions requires that, for their mutual preservation and for the protection of all the citizens of the State of California, all political subdivisions have the power to take the minimum precautions set forth in this article. The purpose of this article is to furnish a means by which the continued functioning of political subdivisions will be assured.”

Various sections of Article 15 of the California Emergency Services Act provide for certain authorities which allow for the ability to develop procedures to help ensure continuity of government at the local level. Based on these and related authorities, the following sections of this document provide for procedures to help ensure the continued functioning of the City of San Luis Obispo government in the event the governing body is unavailable to serve.

Also addressed in the following sections are alternates for the City Manager/Emergency Services Director and Department Head succession in emergency situations. Note: It is recognized that from time-to-time positions titles such as those used in civil service may change. A change in civil service title for the purposes of continuity of government in this plan will not affect the order of succession and such title changes in this document will not be considered a policy change.

1.16.2.1 Standby Officers

Section 8638 of the California Government Code (California Emergency Services Act) reads:

To provide for the continuance of the legislative and executive departments of the political subdivision during a state of war emergency or a state of emergency or a local emergency the governing body thereof shall have the power to appoint the following standby officers:

- (a) Three for each member of the governing body.
- (b) Three for the chief executive, if he/she is not a member of the governing body.

In case a standby officer becomes vacant because of removal, death, resignation, or other cause, the governing body shall have the power to appoint another person to fill said office. Standby officers shall be designated Nos. 1, 2, and 3 as the case may be.

The standby officers shall have the same authority and powers as the regular officers or department heads, as appropriate.

Relating to the duties of standby officers, section 8641 of the California Emergency Services Act reads:

Each standby officer shall have the following duties:

(a) To inform himself or herself of the duties of the office for which the officer stands by. Officers and employees of the political subdivision shall assist the standby officer and each political subdivision shall provide each standby officer with a copy of this article.

(b) To keep informed of the business and affairs of the political subdivision to the extent necessary to enable the standby officer to fill his or her post competently. For this purpose the political subdivision may arrange information meetings and require attendance.

(c) To immediately report himself or herself ready for duty in the event of a state of war emergency or in the event of a state of emergency or a local emergency at the place and in the method previously designated by the political subdivision.

(d) To fill the post for which he or she has been appointed when the regular officer is unavailable during a state of war emergency, a state of emergency or a local emergency. Standby officers Nos. 2 and 3 shall substitute in succession for standby officer No. 1 in the same way that standby officer No. 1 is substituted in place of the regular officer. The standby officer shall serve until the regular officer becomes available or until the election or appointment of a new regular officer.

1.16.2.2 City Council

As allowed by section 8638 of the California Emergency Services Act and to provide for the continuance of governmental functions of the City of San Luis Obispo during a state of war emergency or a state of emergency of a local emergency any member(s) of the City Council that are unavailable can be replaced with standby officers.

The term “unavailable” as used herein is defined in section 8636 of the California Government Code (California Emergency Services Act) reads:

As used in this article, “unavailable” means that an officer is killed, missing, or so seriously injured as to be unable to attend meetings and otherwise perform his/her duties. Any question as to whether a particular officer is unavailable shall be settled by the governing body or the political subdivision or any remaining available members of said body (including standby officers who are serving on such governing body).

Additionally, section 408 Mayor Pro Tempore of the San Luis Obispo City Charter states:

The Council shall elect one of its members to be Vice Mayor. During the temporary absence or disability of the Mayor, the Vice Mayor shall act as Mayor Pro Tempore. In case of the temporary absence or disability of both the Mayor and Vice Mayor, the Council shall elect one of its members to be Mayor Pro Tempore. In case of vacancy in the office of Mayor, the Vice Mayor shall act as Mayor until such vacancy can be filled as provided in this Charter.

The procedure set forth in Section 408 from the City Charter (above) will be used to fill the positions of Mayor and Vice Mayor, in the event the Mayor and/or Vice Mayor are unavailable during the existence of a declared disaster or emergency. Standby officers to fill other unavailable council member positions will come from the current Planning Commission in the following order; Chairman of Planning Commission, Planning Commissioner with highest years of service and, if more than two members are unavailable, the remaining positions will be temporarily filled by Planning Commissioners with next highest years of service.

In the event the Mayor and all members of the City Council are unavailable then members of the Planning Commission will fill the council as detailed below:

Position

Mayor

Vice Mayor

All other Council members

Stand-by Officer

Chairman of Planning Commission

Planning Commissioner with Highest Years of Service

Replaced consecutively by Planning Commissioners with next highest years of service

In the event all members of the City Council, including all standby members, are unavailable, section 8644 of the California Government Code (California Emergency Services Act) Emergency Services Act allows for the appointment of temporary officers. Section 8644 reads:

Should all members of the governing body, including all standby members, be unavailable, temporary officers shall be appointed to serve until a regular member or a standby member becomes available or until the election or appointment of a new regular or standby member. Temporary officers shall be appointed as follows:

(a) By the chairperson of the Board of Supervisors of the County in which the political subdivision is located, and if he is unavailable,

(b) By the chairperson of the Board of Supervisors of any other County within 150 miles of the political subdivision, beginning with the nearest and most populated County and going to the farthest and least populated, and if he is unavailable,

(c) By the mayor of any City within 150 miles of the political subdivision, beginning with the nearest and most populated City and going to the farthest and least populated.

1.16.2.3 City Manager Line of Succession

In accordance with section 8638 of the California Government Code (California Emergency Services Act) and to provide for the continuance of governmental functions of the City of San Luis Obispo during a local emergency or state of emergency or state of war emergency, the following standby officers are designated should the primary officer be unavailable for the position of City Manager:

1. Assistant City Manager
2. Parks and Recreation Director
3. City Attorney
4. Community Development Director
5. Finance and IT Director

The term “unavailable” as used herein is defined in section 8636 of the California Government Code (California Emergency Services Act).

Should none of the above be available, the position of interim City Manager shall be determined by the City Council. For interim emergency purposes, consideration might be given to appoint department heads from the larger City departments, depending on a particular Department Head’s experience.

1.16.2.4 City of San Luis Obispo Emergency Services Director Lines of Succession

Per San Luis Obispo Municipal Code Section 2.24.060 Emergency Services Director (City Manager) shall designate the order of succession to that office(see list above in Section 1.16.2.3), to take effect in the event the Director is unavailable to attend meetings and otherwise perform his/her duties during an emergency. Such order of succession shall be approved by the City Council.

1.16.2.5 City of San Luis Obispo Department Head Succession and Reporting Stations

Within the City of San Luis Obispo government, each department head may delegate their succession authority to personnel within their department for emergency response purposes. Should this not occur, department head succession for emergency response purposes will fall to those directly in line of authority below the department head's position. Both of the procedures and authorities described in this paragraph may be overridden by the City Manager or Assistant City Manager, who may appoint department head successors of their choice for purposes of emergency response leadership.

Should a disaster occur and standard communications methods such as telephone service is not functioning and such disaster is of a magnitude department heads deem may impact their departments, department heads should report to the City of San Luis Obispo Emergency Operations Center for information and guidance. If that is not possible, an alternative may be to report to another jurisdiction’s EOC and request them to make contact with the City EOC.

1.16.3 Alternative City Seat

If for any reason, the following City Hall buildings are deemed uninhabitable: 990 Palm-City Administration, 919 Palm-Community Development/Public Works and 879 Morro-Utilities; the Ludwick Center located at 864 Santa Rosa, will be designated as the alternative city seat.

1.16.3.1 Standby Officer Service

Service as a standby officer shall be in an ex officio capacity as a part of the primary duties of the officers and employees so designated. As such, no change in compensation or employment status shall be engendered by service as a standby officer hereunder.

As required by section 8640 of the Government Code of the State of California, each person holding a position designated as a standby officer shall take the oath of office required for the officer occupying the office for which the officer is standby. Persons acting in interim, acting or temporary capacities in the positions designated as standby officers shall not take the oath of office and shall not assume the standby duties designated; in this case the next designated standby shall assume the standby office.

Provision of section 8635 through 8644 of the California Emergency Services Act shall apply to the standby officers designated herein.

1.16.3.2 City and Related Emergency Worker Duties and Support Needs

In the event of a serious disaster or situation where the City EOC is to be fully activated, it may be beneficial to designate a liaison position or function (technical specialist) to interact between City and related emergency workers and their personal needs. For example, EOC staff with children may have concerns as to their children's status, after an earthquake or fire, there may be a concern with the status of one's home, there may be transportation issues, or many other personal concerns.

There are reminders in the ESD checklist to consider the potential need for such a liaison position.

1.16.4 Protection of Vital Records

Certain vital records are defined as those records that are essential to the rights and interests of individuals, governments, corporations and other entities, including vital statistics, land and tax records, license registers, articles of incorporation, and historical information. Vital records also include those records essential for emergency response and recovery operations, such as emergency operations plans and procedures, and personnel rosters.

These vital records will be essential to the continuation or re-establishment of normal City of San Luis Obispo government functions, serving to protect the rights and interests of government, and in turn the public. These rights and interests may include the constitutions, charters, statutes, ordinances, court records, official proceedings and financial records of the City of San Luis Obispo.

While each department within the City should identify, maintain, and protect its vital records, certain essential records are currently stored in different methods and back up locations. For example, vital records which are the responsibility of the City Clerk's Office are stored with a private contractor, as well as, depending on the type of information, with the State of California.

The City's Information Technology Department stores backup data in an alternate location, or locations, away from the primary mainframe computer and servers. There are also alternate storage methods, such as tape and digital.

Protection of vital records generally entails storing back up documents in separate locations from primary records and information.

1.16.5 Protection of Fiscal Operations

In order to continue to effectively serve the public and ensure prompt emergency response, recover, and the continuation of needed day-to-day and otherwise ongoing operations of government, it is vital that fiscal and information technology operations are able to function after a disaster. The following pages of charts identify those critical business functions and supporting technology tools that the City relies on to maintain fiscal operations:

As systems and software changes are made by the City of San Luis Obispo Finance and Information Technology Department it is the intention of the manager of this plan (City Disaster Preparedness Officer) to update the critical business functions and supporting technology tools listed on the following pages.

CRITICAL BUSINESS FUNCTIONS AND SUPPORTING TECHNOLOGY TOOLS AS OF OCTOBER 13, 2009

In Priority Order										
Function	Technology Support Tools					Maximum Downtime (in Days)*	Describe Preferred Recovery Solution	Currently In Place?		If No or Back-Up System Fails: Describe manual solution. How long will this work?
	Software		Hardware/ Server	Networked? (Describe)	Other (Describe)			Yes	No	
	Application	System								
1. Radio Services	Radio model specific	DOS or Windows	N/A	Radio waves and fiber	Base Stations Remote Base Stations Repeaters Antennas Portable Radios Mobile Radios Generators	0 for public safety, 1 day for PW and Utilities	Fully functioning back-up system with appropriate coverage	X		Utilize County or State tactical channels. Deploy portable repeaters. Use cell phones (if that system is up)
2. Utilities Telemetry	IFIX	Windows 2000 or XP	N/A	Radio, copper cabling, and phone lines	Bristol Babcock Microwave Data Systems	0 due to legal liabilities	Manual operations	X		
3. Paging Services	(Contract via Advanced Wireless)	N/A	N/A	N/A	Provider supplied Various premise equipment	0 days for public safety and utilities	Cook Communications	X		
4. Cellular Services	N/A (Contract via Verizon)	N/A	N/A	N/A	Provider supplied Various premise equipment	1	Provider responsibility for services Premise equipment on-hand for easy deployment	X		Do not use cell phones, rely on radio system
5. Telephone Services	(Contract Service via AT&T for all EOC phones) Business Phones are VOIP	N/A	N/A	N/A	Provider supplied Various premise equipment	1 day for Utility Billing and Traffic Signal 2 days for others	Provider responsibility for services Premise equipment on-hand for easy deployment. IT responsibility for VOIP service	X		Do not use telephones, use cell phones and radio system (if available)
6. Daily Deposits	N/A	N/A	N/A	N/A	Calculator	1	Emergency Generator	X		Keep manual log

* Longest system can be down before major function failure

CRITICAL BUSINESS FUNCTIONS AND SUPPORTING TECHNOLOGY TOOLS AS OF OCTOBER 13, 2009

In Priority Order										
Function	Technology Support Tools					Maximum Downtime (In Days)*	Describe Preferred Recovery Solution	Currently In Place?		If No or Back-Up System Fails: Describe manual solution. How long will this work?
	Software		Hardware/ Server	Networked? (Describe)	Other (Describe)			Yes	No	
	Application	System								
7. Core Payroll	Pentamation	SQL Server	HP Server	WAN		1	Storage Area Network Virtual Servers Dual Sites	X		Write manual checks based on prior payroll and reconcile in subsequent payroll. Make similar estimates for FIT, SIT, PERS and similar ADH and electronic withholdings and deposits, and explain situation as best as possible to these agencies. This will work for two weeks
8. Cashiering	Pentamation	SQL Server	HP Server	WAN		2	Storage Area Network Virtual Servers Dual Sites	X		As long as we have electricity and a computer with Excel, we can keep a log of all receipts which is very similar to the detailed reports we print off of the Pentamation Receipts Management Module. This spreadsheet has been used in the past and enabled staff to reconcile the daily deposits. It was also used to enter all of the receipts once the Receipts Management system was available.
9. Wide Area Network	NetApp Microsoft	Windows Server	HP Server	WAN		2	Storage Area Network Virtual Servers Dual Sites	X		
10. E-Mail	Outlook	Microsoft	Compaq	WAN		2	Storage Area Network Virtual Servers Dual Sites	X		
11. Organization-wide Internet Access	Outlook Exchange	Windows	HP Server	WAN	Cal Poly Fiber Connection	2	Alternate Internet Service Provider	Partial		
12. Mail Service	N/A	N/A	N/A	N/A	Postage meter	2	Purchase replacement meter as soon as possible	X		Use Police meter and/or apply stamps manually to select high priority mail; use San Luis Mailing to process mail

* Longest system can be down before major function failure

CRITICAL BUSINESS FUNCTIONS AND SUPPORTING TECHNOLOGY TOOLS AS OF OCTOBER 13, 2009

In Priority Order										
Function	Technology Support Tools					Maximum Downtime (In Days)*	Describe Preferred Recovery Solution	Currently in Place?		If No or Back-Up System Fails: Describe manual solution. How long will this work?
	Software		Hardware/ Server	Networked? (Describe)	Other (Describe)			Yes	No	
	Application	System								
13. Utility Billing	ACS	IBM IS 2000 Series OS	IBM IS 2000	WAN		7	Fully Functional "Hot Site"		X	Continue to receive payments through manual receipt process. Update customer accounts when the system becomes available. Critical customer database will be saved monthly as a hard copy report in case there is an interruption in water and/or sewer service. Billing would be postponed until the system was operational.
14. Business Tax	HdL	SQL Server	HP Server	WAN		7, if in renewal cycle 30 if not	Storage Area Network Virtual Servers Dual Sites		X	Keep spreadsheets for the batched payments received in order to balance and provide work papers for input when the system becomes available. If not in renewal, manually print certificates.
15. Utility Billing Meter Reading	Radix	LMS	Workstation		Works in conjunction with Client Access	14	Fully Functional "Hot Site"		X	Read meters using hard copy read sheets. Read sheets will be saved monthly to CD ROM.
16. Accounts Payable	Pentamotion	SQL Server	HP Server	WAN		30	Storage Area Network Virtual Servers Dual Sites		X	Write manual checks based on invoices for high priority invoices/vendors. Do not pay vendors for one month.

* Longest system can be down before major function failure

CRITICAL BUSINESS FUNCTIONS AND SUPPORTING TECHNOLOGY TOOLS AS OF OCTOBER 13, 2009

In Priority Order										
Function	Technology Support Tools					Maximum Downtime (in Days)*	Describe Preferred Recovery Solution	Currently In Place?		If No or Back-Up System Fails; Describe manual solution. How long will this work?
	Software		Hardware/ Server	Networked? (Describe)	Other (Describe)			Yes	No	
	Application	System								
17. Accounts Receivable	Pentamation	SQL Server	HP Server	WAN		30	Storage Area Network Virtual Servers Dual Sites	X		Continue to receive payments through manual receipt process. Update customer accounts when the system becomes available. Prepare manual invoices for the largest accounts and defer billings for others. Manual invoices will be based on a recurrent invoice report, which will be saved monthly to CD ROM.
18. Purchasing Coordination	N/A	N/A	N/A	N/A		30	Defer purchases/minor system non-compliance	X		
19. Investments/Cash Management	B of A Direct	Windows	Workstation	Internet Explorer		30	Do not actively manage investment portfolio or monitor cash flow, rely on monthly 'hard copy' reports. Phone or walk to bank for balance if money is issued for payroll or accounts payable.	X		
20. Budget Preparation	Pentamation Excel/Word	SQL Server Windows	HP Server Workstation	WAN WAN		30, if budget season 90, if not	Storage Area Network Virtual Servers Dual Sites	X		Maintain all files on spreadsheets/defer budget preparation
21. General Ledger Maintenance	Pentamation	SQL Server	HP Server	WAN		45	Storage Area Network Virtual Servers Dual Sites	X		Keep track of account changes in manual log
22. Interim Financial Reporting and Analysis	Pentamation Excel/Word	SQL Server Windows	HP Server Workstation	WAN WAN		45	Storage Area Network Virtual Servers Dual Sites	X		Defer financial reporting and analysis, with increasing loss of internal control.
23. Timecards	Custom (McKee)	FoxPro	HP Server	WAN	Pentamation Interface	45	Storage Area Network Virtual Servers Dual Sites	X		Use 'paper' timesheets from Pentamation as before. This could work indefinitely.
24. TOT	HdL	SQL Server	HP Server	WAN		90	Storage Area Network Virtual Servers Dual Sites	X		Prepare, process and receipt invoices manually from 'hard copy' records.

* Longest system can be down before major function failure

CRITICAL BUSINESS FUNCTIONS AND SUPPORTING TECHNOLOGY TOOLS AS OF OCTOBER 13, 2009

In Priority Order										
Function	Technology Support Tools					Maximum Downtime (In Days)*	Describe Preferred Recovery Solution	Currently In Place?		If No or Back-Up System Fails: Describe manual solution. How long will this work?
	Software		Hardware/ Server	Networked? (Describe)	Other (Describe)			Yes	No	
	Application	System								
25. Annual Financial Reports	Pentamotion Excel/Word	SQL Server Windows	HP Server Workstation	WAN WAN		60	Defer issuance of annual financial report	X		
26. Bank Statement Reconciliation	Excel	Windows	Workstation		Calculator	60	Defer statement reconciliation	X		This could work indefinitely, with increasing loss of internal control.
27. Contract Processing and Monitoring	Custom (McKee)	FoxPro	HP Server	WAN		90	Storage Area Network Virtual Servers Dual Sites	X		Do not monitor status. This could work indefinitely.
28. Department Web Site Maintenance	Front Page	Windows	Workstation	WAN		90	Storage Area Network Virtual Servers Dual Sites	X		Defer updates indefinitely

1.17 PUBLIC AWARENESS AND EDUCATION

Public awareness and education prior to an emergency or disaster will directly affect the City of San Luis Obispo's emergency operations and recovery efforts.

The American Red Cross and the San Luis Obispo County's Office of Emergency Services can provide direction to people on how to obtain emergency preparedness information from local, state and federal sources. Here are two on-line Citizen Preparedness courses offered by the Federal Emergency Management Agency (FEMA) that the City can suggest to our citizens:

1. Are You Ready? An In-depth Guide to Citizen Preparedness (Course code IS-22). Click on link: <http://training.fema.gov/EMIWeb/IS/is22.asp>
2. A Citizen's Guide to Disaster Assistance (Course code IS-7). Click on link: <http://training.fema.gov/EMIWeb/IS/is7.asp>

Public education programs such as those run by the City Fire Department and the Police Department are an important part of preparedness efforts, teaching and informing citizens about aspects of fire prevention, fire protection, crime prevention, and related property and life safety issues.

One of the City's most popular programs is the Community Emergency Response Training (CERT). CERT is a 20-hour "hands-on" course that teaches individuals to be better prepared in the event of a major disaster, and to form into effective neighborhood teams to assist others. Students learn how and when to turn off their Utilities; Limited firefighting skills; Basic Medical skills; Hazardous Materials & Terrorism awareness; light Search and Rescue techniques; and most importantly, students learn self reliance.

The City offers a Senior Safety Program. Specifically, the program utilizes an innovative approach in delivering its messages, which included a combination of instruction from fire suppression/prevention personnel and a Police Dispatcher. Topics include:

1. Home Hazards, Fall Prevention, Hazardous Materials
2. EMS-Importance of Dialing 9-1-1, Signs & Symptoms (of Heart Attack, Stroke, Dehydration), and Vial of Life
3. Summer / Winter Survival, Disaster Preparedness Kit, Food

1.18 EMERGENCY OPERATIONS PLAN MANAGEMENT

1.18.1 Emergency Operations Plan Modifications

This Emergency Operations Plan will be reviewed by the City Disaster Preparedness Officer annually or as needed. The plan may be modified as a result of post-incident analyses and/or post-exercise critiques. It may be modified if responsibilities, procedures, laws, rules, or regulations pertaining to emergency management and operations change. Such changes can be reviewed by County Office of Emergency Services to verify uniformity with the County EOP.

Changes to the Plan which do not result in changes of policies made and/or approved by the City Council can be made by the City Disaster Preparedness Officer as appropriate. Changes will be published and distributed to the City of San Luis Obispo Departments, County Departments, Operational Area cities, and other jurisdictions as appropriate. Records of revision to this plan will be maintained by the City of San Luis Obispo Fire Department. Other plans, SOPs, and annexes can/will be updated as needed.

1.19 TRAINING AND EXERCISING

Training, exercises, and drills occur on a regular, and ongoing, basis by various public safety, emergency management, and related agencies throughout the San Luis Obispo Operational Area. This includes training, exercises, and drills with interagency teams such as the Regional Hazardous Materials Response Team and the Bomb Task Force, drills by individual agencies and jurisdictions, and exercises which involve a large number of agencies and jurisdictions like the annual Diablo Canyon Nuclear Drill.

1.19.1 Training

The San Luis Obispo County Office of Emergency Services (OES) maintains information on training opportunities associated with many aspects of emergency management. San Luis Obispo City departments and divisions with responsibilities under this plan must ensure their personnel are properly trained to carry out these responsibilities.

The City's Disaster Preparedness Officer (City Fire Chief) will determine the appropriate level(s) of National Incident Management System (NIMS) and/or of Standardized Emergency Management System (SEMS) instruction for each member of the City of San Luis Obispo emergency organization including elected officials. The determination will be based on individuals' potential assignments during emergency response.

The City's Disaster Preparedness Officer, City department heads or delegated staff will ensure that all emergency response personnel and EOC support staff can demonstrate and maintain, to the level deemed appropriate, the minimum NIMS requirements, as well SEMS performance objectives as referenced in SEMS training courses.

Additionally, the City's Disaster Preparedness Officer should ensure that these objectives are met through the completion of classroom or on-line training found on the FEMA or Cal EMA websites. Documentation of training will be kept by each department or division and a copy shall be forwarded to the City's Disaster Preparedness Officer for retention.

Training Courses Approved for City Employees and Elected Officials

All City Employees

IS-100, Introduction to Incident Command System (ICS)

Or IS-100.LEb, Introduction to Incident Command System (Law Enforcement)

Or IS-100.PWb, Introduction to Incident Command System (Public Works)

Responder Level Employees (Fire, Police, Public Works, Utilities, Park Rangers)

IS-100, Introduction to Incident Command System (ICS)

Or IS-100.LEb, Introduction to Incident Command System (Law Enforcement)
Or IS-100.PWb, Introduction to Incident Command System (Public Works)
SEMS Introduction
IS-700, National Incident Management System (NIMS), Introduction
IS-800.B, National Response Framework (NRF), Introduction

Supervisor Level Employees (Mid-level Management, Command Staff, EOC Staff)

IS-100, Introduction to Incident Command System (ICS)
Or IS-100.LEb, Introduction to Incident Command System (Law Enforcement)
Or IS-100.PWb, Introduction to Incident Command System (Public Works)
IS-200, Basic-ICS for Single Resources and Initial Action Incidents
SEMS Introduction
SEMS EOC
IS-700, National Incident Management System (NIMS), Introduction
IS-800.B, National Response Framework (NRF), Introduction

Command Level Employees (Command and General Staff, Department Heads)

IS-100, Introduction to Incident Command System (ICS)
Or IS-100.LEb, Introduction to Incident Command System (Law Enforcement)
Or IS-100.PWb, Introduction to Incident Command System (Public Works)
IS-200, Basic-ICS for Single Resources and Initial Action Incidents
I-300, Intermediate ICS, Instructor based course only
I-400, Advanced ICS, Instructor based course only
SEMS Introduction
SEMS EOC
IS-700, National Incident Management System (NIMS), Introduction
IS-800.B, National Response Framework (NRF), Introduction

Emergency Manager (Elected Officials, Executive Officers, Policy Makers)

SEMS Executive
IS-700, National Incident Management System (NIMS), Introduction
IS-800.B, National Response Framework (NRF), Introduction

Course Descriptions and How to Access Courses On-Line (NIMS and SEMS)

- **IS-100, Introduction to the Incident Command System (ICS).** This course is intended for first responders, disaster workers, and persons involved with emergency planning, response or recovery efforts. It introduces the ICS and provides the foundation for higher level ICS training. This course has 5 modules and takes 2 hours to complete. No prior knowledge of the subject is required or assumed. Upon successful completion of the course a certificate is issued. <http://training.fema.gov/EMIWeb/IS/IS100b.asp>
- **IS-100.LEb, Introduction to ICS for Law Enforcement**
<http://training.fema.gov/EMIWeb/IS/IS100LEb.asp>
- **IS-100.PW, Introduction to ICS for Public Works**
<http://training.fema.gov/EMIWeb/IS/IS100PWb.asp>
- **IS-200, Basic-ICS for Single Resources and Initial Action Incidents.** This course is intended for first line supervisors and middle management of disaster workers, and

persons involved with response or recovery efforts and those likely to assume a supervisory or command position within the ICS. This course has 8 modules and takes 2-3 hours to complete. Prior knowledge of the subject is required. IS-100 is a prerequisite to the IS-200 course. Upon successful completion of the course a certificate is issued.

<http://training.fema.gov/EMIWeb/IS/IS200b.asp>

- **I-300, Intermediate ICS and Intermediate ICS for Law Enforcement**
- **I-400, Advanced ICS**, both I-300 and I-400 are instructor based courses.
- **IS-700, National Incident Management System (NIMS), Introduction.** This course is intended for first responders, disaster workers, and all persons involved with emergency planning, response or recovery efforts. It explains the purpose, principles, key components and benefits of NIMS. This course has 8 modules and takes approximately 1-2 hours to complete. No prior knowledge of the subject is required or assumed.
<http://training.fema.gov/emiweb/IS/is700.asp>
- **IS-800.B, National Response Framework (NRF), Introduction.** This course is intended for first line supervisors and middle management of disaster workers, and persons involved with response or recovery efforts and those likely to assume a supervisory or command position within the ICS. The course introduces participants to the concepts and principles of the National Response Framework. This course has 6 modules and takes 2-3 hours to complete. No prior knowledge of the subject is required. Upon successful completion of the course a certificate is issued.
<http://training.fema.gov/EMIWeb/IS/IS800b.asp>
- **Standardized Emergency Management System (SEMS) Introduction.** This downloadable, introductory, self-study course is designed for all personnel that may become involved in a multi-agency or multi-jurisdictional response. This course is pre-requisite to all other SEMS courses (except SEMS executive). This course has one module and takes 1 hour to complete. No prior knowledge of the subject is required. No certificate. This course may be delivered by an instructor.
<http://www.oes.ca.gov/Operational/OESHome.nsf/ALL/143C8AFE90AC7AAA88256DF90073DFBE?OpenDocument>
- **Standardized Emergency Management System (SEMS) Emergency Operations Center (EOC).** This downloadable, self-study course is designed for all personnel who supervise a branch, division, group or unit in the field or in the Emergency Operations Center. This course has one module and takes 1 hour to complete. Pre-requisite: SEMS Introduction. No certificate. This course may be delivered by an instructor.
<http://www.oes.ca.gov/Operational/OESHome.nsf/ALL/143C8AFE90AC7AAA88256DF90073DFBE?OpenDocument>
- **SEMS Executive Course.** This downloadable, self-study course is designed for elected officials, executives, administrators and policy makers within agencies that are required to support a SEMS emergency response. The executive course provides basic information on the role of executives in implementing, using and maintaining SEMS within their agencies or organizations. This course takes approximately 1-2 hours to complete. No prior knowledge of the subject is required. No certificate. This course can be delivered by an instructor.
<http://www.oes.ca.gov/Operational/OESHome.nsf/ALL/143C8AFE90AC7AAA88256DF90073DFBE?OpenDocument>
- **For a large list of other Emergency Management courses on-line go to:**
<http://www.training.fema.gov/is/crslist.asp>

1.19.2 Emergency Exercises

A good method of training emergency responders is through exercises. Exercises allow responders and others to become familiar with the procedures, facilities and systems which they will actually use in emergency situations. County OES is a primary agency responsible for coordinating planning of emergency exercises for San Luis Obispo County which involve EOC use of nuclear power plant scenarios.

City exercises should be conducted on an annual basis to maintain readiness of the Emergency Operations Center staff and emergency responders. Exercises should include as many city departments and divisions as possible, depending on drill/exercise scenarios. County OES can assist with documenting City exercises by conducting an exercise review, using the information obtained from the review and other sources to revise related emergency plans and procedures.

The City of San Luis Obispo shall complete after action reports for all real incidents and disasters within the City when the City EOC is activated as well as drills, exercises and unannounced exercises where the City EOC is activated.

On-line training courses to assist with planning emergency exercises:

IS-120.a, An Introduction to Exercises; introduces the basics of emergency management exercises. It builds a foundation for subsequent exercise courses, which provide the specifics of the Homeland Security Exercise and Evaluation Program (HSEEP) and the National Standard Exercise Curriculum (NSEC). Click on link below:

<http://training.fema.gov/EMIWeb/IS/IS120A.asp>

IS-130, Exercise Evaluation and Improvement Planning, introduces the basics of emergency management exercise evaluation and improvement planning. It builds a foundation for exercise evaluation concepts as identified in the Homeland Security Exercise and Evaluation Program (HSEEP).

<http://training.fema.gov/EMIWeb/IS/IS130.asp>

IS-139, Exercise Design, introduces the fundamentals of exercise design and how to conduct a small functional exercise. This course is designed for emergency managers and emergency services personnel to develop their skills in the following areas: the exercise process, exercise design steps, tabletop, functional, and full-scale exercises, exercise evaluation, exercise enhancements, and designing a functional exercise. The Exercise Design course can be found on-line at the following link: <http://training.fema.gov/EMIWeb/IS/is139.asp>

1.19.2.1 Emergency Organization Staffing

It is often necessary to staff emergency management and related functions with members of City departments, divisions and related agencies who may not be part of day-to-day emergency management. It is recognized that these staff members will come from various City departments, with the exception of those staff needed to fill emergency management support roles related to their day-to-day profession.

1.19.2.2 Employee Emergency Training

All City employees should have instruction on procedures to be followed during the following emergencies: Earthquake, Medical, Fire, Flood, Power Outage, Bomb Threat, Chemical/Biological/Hazardous Materials (both inside and outside), Explosion, Nuclear Incident and Civil Disturbance. Future training includes: Modified CERT program for employees, individual department training, and periodic updates. Training will be posted on both the internet and the City's intranet. New and current employees of the City should refer to the training requirements in Section 1.19.1 for a list of SEMS/NIMS on-line courses.

1.20 EMERGENCY PLAN CONCURRENCE AND COORDINATION

City departments and divisions which have responsibilities under this plan are obligated to inform the City Disaster Preparedness Officer (City Fire Chief) when changes occur to their department's plans and procedures which integrate with this and/or other City Council adopted plans or procedures. Changes to this plan will be distributed or made available to the City of San Luis Obispo Departments, County departments, Operational Area cities, and other jurisdictions as appropriate.

Since this is a document adopted by the City Council, this is an official plan of the City of San Luis Obispo.

The Emergency Services Director (ESD) is empowered to direct cooperation between and coordination of services and staff of the emergency organization of this City; resolving questions of authority and responsibility that may arise between them (per the San Luis Obispo Municipal Code Section 2.24.060).

1.20.1 City Department Head Concurrence

The roles and responsibilities of key City Departments as outlined in this EOP have been reviewed and concurred with by the following department heads:

City Attorney
City Manager
Community Development Director
Finance & Information Technology Director
Fire Chief
Human Resources Director
Parks & Recreation Director
Police Chief
Public Works Director
Utilities Director

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City of San Luis Obispo

Emergency Operations Plan

Part 2 – Response Operations Overview

PART 2 - RESPONSE OPERATIONS OVERVIEW

2.1 CONCEPT OF OPERATIONS

The City of San Luis Obispo and San Luis Obispo County are fortunate to have public agencies, as well as other organizations which exist for the common good, which work well together on a day-to-day basis to provide integrated safety, emergency management, and related services countywide. Many agencies, jurisdictions, groups, and other organizations work cooperatively on a regular basis. This cooperative effort has resulted in enhanced readiness for many natural and human caused emergencies or disasters.

In addition to public agencies, support groups made up of citizen volunteers such as the various Sheriff's Search and Rescue teams, volunteer police patrols, and neighborhood watch organizations make up an integrated system to public service. In addition, groups such as the American Red Cross are essential to serving the needs of disaster victims, providing services; such as shelter, service centers, and actual field response.

A disaster or emergency incident may be controlled solely by single jurisdiction emergency responders or with other agencies through the mutual aid system. If the resources available at the field response level are not sufficient to mitigate the situation, the City of San Luis Obispo Incident Commander may request emergency management support. Such support may include a need for coordination of multiple resources, and may involve activation of emergency operations centers or other coordination facilities.

From an overall emergency management standpoint - that is, coordinating activities citywide or in a large area or incident beyond the field level - examples of initial response activities and operations include making necessary notifications, disseminating warnings, emergency public information, and instructions to the public, coordinating or supporting evacuations and/or rescue operations, caring for displaced persons and treating the injured, conducting initial damage assessments and surveys, assessing need for mutual aid assistance, restricting movement of traffic/people and unnecessary access to affected areas, and developing and implementing Incident Action Plans (an Incident Action Plan is a document that is put together to determine the response priorities for a certain time frame, for example the next 12 - 24 hours).

As noted in Part 1 of this Emergency Operations Plan, the City of San Luis Obispo uses both the National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS) as a primary emergency management tool. This part of the EOP includes an overview of the emergency systems, as well as an overview of the concept of operations for coordinating emergency operations.

While NIMS and SEMS are used by the City of San Luis Obispo, it should be noted that some incidents, or planning issues, may involve state or federal response, state or federal oversight or regulations, or have unique response requirements. As such, the emergency management concepts used within the San Luis Obispo Operational Area may vary somewhat.

In particular, federal requirements for nuclear power plant emergency planning may deviate somewhat from the concepts shown on the following pages, however the overall concept is similar (additional information on the Nuclear Power Plant Emergency Response Plan can be found in Parts 1 and 5 of this EOP).

2.1.1 Operational Area

Within the State of California, and as defined in the Standardized Emergency Management System, emergency management is coordinated using various geographical levels. Local agencies such as special districts, cities and counties are generally responsible for emergency management within their respective jurisdictions. However, when an emergency or other incident affects more than one jurisdiction, or that jurisdiction needs assistance, the next level up of emergency management coordination is the Operational Area.

For emergency management purposes, an Operational Area (OA) consists of all local governments located within the geographical boundaries of a county. An OA is used by the county and other political subdivisions for the coordination of emergency management information and resources and serves as a link between the local government level and the regional level of the state.

The San Luis Obispo County Board of Supervisors established the San Luis Obispo Operational Area with the adoption of the County's revised Emergency Operations Plan on November 21, 1995.

An OA is used by the county and other local political subdivisions for the coordination of information and resources, and to serve as a link in the system of communications and coordination between the state's emergency operations centers and the operation centers of the political subdivisions within the OA. Basically, emergency response actions within an OA are coordinated by one entity when necessary during large emergencies. This ensures a coordinated response throughout the county regardless of jurisdiction. The entity that coordinates the OA also serves a link between the OA/local agencies and the California Emergency Management Agency (Cal EMA).

2.1.1.1 Operational Area Concept – Operational Area Coordination

A simple analogy to the Operational Area concept is a musical band with many players: within the band the many players play different instruments, making a variety of music. In order for the music, they each produce, to come together as one piece; someone needs to coordinate the band members, which is the job of a conductor.

Similarly, within an Operational Area, the many cities, special districts, county government, schools, and other organizations must come together to work for the common good in a large emergency or disaster that affects multiple jurisdictions. In order to function effectively together, these entities need to work in a coordinated manner. In the case of Operational Area coordination, the equivalent of the band conductor is what is referred to as an "Operational Area Coordinator".

2.1.1.2 Operational Area Concept – Operational Area Coordination by Discipline

Within emergency management, the term “discipline” is used to reference the various types of entities - for example the law enforcement discipline includes police, sheriff, and related agencies, the fire service is a discipline, public health a discipline, and so forth.

Some disciplines have Operational Area (OA) Coordinators which coordinate emergency management and unusual mutual aid needs between various agencies. The Sheriff’s Department is the Operational Area Coordinator for law enforcement agencies in the county; CAL FIRE/County Fire is generally the coordinator for fire agencies, the County Health Officer for public health, and the County Office of Emergency Services for general emergency coordination.

There are also other coordinators for discipline specific mutual aid and/or coordination, such as building inspector mutual aid, mental health, and pre-hospital emergency medical services. However, these systems interact with other OA Coordinators to ensure effective coordination.

To illustrate how the discipline specific OA coordination system works during an emergency, if a city or special district fire department has a large fire and needs assistance from other jurisdictions, in order to obtain that assistance they simply contact CAL FIRE/County Fire, as the OA fire coordinator, and request the resources they need. In turn, CAL FIRE/County Fire has a pre-determined plan to contact other fire departments in the area to provide assistance to the requesting jurisdiction. To help with this, there are specific plans and procedures in place, in this case the San Luis Obispo County Fire Services Mutual Aid Plan.

Similarly, if there is a law enforcement emergency and a jurisdiction needs mutual aid assistance, a request can be made to the Sheriff’s Department, as the OA law enforcement coordinator, who then contacts and requests other departments to send resources to the requesting agency.

For non-discipline specific mutual aid, or for disciplines which do not have a specific Op Area Coordinator, coordination is generally through the County Office of Emergency Services. County OES communicates and coordinates issues between cities, special districts, and various county departments, and the state.

There are also coordination procedures and protocol for other systems and resources such as the Hazardous Materials Emergency Response Team and the Bomb Task Force, both of which serve the entire San Luis Obispo County Operational Area.

2.1.2 Coordination with Special Districts, Private, and Volunteer Agencies in Initial Response Operations

The level of involvement of special districts, public utilities, private organizations, and volunteer agencies will vary considerably depending upon the kind of incident. In general, special districts or other agencies that have a statutory or jurisdictional responsibility with the incident should be represented at the incident. The form of involvement for these districts and agencies may be as part of unified command, an agency representative, or a liaison which is able to coordinate with the San Luis Obispo County/Op Area liaison function. The emergency response role of special districts will generally be focused on their normal services and functional areas of responsibility.

A “cooperating agency” supplies assistance other than direct tactical resources to the incident control effort. Southern California Gas Company, Pacific Gas and Electric Company (PG&E), the American Red Cross, the Salvation Army, and other private and volunteer agencies could be cooperating agencies depending on the type of incident.

For example, the American Red Cross has a liaison position in the City EOC.

The American Red Cross is the primary and essential element of our area’s efforts to not only meet the care and shelter needs of disaster victims but to also coordinate with various volunteer organizations.

As noted in Part 1, the San Luis Obispo County Operational Area is fortunate to have a good Voluntary Organizations Active in Disaster (VOAD) organization, which is coordinated by the San Luis Obispo County Chapter of the American Red Cross (ARC). VOAD is a consortium of non-profit and faith based organizations dedicated to fostering more effective service to people affected by disaster, with a commitment to cooperation, communication, coordination, and collaboration. As the lead VOAD coordinator, the ARC in turn coordinates and works closely with the public agency emergency organizations including the County. As needed, the ARC provides staff to the county EOC during its activation.

In general, the County’s Chapter of the American Red Cross is an important link between local volunteers such as those noted above and the overall Operational Area emergency management system.

2.1.3 Coordination Centers: EOC and DOC

In the event of significant emergencies, it is often beneficial to have a centralized location from which to help ensure effective coordination of response efforts. Most jurisdictions have such locations or facilities, which are called Emergency Operations Centers (EOC). An EOC is a location from which centralized emergency management can be performed. EOC facilities are used at the local government level, operational areas, regions, and state.

While the majority of emergency situations on a day-to-day basis are handled relatively “routinely” by agencies such as fire departments, law enforcement, public works, and others, large incidents or those involving multiple jurisdictions may require coordination above the field response level. Depending on the severity and/or type of incident, this may involve following certain NIMS and/or SEMS requirements.

NIMS or SEMS may be used during any type of emergency incident, however per the state SEMS regulations it must be utilized under the following conditions:

- When a local government emergency operations center is activated
- When a local emergency, as defined in Government Code section 8558(c), is declared or proclaimed.

The SEMS Regulations also require that when a local government EOC is activated, communications and coordination shall be established between the Incident Commander(s) and the Department Operations Center (DOC) to the EOC or between the Incident Commander(s) and the EOC. Coordination of fire, law enforcement and public works resources shall be accomplished through their respective mutual aid systems.

The reason for communications and coordination needing to be established with an EOC is that one of the purposes of an EOC is to serve as a sort of “disaster central” or centralized control point for coordinating response efforts within a single jurisdiction, as well as between multiple jurisdictions in an Operational Area, or within a region of the state.

2.1.4 County/Operational Area EOC

As a location to coordinate multi and interagency response efforts – as the sort of “disaster central” – the San Luis Obispo County EOC, which also serves as the Operational Area EOC, can be staffed to a level needed for any particular situation. This can range from only a core group of a few people to full activation, or somewhere in between. Staffing in the County EOC may include emergency management representatives, Sheriff’s Department representatives, County Fire, California Highway Patrol, County Health Officer, Emergency Medical Services Agency, Caltrans, American Red Cross, County Department of Social Services, County Office of Education, utility companies, County Public Works, and other agencies as needed.

The SEMS regulations state that communications and coordination shall be established between a local government EOC, when activated, and any state or local emergency response agency having jurisdiction at an incident occurring within that local government’s boundaries.

SEMS regulations also dictate that local government shall use multi-agency or interagency coordination to facilitate decisions for overall local government level emergency response activities.

Within the San Luis Obispo County Operational Area, the coordination efforts involve a dual role for the County/Operational EOC. As the County EOC, communications and coordination with and between county and related agency resources in the field and other locations takes place. As the Operational Area EOC, communications and coordination takes place with other jurisdictions and agencies, such as city EOCs, city Public Safety Answering Points (police/fire dispatch centers), County Office of Education, and other entities as needed.

Communications between agencies and jurisdictions include direct radio contact, dedicated telephone lines, mobile radios, WebEOC (computer software) and a system provided by the Amateur Radio Emergency Service/Radio Amateurs Civil Emergency services (ARES/RACES). There is also a satellite communications system which allows contact between the Operational Area EOC and Cal EMA, as well as other locations throughout the state.

Another function of the County/Operational Area EOC may be to provide emergency news and information. Besides having communications equipment for sending out emergency information, a Joint Information Center (JIC) located near the EOC can be used to provide updated information to the news media.

2.1.5 City of San Luis Obispo EOC

The EOC for the City of San Luis Obispo is located at 2160 Santa Barbara Ave, Headquarters Fire Station. The following locations shall be considered as alternate EOC locations based on availability and need at the time of the incident:

- Ludwick Center – 864 Santa Rosa
- Corporation Yard – 25 Prado Road
- Veteran’s Hall – 801 Grand Avenue

2.1.6 City Department Operations Centers

Departments Operations Centers (DOC) are smaller facilities or locations that coordinate the response of specific disciplines. When an EOC is activated, a DOC can also serve as the link between a certain discipline or other entity. For example, the City Police Department has the ability to operate a DOC from their administrative offices. The various functions within the Police Department can then be coordinated from the DOC, and the DOC in turn can coordinate with the City EOC.

However, DOCs can also be used for a stand-alone discipline response without the need for the City EOC. As an example City Public Works operates a DOC (at the Corporation Yard on Prado Road) to coordinate response of their resources during severe winter storms, when land slides and trees down on roads need to be responded to and the situations handled in a prioritized manner. There are seven preplanned DOCs for city related emergencies;

- Administration, Attorney, Human Resources, Finance & City Clerk at 990 Palm (City Hall)
- Community Development at 919 Palm Street
- Fire Department at 2160 Santa Barbara (Fire Station No. 1)
- Parks & Recreation Department at 1341 Nipomo St. (Parks & Recreation Building)
- Police Department at 862 Walnut (Police Station)
- Public Works at 25 Prado (Corporation Yard)
- Utilities at 879 Morro Street

2.1.7 Incident Command System (ICS)

During initial response operations, field responders place emphasis on saving lives, property, and the environment, controlling the situation, and minimizing the effects of the emergency. As noted in Part 1 of this plan, the Incident Command System is used to manage and control field response operations.

While ICS is designed primarily for use as an emergency management tool for field response to incidents, similar concepts of that system can be used at the local government or operational area level in Emergency Operations Centers and other emergency command and/or coordination

centers and locations (information on City EOC management can be found in Part 1 of this EOP).

2.1.7.1 ICS Components

The components of ICS are:

1. common terminology;
2. modular organization;
3. unified command structure;
4. consolidated action plans;
5. manageable span-of-control;
6. pre-designated incident facilities;
7. comprehensive resource management; and
8. integrated communications.

2.1.7.1.1 Common terminology

Common terminology means established common titles are used for organizational functions, resources, and facilities within ICS. The use of common terminology allows various jurisdictions and agencies to “talk the same language” during emergencies and drills without confusion that may be caused by the use of various codes or special names for equipment. In other words, people from various agencies use the same "jargon" or "language" when interacting with each other, which makes for a more coordinate response effort.

2.1.7.1.2 Modular organization

"Modular organization" is the method by which the ICS organizational structure develops based upon the type and size of an incident. The organization's staff builds from the top down as the incident grows – and as needed - with responsibility and performance placed initially with the Incident Commander. Basically, an ICS organizational chart on an incident could consist of one person or hundreds. If one person can handle the incident, then that is all that should be used. The module starts to build if that person needs assistance...so if one person can handle the situation – for example, a single police officer investigating a minor traffic accident – then that person handles the entire incident by him or herself. However, if someone is injured in the accident, then fire and emergency medical resources will be needed – so other "modules" are needed for the response. If gasoline is leaking from the car due the accident, then more fire resources may be needed, so yet another "module" is built into the response.

The modular organization method and its flexibility at the field response level allow it to rapidly adjust, by expanding or downsizing resources, depending on the needs of each incident. Aside from the Incident Commander, there is no required structure or order in which positions are filled. The ICS organization can be as small as one person, or large enough to handle thousands of emergency responders.

Incidents usually start with a few resources and expand as necessary. It is not necessary to implement all modular levels of the ICS organization.

An important aspect of the modularity in ICS at the field response level is that there is nothing to prohibit the Incident Commander from activating one or more units in various sections without first activating the section organizational element. However, it is important to maintain the ICS principle of span-of-control, one supervisor for three to seven staff members.

2.1.7.1.3 Unified command

Unified command structure is a unified team effort which allows all agencies with responsibility for the incident (either geographically or functionally) to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, autonomy, responsibility or accountability. Essentially, unified command is when multiple agencies with jurisdiction over an incident "share" command duties.

2.1.7.1.4 Consolidated Action Plans

"Consolidated action plans" identify objectives and strategies made by the Incident Commander for a particular incident, based upon the requirements of the affected jurisdiction. In the case of unified command, the incident objectives must adequately reflect the policy and needs of all the jurisdictional agencies. The consolidated action plans for an incident documents the tactical and support activities required for the operational period. In other words, a consolidated action plan is sort of a like a "plan of the day" on how to deal with an emergency or other incident.

2.1.7.1.5 Span-of-control

Manageable span-of-control within ICS is a limitation on the number of emergency response personnel who can effectively be supervised or directed by an individual supervisor. The type of incident, the nature of the response or task, distance, and safety will influence the span-of-control range. The ordinary span-of-control range is between three and seven personnel. In other words, span-of-control means that someone in a supervision or command role should not have so many people working for him or her that it is too hard to manage everyone under his or her charge.

2.1.7.1.6 Pre-designated incident facilities

The need for pre-designated incident facilities is identified within ICS. That is, locations for Emergency Operations Centers, support facilities, and other buildings are known as part of the emergency planning process.

The determination of the types and locations of facilities to be used will be based upon the requirements of the incident.

2.1.7.1.7 Comprehensive resource management

Comprehensive resource management is the identification, grouping, assignment and tracking of resources.

2.1.7.1.8 Integrated communications

Integrated communications are managed through the use of a common communications plan and an incident-based communications center established for the use of tactical and support resources assigned to the incident.

2.1.7.2 ICS Management Functions

In order to effectively manage emergencies and other incidents, there are five incident management (emergency management) functions: management; operations; planning/intelligence; logistics; and finance/administration. These functions are somewhat – but not exactly – similar to different departments or divisions with a company or government day-to-day organization having various duties and functions assigned to them. For example, in business and/or government day-to-day operation, fiscal duties and functions may be assigned to a finance department. Management will have an overall supervising role in a business or regular government organization. Similarly the ICS incident management functions fill certain roles during emergencies or other incidents.

The five functions of the ICS management – again, command, operations, planning/intelligence, logistics, and finance/administration – have the following responsibilities:

- **Command** is responsible for directing, ordering, and/or controlling resources by virtue of explicit legal, agency, or delegated authority.
- **Operations** is responsible for the coordinated tactical response of field operations directly applicable to or in support of the mission(s) in accordance with the Incident Action Plan.
- **Planning/Intelligence** is responsible for the collection, evaluation, documentation, and use of information about the development of the incident and tracking the status of resources.
- **Logistics** is responsible for providing facilities, services, personnel, equipment, and materials in support of the incident.
- **Finance/Administration** is responsible for fiscal and cost analysis aspects of the incident.

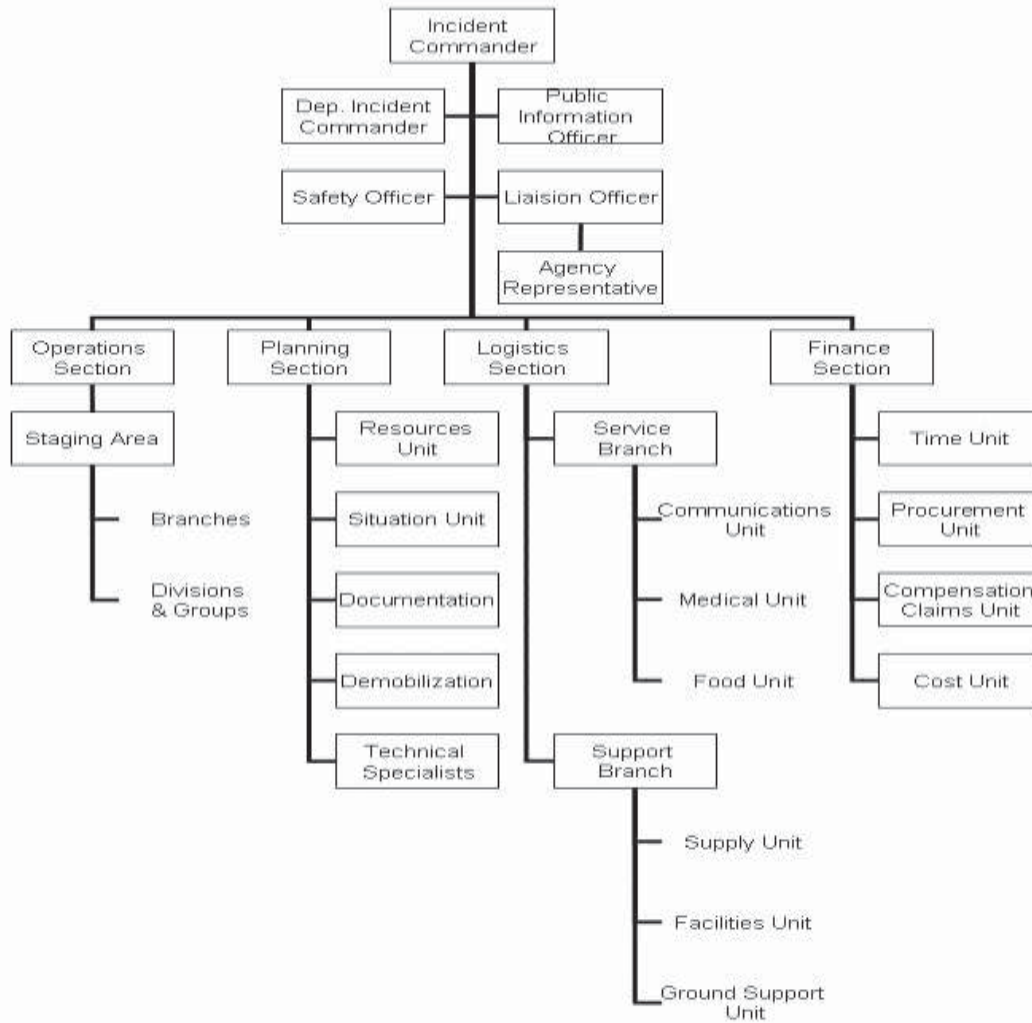
Every incident or event has certain management activities or actions that must be performed. Even if the incident is very small and only one or two people are involved, these activities will still apply to some degree, which is a reason ICS is often used for initial response to even small incidents. ICS has considerable flexibility, and can expand or contract to meet different needs of the incident. As a result, the various ICS functions may, as the incident grows, be organized and staffed into smaller sections.

The five management functions are the foundation upon which the ICS organization develops. They apply to handling a routine emergency, organizing for a major incident, or managing a major response to a disaster.

Initially, the Incident Commander may be performing all five functions. Then, as the incident grows, each function may be established as separate "sections" within the organization. Each of these sections may be further divided into branches, divisions, units, and groups, as needed.

For some incidents, and in some applications, only a few of the organizational functional elements may be required. Conversely, if there is a need to expand the organization, additional positions exist within the ICS framework to meet virtually any need. This makes it a very cost-effective and efficient management system. ICS establishes lines of supervisory authorities and formal reporting relationships. There is complete unity of command as each position and person within the system has a designated supervisor. Direction and supervision follows established organizational lines at all times.

Incident Command System Organizational Chart (for field operations)



2.1.8 ICS Position Descriptions and Responsibilities

2.1.8.1 Command

Command Staff consists of the Incident Commander, Deputy Incident Commander, Public Information Officer, Safety Officer, and the Liaison Officer, or related positions. General Staff includes the section chiefs from each section.

Incident Commander The Incident Commander (IC) is the individual who is in charge of the incident, providing the overall management of the situation. In some instances such as a military aircraft accident, oil spill, or terrorist action, the IC may not be a local agency, but a state or federal agency. The IC may have a Deputy IC, who may be from the same agency or from an assisting agency.

Initially, assigning tactical resources and overseeing operations will be under the direct supervision of the IC. As incidents expand, the IC may delegate authority for the performance of certain activities to others as required. The IC is charged with the following responsibilities:

- establishing an incident command post;
- assessing the situation;
- determining incident objectives, strategies, and immediate priorities;
- establishing an appropriate ICS organization;
- approving and authorizing the implementation of the Incident Action Plan;
- ensuring that adequate safety measures are in place;
- coordinating activities for all command and general staff;
- communicating and coordinating response efforts with the City of San Luis Obispo EOC, when activated;
- approving requests for additional resources or for the release of resources;
- authorizing the release of public information originating from the incident command post; and
- ordering the demobilization of the incident when appropriate.
- Maintaining the Incident Commander's log

Public Information Officer The Public Information Officer (PIO) serves as the point of contact for the media and other organizations seeking information directly from the incident location. Generally, only one lead PIO will be assigned for each incident, including multi-agency or multi-jurisdictional incidents. The PIO may have assistants or aides to help with the fulfillment of their responsibilities, as necessary. The responsibilities of the Public Information Officer include:

- determining if IC has placed any limitations on releasing information;
- obtaining validated and current information summaries and/or graphics of the incident;
- obtaining the Incident Commander's approval for certain information releases;
- developing materials for use in media briefings;
- providing media with time and location of briefings;
- conducting media briefings;
- arranging for interviews and tours that may be required or requested;
- obtaining media information that may be useful to incident planning; and
- maintaining a Public Information Officer log.

Safety Officer The Safety Officer's function is to monitor incident operations and to develop protective measures for assuring personnel safety. The Safety Officer assesses and anticipates hazardous and unsafe conditions. Generally, the Safety Officer has the authority to stop and prevent unsafe incident activities. Only one lead Safety Officer will be assigned for each incident. Safety assistants may help the Safety Officer, as necessary. Other responsibilities of the Safety Officer include:

- identifying of hazardous situations associated with the incident;
- reviewing the Incident Action Plan for safety implications;
- investigating accidents that have occurred within the incident area;
- assigning assistants or aides as necessary;
- reviewing and approving the medical plan; and
- maintaining the Safety Officer log.

Liaison Officer Incidents that have a multi-agency or multi-jurisdictional response may require the establishment of a Liaison Officer. The Liaison Officer ensures any agency representatives are informed and involved in the incident response. These are personnel other than those on direct tactical assignments or those involved in a unified command. The responsibilities and duties of the Liaison Officer include:

- acting as the primary contact point for agency representatives;
- maintaining a list of assisting agencies and representatives;
- assisting in establishing and coordinating inter-agency contacts;
- ensuring that all agency or jurisdictional resources are checked-in at the incident;
- keeping all agencies informed on the incident status;

- monitoring incident operations to identify current or potential inter-organizational problems; and
- maintaining Liaison Officer log.

Agency Representatives In many multi-agency or multi-jurisdictional incidents, an agency or jurisdiction will send a representative to assist in coordination efforts. An agency representative is an individual assigned to an incident who has the authority to make decisions on matters affecting that agency's or jurisdiction's participation at the incident. Agency Representatives report directly to the Liaison Officer or the Incident Commander in the absence of a Liaison Officer. Responsibilities and duties of the agency representative include:

- obtaining briefing from Liaison Officer or Incident Commander;
- ensuring that all agency resources are properly checked-in at the incident;
- informing agency personnel at scene that the agency representative position for the agency has been filled;
- cooperating fully with the command staff regarding agency involvement at the incident;
- ensuring the well-being of agency personnel and resources assigned to the incident;
- advising the Liaison Officer of any special agency needs or requirements; on a continuous basis, reporting to home agency dispatch or EOC;
- ensuring that all agency personnel and equipment are properly accounted for and officially released prior to their departure; and
- ensuring that all required agency forms, reports, and documents are completed prior to departure.
- maintaining agency rep. log.

2.1.8.2 Operations Section

Operations Section Chief The Operations Section Chief has overall management responsibility of all activities within the operations section, including development of the section as needed in order to accomplish the incident objectives. Other responsibilities and duties of the Operations Section Chief include:

- managing tactical operations at the incident;
- assisting in the development of the operations portion of the Incident Action Plan;
- supervising the execution of the operational portion of the Incident Action Plan;
- maintaining close contact with subordinate operations positions;
- ensuring safe tactical operations;
- requesting additional resources to support tactical operations;

- approving the release of resources from assigned status;
- making or approving expedient changes to the Incident Action Plan during the operational period, as necessary;
- maintaining close communication with the Incident Commander; and
- maintaining operations section log.

Branch Branch Directors supervise the activities of their respective branches. Branches may be functional or geographic. There are generally three reasons to use branches in an incident: span-of-control, need for a functional branch structure, and for multi-jurisdictional incidents. If the number of divisions or groups exceeds the recommended span of control, then a branch is necessary.

Some incidents have multiple disciplines involved, e.g., police, fire, medical, and public works, which may create a need to set up incident operations around a functional branch structure. In some incidents, it may be better to organize the incident around jurisdictional lines, organizing operations into separate branches for each agency involved. Responsibilities and duties of the operations Branch Directors include:

- interacting with the Operations Section Chief and other Branch Directors to develop tactics to implement the Incident Action Plan;
- assigning specific work tasks to branch personnel;
- reviewing branch assignments and reporting the status to Operations Section Chief;
- monitoring and inspecting progress on assigned tasks and making changes as necessary;
- resolving logistical problems reported by branch personnel; and
- maintaining a branch log.

Division/Group Division and Group Supervisors supervise the activities of their respective division or group. Divisions describe some geographical area related to incident operations.

Groups are established to describe functional areas of operations. Divisions and groups can be used together on an incident and are at the same level in the ICS organization. Division and Group Supervisors report to a Branch Director or the Incident Commander if branches are not utilized. The responsibilities and duties of a division/group supervisor include:

- assigning specific tasks to division/group personnel;
- providing resource status changes of assigned division/group resources to the planning/intelligence section;
- coordinating division/group activities with other divisions/groups;
- monitoring and inspecting division/group tasks, making any necessary changes;

- keeping Branch Director or IC informed of the situation and resource status;
- resolving tactical assignment and logistical problems within the division/group;
- informing Branch Director or IC of hazardous situations and significant events;
- ensuring that assigned personnel and equipment get to and from their assignments in a timely and orderly manner; and
- maintaining a division or group log.

Staging Area Manager/Supervisor The Staging Area Supervisor manages operations at the designated incident staging area. The Staging Area Supervisor reports to the Operations Section Chief or Incident Commander if the Operations Section Chief position has not been filled. The responsibilities and duties of the staging area supervisor include:

- establishing layout of staging area;
- posting areas for identification and traffic control;
- providing check-in for incoming resources;
- determining required resource reserve levels from the Operations Section Chief; advise the Operations Section Chief or Incident Commander when reserve levels reach established minimums;
- maintaining and providing status of all resources in staging area to planning/intelligence section;
- responding to requests for resources;
- requesting logistical support for personnel and/or equipment;
- demobilizing or moving staging area as required; and
- maintaining a staging area log.

2.1.8.3 Planning/Intelligence Section

Planning/Intelligence Section Chief The planning/intelligence section collects, evaluates, processes, and disseminates information for use at the incident. The section is managed by the Planning/Intelligence Section Chief. The responsibilities and duties of the Planning/Intelligence Section Chief include:

- collecting and processing incident information;
- supervising the preparation of the Incident Action Plan;
- supervising and directing unit leaders;
- reassigning out-of-service personnel already on-site to appropriate ICS positions;
- establishing information requirements and reporting schedules for planning/intelligence section units;

- determining need for any specialized resources in support of the incident;
- establishing special information collection activities as necessary or requested;
- assembling information on alternative strategies;
- providing periodic predictions on incident potential or future growth;
- reporting any significant changes in incident status;
- compiling and displaying incident status information;
- overseeing preparation and implementation of incident demobilization plan; and
- ensuring that a planning/intelligence section log is maintained.

Resources Unit This unit is responsible for maintaining the status of all assigned resources at the incident by overseeing the check-in of all resources, maintaining a status-keeping system that indicates current location and status of all resources, and maintaining a master list of all resources. The resources unit is supervised by a unit leader. The responsibilities and duties of the resources unit leader include:

- coordinating check-in function with staging area manager/supervisor;
- preparing and maintaining a display that includes resource availability and assignment;
- confirming dispatch and estimated time of arrival of incoming resources;
- supervising and assigning specific duties to personnel assigned to the resources unit;
- maintaining a master roster of all resources checked-in at the incident; and
- maintaining a resources unit log.

Situation Unit The collection, processing, and organizing of all incident information is done within the situation unit. The situation unit prepares incident maps, incident intelligence, and future projections of incident growth, as required. The situation unit is supervised by a unit leader. Responsibilities and duties of the Situation Unit Leader include:

- supervising and assigning specific duties to personnel assigned to the situation unit;
- collecting and analyzing incident information;
- preparing, posting, and disseminating situation status information;
- preparing periodic predictions or as requested;
- preparing an incident status summary form;
- providing photographic services and maps as required; and
- maintaining a situation unit log.

Documentation Unit The documentation unit is responsible for the maintenance of accurate and up-to-date incident files. Appropriate incident files will be stored for legal, analytical, and historical purposes. Duplication services are also provided by the documentation unit. The documentation unit is supervised by a unit leader. The responsibilities and duties of the Documentation Unit Leader include:

- supervising and assigning specific duties to personnel assigned to the documentation unit;
- organizing and maintaining accurate incident files;
- establishing and providing duplication services as necessary;
- filing of all official forms and reports;
- reviewing records for accuracy and completeness;
- providing incident documentation as requested;
- storing files for post-incident use; and
- maintaining a documentation unit log.

Demobilization Unit The demobilization unit is responsible for developing the incident demobilization plan. The demobilization unit is supervised by a unit leader. The responsibilities and duties of the Demobilization Unit Leader include:

- supervising and assigning specific duties to personnel assigned to the demobilization unit;
- reviewing incident resource records to determine the likely size and extent of the demobilization effort;
- coordinating demobilization with agency representatives;
- developing a incident check-out process for all units;
- evaluating logistics and transportation capabilities to support demobilization;
- developing an incident demobilization plan detailing specific responsibilities and release priorities and procedures;
- preparing appropriate materials for inclusion in the demobilization plan;
- distributing the incident demobilization plan;
- ensuring that all sections understand their specific demobilization responsibilities;
- supervising execution of the incident demobilization plan;
- briefing the Planning/Intelligence Section Chief on the demobilization progress; and
- maintaining a demobilization unit log.

Technical Specialists Certain incidents or events may require the use of technical specialists who have specialized knowledge or expertise. Technical specialists may function within the

planning/intelligence section or be assigned wherever their services are required. In the planning/intelligence section, technical specialists may report to the Planning/Intelligence Section Chief or a designated unit leader.

2.1.8.4 Logistics Section

Logistics Section Chief Incident support needs are provided by the logistics section, with the exception of air support. Based on the size, complexity of support, and the expected duration of the incident, the logistics section is divided into two distinct branches: service and support. The logistics section is managed by the Logistics Section Chief. The responsibilities and duties of the Logistics Section Chief include:

- managing all incident logistical needs;
- establishing the logistics section organization, based on the needs of the incident;
- supervising and directing unit leaders;
- providing logistical input to the IC in preparing the Incident Action Plan;
- identifying anticipated and known incident service and support requirements;
- requesting additional resources as needed;
- authorizing and supervising requests for additional resources; and
- ensuring that a logistics section log is maintained.

Service Branch Director The Service Branch Director supervises the activities of the logistics service branch. The service branch includes three units: communications, medical, and food. The responsibilities and duties of the Service Branch Director include:

- interacting with the Logistics Section Chief to provide service in support of the incident;
- assigning specific work tasks to branch personnel;
- reviewing branch assignments and reporting status to Logistics Section Chief;
- monitoring and inspecting progress on assigned tasks and making changes as necessary;
- resolving logistical problems reported by branch personnel; and
- ensuring that the service branch log is maintained.

Communications Unit The communications unit is responsible for developing plans for the use of incident communications equipment and facilities, installing and testing of communications equipment, supervision of the incident communications center, and the distribution and maintenance of communications equipment. The communications unit is managed by a unit leader. The responsibilities and duties of the unit leader include:

- providing information on communications capabilities and limitations;
- preparing and implementing an incident radio communications plan;
- establishing and supervising the incident communications center and message center;
- establishing telephone, computer links, and public address systems;
- establishing communications equipment distribution and maintenance locations;
- installing and testing all communications equipment;
- overseeing distribution, maintenance, and recovery of communications equipment;
- developing and activating an equipment accountability system;
- providing technical advice on system adequacy and potential equipment problems;
and
- maintaining a communications unit log.

Medical Unit The medical unit develops an incident medical plan and procedures for managing medical emergencies. The unit coordinates or provides medical aid for emergency responders and assists the finance/administration section with processing injury related claims. The medical unit is managed by a unit leader. The responsibilities and duties of the unit leader include:

- determining the level of emergency medical activities;
- acquiring and managing medical support personnel;
- preparing an incident medical plan;
- establishing procedures for handling injuries sustained by emergency responders;
- responding to requests for medical aid, medical transportation, and medical supplies;
- assisting the finance/administration section with the processing of forms related to injuries or deaths of incident personnel; and
- maintaining a medical unit log.

Food Unit The food unit is responsible for coordinating or supplying the food needs at an incident, including remote locations. The food unit is managed by a unit leader. The responsibilities and duties of the unit leader include:

- determining food and water requirements;
- determining method of feeding to best fit each facility or situation;
- establishing cooking and feeding facilities;
- obtaining necessary equipment and supplies for cooking facilities;
- ensuring that well-balanced meals are provided;

- ordering sufficient food and potable water from the supply unit;
- maintaining an inventory of food and water;
- maintaining food service areas, ensuring that all appropriate health and safety measures are being followed;
- supervising caterers, cooks, and other food unit personnel; and
- maintaining a food unit log.

Support Branch Director The Support Branch Director supervises the activities of the logistics support branch. The support branch includes three units: supply, facilities, and ground support. Responsibilities and duties of the Support Branch Director include:

- interacting with the Logistics Section Chief to provide support to the incident;
- assigning specific work tasks to branch personnel;
- reviewing branch assignments and reporting status to Logistics Section Chief;
- monitoring and inspecting progress on assigned tasks and making changes as necessary;
- resolving logistical problems reported by branch personnel; and
- ensuring that the support branch log is maintained.

Supply Unit The supply unit is responsible for ordering, receiving, processing, and storing all incident-related resources. All off-incident resources will be ordered through the supply unit, including support resources, and all expendable and non-expendable support supplies. The support unit is managed by a unit leader. The responsibilities and duties of the unit leader include:

- providing supplies to each of the sections;
- determining the type and amount of supplies in route;
- ordering, receiving, distributing, and storing supplies and equipment;
- responding to requests for personnel, equipment, and supplies;
- maintaining an inventory of supplies and equipment;
- servicing reusable equipment, as needed; and
- maintaining a supply unit log.

Facilities Unit The facilities unit is responsible for set up, maintenance, and demobilization of incident facilities, except the staging area. The facilities unit will also provide security services to the incident as needed. The facilities unit is managed by a unit leader. The responsibilities and duties of the unit leader include:

- determining the need and requirements for incident facilities;
- preparing layouts of facilities;
- activating incident facilities;
- obtaining and supervising personnel to operate facilities;
- providing security services as needed;
- providing facility maintenance services, e.g., sanitation, lighting, etc.;
- demobilizing incident facilities; and
- maintaining a facilities unit log.

Ground Support Unit The ground support unit is responsible for the maintenance, service, and fueling of all mobile equipment and vehicles, except aviation resources. The ground support unit also has the responsibilities for the ground transportation of personnel, supplies, equipment, and the development of an incident traffic plan. The ground support unit is managed by a unit leader. The responsibilities and duties of the unit leader include:

- coordinating or providing support services (fueling, maintenance, and repair) for all mobile equipment and vehicles;
- ordering maintenance and repair supplies (fuel, oil, and spare parts);
- coordinating or providing support for out-of-service equipment;
- developing an incident traffic plan;
- maintaining an inventory of support and transportation vehicles;
- recording time use for all incident-assigned ground equipment;
- updating the resources unit with the location and capability of transportation vehicles;
- maintaining a transportation pool, as necessary;
- maintaining incident roadways, as necessary; and
- maintaining a ground support unit log.

2.1.8.5 Finance/Administration Section

Finance/Administration Section Chief The finance/administration section is responsible for managing all financial aspects of an incident. As with other sections, not all incidents will require a finance/administration section. Only when the involved agencies have a specific need for finance/administration services should the section be activated. Finance services used at an incident may include the monitoring of costs, procuring specialized equipment, contracting with a vendor, or for making cost estimates of alternative strategies. The finance/administration section is managed by the Finance/Administration Section Chief. The responsibilities and duties of the Finance/Administration Chief include:

- managing financial aspects of an incident;
- providing financial and cost analysis information as requested;
- gathering pertinent information from responsible agencies;
- determining the need to establish and operate an incident commissary;
- ensuring that all personnel time records are accurately completed;
- ensuring that all obligation documents initiated at the incident are properly prepared and completed;
- briefing agency administrative personnel on all incident-related financial issues requiring attention or follow-up; and
- ensuring that a finance/administration section log is maintained.

Time Unit The time unit is responsible for ensuring the accurate recording of daily personnel time, compliance with specific agency time recording policies, and managing established commissary operations. Personnel time records will be collected and processed for each operational period. The time unit is managed by a unit leader. The responsibilities and duties of the unit leader include:

- determining incident requirements for time recording function;
- ensuring that daily personnel time recording documents are prepared in compliance with agency policy;
- maintaining separate logs for overtime hours;
- establishing commissary operations as needed;
- submitting cost estimate data forms to cost units as required;
- ensuring that all records are current and complete prior to demobilization;
- releasing time reports from assisting agency personnel to their respective Agency Representatives or senior officer prior to demobilization; and
- maintaining a time unit log.

Procurement Unit All financial matters pertaining to vendor contracts, leases, and fiscal agreements are managed by the procurement unit. The unit is also responsible for maintaining equipment time records. The procurement unit identifies local sources for equipment and supplies, manages all equipment and rental agreements, and processes all rental and supply fiscal document billing invoices. The procurement unit is managed by a unit leader. The responsibilities and duties of the unit leader include:

- reviewing incident needs and developing any special procedures for procuring resources;
- preparing and authorizing contracts and land use agreements;

- drafting required memoranda of understanding;
- identifying sources that can provide necessary resources;
- establishing contracts and agreements with supply vendors;
- providing coordination between the ordering manager, agency dispatch, and all other procurement organizations supporting the incident;
- ensuring that a system is in place which meets agency property management requirements;
- interpreting contracts and agreements;
- coordinating with the compensation/claims unit for processing claims;
- coordinating the use of unbudgeted funds, as required;
- completing final processing of contracts and sending documents for payment;
- coordinating cost data in contracts with the cost unit leader; and
- maintaining a procurement unit log.

Compensation/Claims Unit The compensation/claims unit handles any compensation-for-injury claims related to the incident. This unit oversees the completion of documents required by workers' compensation. A file of injuries and illnesses associated with the incident will be maintained and all witness statements will be obtained in writing, as possible. Close coordination with the medial unit is essential.

Additionally, the compensation/claims unit investigates all claims involving property associated with or involved in the incident. The compensation/claims unit is managed by a unit leader. The responsibilities and duties of the unit leader include:

- establishing communications with the incident Safety Officer, Liaison Officer, and Medical Unit Leader;
- reviewing incident medical plan;
- reviewing procedures for handling claims with the procurement unit leader;
- ensuring that all unit forms are complete and routed to the appropriate agency for post-incident processing prior to demobilization; and
- maintaining a compensation/claims unit log.

Cost Unit The cost unit provides all incident cost analysis. The unit ensures proper identification of all equipment and personnel requiring payment, the recording of all cost data, analyzes and prepares estimates of incident costs, and maintains accurate records of incident costs. The cost unit is managed by a unit leader. Responsibilities and duties of the unit leader include:

- establishing cost reporting procedures;
- collecting and recording all cost data;
- developing incident cost summaries;
- preparing resources-use cost estimates for the planning/intelligence section;
- making cost-saving recommendations to Finance/Administration Section Chief; and
- maintaining a cost unit log.

2.2 OVERVIEW OF ALERTING, NOTIFICATION AND WARNING OPERATIONS

All City Departments (Police, Fire, Public Works, Administration, Finance, Utilities, Parks and Recreation) will maintain their own specific call back/contact lists. In addition, each department can and will provide personnel to staff the City Emergency Operations Center (EOC) as needed.

The City also maintains a list of other outside agencies that may need a representative in the City's EOC if activated (Red Cross, Salvation Army, PG&E, So California Gas, County Fire and Sheriff, San Luis Ambulance and County Public Health Department).

The primary 24 hour point of contact for initial alerting and warning for the City of San Luis Obispo is the Emergency Communications Center, located at the Headquarters Fire Station.

The primary responsibility for alerting the public during an emergency depends on the type and degree of the incident. Alerting and warning the public may be accomplished through special news releases/broadcasts, procedures such as driving up and down the streets using emergency vehicle public address systems (commonly referred to as route alerting), or possibly by use of the Emergency Alert System (EAS). Within the Diablo Canyon Emergency Planning Zone, Early Warning System sirens may also be used to alert the public of certain serious emergency situations. The Reverse 911 system may also be used to contact residents of an emergency.

2.2.1 City EOC Call Out Lists

The City EOC emergency call lists are maintained for use when an emergency or disaster affects the City of San Luis Obispo and requires more than a "routine" public safety agency (such as police, fire, public works and utilities) response. The lists are only implemented when directed by a City employee who has been given authority to activate the EOC.

2.2.2 City EOC Activation Authority

The City of San Luis Obispo Emergency Services Director or his/her designee (which may include a Deputy Emergency Services Director) may activate the EOC call out list when a disaster occurs or threatens to occur.

Whenever the City of San Luis Obispo opens up the City's EOC, County OES will be notified by San Luis Obispo Public Safety Dispatch via San Luis Obispo County Sheriff's Dispatch Center. This notification to County OES is advisory only unless it is determined that a large mutual aid commitment will be needed in the City of San Luis Obispo for an extended period of time.

The City's call out list includes personnel who can fill needed functions should EOC activation be necessary, including various emergency management functions as needed.

2.2.3 City EOC Response and Coordination Action during a Disaster

2.2.3.1 Initial Actions

During a disaster that could overwhelm day-to-day city emergency resources, the City Emergency Operations Center (EOC) may be activated. The EOC is somewhat like a "disaster central" for large emergencies. A primary function of the City EOC during a disaster is to assist in coordinating general emergency response activities throughout the city.

During a large emergency, the use of initial emergency resources (such as fire engines and patrol units) would be prioritized and may be used to respond to the most serious emergencies only. Through the City EOC and County EOC, mutual aid requests would be made to the State or other mutual aid systems for additional resources. Once these mutual aid resources respond into the county, they also will be sent to the areas of most need first.

During a county-wide emergency the County EOC will be used as the central point for resource requests and damage assessment for the entire county, including the City of San Luis Obispo, all other incorporated cities and special districts.

One of the primary roles of the City EOC, Department Operations Centers, and related coordination centers is to receive emergency resource requests of all kinds from field incident commanders (ambulances, fire engines, building inspectors, bulldozers, portable showers, drinking water, opening shelters, etc.) and to ensure that those requests get filled as soon as possible.

Unfortunately, there will probably not be enough resources to respond to all areas immediately after a large emergency or disaster. For this reason, command staff must prioritize which particular incidents will get the few available resources. For example, a response to a building collapsed with two people trapped and seriously injured might take priority over a single building on fire with no one in the structure.

In addition to responding to emergency situations, there may also be needs such as providing shelter, obtaining food and supplies for victims and response personnel, providing areas for vehicles and personnel to stage, and providing supporting equipment such as portable field kitchens, mobile fuel trucks, and portable toilets.

In order to determine how much damage the City has suffered, one of the first actions the City's individual emergency plans call for a damage assessment and/or safety assessment survey of affected areas. This might be done in several ways, including: assigning public safety, public works, and related agencies to report to and/or drive through affected areas to inspect for damage and safety issues; and by receiving 911 reports from citizens. This information is then relayed back to the City's EOC for documentation and is used to set priorities.

The public would be provided information either through the media or in the cases of isolated emergencies directly by public safety or related agencies. The Emergency Alert System (EAS) may be used as a method to get word to the public through the media as quickly as practical.

Public information would include instructions and/or precautions that may be necessary, as well as updates on the overall emergency situation. The EAS for the City of San Luis Obispo can be accessed through the Sheriff's Department Watch Commander or County OES. EAS broadcasts can also be initiated by the California Highway Patrol San Luis Obispo Area, or the Cal EMA Warning Center near Sacramento.

2.2.4 EOC Communications

The SEMS regulations state that communications and coordination shall be established between a local government EOC, when activated, and any state or local emergency response agency having jurisdiction at an incident occurring within that local government's boundaries.

SEMS regulations also dictate that local government shall use multi-agency or interagency coordination to facilitate decisions for overall local government level emergency response activities.

Within the San Luis Obispo County Operational Area, the coordination efforts involve a dual role for the County/Operational EOC. As the County EOC, communications and coordination with and between county and related agency resources in the field and other locations takes place. As the Operational Area EOC, communications and coordination takes place with other jurisdictions and agencies, such as city EOCs, city Public Safety Answering Points (police/fire dispatch centers), County Office of Education, and other entities as needed.

Communications between agencies and jurisdictions includes direct radio contact, dedicated telephone lines, mobile radios, a satellite phone, and a system provided by the Amateur Radio Emergency Service/Radio Amateurs Civil Emergency Services (ARES/RACES). There is also a satellite communications system which allows contact between the Operation Area EOC and Cal EMA, as well as other locations throughout the state.

A vital part of responding to any type of emergency is the ability to communicate between various jurisdictions, agencies, and emergency responders. After an incident such as an earthquake, normal communications such as telephone service may be disrupted and surviving radio systems may be overloaded. As a result, and in order to enhance existing communications, the county is fortunate to have the services of the Amateur Radio Services (ARES)/Radio Amateurs in Civil Emergencies (RACES) organization.

ARES/RACES is made up of a dedicated group of volunteer ham operators who can provide radio service to literally any location, jurisdiction, or entity in the county. ARES also has communications capabilities to Sacramento, as well as other areas, which allows contact with the State Cal EMA Operations Center in Sacramento.

An integral part of the City's emergency response system is the members of the City's Information Technology Division. The City Information Technology Manager will be in the

City's EOC to coordinate radio, computer, projector, computer board, TV monitor, printer and copier repairs. Sterling Communications, the City's radio contractor, has committed to provide a technician in San Luis Obispo in the event of EOC activation.

2.2.5 Field Response Overview

Within the City of San Luis Obispo, the Incident Command System is commonly used on many incidents. When the City of San Luis Obispo has jurisdiction over a multiple agency incident, emergency responders also use the Incident Command System (ICS). Additionally, the principles of ICS will be used even for those incidents that begin as a single discipline response (i.e., all fire or all law enforcement). Often the single discipline incident expands to a multi-discipline incident, which demands the use of ICS. During multi-agency incidents in the City of San Luis Obispo, field responders use the principles of Unified Command to the extent possible.

In order for ICS to be used at all incidents, the first emergency responder on scene who has single discipline management responsibility will generally take the following basic actions:

- establish the Incident Command Post (ICP) and take command;
- size up the incident;
- determine the ICS organizational elements required;
- request additional resources necessary to mitigate the incident;
- delegate authority within the ICS organizational structure; and
- develop the Incident Action Plan, incorporating the incident objectives and strategies.

By taking these basic actions, the change from a one-person response to a 25-250 person response involves no change in the management system. The built-in capability for modular development helps to shape the organization based on the functional needs of the incident.

2.2.6 Unified Command

The Unified Command concept is used at multi-agency incidents within the City of San Luis Obispo when there is more than one agency or department with incident command authority. Unified Command is a procedure which allows all agencies with geographical or functional responsibility to establish together a common set of incident objectives and strategies, and a single Incident Action Plan. In some specific instances such as oil spills, military aircraft incidents and large regional floods, the Incident Commander may be from a state or federal agency. With those possible exceptions, state and federal agencies with a field response function would be represented in the Unified Command.

Under Unified Command, a single Operations Chief generally has the responsibility for implementing and managing the operations portion of the Incident Action Plan.

The use of Unified Command ensures a coordinated multi-agency response. Unified Command procedures assure that agencies retain individual responsibility, authority, and accountability.

Unified Command is highly flexible. As the incident changes over time with different disciplines moving into primary roles, the Unified Command structure and personnel assignments can change to meet the need. The primary features of a Unified Command incident organization include:

- a single integrated incident organization;
- co-located and shared facilities;
- a single planning process and Incident Action Plan;
- shared planning/intelligence, logistical, and finance/administration operations; and
- a coordinated process for resource ordering.

Additionally, there are several advantages to using Unified Command during multi-agency or multi-jurisdictional incidents. These advantages include:

- a single set of objectives are developed for the entire incident period;
- a collective approach is made in developing strategies to achieve incident objectives and goals;
- information flow and coordination is improved between all jurisdictions and agencies involved in the incident;
- no agency's authority or legal requirements will be compromised or neglected;
- each agency is fully aware of the plans, actions, and constraints of all other agencies; and
- the combined efforts of all agencies are optimized as they perform their respective assignments under a single Incident Action Plan.

2.2.7 Incident Action Plans

The Incident Action Plan is developed generally for a specific time period and contains objectives for overall incident strategy, specific tactical actions, and supporting information.

It is important that incidents that will go on for a long period of time have some form of an Incident Action Plan. The plan is developed around a specified duration of time called an operational period, and states the objectives to be achieved and describe the strategy, tactics, resources, and support required to achieve the objectives within the time frame. Generally, the length of the operational period is determined by the length of time needed to achieve the objectives or a set time frame of 12 or 24 hours.

The plan may be oral or written. Small incidents with only a few assigned resources may have a very simple plan which may not be written. Small incidents do not require elaborate Incident Action Plans. Most simple, short-term, and single agency incidents do not require written

Incident Action Plans. As incidents become larger, or require multi-agency involvement, the action plan should be written.

Incident Action Plans will vary in content and form depending upon the kind and size of the incident. ICS provides for the use of a systematic planning process, and provides forms and formats for developing the Incident Action Plan. The general guideline for use of a written versus a verbal action plan is when:

- two or more jurisdictions are involved;
- a number of organizational elements have been activated;
- the incident continues into another planning or operational period; and
- required by agency policy.

For multi-agency incidents being run under a Unified Command, the Incident Action Plans should be written. This provides all agencies with a clear set of objectives, actions, and assignments. It also provides the organizational structure and the communications plan required to manage the incident effectively under Unified Command.

There is no single format which will fit all situations. Several ICS forms are appropriate for use in Incident Action Plans (IAP). IAPs have four main elements that should be included:

- **Statement of Objectives** - Statement of what is expected to be achieved. Objectives must be measurable and obtainable.
- **Organization** - Describes what elements of the ICS/SEMS organization will be in place for the next Operational Period.
- **Tactics and Assignments** - Describes tactics and control operations, including what resources will be assigned. Resource assignments are often done by Division or Group.
- **Supporting Material** - Examples could include a map of the incident, a communications plan, medical plan, a traffic plan, weather data, special precautions, and a safety message.

2.2.8 Field Coordination with the City of San Luis Obispo EOC and DOCs

The field response level and local government level ("field" and "local" as being defined by SEMS) interact via direct communications between field personnel and the local government's EOC (during activation), Public Safety Answering Point (PSAP) communications center (a PSAP is the center many people refer to as the "9-1-1" center or police/fire dispatch center. It is the location in a jurisdiction where 9-1-1 calls are received and public safety agency resources are dispatched and otherwise coordinated. PSAPs also serve as the 24 hour contact point for jurisdictions. Within each jurisdiction additional communication is made between field response staff and Department Operations Centers (DOC), when DOCs are activated.

Once the coordination and communications links identified above occur between field and local levels, local EOCs, PSAPs, or DOCs in turn communicate with their Interagency Coordination (IAC) representative at the Operational Area level. City and district fire agencies communicate with County Fire as the fire IAC, law enforcement agencies communicate with the County Sheriff's Department, and other functions communicate with the County/OA EOC or County OA/DOC. In addition to County Fire's normal communications and coordination functions that occur at their Emergency Command Center (ECC) located at CAL FIRE/County Fire Headquarters, and the Sheriff's Department PSAP communications and coordination center, County Fire and the Sheriff's Department have IAC liaisons at the County/OA EOC. These disciplines' OA Coordinators in turn are in direct communications with the County/OA EOC, or depending on specific incidents or situations, other communications and/or coordination centers.

- In addition to other Operational Area members and disciplines, the City of San Luis Obispo field response personnel have communications and reporting capabilities with the City of San Luis Obispo Emergency Operations Center (EOC) using various methods and procedures. This can be through their normal department channels, which in turn is then communicated with the agency representatives in the Operations Section of the City's EOC. Another process is field personnel contact with their respective Department Operations Centers, which are then in contact with the City's EOC.

In general, when a DOC is activated, the department with Incident Command authority will coordinate directly with the City's EOC Operations Section Chief (after City EOC activation). When activated, all coordination with the County EOC or Operational Area Coordinators will be handled through the City's EOC.

Such communications may occur through standard channels such as radios or via dedicated means including a direct connected phone system linking the cities, Cal Poly, and the County EOC.

2.2.9 Extended Response Coordination

In order to effectively coordinate response operations for certain emergencies, it may be necessary to support field and related operations for an extended amount of time, with an increased number of resources. Such extended response operations are addressed in the following part of this plan (Part 3).

City of San Luis Obispo

Emergency Operations Plan

Part 3 – Extended Response Operations

PART 3 - EXTENDED RESPONSE OPERATIONS

3.1 CONCEPT OF OPERATIONS

The purpose of this part of the Emergency Operations Plan is not to go into detail on extended operations by field first responders, such as law enforcement, fire, public works, emergency medical services, and other response agencies. Instead, the purpose of this part of the plan is to demonstrate how overall emergency management is coordinated, including overviews of various positions that may be staffed at the City Emergency Operations Center and related emergency management locations.

During a disaster or unusual emergency or other incidents requiring support beyond routine day-to-day response, a centralized coordination effort is used to support response operations. As needed, facilities such as the City of San Luis Obispo Emergency Operations Center (EOC) are available to support field response operations in mitigating incidents. The EOC and related locations can act as emergency management central coordination points.

The primary emphasis will be saving lives, preventing or mitigating injuries, protecting property, and preserving the environment. The City of San Luis Obispo EOC operates using the National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS) functions, principles, and components. As needed, the City's emergency management organizations will implement the action planning process to develop Incident Action Plan (IAP), identifying and implementing specific objectives for each operational period.

The San Luis Obispo County EOC serves as the San Luis Obispo Operational Area EOC for coordination and communications between the San Luis Obispo Operational Area member jurisdiction's EOCs and the California Emergency Management Agency (Cal EMA). The Operational Area EOC can be activated for simple coordination on minor incidents as needed or may be activated to coordinate information and resources as necessary.

In addition to the City's EOC, smaller Department Operations Centers (DOC) may be used to coordinate discipline specific response efforts. For example, during winter months the Public Works Department may activate a centralized DOC at the Corporation Yard on Prado Rd. to coordinate the response efforts of field crews during a large storm.

3.1.1 Operational Strategies

To meet operational goals, emergency management staff should consider the following strategies:

- **Mitigate Hazards** – As soon as practical, suppress, reduce or eliminate hazards and/or risks to persons and property during the disaster response. Lessen the actual or potential effects or consequences of future emergencies.
- **Meet Basic Human Needs** – All possible efforts must be made to supply resources to meet basic human needs, including food, water, shelter, medical treatment and security during the emergency. Afterwards provisions will be made for temporary

housing, food stamps and support for re-establishing employment after the emergency passes.

- **Address Needs of People with Disabilities and Older Adults** – People with disabilities and older adults are more vulnerable to harm during and after an emergency. The needs of people with disabilities and the elderly must be considered and addressed.
- **Restore Essential Services** – Power, water, sanitation, transportation and other essential services must be restored as rapidly as possible to assist communities in returning to normal daily activities.
- **Support Community and Economic Recovery** – All members of the community must collaborate to ensure that recovery operations are conducted efficiently, effectively and equitably, promoting expeditious recovery of the affected areas.

3.2 CITY EOC OPERATIONS PROCEDURES

Within the City of San Luis Obispo, normal day-to-day operations are conducted by the various departments throughout the City of San Luis Obispo. The City of San Luis Obispo EOC is a location from which centralized emergency management can be performed during a major emergency or disaster. The EOC facilitates a coordinated response by departments and agencies that are assigned emergency management responsibilities. The level of EOC staffing will vary with the specific emergency situation.

3.2.1 Primary and Alternate City EOC Locations

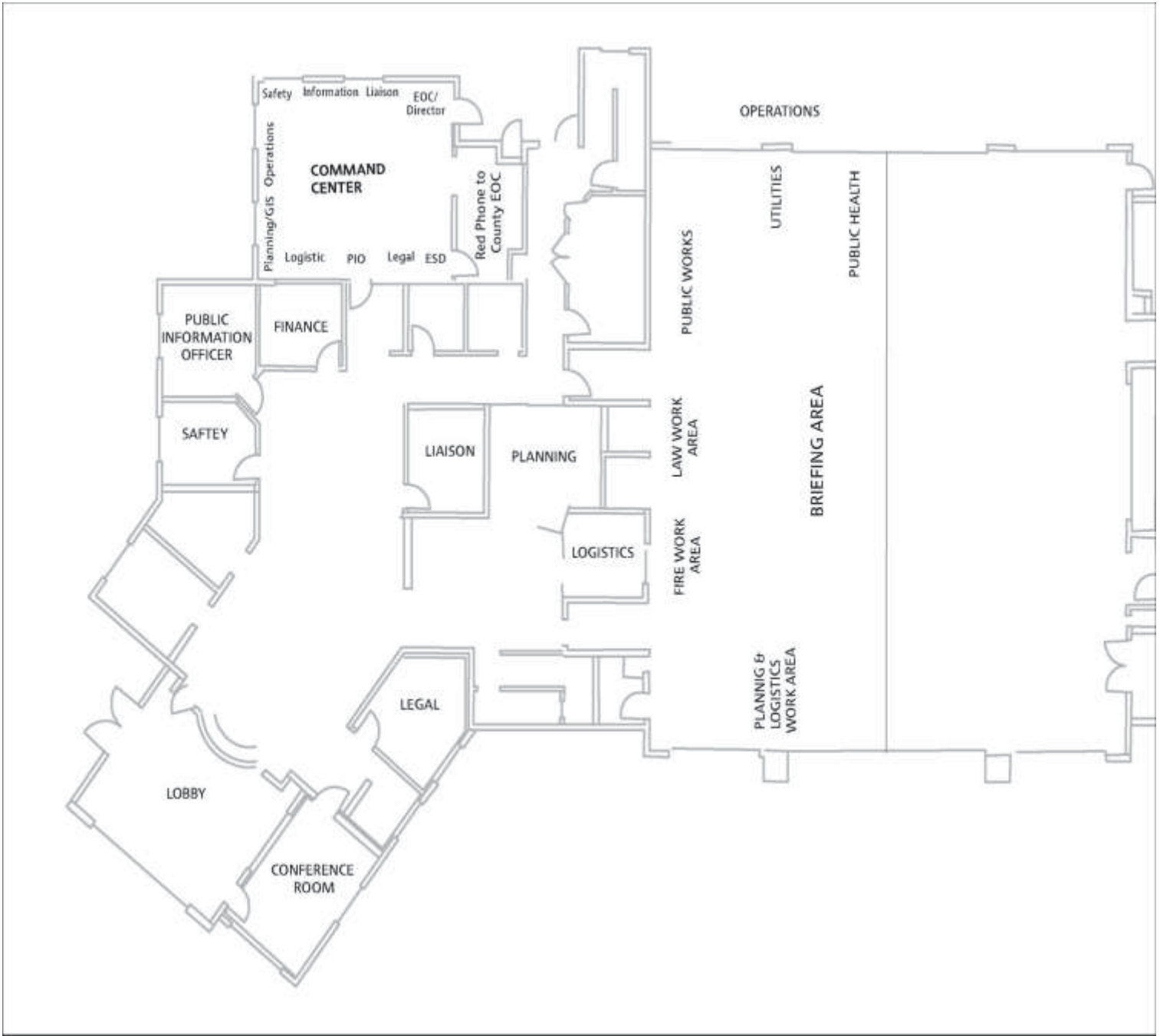
Although any location with appropriate resources can be used as an Emergency Operations Center, EOCs are generally established at a location with pre-established communications and other needed resources already in place. The primary City of San Luis Obispo Emergency Operations Center (EOC) is located at the City of San Luis Obispo Fire Department Headquarters Station (2160 Santa Barbara Ave.).

Although unlikely, there could be a need to move city EOC operations to an alternate location. Such a need could arise from damage to the primary EOC, such as a fire or earthquake, or in the event of an evacuation.

There are several other locations that could be alternate EOCs within the City of San Luis Obispo;

- Ludwick Center - 864 Santa Rosa
- Corporation Yard - 25 Prado Road
- Veteran's Hall - 801 Grand Avenue

3.2.1.1 Primary San Luis Obispo City EOC Floor Layout



**San Luis Obispo City Fire Department Headquarters Station
2160 Santa Barbara Avenue**

3.2.1.2 Other EOC Locations

Activation or use of an EOC does not necessarily mean actually using a formal pre-determined physical facility; an EOC is more than an actual physical building. Any location from which centralized emergency management can be performed may be used as an EOC. If centralized emergency management can be performed at a certain place, that location in essence functions as an EOC.

3.2.2 City Department Operations Centers

In order to coordinate more effectively between disciplines throughout the City of San Luis Obispo small coordination centers called Department Operations Center (DOC) are used to coordinate response actions of certain disciplines from locations outside of EOC's.

Department Operations Centers (DOC) are facilities or locations that coordinate the response of specific disciplines. When an EOC is activated, a DOC can also serve as the link between a certain discipline or other entity.

However, DOCs can also be used for a stand alone discipline response. As an example, City Public Works can operate a DOC at the Corporation Yard. This would allow them to coordinate response of their resources during severe storms, mud slides and trees down on roads and other similar locations handled from a central location without opening up the City's EOC.

DOC Locations by Department:

- Administration, Attorney, Human Resources, Finance & City Clerk at 990 Palm (City Hall)
- Community Development at 919 Palm Street
- Fire Department at 2160 Santa Barbara (Fire Station No. 1)
- Parks & Recreation Department at 1341 Nipomo St. (Parks & Recreation Building)
- Police Department at 862 Walnut (Police Station)
- Public Works at 25 Prado (Corporation Yard)
- Utilities at 879 Morro Street

3.2.3 EOC Activation Criteria

The City of San Luis Obispo EOC is activated as needed to support field response or any city department to coordinate response activities between agencies and city departments to monitor multi-agency or multi-jurisdiction response efforts, or for other reasons noted below.

The City EOC will activate as necessary for any nuclear incident at Diablo Canyon Nuclear Power Plant.

The City EOC will activate as necessary for any major wildland fire that is on unincorporated lands and is threatening the City.

Activation may involve partial or full staffing, depending on the support required.

The activation of the City EOC is based on the circumstances of individual incidents. As with any emergency response, the level of staffing upon activation depends on the resources needed to handle a particular incident.

The County EOC activation does not mean the City EOC facility itself will be staffed.

The decision to fully activate the City EOC rests with the City's EOC Director or the Emergency Services Director. The City EOC may be partially staffed by City personnel and needed support staff for incidents requiring coordination with the County EOC; however without a need for full activation of the City's EOC.

3.2.4 EOC Activation and Staffing Levels

The extent of activation and staffing level of the City EOC depends on the resources and developed criteria that identify the events/situations that would require EOC activation. As with any emergency management system, such as the Incident Command System, staffing levels are filled as needed; not all positions need to be staffed by separate individuals. Following this long established concept, the City of San Luis Obispo will staff the EOC as needed. For most incidents, this may involve only minimal staffing, perhaps with two to ten people, coordinating response to incidents within the City of San Luis Obispo.

However, as with ICS in general, the staffing levels can expand to fill the need including and up to full activation to staff many or all EOC functions. The staffing need for any specific incident will be based on the needs for that particular event.

3.2.5 EOC Incident Action Plans

Action plans are simply a plan of action, similar to a statement of goals, for a set period of time. For example, if an emergency requires EOC activation for more than a short period of time, an Incident Action Plan (IAP) should be developed. The IAP can cover issues such as 24 hour staffing for the EOC, what objectives are set for the next 12 hours or other time period, the priorities of those objectives, list specific goals, list specific problems, list assignments for EOC staff, and related information. For example, an objective may be to allow people back into an area that has been evacuated, with a goal of doing so for a certain area within 8 hours.

The use of an IAP in the City of San Luis Obispo EOC provides a clear and measurable process for identifying objectives and priorities for a given event. Specifically, action planning is an important management tool for a given event that involves:

- A process for identifying priorities and objectives for emergency response or recovery efforts.
- Plans which document the priorities and objectives, and the tasks and personnel assignments associated with meeting the objectives.

The action planning process should involve the EOC command staff, section chiefs, and other EOC staff as needed, such as other agency representatives directly involved with or affected by the emergency situation.

The EOC planning/intelligence section (as described in Part 3 of this Emergency Operations Plan) is responsible for facilitating the action planning meeting and completing and distributing the IAP. IAPs are developed for a specified operational period, which may range from a few hours to 24 hours, or more. 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 personnel in implementing the priority actions. Guidelines for developing action plans and an action plan format are contained in ICS reference and training material. All necessary forms to complete an Incident Action Plan are available on WebEOC (a county-wide website used by all local government agencies to track events/incidents).

3.2.6 Response Information Management

3.2.6.1 Information Management within the City EOC

An important part of any emergency response action is effective and timely communications between the various responding parts of the organization.

Within the City of San Luis Obispo EOC, both computerized and other electronic methods, as well as paper message forms, can be used to provide communications between the various positions or functions, including sections, branches and units. Each section, branch, and unit, and any other staff, can use paper forms or electronic data to order disaster/event related resources and to record information to be transmitted to other functions and staff.

The EOC message form or alternate communication method such as the use of computer software, will not replace face-to-face communications, but will help ensure documentation of critical verbal communication is maintained, if not recorded on the individual's or section's/branch's/unit's EOC logs. This information can be important in documenting the actions taken by the City and other agencies during the response to a disaster.

While documentation is important, no immediate need resource and/or emergency response request should be delayed due to the need to document.

Immediate emergency needs should be accomplished and filled without delay, even if it means not immediately documenting the action in writing. The need to document actions should not take precedence over emergency needs and actions, however as soon as possible such actions do need to be documented and tracked.

3.2.6.2 Operational Area Information Coordination

As noted earlier in this plan and as SEMS requires, for emergency management purposes an Operational Area (OA) consists of all local governments located within the geographical

boundaries of a county. As such, the San Luis Obispo County Operational Area includes all seven cities in the county, the special districts within the county and county government.

A simple analogy to the Operational Area concept is a musical band with many players: within the band the many players play different instruments, making a variety of music. In order for the music they each produce to come together as one piece, someone needs to coordinate the band members, which is the job of a conductor.

Similarly, within an Operational Area, the many cities, special districts, county government, schools, and other organizations must come together to work for the common good in a large emergency or disaster that affects multiple jurisdictions. In order to function effectively together, these entities need to work in a coordinated manner. In the case of Operational Area coordination, the equivalents of a band conductor are what are referred to as “Operational Area Coordinators”.

Within emergency management, the term “discipline” is used to reference the various types of entities - for example the law enforcement discipline includes police, sheriff, and related agencies, the fire service is a discipline, public health a discipline, and so forth.

Some disciplines have Operational Area Coordinators who coordinate emergency management and unusual mutual aid needs between various agencies. The Sheriff’s Department is the Operational Area Coordinator for law enforcement agencies in the county, Cal-Fire/County Fire for fire agencies, the County Health Officer for public health, and the County Office of Emergency Services for general emergency coordination.

There are also other coordinators for discipline specific mutual aid and/or coordination, such as building inspectors mutual aid, mental health, and pre-hospital emergency medical services coordination. However, these systems interact with other Operational Area Coordinators to ensure effective coordination.

This Operational Area Coordinator role augments, rather than replaces, any Operational Area jurisdiction’s emergency operations.

The County of San Luis Obispo, as Operational Area Coordinator, also serves as a communications link between local agencies and regional or state coordination centers during incidents as needed. The County EOC provides a single point of contact for information on the emergency situation, as well as resource needs and priorities.

Critical information and resource requests from jurisdictions within the Operational Area are coordinated using commercial telephone and facsimile, dedicated phone lines, government radio systems, and computer links. A particular computer link being integrated into the OA is an emergency management software system (WebEOC) which can allow for local agencies to be linked to each other for response, recovery, and other coordination purposes.

3.2.6.3 Operational Area Resource Coordination

Resource requests generally will be made through discipline specific mutual aid systems where such systems are in place. Requests for resources that are normally within the inventories of the mutual aid system will go from local coordinators within each jurisdiction (special district, city,

county) to the appropriate Operational Area mutual aid coordinator to a regional mutual aid coordinator.

All other resource requests should be made through the logistics function. Resource requests from jurisdictions within the OA are coordinated to determine if the resource is available from other local governments or other sources within the OA. Mutual aid coordinators at each level keep track of the status of resource requests and allocations. Mutual aid coordinators at each level should communicate and coordinate with each other to maintain current status on resource requests and allocations within the disaster area.

Resource requests from local jurisdictions within the Operational Area may be submitted via normal radio communications, phone, in person, or through the OA wide emergency management software system (WebEOC). The OA may pass on requests to the State, as needed, through immediate needs requests via voice or other prompt communications, and as possible, following up through Response Information Management System (RIMS) or other alternate systems. In addition to RIMS or alternate systems, other options available to make requests include ring down or related phone systems, commercial phone and facsimile, and radio communications.

Once requests are received, available resources will be allocated to the requesting local government, as appropriate. If requests for a specific resource exceed the supply, the available resources will be allocated consistent with the priorities established through the action planning process, or using available situations status information. The section chiefs of the County EOC and/or discipline specific mutual aid coordinators should ensure that priorities are followed.

3.2.6.4 Cal EMA Southern Region Resource Coordination

Resources that are not available within the Operational Area may generally be requested through the State, unless otherwise directed by statewide mutual aid coordinating agencies, or when using pre-established statewide or regional mutual aid systems. Resource requests should be coordinated internally at the Operational Area level before being forwarded to the regional level. The County EOC Resource Status Unit Leader in the logistics section, in coordination with various operations branches or functions, is generally responsible for tracking resource requests.

3.2.6.5 Response Information Management System (RIMS)

The purpose of the Response Information Management System (RIMS) is intended to improve local and state agency abilities to coordinate response to major disasters. The system – and/or other emergency management coordination systems - is intended to increase the level of service and efficiency by improving their ability to respond to, manage and coordinate requests for resources; and collect, process, and disseminate information during and after a disaster.

RIMS can be accessed and used only by County EOC personnel. The County Emergency Operations Center has computers with Internet access. The following reports or requests can be provided to the California Emergency Management Agency (Cal EMA) via RIMS during and after the emergency or disaster:

Situation Status Reports;
Mutual Aid Requests;

Local Declarations (Gubernatorial, and Presidential Declaration requests); and After Action Reports

3.2.6.6 Operational Area Information Management System

Within the county, local agencies use an emergency management computer system for coordination and other emergency management uses. The system called, WebEOC, allows local agencies the ability to interact while using this software for emergency management and related issues within the Operational Area.

3.2.6.7 Cal EMA Region Information Coordination

Transmission of information to the State's Southern Region Emergency Operations Center can be accomplished electronically using RIMS. If the regular telephone lines servicing the County are not operable, a satellite system can be used to link to the State. This system, called the Operational Area Satellite Information System (OASIS), allows San Luis Obispo County to link with other counties/operational areas, Cal EMA, and other, related entities throughout California.

Critical information from the City of San Luis Obispo and the San Luis Obispo Operational Area will be submitted to the State's Southern Region EOC using a part of RIMS titled "SEMS Reports". SEMS reports include online forms to provide Event/Incident reports for an overview report of an emergency/disaster, as well as Situation reports to be used for regular updates on an incident.

3.2.6.8 Operational Area Satellite Information System

In order to help ensure statewide emergency management coordination in the event of communication disruptions, the State maintains a satellite based communications system that can be used by Operational Areas, Cal EMA, and related agencies. The Operational Area Satellite Information System (OASIS) has a low susceptibility to geologic hazards and is independent of the public telephone system. OASIS is intended to be a backup or alternate to the existing San Luis Obispo County communication resources, which include a countywide radio system, amateur radio systems, and digital packet radio for data communications.

The two major components of the system are the satellite communications systems and the high frequency radio backup. Cal EMA has deployed the satellite system components in the San Luis Obispo County EOC, including a high frequency radio system as the backup. A desktop computer unit provides access to the system. Cal EMA will operate the OASIS hub site during disasters.

Any OASIS user wishing to contact another site need only to pick up the receiver and dial the number, similar to common telephone systems. The State is responsible for maintenance of the system.

3.2.6.9 Coordination with Field Response Level

While the majority of emergency situations on a day-to-day basis are handled relatively "routinely" by the City Fire Department, Police Department, Public Works, and others, large incidents or those involving other jurisdictions or incident command authorities may require coordination above the field response level.

The SEMS regulations state that communications and coordination shall be established between a local government EOC, when activated, and any state or local emergency response agency having jurisdiction at an incident occurring within that local government's boundaries.

Within the San Luis Obispo Operational Area, the coordination efforts involve a dual role for the County/Operational EOC. As the County EOC, communications and coordination with and between county and related agency resources in the field and other locations takes place.

As the Operational Area EOC, communications and coordination takes place with other jurisdictions and agencies, such as city EOCs, city Public Safety Answering Points (police/fire dispatch centers), County Office of Education, and other entities as needed.

Communications between agencies and jurisdictions includes direct radio contact, dedicated telephone lines, mobile radios, and a system provided by the Amateur Radio Emergency Service/Radio Amateurs Civil Emergency Services (ARES/RACES).

The incident commander(s) operating in the field may coordinate with Operations Section in the City EOC, via the Emergency Communications Center, or through EOC radio operators using normal departmental radio channels (Police, Fire, and Public Works).

Other communication methods can be used between the field Incident Commander(s) and the City's EOC including direct phone lines, cell phones, satellite phones, ARES/RACES radio operators and runners as a last resort.

When City departments have activated their DOCs or similar coordination centers, each DOC generally coordinates with its field responders, and the DOC in turn coordinates with the City EOC, as needed.

3.2.6.10 Coordination with State and Federal Field Response

When a state or federal agency is involved in field operations during an emergency, coordination can be established with appropriate local agencies within the Operational Area or specific jurisdiction where the incident has occurred.

Logistically, coordination with state and federal field responders generally occurs between local agencies within the same disciplines as the involved state and federal agencies. For example, the California Highway Patrol and local law enforcement have established channels of communication, as do local law enforcement and the FBI. Local emergency management agencies have established channels of communications with state and federal agencies, as do public health and many other disciplines.

State agency field response may result from terrorism, major flooding, oil spill, hazardous materials accident or other hazard scenarios. Federal field response could result from the same scenarios or unique situations such as a military aircraft accident (where the federal military authorities have command authority).

Due to federal and state agencies having jurisdiction in some types of emergencies and related situations, some incidents may result in federal or state agencies having incident command

authority, and in some cases possibly operating separately from local jurisdictions. However, generally there will be a need for interagency coordination between local, state, and federal agencies.

For example, while the FBI is the lead federal investigative agency for terrorism, overall management of the consequences of actual or threatened terrorist incidents is the responsibility of the affected local jurisdiction. In addition, initial response actions will most likely be led and overseen by local agencies. In the case of the terrorism example, the law enforcement agency of jurisdiction is the lead agency at the local level for law enforcement aspects of an incident.

In order to coordinate between local, state, and federal agencies, unified command can be established between those agencies. Simply put, unified command is just that - a situation over which incident command authority rests with multiple agencies, and thus command of the incident is shared or unified.

A unified command will most likely be needed between local law enforcement and other agencies along with federal and possibly state agency resources to address a possible or actual terrorist incident. As an example, this may function similar to the long existing practice of the California Highway Patrol having hazardous materials incident command authority on a roadway in their jurisdiction - while the CHP retains IC authority, haz mat, fire, and related personnel mitigate the situation in a cooperative effort.

Even without formal unified command, state or federal agencies operating in the field may be found in any ICS section, branch, or unit, depending on the type or scale of incident.

In some smaller threat situations or incidents that involve state or federal issues, it may be possible that local agencies will retain control of the entire process, with the state or federal entities providing only support and resources as needed.

As for overall emergency management coordination in general, the State, generally through coordination with Cal EMA near Sacramento and the Cal EMA Region Offices, may manage some or all state resources in response to the emergency needs of the other response levels as defined by SEMS (field, local government, operational area, regional), and coordinates certain mutual aid among the mutual aid regions and between the regional levels and Sacramento.

3.2.6.11 Coordination with City of San Luis Obispo Department Operations Centers

The appropriate City of San Luis Obispo EOC section/branch/unit or related activated function will coordinate with DOCs to obtain information for advance planning, logistical needs, available personnel and equipment resources, and other information as required. The DOCs will assist the City of San Luis Obispo EOC in supporting field operations, since they coordinate their discipline specific field operations.

It may be possible that DOCs are staffed when an EOC is not (for example, the city Public Works DOC may be opened during severe winter storms). In those situations, Operational Area jurisdictions coordinating or working with the particular DOC will directly communicate and coordinate with each other (such as the Sheriff's Department or County OES working with the Public Works DOC during a severe storm).

3.2.6.12 Coordination with San Luis Obispo Operational Area Member Jurisdictions

Direct communications and coordination will be established between San Luis Obispo County and any Operational Area member jurisdiction's activated EOC. Additionally, as time and resources permit, and as needed, communications will be established with other member jurisdictions which have not activated their EOCs. Initially, communications will be established by any means available and with whoever is available, regardless of his/her functional EOC position. Ideally, communications and coordination with the city EOCs will occur along functional lines.

A City representative from San Luis Obispo shall establish direct communication with the San Luis Obispo County EOC when both the City EOC and the County EOC are activated.

The City of San Luis Obispo will send a City representative to the San Luis Obispo County EOC when both EOCs are activated.

3.2.6.12.1 Coordination with Private Companies and Utility Companies

During emergencies that involve products and pipelines of private companies or products and transmission lines of any utility company, the City of San Luis Obispo will consider having the private company or utility company assist with mitigation efforts. This may include, but not limited to, unified command in the field, unified command in EOC activation and other ICS roles filled by private company or utility company personnel or their designated response contractor.

There are a number of pipelines running underground in the City. If for whatever reason, such as an earthquake or backhoe accident, a leak or a spill occurs, it makes sense to include the pipeline company in the management and clean up of any pipeline leak or spill.

3.2.6.12.2 Coordination with Private and Volunteer Agencies

The American Red Cross is the primary and essential element of our area's efforts to not only meet the care and shelter needs of disaster victims but to also coordinate with other volunteer organizations.

As noted in Part 1 of this document, the San Luis Obispo County Operational Area is fortunate to have a good Voluntary Organizations Active in Disaster (VOAD) organization, which is – as of the date of adoption of this revised EOP – coordinated by the San Luis Obispo County Chapter of the American Red Cross (ARC).

VOAD is a consortium of non-profit and faith based organizations dedicated to fostering more effective service to people affected by disaster, with a commitment to cooperation, communication, coordination, and collaboration. While VOAD itself does not deliver response and recovery services, it provides support and facilitation of disaster services by its members.

As the lead VOAD coordinator – as of the date of this EOP revision – the ARC in turn coordinates and works closely with the public agency emergency organizations, including the County. As needed, the ARC provides staff to the County EOC during its activation.

In general, the Chapter is an important link between local volunteers such as those noted above and the overall Operational Area emergency management system.

The County EOC may establish coordination with private and volunteer agencies that have multi-jurisdictional or countywide response roles related to emergencies being addressed through this EOP.

3.2.6.13 Coordination with the Southern Region Emergency Operations Center

General emergency coordination and communications with the Southern Region Emergency Operations Center (REOC) are important since the REOC serves as the primary liaison or link with many state and federal agencies and resources. There is one primary method and one alternate method for the Operational Area to coordinate with the Southern EOC:

Primary Method - The REOC sends a field representative to the Operational Area.

Alternate Method - The Operational Area and the REOC coordinate through various telecommunications systems.

Coordination and communications between the County EOC and the Southern Regional EOC should, if possible, generally occur between the five SEMS functions. Direct coordination and communications will also be established between the Operational Area Mutual Aid Coordinators, who are located in the County EOC, and the Region's Mutual Aid Coordinator, who are located in the State's Southern Regional EOC. These coordinators may be functioning from their respective Operational Area and regional EOC or from other locations depending on the situation and the mutual aid system.

3.2.6.14 Damage Assessment, Safety Assessment, and Situation Reporting

When a disaster occurs, it is necessary to collect and analyze information concerning the nature, severity, and extent of the situation, and to report the information through established channels. The information will be used to assess the extent of the disaster/event and determine the appropriate level of response for the City of San Luis Obispo.

In addition to obtaining and using damage assessment information from throughout the Operational Area to coordinate and prioritize response and recovery efforts, such information will be consolidated and reported to the State's Southern Region Emergency Operations Center (REOC), and may be provided to the member jurisdictions of the Operational Area. An initial assessment, sometimes called a "windshield survey," will be conducted by field responders, giving a quick picture of the incident.

As significant damages become apparent, the City Planning/Intelligence Section should prepare an Initial Damage Estimate (IDE). IDE form located in Part 5 of this document.

IDE forms, when completed by City personnel, should be forwarded to the County EOC or County OES. The County will then forward them to the State's Southern REOC. The IDE includes the location and description of the damages and provides a rough estimate of the associated dollar loss. The IDE can be used to justify a State of Emergency and to request a Presidential Declaration of Emergency.

A detailed assessment of damage in public and private facilities, with more precise dollar loss estimates, will be formulated and forwarded to Cal EMA later, as recovery operations begin.

Information needed to determine the operational problems and immediate needs of the community is critical. The specific information on dollar amounts of the damage and the economic consequences of the disaster are also important, but must not be collected until the operational problems and immediate needs are collected and analyzed.

Detailed damage assessment information will be used to plan for both short and long range recovery, which will be given highest priority as the City emergency organization transitions from response to recovery operations.

When a disaster occurs, an immediate survey of the City will be conducted by emergency responders and related agencies, such as public works, to assess the nature, severity, and extent of the situation. In addition, information may also be gathered from American Red Cross Damage Assessment Teams.

Field responders will accomplish the initial damage assessment by conducting ground surveys, which will require the observation and reporting of damage, casualties, and status of affected areas.

The ground survey should include the inspection of and reporting on facilities essential to public welfare and safety. Field responders will report their observations to their respective Department Operations Centers or EOC. County OES or an assisting agency may, in turn, obtain the information from each of these centers in order to get an initial situation overview. It is important that ground surveys are collected and analyzed as quickly and as completely as possible.

Once activated, the public works branch's damage/safety assessment group of the City EOC operations section can be tasked to begin safety assessments of the damaged infrastructure facilities and follow up, as necessary, with the field responders' initial damage assessment.

Qualified inspectors should do more detailed follow up inspections as soon as possible. Building inspections for safety assessment may need to be prioritized based on immediate needs.

If local inspectors need assistance, additional qualified inspectors can be obtained through the mutual aid system. These teams will include civil and structural engineers who may inspect both public and private property.

The planning/intelligence section is that function that should be tasked to complete and transmit the various situation reports to the County EOC or County OES. When no damage is observed, a report will be submitted indicating no observed damage.

As directed by the Operations Section Chief, the various branches, such as the public works branch, fire and rescue branch, and law branch, should provide their initial damage and initial safety assessment information to the planning/intelligence section, as needed.

Using consolidated damage and safety assessment information, the planning/intelligence section, or County OES or related function, can complete the Initial Damage Estimate (IDE), which includes the location and description of the damages and provides a rough estimate of the associated dollar loss.

At the County EOC once completed, the IDE will be sent to the State's Southern REOC. Reports will be submitted electronically when possible, via RIMS, in the appropriate report format and/or type. These may include situation reports, which define what areas are affected, identify status of transportation routes, the number of casualties and fatalities, damage to both private and public facilities, and the type and relative priority of assistance needed.

3.2.6.15 EOC Public Information

Emergency public information to both the general public and the media can be provided through the public information function within the City EOC, unless the EOC is not yet activated, in which case the incident commander may release information based on the facts of the incident.

Although, even with EOC activation, public information can still be released by individual departments or incident commanders within the scope of their authorities and as resources allow.

Command staff within the EOC or an incident commander may elect to delegate this authority to a field level public information officer (PIO). Individuals working at either the field response level or the EOC may refer inquiries from the media or general public to their supervisors, designated PIOs, an established public information branch or related function, or the IC.

Additional information on public information can be found in the following pages.

3.2.7 EOC Transition into Recovery Operations

As the threat to life, property, and the environment dissipates, the City EOC Director or Emergency Services Director (ESD) should consider deactivating the EOC. The EOC Director may direct section chiefs to deactivate their sections, ensuring that each unit/branch/section provides its logs and files to the fiscal recovery unit. The fiscal recovery unit will organize these materials so they can be archived and/or utilized for the financial recovery process.

The Public Works Branch Director will coordinate the recovery effort, ensuring that all damaged public facilities and services are restored. In coordination with County OES, the fiscal recovery unit or alternate function will prepare an after-action report, submitting it to the State's Southern Region Office of Emergency Services within the time frames noted with NIMS and/or SEMS, as appropriate.

Additional information on recovery operations can be found in Part 4 of this Emergency Operations Plan.

3.3 OVERALL CONCEPT OF OPERATIONS FOR PUBLIC INFORMATION

For both public warning and public information functions, it is important that all agencies and personnel involved in disseminating information provide it in a consistent, factual manner. It is for these reasons that upon activation and/or use of public information function, that

communications channels be established between the various agencies that will be releasing information.

If an agency that is not directly involved in the incident will be involved with public warning/information dissemination, that agency should contact the EOC Director or the EOC Director's designated PIO to ensure communications channels are established, or an alternate method is established to share information. These channels should remain open for the duration of the incident.

All public warning/instructions, including Emergency Alert System (EAS) information, should be cleared through the IC if at all possible. The only exception to this is if the health and safety of the public or emergency responders would be adversely affected.

In addition to actively distributing information to the public – whether it is immediate emergency information requiring protective actions on the part of the public or follow up general information and instructions – phone assistance centers may be established during large emergencies to provide a place for people to call for assistance during emergencies. One such center known as Phone Assistance Center (PAC) is staffed by the County during large emergencies at a facility near the County EOC (805-543-2444).

In addition to providing public information via commercial news and radio outlets using standard electronic media distribution, for briefings provided in-person the needs of those with special challenges or special needs to be a part of the overall concept of operations. For example, combining visual and audible alerts will reach a greater audience than either method would alone. For announcements by government officials on local television stations, providing qualified sign language interpreters and open captioning can help ensure that all people tuning in are able to access the information provided.

It may be necessary to bring people with special skills such as American Sign Language into facilities such as Joint Information centers when providing media briefings. Also, consider using open captioning on local TV stations, and dispatching qualified sign language interpreters to assist in broadcasting emergency information provided to the public.

3.3.1 Public Warning

Depending on the level of the incident and the danger to the public, immediate notification of people in the affected area may be needed. This may be accomplished by methods such as using emergency vehicle public address systems, possibly door to door contacts and, if necessary, by activating the Emergency Alert System (EAS). EAS access use in the Operational Area can be accessed through the Sheriff's Department Watch Commander or County emergency services when the County EOC is in use. EAS broadcasts can also be initiated by the California Highway Patrol San Luis Obispo Area, or the Cal EMA Warning Center near Sacramento.

In the Diablo Canyon Power Plant Emergency Planning Zone, the Early Warning System (EWS) sirens may be used to alert the public to tune to EAS. The sirens may be sounded individually or in groups, depending on the need. Any request for using the EWS sirens is to be made to or through the Sheriff's Department watch commander, unless otherwise directed communications with other agencies during EOC activation.

Emergency or related information and/or notifications may include evacuation orders or other protective actions, areas for the public to avoid, and road closure or traffic control issues.

If EAS is to be activated, the incident Public Information Officer should prepare accurate, clear and timely Emergency Alert System messages and provide them to the County EOC for broadcast. If the County EOC is not activated, the EAS message should then go to the County Sheriff's Department Watch Commander for distribution. All messages must be approved by the City EOC Director unless public safety and/or emergency worker safety dictate otherwise. To avoid confusion and conflicting information, all public warning information for all participating agencies should be coordinated and disseminated through one primary Public Information Officer.

One reason this is important is because of consistency – one of the most important things related to getting out warning information that will enhance the odds that people at risk will take actions to protect themselves is for that information to be consistent, both within a single warning message as well as across different messages.

A warning message must contain timely, accurate, and complete information. If people learn or suspect that they are not receiving the whole truth, credibility and believability is lost and it may never be regained. Accuracy is enhanced by being fully open and honest with the public regardless of the hardship.

It also must be recognized that a warning message is generally not intended to reassure or calm people. People need to be rallied into action. One way this mistaken urge to reassure has often materialized is in warnings that suggest that people who take the recommended protective action will escape risk and not experience harm. It is not appropriate to say things such as “Get under a heavy table or desk so nothing falls on you.” Instead say “get under a solid desk as it will minimize the chance of being injured.” The truth is that there is no such thing as zero risk. Thus, warning messages need to be carefully thought out and appropriate for each incident or situation being addressed.

3.3.1.1 New and Future Warning Technologies

In recent years, technology has changed and improved rapidly. In addition to technological shifts in the last decade, cultural/societal changes have altered our view of the public warning process and require a different approach to planning and issuing warnings. These changes include:

- new warning technologies (cell phones, internet, pagers, e-mail, facebook, twitter),
- private warning subscription providers,
- reverse 9-1-1 calls to residents of effected area (s),
- nationalization of news coverage,
- increased availability of visual images and information, and
- increased use of GPS for alert and notification.
- In addition to technological changes, societal changes have impacted the warning process.

- The public does not rely on a single official source of warning information and has access to multiple sources of information, some of which may be unreliable or not supported by valid models or detection systems.

As of the date of this adoption of this plan, at the federal level FEMA is working on a system called the Integrated Public Alert and Warning System (IPAWS). IPAWS is the Nation's next generation public communications and warning capability.

IPAWS will improve the reliability, security and accessibility of public alerts and warnings by transforming today's national emergency alert system from an audio-only system into one that can more reliably and effectively send alerts by voice, text or video to all Americans including those with disabilities or who cannot understand English. Through IPAWS, alerts will flow through multiple devices, such as cell phones, pagers, satellite television/radio, landline phones, desktop computers, personal digital assistants, and road signs. These live or pre-recorded messages may be sent via audio, video or text in multiple languages, including American Sign Language and Braille. IPAWS will use multiple modern technologies to alert the public about an impending or ongoing disaster, enhancing the public's ability to make decisions that could save lives and property.

As IPAWS and other systems become available, it is intent of City of San Luis Obispo and County to utilize these new tools as effectively as our resources allow.

At the State level, through State legislation, Cal EMA has been charged to examine policies, procedures and a framework for public-private partnerships with providers of mass communications systems that enhance public access to emergency alerts. The intent is to develop policies and procedures that will provide a framework for instituting a public-private partnership with providers of mass communication systems to enhance public access to emergency alerts. San Luis Obispo County OES has been a partner in this process and will continue to monitor and be involved in order to utilize any new resulting tools and procedures as resources allow.

3.3.2 Public Information

In addition to public warning or the need to provide public protective action information, there may be a need to provide the public with updated information on the general aspects of an emergency; essentially, this is the "news" part of the information function verses emergency instructions/information. Emergency situations arouse public attention, and attract the media. The media will respond to the area of a large incident, and will regularly call on the telephones for updated information.

Official warning information may need to, depending on the situation; more closely resemble an ongoing dialogue with the public who need to be warned. People need a lot of warning information, and they need to have it communicated to them often. Fifteen minute intervals are not too short a time for repeated warnings in fast paced events.

If the media cannot find an official spokesperson to talk to, they may talk to anybody near or affiliated with the incident. As a result, the public information function is important to any incident.

Public information officers (PIO) and his or her assistants will be responsible for developing current and accurate information, providing a central source of information, relieving the IC and others from media pressure, and monitoring for, and dispelling, rumors.

Incident PIOs should be as proactive as possible in disseminating incident information. This should include, as needed, notifying nearby institutions as soon as possible, such as schools, and developing a channel to routinely keep these institutions, and the media, regularly updated.

The lead PIO for an incident should be designated by the EOC Director and is part of the command staff. The PIO should work with other agencies that have jurisdiction over an incident or that receive public inquiries. If the incident or disaster affects more than one jurisdiction or a unified command has been established, a Joint Information Center (JIC) will then be staffed with Public Information Officers from the different jurisdictions or agencies. All incident media press releases will be prepared by the JIC and approved by the unified commanders.

3.3.3 Supplemental Public Information Concepts

In addition to providing information through the methods noted in the previous sections, in some situations – such as long term power outages in a widespread area – it may be beneficial to provide information to the many areas throughout the county in non-traditional methods. One such concept may be to use facilities such as libraries, markets and Post Offices throughout the City of San Luis Obispo as information distribution points; that are a place where updated information on a situation may be provided for the area(s) served by a particular library. This could include ongoing information during a large, long-lasting event or information on disaster recovery and assistance.

3.4 PROTECTIVE ACTIONS

Protective actions are defined as actions taken by the general public and emergency workers before, during, or after an emergency to prevent or reduce exposure to a hazardous material or situation.

For example, when a hazardous material is, or is threatened to be, released into the atmosphere, there are generally two primary alternatives available for protecting the public, as necessary.

Evacuation entails removing people from the plume's path, while in-place protection (sheltering in-place) uses existing buildings or other facilities such as shelters as a buffer while the plume passes over the area. The decision to use either of these methods, or other actions, is determined by the EOC Director, in consultation with appropriate staff, and/or by the County Health Officer, and/or any other appropriate personnel.

The need to take some form of protective action is a decision that must be determined quickly and at times with a lack of definitive data to assist the decision makers. Some considerations for evacuation versus in-place protection, in addition to weather and distance variables, are described below.

In addition, challenges relating to public protective actions vary based on the type of emergency situation requiring such action. A precautionary evacuation due to a potential hazardous

materials or nuclear power plant incident can allow for more time, both for decision making and actual evacuation, than an incident such as a railcar accident with a release of a hazardous material. Issues related to wildfires have their own unique challenges, for there could be a need for immediate evacuation or a precautionary evacuation.

3.4.1 Evacuation

Evacuation is the primary protective action utilized in disasters such as hurricanes, floods, landslides, tsunamis, volcanic eruptions, releases of hazardous or nuclear materials, and high-rise building fires and explosions. Although often precautionary, protecting human lives by withdrawing populations during times of threat remains a major emergency management strategy.

The purpose of evacuation is to move the population in an affected area away from the possible hazard. It is a protective action taken to avoid or reduce the public's exposure to hazardous materials or other threats. Within the City of San Luis Obispo, the field Incident Commander and/or the other appropriate command staff such as the City EOC Director, and/or the County EOC Emergency Services Director, and/or the County Health Officer or designee, act upon appropriate advice and recommendation from appropriate health and hazardous material personnel and/or other specialists or related personnel to determine appropriate areas that may need evacuating.

Methods to provide information to the public include sources such as public address systems on vehicles, Emergency Alert System, emergency news information provided by public safety and emergency agencies to the public, and/or, if feasible, door-to-door for smaller or relatively isolated or other unusual incidents. As soon as possible, information should be provided to the media to pass on to the public.

3.4.2 In-Place Protection/Sheltering

As an alternative to evacuation, people take protective shelter inside structure to prevent harm during severe weather that includes lightning, tornados, and hail, as well as for harmful substances in the air or to quarantine during an infectious outbreak.

In-place protection (sheltering in-place) is used when evacuating the public may cause greater risk than staying indoors, or when an evacuation cannot be performed or accomplished in a timely manner. Research and accident investigations indicate that staying indoors is often safer than evacuating during a toxic cloud release. However, sustained and continuous release may eventually filter into a structure and endanger the occupants. In-place protection is not a substitute for evacuation; it is another tool for use when evacuation may be unsafe, infeasible, or unwarranted. It can also be used in combination with evacuation to protect separate threatened areas or at different points during the emergency.

Within the City of San Luis Obispo, the field incident commander and/or the other appropriate command staff such as the City EOC Director, and/or the County EOC Emergency Services Director, and/or the County Health Officer or designee, act upon appropriate advice and recommendation from health and hazardous material personnel and/or other specialists or related personnel to determine as necessary, areas, that may need sheltering in-place.

3.4.3 Special Transportation Considerations

The vast majority of the population in the evacuation area will be able to leave on their own. However, there may be a number of people who are without vehicles or are unable to leave on their own. During relatively small evacuations, this may be handled at the incident level by fire and/or law enforcement units. However, during a major incident in which an evacuation is being considered or is ordered, plans should be made to accommodate people in the affected area that do not have transportation.

Plans for these people may include ordering sheltering in place when time is of the essence. As time allows, transportation assistance may be arranged by the department with IC authority. If transportation needs are minimal, such as needing one van or similar vehicle, appropriate incident staff may make the arrangements for such transportation. If the incident staff cannot make the arrangements or there is a need for numerous transportation resources for those with special needs, transportation should be coordinated with the Public Transportation Group Supervisor, under the public works branch during large incidents, as indicated in various stand alone plans.

Instructions for people with special needs may be given through the media, and/or possibly through the use of public address system of fire and police vehicles, or, for quick information, possibly through use of the Emergency Alert System. Instructions should include whether people should walk to a street corner or call a certain phone assistance number, if activated, that may be established for use during the emergency from their home or other locations. It may be necessary for those people who cannot leave their homes due to health or other reasons to call a phone assistance line or a local emergency agency. Establishing a phone assistance line would require activation and staffing of that function, which is a phone center set up to be used for large emergencies or disasters.

Transportation coordination functions are included in the San Luis Obispo County-Cities Nuclear Power Plant Emergency Response Plan.

However, despite the above considerations, it should be recognized that in a large emergency, transportation resources - like other resources - could be in limited supply. As with other aspects of emergency preparedness, it is best for the public to have personal and business emergency plans and not to simply rely on emergency assistance if at all possible.

The City of San Luis Obispo maintains a list of citizens who have special medical and transportation needs. This list is updated annually by information gathered by County OES.

3.4.4 Transient Considerations

The City of San Luis Obispo is a popular tourist location, and receives many visitors year around. In addition, there are a number of recreation activities that are outdoors and can attract large numbers of people, both visitors and local residents. Also, there may be people in an area affected by an emergency that do not have a home, either in the area or at all.

Due to these circumstances, should conditions allow in specific emergencies, an option may be to take a precautionary protective action. This may involve closing off recreation areas such as parks and recreation areas or alerting people in other areas with known transient populations to

leave as a precaution, even if protective actions have not yet been taken for the general population.

3.4.5 Animal Considerations

While the primary goal during an emergency is the protection of human life, it is recognized that pets and other animals are an important part of many people's lives. While it is generally not possible to allow animals into evacuation centers, as resources allow and as feasible, consideration could be given to the need to address the issue of the care of pets and other animals during emergencies, especially those which involve evacuating an area.

3.5 EVACUATION AND RECEPTION AND CARE CENTERS

In addition to government authority – including that of the City of San Luis Obispo - for oversight of evacuation, shelter and welfare issues, under the authority and responsibility of agencies which include, the County Departments of Social Services (DSS) and Behavioral Health, groups such as the American Red Cross are essential to serving the needs of disaster victims, providing support services such as shelter, service centers, and actual field response.

While government has overall authority for evacuations and related issues, generally though the City in our case, evacuation and/or reception and care centers for a small number of people may be opened and staffed by the American Red Cross and/or related and assisting agencies.

Examples of designation criteria that may be used in the selection of reception and care centers may include, among other things, the location being in an area determined to be a safe distance beyond the hazardous area, suitable space for sleeping, infirmary and stores, as appropriate, drinking water supplies, and provisions for feeding, adequate heating, lighting and sanitation facilities, and being able to accommodate members of the population with special needs.

Populations will be informed of the location of selected centers through the media, including possibly with emergency broadcasts. The American Red Cross has a list of facilities that may be used and they will play a prominent role in opening and maintaining these facilities. This list of facilities is a result of the American Red Cross maintaining agreements with owners and operators of various facilities within and throughout San Luis Obispo that could be used for evacuation, care and shelter. Such facilities include those that can be accessed by evacuees with disabilities.

The American Red Cross currently has shelter agreements with the following facilities for the City of San Luis Obispo population:

- San Luis Coastal Unified School District (Laguna Middle School) – 11050 Los Osos Valley Rd.
- First Presbyterian Church – Marsh and Morro
- Agape Church – 950 Laureate
- Cuesta College*
- Cal Poly*

*The American Red Cross does not have agreements with specific buildings at Cal Poly and Cuesta. The facility managers will see which buildings are available when the disaster happens.

3.6 EMERGENCY DECLARATIONS

Proclamations (or declarations) of emergency provide certain legal authorities and immunities for emergency actions taken by response personnel and various agencies as a result of, or due to, emergency situations. They also allow for certain needed actions to be allowed to occur without the need to follow regular day-to-day guidelines and requirements. For example, an emergency repair of a damaged bridge may not require the usual bid process to be followed, since the work would need to be done immediately. **Declaration forms/documents can be found in Part 5 of this Emergency Operations Plan.**

3.6.1 Proclamation of Local Emergency

If conditions of extreme peril to persons and property exist, the City of San Luis Obispo Council may pass a resolution proclaiming that a local emergency exists for the City of San Luis Obispo. Generally, the declaration needs to be made within 10 days of the event if the City is to qualify for financial assistance under the State's Disaster Assistance Act, as well as possibly other sources of assistance.

In addition, the City of San Luis Obispo Council must review, at least every 14 days, the continuing existence of the emergency situation. They must also terminate the emergency declaration at the earliest possible date that conditions warrant.

A local emergency may be proclaimed for the City of San Luis Obispo by the City of San Luis Obispo Council or by the City Manager (Emergency Services Director). A local proclamation made by the City Manager/Emergency Services Director is subject to ratification by the City Council (Disaster Council) within seven days.

A local emergency proclamation enables the City to request state assistance under the State Disaster Assistance Act. It also allows the City Manager/Emergency Services Director to establish curfews, take measures necessary to protect and preserve the public health and safety, and exercise all authority granted by local ordinance.

3.6.2 Request to the California Emergency Management Agency (Cal EMA) for Concurrence

Following the Proclamation of a Local Emergency for the City of San Luis Obispo, the City Council may request that the Director of Cal EMA concur with the local proclamation and to provide assistance under the State's Natural Disaster Assistance Act. This Act provides financial assistance for the permanent restoration of public real property other than facilities used solely for recreational purposes when it is damaged or destroyed by a natural disaster.

To qualify for State concurrence in a local emergency, a declaration must be made within 10 days of the occurrence. A copy of the declaration, along with the information compiled in the damage assessment process, must accompany the request for State concurrence.

3.6.3 Requesting Governor's Proclamation of a State of Emergency

After the Proclamation of a Local Emergency for the City of San Luis Obispo the City Council may request that the Governor proclaim a State of Emergency. The request will be forwarded to the Director of Cal EMA, with a copy of the local emergency declaration and the damage assessment summary.

Governor's Proclamation without a Local Request: A request from the local governing body is not always necessary for the Governor to proclaim a State of Emergency. The Governor can proclaim a State of Emergency if the safety of persons and property in California are threatened by conditions of extreme peril or if the emergency conditions are beyond the emergency response capacity and capabilities of the local authorities.

3.6.4 Request for the Governor to Request a Presidential State of Emergency

A request for a federal declaration of emergency by the President for a local jurisdiction is passed through the governor of each state. As such, in order for the City to obtain a Presidential declaration, the City requests the Governor to request a Presidential declaration. A Presidential declaration can make available a number of federal disaster programs, which are touched upon in Part 4 of this Emergency Operations Plan. It may be possible for the President to declare a federal emergency without the City requesting such, although that would generally be in the case of a regional or extremely significant disaster.

3.7 OVERVIEW OF SEMS EOC FUNCTIONS

The remaining pages of Part 3 provide an overview of the various functions and positions which may be staffed in the City EOC. In addition to providing overview information, the information for each position on the following pages may be used as guidelines or checklists if alternate/other procedures are not available in other documents.

The remaining pages of Part 3 are broken up into five sections with information specific to each of the five SEMS functions as used in the City EOC. The following five sections are:

- Part 3A-Management;
- Part 3B-Operations;
- Part 3C-Planning/Intelligence;
- Part 3D-Logistics;
- Part 3E-Finance/Administration

These functions are the basis for structuring the City of San Luis Obispo EOC organization for most types of emergency incidents, although due to the nature of certain threats, the functions may vary somewhat, particularly as related to response to nuclear power plant incidents.

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

The Operations function is responsible for coordinating support for emergency response, coordinating inter-jurisdictional responses, and coordinating citywide activities through implementation of appropriate incident related action plans.

The Planning/Intelligence function is responsible for collecting, evaluating, and disseminating incident information to other functions, developing appropriate incident related actions plans in coordination with other functions, and maintaining documentation.

The Logistics function is responsible for providing facilities, services, personnel, equipment, and materials to support the emergency response.

The Finance/Administration function is responsible for financial and other administrative activities.

The overview/guidelines/checklists on the following pages are based on three phases: activation, operational, and deactivation. A generic checklist, which applies to each EOC position for both the activation and deactivation phases, is also provided. Some positions and/or functions may have unique actions to take under these two phases, which will be noted on their specific checklists or other guidance documents.

While a City of San Luis Obispo EOC Organization Chart is depicted in Part 1 (see page 71) and Part 3 (see page 155) of this Emergency Operations Plan, the organizational structure for the City EOC also provides for the following features as needed:

Liaison representation for volunteer and private agencies (American Red Cross, Salvation Army, and a utility company representative);

Liaison (field) representation from the State Office of Homeland Security, the California Emergency Management Agency (Cal EMA) and other agencies as needed (FBI, DEA, CAL FIRE).

3.7.1 Generic Checklist

(Can be used by all EOC positions)

Activation Phase

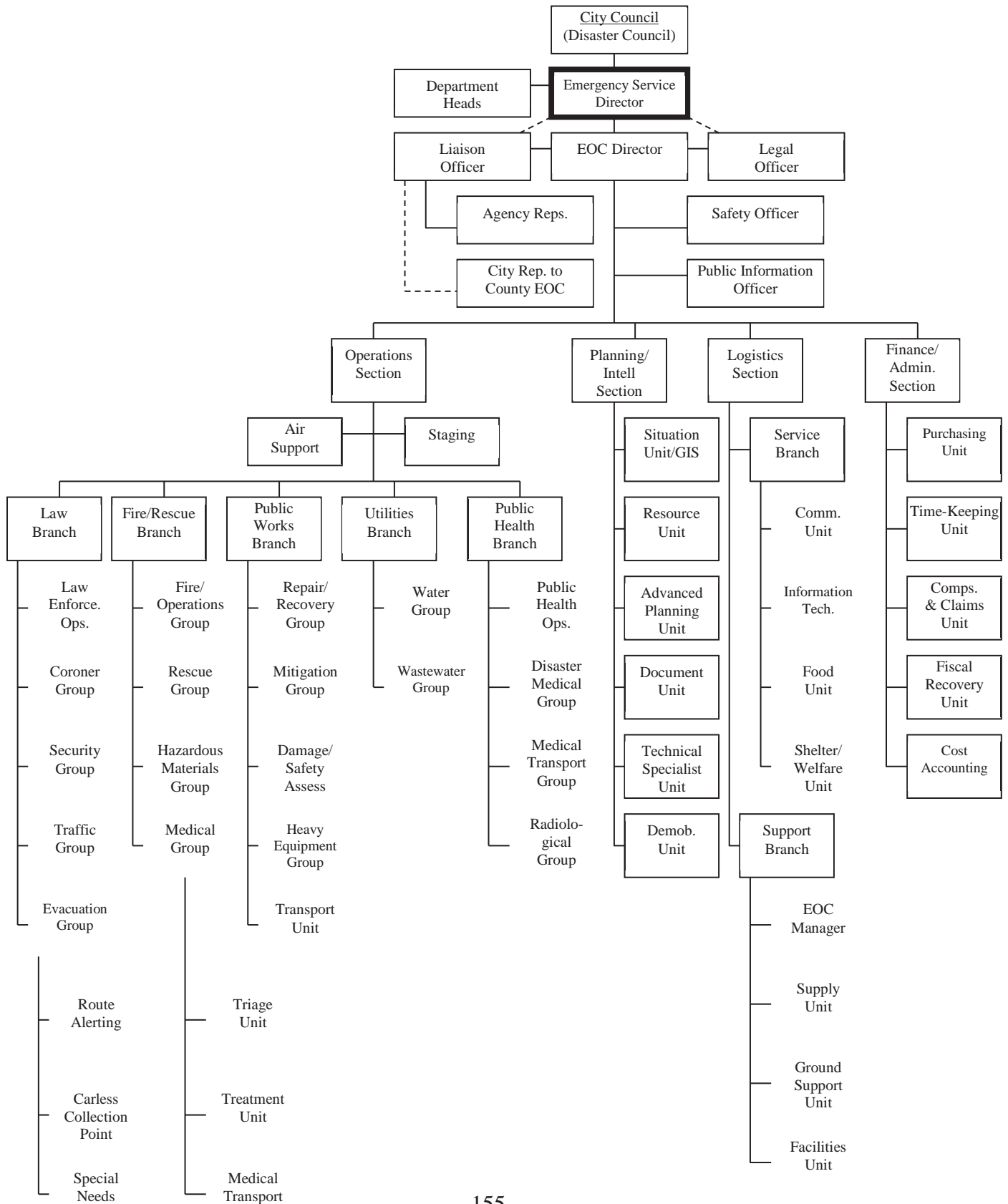
- Check in with the Resource Unit upon arrival at the City of San Luis Obispo EOC.
- Report to EOC Director, Section Chief, Branch Director, or other assigned Supervisor.
- Set up your workstation and review your position responsibilities.
- Establish and maintain a log which chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Ensure situation status reporting system is in place.

Demobilization Phase

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the planning/intelligence section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Clean up your work area before you leave.
- Leave information on where you can be reached.

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City of San Luis Obispo EOC Organization Chart



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City of San Luis Obispo

Emergency Operations Center

Part 3-A, Management Section/Command Staff

3.7.2 Part 3-A, Management Section/Command Staff

- **3.7.2.1-EMERGENCY SERVICES DIRECTOR (ESD)**
- 3.7.2.2-Disaster Council
- 3.7.2.3-Department Heads
- **3.7.2.4-EOC DIRECTOR**
- 3.7.2.5-DEPUTY EOC DIRECTOR
- 3.7.2.6-PUBLIC INFORMATION OFFICER
- 3.7.2.7-LIAISON OFFICER
- 3.7.2.8-AGENCY REPRESENTATIVE
- 3.7.2.9-SAFETY OFFICER
- 3.7.2.10-LEGAL OFFICER

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3.7.2.1 Emergency Services Director (ESD)

(Staffed by City Manager or Assistant City Manager)

Responsibilities

- Coordinate the activation of the Disaster Council and Department Heads as needed.
- Review regularly the City's ability to provide city services (leadership, personnel, facilities, utilities, infrastructure and continued emergency response capability) with Council and Department Heads.
- Maintain communications on a regular basis with the Mayor, Council members and Department Heads that are not physically located at the City EOC.
- Coordinate all continuity of local government issues and activate "standby officers" as needed.
- Consider having the ESD develop a plan to provide a "citizen and business aid" location or locations, which can be utilized for information and assistance to citizens and businesses impacted by an emergency.
- Initiate local emergency proclamation of local disaster, if appropriate.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Ensure notification of Mayor, Council members, Department Heads and Assistant City Manager upon activation of the EOC.
- Verify appropriate staffing levels at the EOC with the EOC Director.
- Request Council members and Department Heads to respond to the EOC or other location as needed.
- Provide a briefing to Council members and Department Heads upon their arrival at the City EOC or other designated location.

Operational Phase

- Coordinate input from Council and Department Heads to the EOC Director.
- Obtain updates and briefings from the EOC Director on a regular basis.
- Give input and advice to the EOC Director as needed.
- Work closely with Legal Officer regarding local emergency proclamations.
- Request State assistance under the State Disaster Assistance Act through Cal EMA.
- Establish curfews, if needed.
- Exercise all authority granted by local ordinances.

- Appoint standby officers to replace city leadership (admin. staff, department heads, Disaster Council, City commissions, etc.) as needed if normal City leadership is not available to maintain continuity of government.
- Provide policy guidance to Public Information Officer with regard to media releases.
- Attend formal media briefings as necessary.
- Attend command and general staff meetings as necessary.
- Attend planning meetings as necessary.
- Give Council and Department Heads situation updates as needed.
- Direct the organization of community meetings to discuss the emergency situation, mitigate measures, and recovery efforts.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.
- Follow up with business leaders and community members on after action operations and recovery efforts via press releases and community meetings.
- Assign the EOC Director to complete a formal after-action report for the emergency response phase of the incident and present to the City Council as appropriate.
- Assign appropriate Department Head to complete a formal after-action report for the recovery phase of the incident and present to the City Council as appropriate.

3.7.2.2 Disaster Council

(Members of City Council)

The Disaster Council will represent the City and the citizens of the community during the emergency/disaster by proclaiming Local and State Emergencies, and approving emergency orders, policies and resolutions to aid in the mitigation of the emergency/disaster. The Disaster Council will maintain communications with the Emergency Services Director (ESD) and assist the ESD with communications to the public about the current situation and future actions to be taken.

Responsibilities

- Proclaim and/or ratify a Local Emergency. (Must be done within 10 days of the event to qualify for assistance from the State's Disaster Assistance Act).
- Approve emergency orders and other emergency resolutions as needed.
- Confirm continuity of government for all leadership positions of the City.
- Maintain communications on a regular basis with the ESD.
- Ensure that the ESD has clear policy direction.

Activation Phase

- Report to City EOC (alternative location) as requested by the ESD.
- Use an activity log to document Disaster Council activity during the emergency.
- Identify needs of the community and report these back to the ESD.
- Obtain initial briefing from the ESD or the EOC Director.

Operational Phase

- Ratify proclamation of Local Emergency made by the ESD within 7 days of the event.
- Review, at least every 14 days, the need for continuing the Local Emergency and proclaim the termination of the Local Emergency as conditions warrant.
- Following the proclamation of a Local Emergency, the Disaster Council may request the Director of Cal EMA concur with the local proclamation and provide assistance under the State's Natural Disaster Assistance Act.
- Following the proclamation of a Local Emergency, the Disaster Council may request that the Governor proclaim a State of Emergency. (This request will be forwarded to the Director of Cal EMA, with a copy of the Local Emergency Declaration and the City's damage assessment summary).

- Give consideration to requesting a Presidential declaration if warranted. Such a request must go through the Governor's Office. (A Presidential declaration can make available a number of federal disaster programs).
- Exercise all authority granted by local ordinances.
- Upon request of the Public Information Officer (PIO) or Liaison Officer, host and accompany VIPs and governmental officials on tours of the emergency/disaster area. Coordinate all tours with PIO.
- Provide interviews to the media as arranged by the PIO, using information approved for dissemination.
- Refer all requests for information to the ESD or the PIO.
- Participate in community meetings at the request of the ESD to discuss emergency response and recovery issues.
- Visit and represent the City at shelter sites as appropriate.
- Review regularly the City's ability to provide city services (leadership, personnel, facilities, utilities, infrastructure and continued emergency response capability).
- Attend briefings with the ESD as necessary.

Demobilization Phase

- Provide Documentation Unit with a copy of Disaster Council activity logs.
- Encourage post-event discussions in the community to identify perceived areas of improvements in handling of the emergency/disaster.
- Receive emergency response and recovery After-Action Reports.

3.7.2.3 Department Heads

(Department Heads not filling other EOC positions)

Responsibilities

- Provide advice and feedback to Emergency Services Director (ESD) about operational issues to enhance emergency response and recovery.
- Meet with the ESD to develop temporary emergency policies and coordinate the normal City operations not effected by the emergency.
- Maintain lists of each department's available employees to fill EOC positions or operation positions in the field.

Activation Phase

- Report to the City EOC (alternative location) as requested by the ESD.
- Maintain an activity log during the emergency.
- Obtain initial briefing from the ESD.
- Provide updates to Department personnel (not assigned to the EOC) as necessary.

Operational Phase

- Maintain communication on a regular basis with the ESD.
- Assist ESD in establishing executive-level policies for maintaining normal city services, if possible during the emergency.
- Support a multi-jurisdiction disaster response.
- As required, participate in community meetings to discuss emergency response issues and affected City services.
- Accompany VIPs and government officials on tours of the emergency/disaster area when directed to do so by the ESD or Liaison Officer. Coordinate with the Public Information Officer.
- Ensure continuity of government and continuity of operations under your control.
- Assist the ESD in the development of rules, regulations, proclamations and other orders as needed.
- Attend formal media briefings when requested by the ESD.
- Attend command and general staff meetings when requested by the ESD.
- Attend planning meetings when requested by the ESD.
- Prepare for transition to the recovery phase to restore the City to pre-disaster conditions as quickly and effectively as possible.

Demobilization Phase

- Provide Documentation Unit with a copy of your activity log.
- Assess needs of the personnel in your department prior to them going back to work or going home.
- Assist ESD or EOC Director with After-Action Report as needed.
- Attend community meetings as needed to discuss the recovery phase of the incident.

3.7.2.4 EOC Director

Staffed by Fire Chief, Police Chief, Public Works Director, or Utilities Director
(Think of him/her as the Incident Commander of the EOC)

Responsibilities

- Establish the appropriate staffing level for the City of San Luis Obispo EOC and continuously monitor organizational effectiveness, ensuring that appropriate modifications occur as required.
- Exercise overall management responsibility for the coordination between the City EOC and field emergency response personnel within the City. In conjunction with command and general staff, set priorities for response efforts in the City of San Luis Obispo. Ensure that all City departments' actions are accomplished within the priorities established.
- Ensure that interagency coordination is accomplished effectively.

Activation Phase

- Determine appropriate level of activation based on situation as known.
- Mobilize appropriate personnel for the initial activation of the City EOC.
- Respond immediately to EOC site and determine operational status.
- Obtain briefing from appropriate sources.
- Appoint a Deputy EOC Director, if needed.
- Ensure that the EOC is properly set up and ready for operations.
- Ensure that an EOC check-in procedure is established immediately.
- Ensure that an EOC organization and staffing chart is posted and completed.
- Determine which sections are needed, and ensure they are staffing the sections as required.

Operations

Planning/Intelligence

Logistics

Finance/Administration

- Determine which command staff positions are required and ensure they are filled as soon as possible.

Liaison Officer

Safety Officer

Public Information Officer

Legal Officer

- Notify Emergency Services Director (City Manager) to report to EOC, if needed.
- Ensure that telephone and/or radio communications with emergency response departments are established and functioning.

- Schedule the initial planning meeting.
- Confer with staff to determine what representation is needed at the City EOC from other jurisdictions and other emergency response agencies.
- Assign a liaison officer to coordinate outside agency response to the City EOC.

Operational Phase

- Monitor command and general staff activities to ensure that all appropriate actions are being taken.
- In conjunction with the Public Information Officer, conduct news conferences and review media releases for final approval as necessary, following the established procedure for information releases and media briefings.
- Ensure that the liaison function is providing for and maintaining effective outside agency and interagency coordination.
- Based on current status reports, establish initial strategic objectives for the City EOC.
- In coordination with command and general staff, prepare management objectives and priorities for the initial planning meeting.
- Convene the initial planning meeting. Ensure that all command staff, general staff, and other key agency representatives are in attendance. Ensure that appropriate planning procedures are followed. Ensure the meeting is facilitated appropriately by the Planning/Intelligence Section Chief or related staff.
- Once the plan is completed by the planning/intelligence section, review, approve and authorize its implementation.
- Conduct periodic briefings with command and general staff to ensure strategic objectives are current and appropriate.
- Conduct regular briefings for the Emergency Services Director (ESD), City Council and Department Heads as needed. Receive overall policy direction from the Emergency Services Director (ESD).
- If needed, have the ESD formally issue an emergency proclamation for the City of San Luis Obispo with input from City Council, Department Heads and the Legal Officer.
- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

Demobilization Phase

- Authorize deactivation of sections, branches, and units when they are no longer required.
- Ensure notification is made to County OES, County EOC, Operational Area agencies, and other appropriate organizations of the planned deactivation time.
- Ensure that any open actions not yet completed will be handled after deactivation.
- Ensure that all required forms or reports are completed prior to deactivation.
- Be prepared to provide input to the after-action report.
- Deactivate the City EOC at the designated time, as appropriate.
- Proclaim termination of the emergency and proceed with recovery operations, as appropriate.

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3.7.2.5 Deputy EOC Director

Staffed by Fire Chief, Police Chief, Public Works Director, or Utilities Director
(Think of him/her as the Deputy Incident Commander of the EOC)

Responsibilities (reports to the EOC Director)

- Assume the role of the EOC Director in his/her absence. See checklist Sec 3.7.1.1 for the EOC Director responsibilities.
- Undertake special assignments at the request of the EOC Director.
- Ensure efficient and effective flow of information within the EOC.
- Ensure resource requests are prioritized and tracked.
- Coordinate internal functions of the EOC for effective operational capability.
- Monitor the health and welfare of EOC staff. Mediate and resolve any personnel conflicts.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Respond immediately to EOC and check in.
- Obtain briefing from EOC Director.
- Set up your workstation and review your position responsibilities.
- Establish and maintain a unit log (ICS 214). Log actions you take during your shift.
- Determine your resource needs; computer, phone, incident plan, ref. documents.
- Assist EOC Director to ensure that the EOC is set up and ready for operations.
- Assist EOC Director to ensure that an EOC “check-in” is established.
- Assist EOC Director to ensure that an EOC organization and staffing chart is posted and kept up to date.

Operational Phase

- Support management staff activities to ensure that all appropriate actions are being taken.
- Assist EOC Director in determining and communicating priorities, objectives and decisions to all EOC staff.
- Participate in management/planning meetings and operational briefings as needed.
- Ensure sufficient administrative support. Authorize and coordinate additional support needs as required.

- Consult with EOC Director on appointing additional staff to ensure 24-hour shift scheduling for both EOC Director and Deputy EOC Director positions.
- Report significant events or any issues of concern to the EOC Director.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.
- Assist EOC Director with demobilization procedures.
- Assist with deactivation of the EOC at the designated time, as appropriate.
- Assist with the preparation of the EOC after-action report.
- Organize and facilitate staff debriefings and critical incident stress debriefs.
- Deactivate your assigned position and close out unit log when authorized by the EOC Director.
- Complete all required forms, reports and other documentation.

3.7.2.6 Public Information Officer

(reports to the EOC Director)

Responsibilities

- Serve as the coordination point for emergency management and related news releases for the City of San Luis Obispo. Represent the City of San Luis Obispo as the lead Public Information Officer.
- Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information that is under the purview of City emergency management.
- Coordinate media releases with Public Information Officers representing other affected emergency agencies within the Operational Area.
- Organize the format for news conferences in conjunction with cooperating agencies.
- Maintaining a positive relationship with the media representatives.
- Supervising and/or coordinating the public information function.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Determine staffing requirements and make requests for additional personnel for the public information function as necessary from City Departments: Police, Fire, Public Works, Administration, etc. With approval of the EOC Director, call counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.

Operational Phase

- Obtain policy guidance from the ESD with regard to media releases, as necessary.
- Keep the ESD and EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.
- Coordinate with the situation unit and identify method for obtaining and verifying significant information as it is developed.
- As necessary, develop and publish a media briefing schedule, to include location, format, preparation, and distribution of any hand-out materials.
- Implement and maintain an overall information release program.
- Establish a media center, if required, providing necessary space, materials, telephones, and electrical power.

- Maintain up-to-date status boards and other references at the media information center. Provide adequate staff to answer questions from members of the media.
- Interact with other EOC sections, branches, and units to provide and obtain information relative to public information operations.
- Coordinate development of, and monitor, Emergency Alert System (EAS) releases, as necessary and appropriate.
- In coordination with other EOC sections and as approved by the EOC Director as necessary, ensure the issuance of advisories and instructions for life safety, health, and assistance for the public.
- At the request of the EOC Director, prepare media briefings for members of the City Council and provide other assistance as necessary to facilitate their participation in media briefings and press conferences, as appropriate.
- Ensure that adequate Public Information Officers are available at incident sites to coordinate and conduct tours of the disaster areas, if possible.
- Provide sufficient staffing and telephones to efficiently handle incoming media and public calls.
- Consider preparation, update, and distribution to the public a disaster assistance information directory which contains locations to obtain food, shelter, supplies, health services, etc., or consider providing such information via news releases or briefings.
- If possible, ensure that announcements, emergency information, and materials are translated and prepared for special populations, as necessary.
- Monitor broadcast media, using information to develop follow-up news releases and rumor control.
- Ensure that file copies are maintained of all information released.
- Provide copies of all media releases to the EOC Director.
- Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.
- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.
- Provide copies of incident/disaster photos and video to documentation unit.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.2.7 Liaison Officer

(reports to the EOC Director)

Responsibilities

- Oversee liaison activities, including coordinating outside agency representatives assigned to the City of San Luis Obispo EOC.
- Establish and maintain a central location for incoming agency representatives, providing workspace and support as needed.
- Ensure that position specific guidelines, policy directives, situation reports, and a copy of the Incident Action Plan (IAP) is provided to agency representatives upon check-in.
- Provide orientations for VIPs and other agency visitors to the EOC.
- Ensure that deactivation is accomplished when directed by the EOC Director.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Determine staffing requirements and make requests for additional personnel for the liaison function as necessary from City Departments: Police, Fire, Public Works, Administration, etc. With approval of the EOC Director, call counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.

Operational Phase

- Contact Agency Representatives already on-site, ensure each person:
 - Has checked into the EOC;
 - Understands their assigned functions;
 - Knows their work locations;
 - Understands the EOC organization and lay out.
- Determine if additional agency representation is required from:
 - Other agencies;
 - Volunteer organizations using the Voluntary Organizations Active in Disasters (VOAD) list through the American Red Cross or County OES;
 - Private organizations;
 - Utilities not already represented.

- Conduct regular briefings for the outside agency representatives and distribute the current Incident Action Plan (IAP) and situation report.
- Request that agency representatives maintain communications with their agencies and obtain situation status reports regularly.
- Maintain a roster of agency representatives located at the City EOC. Roster should include the assignment within the EOC. Roster should be distributed internally on a regular basis.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.
- Release agency representatives that are no longer required in the City EOC when authorized by the EOC Director or authorized agency representative.

3.7.2.8 Agency Representative

(reports to the EOC Director)

Responsibilities

- Agency representatives should be able to speak on behalf of their agencies, within established policy limits, acting as a liaison between their agencies and the City of San Luis Obispo.
- Agency representatives may facilitate requests to or from their agencies, but normally do not directly act on or process resource requests.
- Agency representatives are responsible for obtaining situation status information and response activities from their agencies for the City EOC.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Check in with the liaison officer and clarify any issues regarding your authority and assignment, including the functions of others in the City EOC organization.
- Establish communications with your home agency; notify the logistics section communications unit and the Liaison Officer of any communications problems.
- Unpack any materials you may have brought with you and set up your assigned station, request through the Liaison Officer and/or logistics to obtain necessary materials and equipment.
- Obtain an EOC organization chart, floor plan, and telephone list from the Liaison Officer, if available.
- Contact the City EOC sections or branches that are appropriate to your responsibility; advise them of your presence and assigned work location in the EOC.

Operational Phase

- Facilitate requests for support or information that your agency can provide.
- Keep current on the general status of resources and activity associated with your agency.
- Provide appropriate situation information to the planning/intelligence section.
- Represent your agency at Planning/Intelligence meetings, as appropriate, providing update briefings about your agency's activities and priorities.
- Keep your agency informed and ensure that you can provide agency policy guidance and clarification for the City of San Luis Obispo as required.
- On a regular basis, inform your agency of the City EOC priorities and actions that may be of interest.

- Maintain logs and files associated with your position.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.
- When deactivation is approved by the EOC Director, contact your agency and advise them of expected time of deactivation and points of contact for the completion of ongoing actions or new requirements.
- Ensure that you complete all final reports, close out your activity log, and transfer any ongoing missions and/or actions to the Liaison Officer or other appropriate individual.
- Ensure copies of all documentation generated during the operation are submitted to the planning/intelligence section.

3.7.2.9 Safety Officer

(reports to the EOC Director)

Responsibilities

- Ensure that all buildings and other facilities used in support of the City of San Luis Obispo EOC are in safe operating condition.
- Monitor operational procedures in the field and activities in the EOC to ensure they are being conducted in a safe manner considering the existing situation and conditions.
- Stop or modify all unsafe operations outside the scope of the Incident Action Plan (IAP)s, notifying the EOC Director of actions taken.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Determine staffing requirements and make requests for additional personnel for the safety function as necessary from City Departments: Police, Fire, Public Works, etc. With approval of the EOC Director, call counterpart at the County EOC or use the WebEOC to request additional resources through the logistics section. See phone list at end of Part 3.

Operational Phase

- Tour the entire EOC facility and evaluate conditions; advise the EOC Director of any conditions and actions which might result in liability - e.g., oversights, improper response actions, etc.
- Study the EOC facility and document the locations of all fire extinguishers and evacuation routes and exits. Brief others in the EOC.
- Inspect EOC for particularly hazardous conditions in the facility; take action when necessary.
- Prepare and present safety briefings for the command and general staff at appropriate meetings, and/or as otherwise appropriate.
- If the event which caused activation was an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Ensure that the EOC facility is free from any environmental threats - e.g., radiation exposure, air purity, water potability, etc.
- Prepare a written safety message for each operational period to be included in the Incident Action Plan (IAP).
- Attend each operational briefing; prepare a short oral safety message to be given during the operational briefing.

- Coordinate with the finance/administration section in preparing any personnel injury claims or records necessary for proper case evaluation and closure.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.2.10 Legal Officer

(staffed by City Attorney or Assistant City Attorney – reports to EOC Director)

Responsibilities

- Give legal counsel to the EOC Director concerning the incident(s).
- Give legal counsel to the ESD, City Council and Department Heads.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Assess situation and determine additional resources as necessary.
- Appoint and brief staff as necessary.
- Participate in planning meeting.
- Review Incident Action Plan (IAP) and provide legal counsel to EOC Director.
- Review media releases prior to their release.
- Prepare Proclamation of Local Emergency.
- Prepare request for Proclamation of State of Emergency.
- Draft and review all necessary emergency contracts, agreements, and memoranda of understanding with vendors and agencies in coordination with finance/administration section.
- Maintain log.
- Notify relief personnel of current emergency/legal status.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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City of San Luis Obispo

Emergency Operations Center

Part 3-B, Operations Section

3.7.3 Part 3-B, Operations Section

- **3.7.3.1-OPERATIONS SECTION CHIEF**
- 3.7.3.2-STAGING AREA MANAGER
- 3.7.3.3-AIR SUPPORT GROUP SUPERVISOR
- **3.7.3.4-FIRE/RESCUE BRANCH DIRECTOR**
- 3.7.3.5-FIRE OPERATIONS GROUP SUPERVISOR
- 3.7.3.6-RESCUE GROUP SUPERVISOR
- 3.7.3.7-HAZARDOUS MATERIALS GROUP SUPERVISOR
- 3.7.3.8-MEDICAL GROUP SUPERVISOR
- **3.7.3.9-LAW ENFORCEMENT BRANCH DIRECTOR**
- 3.7.3.10-LAW ENFORCEMENT OPERATIONS GROUP SUPERVISOR
- 3.7.3.11-TRAFFIC GROUP SUPERVISOR
- 3.7.3.12-SECURITY GROUP SUPERVISOR
- 3.7.3.13-EVACUATION GROUP SUPERVISOR
- 3.7.3.14-CORONER GROUP SUPERVISOR
- **3.7.3.15-PUBLIC WORKS BRANCH DIRECTOR**
- 3.7.3.16-MITIGATION GROUP SUPERVISOR
- 3.7.3.17-HEAVY EQUIPMENT GROUP SUPERVISOR
- 3.7.3.18-DAMAGE /SAFETY ASSESSMENT GROUP SUPERVISOR
- 3.7.3.19-REPAIR/RECOVERY GROUP SUPERVISOR
- 3.7.3.20-PUBLIC TRANSPORTATION UNIT LEADER
- **3.7.3.21-UTILITIES BRANCH DIRECTOR**
- 3.7.3.22-WATER GROUP SUPERVISOR
- 3.7.3.23-WASTEWATER GROUP SUPERVISOR

- **3.7.3.24-PUBLIC HEALTH BRANCH DIRECTOR**
- 3.7.3.25-PUBLIC HEALTH OPERATIONS GROUP SUPERVISOR
- 3.7.3.26-DISASTER MEDICAL GROUP SUPERVISOR
- 3.7.3.27-MEDICAL TRANSPORT GROUP SUPERVISOR
- 3.7.3.28-RADIOLOGICAL GROUP SUPERVISOR

3.7.3.1 Operations Section Chief

(reports to the EOC Director)

Responsibilities

- Ensure that the operations function is carried out including coordination of response for all operational functions assigned to City EOC.
- Ensure that operational objectives and assignments identified in Incident Action Plan (IAP)s are carried out effectively.
- Establish the appropriate level of branch and unit organizations within the operations section, continuously monitoring its effectiveness and modifying accordingly.
- Exercise overall responsibility for the coordination of branch and unit activities within the operations section.
- Ensure that the planning/intelligence section is provided with branch status reports and major incident reports.
- Conduct periodic operations briefing updates for the EOC Director, as required or requested.
- Overall supervision of the operations section.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Ensure that the operations section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Meet with Planning/Intelligence Section Chief; obtain a preliminary situation briefing.
- Based on the situation, activate appropriate branches within the section. Designate branch directors as necessary.

Fire/Rescue

Law Enforcement

Utilities

Public Health

Public Works

- Determine the need for Mutual Aid.
- Request additional personnel for the EOC operations to maintain 24 hour per day staffing through the appropriate branch director.
- Obtain a current communications status briefing from the communications unit. Ensure that there is adequate equipment and frequencies available for the section.
- As necessary, determine estimated times of arrival of section staff.
- Confer with the EOC Director to ensure that the planning/intelligence and logistics sections are staffed at levels necessary to provide adequate information and support for operations.

- Coordinate with the Liaison Officer regarding the need for agency representatives in the operations section.
- As needed, establish communications with City Department Operations Centers (DOCs), if activated.
- Determine activation status of other EOCs in the Operational Area and establish communication links with operations sections, as needed and appropriate.
- Based on the situation known or forecasted, determine likely future needs of the operations section.
- Identify key issues currently affecting the operations section; meet with section personnel to determine appropriate section objectives for the first operational period.
- Review responsibilities of branches in section; develop an operations plan detailing strategies for carrying out operations objectives.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase

- Ensure that all section personnel are maintaining their individual logs.
- Ensure that situation and resources information is provided to the planning/intelligence section on a regular basis or as the situation requires, including branch status reports and major incident reports.
- Ensure that all media contacts are referred to the Public Information Officer, as appropriate.
- Conduct periodic briefings and work to reach consensus among staff on objectives for forth-coming operational periods.
- Attend and participate in planning meetings.
- Provide the Planning/Intelligence Section Chief with the operations section's objectives prior to each planning meeting.
- Work closely with each branch director to ensure that the operations section objectives, as defined in the current action plan, are being addressed.
- Ensure that all branches coordinate resource needs through the Operations Section Chief.
- Ensure that intelligence information from branch directors are made available to the planning/intelligence section in a timely manner.
- Ensure that fiscal and administrative requirements are coordinated through the finance/administration section (notification of emergency expenditures and daily time sheets).
- Brief the EOC Director on all new major incidents or critical changes to current situation.

- Complete a major incident report or alternate report for all major incidents; forward a copy to the planning/intelligence section.
- Brief branch directions periodically on any updated information you may have received.
- Share status information with other sections as appropriate.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.3.2 Staging Area Manager

(reports to Operations Section Chief)

Responsibilities

- Manage all activities within a staging area or areas.
- Appoint Deputy Staging Area Managers for each staging area as required.
- Determine required resource reserve levels from the Operations Section Chief and/or Branch Directors.
- Advise the Operations Section Chief and/or Branch Directors when reserve levels reach minimums.
- Maintain and provide status to Resource Unit of all resources in Staging Area/s.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Establish layout of Staging Area at each location.
- Post areas for identification and coordinate traffic control at each location
- Provide check-in for incoming resources at each location.
- Determine any support needs for equipment, feeding, sanitation and security.

Operational Phase

- Respond to Operations Section Chief and/or any of the Branch Directors for resource needs or assignments.
- Maintain Staging Area in an orderly condition.
- Coordinate with logistics section to provide logistical assistance in the staging area/s.
- Inform the Operations Section Chief of all significant events.
- Request additional support personnel to assist in staging through the Operations Section Chief.

Demobilization Phase

- Demobilize or move Staging Area as required.
- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.3.3 Air Support Group Supervisor

(reports to Operations Section Chief)

Responsibilities

- Determine the scope of air support needed (helicopter rescue, helicopter medi-vac, aerial damage assessment, etc.) throughout the City.
- Provide air support details to pilots as required consistent with established priorities and objectives.
- Ensure that air resources are provided with adequate support.
- Supervise the air support group in the EOC.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Check on available air support resources (rotary and fixed wing) in the area.
- Request additional air support resources as needed.
- Open and staff a helibase for rotary wing aircraft.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Work closely with the Operations Section Chief to determine the scope of air support required.
- Coordinate with the Fire/Rescue and/or Law Branch Director to determine missions for air support resources based on established priorities.
- Establish communication with all air support resources. Establish separate air support radio frequencies for the City air support group.
- Coordinate with logistics section to provide logistical assistance at the helibase.
- Coordinate with the medical group to determine medical facilities where patients can be transported to by helicopter.
- Monitor and track the progress and status of all air support missions.
- Ensure that air support pilots report all significant events.
- Inform the Operations Section Chief of all significant events.
- Request additional air support personnel and aircraft through the Operations Section Chief. Operations will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.4 Fire/Rescue Branch Director

(reports to Operations Section Chief)

Responsibilities

- Direct fire, hazardous materials, and certain rescue operations.
- Request approval for additional fire/rescue personnel and equipment through the Operations Section Chief.
- Complete and maintain branch fire/rescue branch status reports.
- Implement the objectives of the Incident Action Plan (IAP)s assigned to the fire/rescue branch.
- Overall supervision of the fire/rescue branch.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Based on the situation, activate the necessary units within the fire/rescue branch, such as:

Fire Operations Group	Air Support Group	Medical Group
Hazardous Materials Group	Rescue Group	

- Prepare and submit a preliminary branch status report and major incident reports as appropriate to the Operations Section Chief.
- Prepare objectives for the fire/rescue branch; provide them to the Operations Section Chief prior to the first planning meeting.

Operational Phase

- Determine staffing requirements and make requests for additional personnel for the fire/rescue branch function as necessary. With approval of the Operations Section Chief, call counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Ensure that branch and unit position logs and other files are maintained.
- Maintain current status of fire/rescue missions.
- Provide the Operations Section Chief and the Planning/Intelligence Section Chief with an overall summary of fire/rescue branch operations periodically or as requested during the operational period.
- On a regular basis, complete and maintain the fire/rescue branch status report.
- Refer all contacts with the media to the Public Information Officer, as appropriate.

- Ensure that all fiscal and administrative requirements are coordinated through the finance/administration section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the fire/rescue branch for the subsequent operations period; provide them to the Operations Section Chief prior to the next planning meeting.
- Provide your relief with a briefing at shift change; inform him/her of all ongoing activities, and branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.5 Fire Operations Group Supervisor

(reports to Fire/Rescue Branch Director)

Responsibilities

- Establish and maintain communications with field Fire Incident Commander(s) for incidents occurring in the city.
- Respond to requests for fire resources from the field in a timely manner, following established priorities (life safety, protection of the environment, and protection of property).
- Monitor and track fire resources utilized during the event(s).
- Provide general support to field personnel, as required.
- Supervise the fire operations group.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Establish and maintain radio or cell-phone communication with the Department Operations Center or Incident Commander at the field level.
- Obtain regular status reports on the fire situation from dispatch center, incident command post or field Fire Incident Commander.
- Assess the impact of the disaster/event on City of San Luis Obispo Fire Department's operational capability.
- Establish the objectives of the fire operations group based on the nature and severity of the disaster, and provide them to the Fire/Rescue Branch Director prior to the first planning meeting.
- Request additional fire resources (consistent with San Luis Obispo County and State mutual aid) through Fire/Rescue Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Ensure that the assignment of fire resources are closely monitored and coordinated, and that on-scene time is logged at the field level.
- Provide fire status updates to the Fire/Rescue Branch Director on a regular basis.
- If not addressed already, ensure that incident facilities are established (staging areas, etc.) to coordinate incoming fire mutual aid resources, as required.

- In conjunction with planning/intelligence section, determine if current and forecasted weather conditions will affect fire/rescue operations.
- Inform the Fire/Rescue Branch Director of all significant events that occur.
- Coordinate with the law enforcement branch to determine status of evacuations and shelter locations.
- Assist in establishing camp facilities through the logistics section, if necessary.
- Reinforce the use of proper procedures for media contacts.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.6 Rescue Group Supervisor

(reports to Fire/Rescue Branch Director)

Responsibilities

- Determine the scope of the fire service discipline search and rescue missions.
- Assist in mobilizing specialized rescue resources as the requested or needed.
- Provide search and rescue support as required with established priorities and objectives.
- Ensure that deployed rescue teams are provided with adequate support.
- Supervise the rescue group in the EOC.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain log and other appropriate files.
- Work closely with all operations section branch coordinators and related functions to determine the scope of search and rescue assistance required.
- Coordinate with the Fire/Rescue Branch Director to determine missions for search/rescue teams based on established priorities.
- Mobilize and deploy available search/rescue teams to city areas in a manner consistent with established priorities.
- Establish radio or cell-phone communication with all deployed search/rescue team leaders to determine the scope of support required.
- Request additional rescue personnel or Urban Search and Rescue (USAR) teams through the Fire/Rescue Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Coordinate with the law enforcement branch to determine availability of search dog units through mutual aid channels.
- Coordinate with construction and engineering to provide on-site assistance with rescue operations at the request of team leaders.
- Coordinate with the medical group to provide on-site assistance to extricated victims requiring medical treatment.
- Coordinate with the coroner's group to provide on-site assistance in managing fatalities at search locations.

- Ensure that each team leader develops a safety plan for each assigned mission.
- Monitor and track the progress and status of each search/rescue team.
- Ensure that team leaders report all significant events.
- Assist in establishing camp facilities for rescue resources through logistics, if necessary.
- Inform the Fire/Rescue Branch Director of all significant events.
- Reinforce the use of proper procedures for media contacts. This is particularly critical in instances where the media is seeking statistical information or personal identities of injured victims or fatalities.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.7 Hazardous Materials Group Supervisor

(reports to Fire/Rescue Branch Director)

Responsibilities

- Determine the scope of any hazardous materials incidents throughout the City.
- Assist in mobilizing hazardous materials teams at the request of Department Operations Centers or field Incident Commanders.
- Provide hazardous materials support as required to emergency response personnel consistent with established priorities and objectives.
- Ensure that deployed teams are provided with adequate support.
- Supervise the hazardous materials group in the EOC.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Work closely with the Operations Section Chief to determine the scope of hazardous materials incident response required.
- Coordinate with the Fire/Rescue Branch Director to determine missions for hazardous materials teams based on established priorities.
- Mobilize and deploy available hazardous materials teams in a manner consistent with the hazardous materials mutual aid system and established priorities.
- Establish communication with all deployed hazardous materials teams to determine the scope of support required.
- Request additional hazardous materials personnel or hazardous materials teams through the Fire/Rescue Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Coordinate with public works branch to provide on-site assistance with hazardous materials operations at the request of team leaders.
- Coordinate with the medical group to determine medical facilities where victims of hazardous materials incidents can be transported following decontamination.
- Coordinate with the coroner's group to provide on-site assistance in managing fatalities at hazardous materials scenes.
- Monitor and track the progress and status of each hazardous materials team.

- Ensure that hazardous materials team leaders report all significant events.
- Assist in establishing camp facilities for hazardous materials teams through the logistics section, if necessary.
- Inform the Fire/Rescue Branch Director of all significant events.
- Reinforce the use of proper procedures for media contacts. This is particularly critical in instances where the media is seeking technical information on the hazardous material, statistical information, or personal identities of injured victims or fatalities.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.8 Medical Group Supervisor

(reports to Fire/Rescue Branch Director)

Responsibilities

- Responsible for supervising and controlling all medical activities in the City in order to assure the best possible emergency medical care to patients during a multi-casualty incident or in the case of a major disaster involving numerous sites with multiple patients.
- Responsible for setting up and supervising the Triage Unit, Treatment Unit and Patient Transport Unit with sufficient personnel to handle the incident(s).
- Communicate and coordinate with Public Health Medical Transport Group.
- Monitor and track medical resources during the event.
- Provide general support to field medical personnel, as required.
- Supervise the medical group.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Establish and maintain communications with Fire/Rescue Branch Director or Operations.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Request additional personnel and resources sufficient to handle the magnitude of the incident (consistent with San Luis Obispo County and State Mutual Aid) through the Fire/Rescue Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Designate Triage, Treatment and Patient Transport Unit Leaders and treatment area locations as appropriate.
- Isolate morgue and minor treatment area from immediate and delayed treatment areas.
- Coordinate and maintain communications with the Law Branch Director/Coroner Group Supervisor.
- Determine amount and types of additional medical resources and supplies needed to handle the magnitude of the incident (medical caches, backboards, cots).
- Establish communications with Triage, Treatment and Patient Transport Unit Leaders.

- Ensure activation of hospital alert system, local EMS/health agencies.
- Ensure system for tracking patients is used and followed all the way to the hospital.
- Provide patient status updates to the Fire/Rescue Branch Director on a regular basis.
- Inform the Fire/Rescue Branch Director of all significant events that occur.
- Reinforce the use of proper procedures for medial contacts.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.9 Law Enforcement Branch Director

(reports to Operations Section Chief)

Responsibilities

- Coordinate evacuation operations during a disaster in the city.
- As needed, alert and notify the public of the impending or existing emergency in the city.
- Coordinate law enforcement operations, and coordinate as necessary with CHP on traffic control issues.
- Coordinate site security at incidents.
- Request law enforcement mutual aid as needed.
- Coordinate the coroner's response to the city.
- Supervise the law enforcement branch in the EOC.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Based on the situation, activate the necessary groups within the law enforcement branch:

Law Enforcement Operations Group

Coroner Group

Security Group

Evacuation Group

Traffic Group

- Coordinate mutual aid resources as necessary.
- Provide an initial situation report to the Operations Section Chief.
- Based on the initial EOC strategic objectives prepare objectives for the law enforcement branch and provide them to the Operations Section Chief prior to the first planning meeting.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Maintain current status on law enforcement missions being conducted in the City.
- Provide the Operations Section Chief and the Planning/Intelligence Section Chief with an overall summary of law enforcement branch operations periodically or as requested during the operational period.
- On a regular basis, complete and maintain the Law Enforcement Branch Status Report.

- Refer all contacts with the media to the Public Information Officer or other authorized personnel, as needed.
- Determine need for mutual aid.
- Request additional law enforcement resources (consistent with San Luis Obispo County and State mutual aid) through the Operations Section Chief. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Ensure that all fiscal and administrative requirements are coordinated through the finance/administration section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the law enforcement branch for the subsequent operations period; provide them to the Operations Section Chief prior to the next planning meeting.
- Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.10 Law Enforcement Operations Group Supervisor

(reports to Law Enforcement Branch Director)

Responsibilities

- Establish and maintain communications with the field Law Incident Commander(s) for incidents occurring in the city.
- Respond to requests for law enforcement resources from the field in a timely manner, following established priorities (life safety, protection of the environment, and protection of property).
- Monitor and track law enforcement resources utilized during the event.
- Provide general support to field personnel as required.
- Supervise the law enforcement operations group.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Establish and maintain radio or cell phone communication with the Department Operations Center or Law Enforcement Incident Commander at the field level.
- Obtain regular status reports on the law enforcement situation from dispatch center, incident command post or field Incident Commander.
- Assess the impact of the disaster/event on the San Luis Obispo Police Department's operational capability.
- Establish the objectives of the law enforcement operations unit based on the nature and severity of the disaster, and provide them to the Law Enforcement Branch Director prior to the first planning meeting.
- Ensure that the assignment of law enforcement resources are closely monitored and coordinated, and that on-scene time is logged at the field level.
- Ensure that incident facilities are established (staging areas etc.) to coordinate incoming law enforcement mutual aid resources, as required.
- In conjunction with planning/intelligence section, determine if current and forecasted weather conditions will affect law enforcement operations.
- Coordinate with the fire operations to determine geographical boundaries of evacuations.

- Coordinate with the shelter/welfare unit in the logistics section to make sure field personnel know the location of appropriate shelter facilities for evacuated population.
- Assist in establishing field facilities for law enforcement personnel, as needed, through logistics section.
- Reinforce the use of proper procedures for media contacts.
- Provide law enforcement status updates to the Law Enforcement Branch Director on a regular basis.
- Request additional law enforcement resources (consistent with San Luis Obispo County and State mutual aid) through the Law Enforcement Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.11 Traffic Group Supervisor

(reports to Law Enforcement Branch Director)

Responsibilities

- Coordinate all tactical operations required for proper traffic management at or near site of emergency and evacuation areas.
- Execute the traffic group activities consistent with the Incident Action Plan.
- Supervise and coordinate traffic group.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Establish communications within traffic group and Law Enforcement Branch Director.
- Assemble, organize and brief subordinate squads.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Utilize task force with California Highway Patrol (CHP) and Cal Trans as necessary on state highway.
- Review group assignments and squad activities.
- Assign tasks, sectors and checkpoints.
- Provide re-routing of traffic, as necessary.
- Prohibit non-emergency traffic entrance to emergency scene.
- Provide round robins, as necessary.
- Establish and regulate designated routes and checkpoints for traffic flow in case of evacuation.
- Provide media release information to Public Information Officer regarding alternate traffic routes.
- Coordinate with other groups within the Law Enforcement Branch as necessary.
- Insure the general welfare and safety of all group personnel and resources.
- Continually update the Law Enforcement Branch Director regarding unusual occurrences, resources needed, status of situation, group resource status changes, and when mission is accomplished.
- Notify relief personnel of current emergency/traffic status.

- Request additional traffic group resources (consistent with San Luis Obispo County and State mutual aid) through the Law Enforcement Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.12 Security Group Supervisor

(reports to Law Enforcement Branch Director)

Responsibilities

- Coordinate all tactical operations required for security and isolation of the emergency scene, evacuation area, and/or emergency facilities (including EOC).
- Supervise and coordinate security group.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Assemble, organize and brief subordinate squads.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Review group mission and squad activities.
- Review evacuation boundaries/perimeters.
- Assign tasks and sectors.
- Maintain secure perimeter around areas/facilities and adjust as necessary.
- Insure secure entry/exit point.
- Place barricades, tape, rope, etc. around perimeter as necessary.
- Insure general welfare and safety of all security group personnel and resources.
- Continually update Law Enforcement Branch Director regarding unusual occurrences, resources needed, status of situations, group resource status changes and when mission is completed.
- Establish and maintain a log and other appropriate files.
- Notify relief personnel of current emergency/security status.
- Prohibit non-essential traffic and personnel from entering secure areas.
- Request additional security group resources, if needed, (consistent with San Luis Obispo County and State mutual aid) through the Law Enforcement Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.13 Evacuation Group Supervisor

(reports to Law Enforcement Branch Director)

Responsibilities

- Coordinate all tactical operations required for voluntary or mandatory evacuation of non-essential personnel and citizens from the area of hazard.
- Execute the evacuation group mission consistent with the Incident Action Plan.
- Supervise and coordinate evacuation group which includes: Route Alerting, Carless Collection Points, and Special Needs Population.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Establish communications within the evacuation group and with Law Enforcement Branch Director.
- Assemble, organize and brief subordinate squads.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Review group assignment, procedures and squad activities.
- Review evacuation boundaries/perimeters recommended by the field Incident Commander.
- Review evacuation routes and shelter locations.
- Assign task and sectors.
- Evacuate designated area upon direction of the field Incident Commander, EOC Director or Incident Action Plan (IAP).
- Coordinate evacuation routes and checkpoints with traffic group.
- Develop evacuation message, include evacuation routes and shelter locations.
- Direct additional squads and buses to assist carless population in evacuating.
- Direct additional squads for anti-looting and evacuation verification patrols.
- Coordinate with other groups within the law enforcement branch as necessary.
- Insure the general welfare and safety of all evacuation group personnel and resources.
- Continually update the Law Enforcement Branch Director regarding unusual occurrences, resources needed, status of situation, group resource status changes, and when mission is accomplished.
- Notify relief personnel of current emergency/evacuation status.

- Provide media release information to Public Information Officer regarding areas of the City that are under voluntary or mandatory evacuation.
- Request additional evacuation group resources (consistent with San Luis Obispo County and State mutual aid) through the Law Enforcement Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.14 Coroner Group Supervisor

(reports to Law Enforcement Branch Director)

Responsibilities

- As necessary, coordinate coroner resources for the collection, identification, and disposition of deceased persons and human remains.
- Establishment and operation of morgue facilities and maintenance of detailed records of fatalities.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase Actions

- Establish and maintain a log and other appropriate files.
- Ensure that locations where fatalities are discovered are secured.
- Ensure that fatality collection points are established and secured as necessary.
- Ensure that morgue facilities are established.
- Activate the Coroner's Mutual Aid Plan as required.
- Procure, through County EOC Logistics (with Branch Director's approval) all necessary fatalities management equipment and supplies, such as temporary cold storage facilities or vehicles, body bags, etc. See phone list at end of Part 3.
- Ensure that qualified personnel are monitoring the collection and tagging of remains.
- Coordinate with rescue group to determine location and number of extricated fatalities.
- Ensure that human remains are transported from fatality collection points to morgue(s).
- Ensure that remains are identified and notifications are made to next of kin.
- Coordinate the reburial of any coffins that were surfaced and/or disturbed as a result of the disaster/event.
- Inform the Law Enforcement Branch Director of coroner group activities on a regular basis.
- Inform the Law Enforcement Branch Director and the Public Information Officer of the number of confirmed fatalities resulting from the disaster or event.
- Ensure that all media contacts are referred to the Public Information Officer.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.15 Public Works Branch Director

(reports to Operations Section Chief)

Responsibilities

- Survey city-owned facilities, assessing the damage to such facilities and coordinating the repairs of damage to public facilities.
- Coordinate the inspection of and tagging all damaged buildings and infrastructure (including streets, bridges, traffic signals, etc.) in the City.
- Assist other sections, branches, groups and units as needed.
- Supervise the public works branch in the EOC.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Based on the situation, activate the necessary groups within the public works branch:
 - Public Works Heavy Equipment Group Damage/Safety Assessment Group
 - Public Transportation Group Repair/Recovery Group
 - Mitigation Group
- Provide an initial situation report to the Operations Section Chief as soon as possible and provide regular updates.
- Based on the initial EOC strategic objectives prepare objectives for the Public Works Branch Director and provide them to the Operations Section Chief prior to the first planning meeting.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Maintain current status on all public works activities being conducted in the City.
- Ensure that damage and safety inspections are being carried out as needed for various facilities.
- Request additional public works resources (consistent with San Luis Obispo County and State mutual aid) through the Operations Section Chief. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Determine and document the status of transportation routes into and within the affected areas.
- Coordinate debris removal services as required.

- Provide the Operations Section Chief and the Planning/Intelligence Section Chief with an overall summary of the public works branch operations periodically or as requested during the operational period.
- Ensure that utilities, public works, construction/engineering status reports, as well as the Initial Damage Estimation (IDE) are completed and maintained.
- Make sure contacts with the media are handled by the Public Information Officer.
- Ensure that all fiscal and administrative requirements are coordinated through the finance/administration section, including any emergency expenditures and time tracking.
- Prepare objectives for the public works branch for the subsequent operations period, and provide them to the Operations Section Chief prior to the next planning meeting.
- Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.16 Mitigation Group Supervisor

(reports to Public Works Branch Director)

Responsibilities

- Supervising and controlling all mitigation activities in the City.
- Survey all City streets and creeks for blockages and prioritize the list for mitigation in order to restore traffic to City streets and proper drainage in creeks.
- Open up and clear streets by removing debris and down trees, etc.
- Open up and clear streams and creeks of debris and down trees, etc.
- In flooding situations, inspect and keep all street drain inlets free of blockages.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Provide an initial situation report to the Public Works Branch Director as soon as possible and provide regular updates.
- Based on the initial EOC strategic objectives prepare long-term objectives for the Public Works Branch Director prior to the first planning meeting.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Obtain initial list of blocked streets and creeks from the Fire, Law Enforcement, Utilities, and other branches/groups as necessary.
- Maintain current status on all mitigation work activities being conducted in the City.
- Ensure that mitigation is being carried out as needed at various locations.
- Request additional public works resources (consistent with San Luis Obispo County and State mutual aid) through the Public Works Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Keep the Public Works Branch Director informed of the mitigation status, who will forward progress to the Operations Section Chief.
- Track location of problem, time to complete mitigation efforts, staff and resources needed to complete the mission.
- Coordinate with utility service providers (PG&E, phone company, cable company) for additional mitigation information.

- Refer all contacts with the media to appropriate staff and/or the Public Information Officer.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.17 Heavy Equipment Group Supervisor

(reports to Public Works Branch Director)

Responsibilities

- Assist other operation section branches by providing heavy equipment and operators as necessary.
- Coordinate heavy equipment assistance efforts with the damage/safety assessment group as required.
- Provide emergency construction and repair to damaged roadways. Assist with the repair of utility systems as required.
- Providing flood-fighting assistance, such as sandbagging, rerouting waterways away from populated areas, and river, creek, or stream bed debris clearance, as needed.
- Supervise the heavy equipment group.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Ensure appropriate staff is available to assist other emergency responders with the operation of heavy equipment, in coordination with the logistics section.
- As requested, direct staff to provide flood fighting assistance, clear debris from roadways and waterways, assists with utility restoration, and build temporary emergency structures as required.
- Work closely with logistics section to provide support and material as required.
- Refer all media contacts to appropriate staff and/or the Public Information Officer.
- Coordinator operators for city-owned heavy equipment to maintain 24 hour operation.
- Request additional heavy equipment resources (back-hoes, dozers, graders, excavators, water tenders, and dump trucks) and driver/operators if needed (consistent with San Luis Obispo County and State mutual aid) through the Public Works Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.3.18 Damage/Safety Assessment Group Supervisor

(reports to Public Works Branch Director)

Responsibilities

- Collect initial damage/safety assessment information from other branches/groups within the operations section.
- If the incident is winter storm, flood, or earthquake related, ensure that inspection teams are available immediately to assess the condition of roads, bridges and structures, as appropriate.
- Provide detailed damage/safety assessment information to the planning/intelligence section, with associated loss damage estimates.
- Maintain detailed records on damaged areas and structures.
- Supervise the damage/safety assessment group.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Obtain initial damage/safety assessment information from the fire, law enforcement, utilities, and other branches/groups as necessary.
- Coordinate with the American Red Cross, utility service providers, and other sources for additional damage/safety assessment information.
- Prepare detailed damage/safety assessment information, including estimate of value of the losses and provide to planning/intelligence section.
- Develop plans to inspect individual buildings as appropriate.
- Clearly label each structure and/or facility inspected in accordance with ATC-20 (In 1989, with funding from the California Office of Emergency Services (now Cal EMA), California Office of Statewide Health Planning and Development, and the Federal Emergency Management Agency, the Applied Technology Council-ATC published the ATC-20 Procedures for Post earthquake Safety Evaluation of Buildings and/or other appropriate standards and guidelines). Applied Technology Council (ATC)-20, is a widely accepted standard for post earthquake safety review and tagging of structures. ATC-20 is designed to train inspectors, facility managers, architects, engineers, contractors and other building professionals, the methodology for post earthquake building evaluation.
- The procedure is designed to allow the inspector to rapidly review a building and determine if the building can be occupied (green tag), requires additional reviews or

has partial damage (yellow tag), or should be closed until demolition or upgrading (red tag).

- Maintain a list of structures and facilities requiring immediate inspection or engineering assessment.
- Coordinate all requests for engineers and building inspectors from emergency response personnel within the City.
- Request additional damage/safety assessment personnel and resources (consistent with San Luis Obispo County and State mutual aid) through the Public Works Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Keep the Public Works Branch Director informed of the damage/safety assessment status.
- Refer all contacts with the media to appropriate staff and/or the Public Information Officer.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.19 Repair/Recovery Group Supervisor

(reports to Public Works Branch Director)

Responsibilities

- Responsible for supervising and controlling all infrastructure repairs or temporary repairs that can be handled during the first 72 hours of an emergency as it relates to City streets, bridges, storm drain systems, and City owned buildings.
- Create and prioritize a list of all City infrastructure repair/recovery efforts needed both short-term and long-term.
- Request appropriate number of resources and staff to start repair work on the highest priority repairs.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Provide an initial situation report to the Public Works Branch Director as soon as possible and provide regular updates.
- Based on the initial EOC strategic objectives prepare short-term and long-term objectives for the Public Works Branch Director prior to the first planning meeting.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Obtain initial repair/recovery information from the fire, law enforcement, utilities and other branches/groups as necessary.
- Maintain current status of all repair/recovery activities being conducted in the City.
- Ensure that repair/recovery activities are being carried out as needed at various locations.
- Request additional repair/recovery personnel and resources (consistent with San Luis Obispo County and State mutual aid) through the Public Works Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Keep the Public Works Branch Director informed of the repair/recovery efforts, who will forward progress to the Operations Section Chief.
- Track location of repairs/recoveries, time to complete repair/recovery efforts, staff and equipment needed to complete the mission.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.3.20 Public Transportation Group Supervisor

(reports to Public Works Branch Director)

Responsibilities

- Coordinate the transportation of the public that do not have their own transportation during a small or large scale evacuation.
- In coordination with the evacuation group (under law branch), the Public Works Branch Director, and the Planning Section Chief, develop a transportation plan to move carless public to approved shelter facilities.
- Arrange for the acquisition or use of required transportation resources, as necessary (city buses, school buses, City trolleys, contract buses, rentals and vans).
- Supervise the public transportation group.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Routinely coordinate with the situation unit to determine the status of transportation routes in and around the City.
- Routinely coordinate with the Public Works Branch Director to determine progress of route recovery operations.
- As needed, implement a transportation plan(s) which identifies routes of ingress and egress, thus facilitating the movement of the carless population to shelter facilities.
- Establish contact with local transportation agencies and schools to establish availability of equipment and personnel resources for use in evacuations and other operations as needed.
- Keep the Public Works Branch Director informed of significant issues affecting the public transportation group.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.3.21 Utilities Branch Director

Responsibilities (reports to Operations Section Chief)

- Assess the status of all utilities (city-owned and private) and provide utility status reports as required to the Operations Section Chief.
- Coordinate information on, and restoration efforts of, all damaged utilities with utility company representatives and with City Utilities personnel.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Based on the situation, activate the necessary groups within the utilities branch, such as:

Water Group

Wastewater Group

Operational Phase

- Request additional utilities personnel and resources (consistent with San Luis Obispo County and State mutual aid). The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Establish and maintain a log and other appropriate files.
- Establish and maintain communications with the utility providers in City of San Luis Obispo.
- Determine the extent of damage to utility systems in the City of San Luis Obispo (public and private).
- Coordinate with the Liaison Officer to ensure that agency representatives from affected utilities are available to respond to the City EOC.
- Ensure that all information on system outages is consolidated and provided to the planning/intelligence section.
- Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems.
- Keep planning/intelligence section and Operations Section Chief informed of the restoration status.
- Refer all media contacts to Public Information Officer.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.3.22 Water Group Supervisor

(reports to Utilities Branch Director)

Responsibilities

- Supervising and controlling all City water infrastructure and repairs to damaged systems.
- Collect initial damage information on City water reservoirs, water mains, filtration plant and other water related City infrastructure from other branches/groups in Operations.
- Ensure inspection teams are available to immediately assess the conditions of all domestic water system components, as appropriate.
- Provide detailed damage information to the planning/intelligence section, with associated loss estimates and repair plans with timeframes.
- Maintain detailed records of damaged systems.
- Supervise the water group including staff to provide normal operations at Water Filtration Plant.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Provide an initial situation report to the Utilities Branch Director as soon as possible and provide regular updates.
- Based on the initial EOC strategic objectives prepare both short-term and long-term objectives for the Utilities Branch Director prior to the first planning meeting.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Maintain current status on all water related activities being conducted.
- Request additional water personnel and resources (consistent with San Luis Obispo County and State mutual aid) through the Utilities Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Keep the Utilities Branch Director informed of all water related activities, who will forward progress to the Operations Section Chief.
- Track location of water problems, time to complete mitigation efforts, resources and staff needed to complete the mission.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.23 Wastewater Group Supervisor

(reports to Utilities Branch Director)

Responsibilities

- Supervising and controlling all City wastewater collections and sewer treatment plant and repairs to those systems.
- Collect initial damage information to wastewater pipes and facilities (including lift stations) from other branches/groups in Operations Section.
- Ensure inspection teams are available to immediately assess the conditions of all wastewater systems, as appropriate.
- Provide detailed damage information to the planning/intelligence section with associated loss information and repair plans with timeframes.
- Maintain detailed records of damaged systems.
- Supervise the wastewater group including staff to provide normal operations at Sewer Treatment Plant.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Provide an initial situation report to the Utilities Branch Director as soon as possible and provide regular updates.
- Based on the initial EOC strategic objectives prepare both short-term and long-term objectives for the Utilities Branch Director prior to the first planning meeting.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Obtain initial list of wastewater problems from the Fire, Law Enforcement, Utilities, and other branches/groups as necessary.
- Maintain current status on all wastewater related activities being conducted.
- Request additional wastewater personnel and resources (consistent with San Luis Obispo County and State mutual aid) through the Utilities Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Keep the Utilities Branch Director informed of all wastewater related activities, who will forward progress to the Operations Section Chief.
- Track location of wastewater problems, time to complete mitigation efforts, resources and staff needed to complete the mission.

- Refer all contacts with the media to appropriate staff and/or the Public Information Officer.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.24 Public Health Branch Director

(reports to Operations Section Chief)

Responsibilities

- Act as City liaison to the County Health Officer.
- Coordinate and manage the allocation of available disaster medical and health resources to support disaster medical and health operations in the affected city areas.
- Determine the medical and health impact of the event on the affected population and medical and health infrastructure, and ensure information is provided to the Operations Section Chief, County EOC and County Health Officer.
- Evaluate and prioritize medical and health requests from field responders based on existing criteria or criteria established by the Operations Section Chief and/or County Health Officer, and determine appropriate response recommendations.
- Obtain medical and health personnel, supplies and equipment through appropriate mutual aid procedures.
- Coordinate the mobilization and transportation of needed resources through the logistics section.
- Maintain the status of all unassigned medical and health resources.
- Complete and maintain branch status reports.
- Implement the appropriate Incident Action Plan objectives for the public health branch.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Determine level of staff required for current operations as well as relief shifts.
- Based on the situation, activate the necessary groups within the public health branch:

Disaster Medical Group	Radiological Group
Medical Transport Group	Public Health Operations Group
- Establish and maintain a log and other necessary files.
- Prepare the initial medical and health situation report.
- Prepare objectives for the public health branch and provide them to the Operations Section Chief prior to the first planning meeting.

Operational Phase

- Maintain current status on public health operations being conducted within the City.
- Ensure that branch status reports are prepared periodically.
- Coordinate with the County EOC (if open) and County Health Official and/or other appropriate channels for public health protocol and advice.
- If additional personnel and/or resources are needed, the Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Participate in public health interagency conference calls/meetings.
- Support the acquisition of potable water supplies, as needed.
- Ensure adequate environmental controls are initiated and maintained, as appropriate.
- Ensure that public health information updates are provided to the Public Information Officer and that all media inquiries are referred to the Public Information Officer.
- Coordinate with other response agencies to meet public health needs for sheltered populations.
- Ensure that objectives are identified and reviewed as required to facilitate the planning process.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.
- Ensure that public health information guidelines are issued to the Public Information Officer for periodic media releases during the recovery phase.

3.7.3.25 Public Health Operations Group Supervisor

(reports to the Public Health Branch Director- staffed by member of County Health Dept.)

Responsibilities

- Assess the status and availability of potable water.
- Assess the status of the sanitation system.
- Inspect and assess foodstuffs, drugs, and other consumables for purity and usability.
- Develop and implement a vector control plan for the affected disaster area(s).
- Identify potential health hazards and take measures to eliminate or control the outbreak of communicable diseases.
- Supervise the public health operations group.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Establish communications with Public Health Branch Director.
- Request additional public health resources, if needed, through the Public Health Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- As necessary, dispatch teams to survey and test potable water systems; determine status of potable water.
- As necessary, dispatch teams to survey and test sanitation systems.
- Ensure that both water and sanitation systems are continually monitored, as needed.
- Develop a transportation and distribution strategy for potable water, as needed.
- As necessary, through logistics section, obtain chemical (portable) toilets and other temporary facilities for the disposal of human waste and other infected waste.
- Develop and implement a plan to identify sources of contamination which could pose a health problem; contain and/or eliminate the threat to the general population.
- Coordinate with the coroner function in the handling of the deceased; advise on any health-related problems associated with the storage and disposal of the human remains.
- Coordinate the inspection of food stuffs, drugs, and other consumables for purity and usability, as needed.

- As necessary, develop and implement a plan for vector control.
- Inform the Public Health Branch Director of all significant events.
- Refer all contacts with the media to Public Information Officer.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.26 Disaster Medical Group Supervisor

(reports to the Public Health Branch Director)

Responsibilities

- Ensure that available disaster medical resources are identified and mobilized as required.
- Determine the status of medical facilities within the affected area.
- Coordinate with medical transportation group the transportation of ill/injured victims to appropriate medical facilities as required.
- Supervise the disaster medical group.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Work closely with Fire/Rescue Branch to determine the scope of disaster medical assistance required.
- Determine the status and availability of medical resources in the operational area, including paramedics and ambulances.
- Establish communication with area hospitals and other medical facilities to determine their capability/capacity to treat disaster victims.
- Determine status and availability of specialized treatment facilities such as burn centers, dialysis clinics, etc.
- Assist search and rescue functions in providing triage resources for extricated victims, as needed.
- Request additional transportation, ambulances, and other resources as needed for injured victims (consistent with San Luis Obispo County and State mutual aid) through the Public Health Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Establish and maintain communication with the County EOC and determine status and availability of medical resources.
- Coordinate with logistics section to obtain necessary supplies and equipment to support disaster medical operations in the field, as needed.
- Inform the Public Health Branch Director of all significant events.

- Reinforce the use of proper procedures for media contacts. This is particularly critical in emergency medical situations where specific information is requested by the media.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.3.27 Medical Transport Group Supervisor

(reports to Public Health Branch Director)

Responsibilities

- Coordinate the transportation of non-life threatening ill/injured victims to appropriate medical facilities as required.
- Obtain initial list of non-life threatening medical transport needs from the Fire and Law Enforcement branches/groups.
- Acquire and organize transportation vehicles including ambulances, City buses, City vans, trolleys, etc.
- Communicate and coordinate with Medical Group under Fire/Rescue Branch.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Provide an initial situation report to the Public Health Branch Director as soon as possible and provide regular updates.
- Based on the initial EOC strategic objectives prepare long-term and short-term objectives for the Public Health Branch Director prior to the first planning meeting.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Maintain current status of all medical transports being conducted in the City.
- Ensure that medical transportation is being carried out as needed at various locations.
- Request additional transportation, ambulances, and other resources as needed for ill/injured victims (consistent with San Luis Obispo County and State mutual aid) through the Public Health Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Track location of medical transports, time to complete transportation, resources and staff needed to complete the mission.
- Refer all contacts with the media to appropriate staff and/or the Public Information Officer.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.3.28 Radiological Group Supervisor

(reports to Public Health Branch Director; staffed by member of County Environmental Health or member of Regional County Hazardous Materials Team)

Responsibilities

- Coordinate and support all field level radiological activities including: emergency worker support, environmental monitoring and population monitoring.
- Evaluate activities of the field teams to ensure safety and security of all personnel.
- Coordinate with the planning section all environmental data management, monitoring locations and methods, analysis, maps, and other assessment products pertaining to the incident.
- Provide monitoring equipment and qualified personnel to safely monitor any and all radiological releases.
- Maintain communications with Operations Section Chief and Safety Officer to provide advice for handling field operations to mitigation radiological releases.
- Maintain communications with County OES radiological expert to verify all actions to be taken.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Provide an initial situation report to the Public Health Branch Director as soon as possible and provide regular updates.
- Based on the initial EOC strategic objectives prepare long-term and short-term objectives for the Public Health Branch Director prior to the first planning meeting.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Obtain initial list of radiological releases from the Fire, Law Enforcement, Utilities, and other branches/groups as necessary.
- Maintain current status of all radiological releases and mitigation efforts being conducted in the City.
- Ensure that radiological release mitigation efforts are being carried out as needed at various locations.
- Request additional radiological expert resources (consistent with San Luis Obispo County and State mutual aid) through the Public Health Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at

the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.

- Keep Public Health Branch Director informed of radiological releases and mitigation efforts, who will forward progress to the Operations Section Chief.
- Refer all contacts with the media to appropriate staff and/or the Public Information Officer.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

City of San Luis Obispo Emergency Operations Center

Part 3-C, Planning/Intelligence Section

3.7.4 Part 3-C, Planning/Intelligence Section

- 3.7.4.1-PLANNING/INTELLIGENCE SECTION CHIEF
- 3.7.4.2-SITUATION UNIT LEADER
- 3.7.4.3-RESOURCE UNIT LEADER
- 3.7.4.4-ADVANCE PLANNING UNIT
- 3.7.4.5-DOCUMENTATION UNIT LEADER
- 3.7.4.6-TECHNICAL SPECIALIST UNIT LEADER
- 3.7.4.7-DEMOBILIZATION UNIT LEADER

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3.7.4.1 Planning/Intelligence Section Chief

(reports to EOC Director)

Responsibilities

- Ensure that the responsibilities of the planning/intelligence section are carried out, such as:
 - Collecting, analyzing, and displaying situation information.
 - Preparing periodic situation reports.
 - Preparing and distributing the Incident Action Plan (IAP)s and facilitating the planning meeting.
 - Conducting advance planning activities.
 - Providing technical support services to the various EOC sections and branches.
 - Documenting and maintaining files on all EOC activities.
- Establish the appropriate level of organization for the planning/intelligence section.
- Exercise overall responsibility for the coordination of activities within the section.
- Keep the EOC Director informed of significant issues affecting planning/intelligence section.
- In coordination with the other section chiefs, maintain branch status reports, complete situation status reports, and develop Incident Action Plan (IAP)s.
- Supervise the planning/intelligence section.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Ensure that the planning/intelligence section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Based on the situation, activate units within the section as needed and designate unit leaders for each element:

Situation Unit/GIS
Documentation Unit
Resource Unit

Advance Planning Unit
Technical Specialist Unit
Demobilization Unit

- Request additional personnel for the section as necessary to maintain a 24-hour operation.
- Establish contact with all activated EOCs within the Operational Area and coordinate situation status reports with their planning/intelligence sections.

- Meet with Operations Section Chief; and obtain and review any major incident reports.
- Review responsibilities of units in section; develop plan for carrying out all responsibilities.
- Make a list of key issues which may need to be addressed by planning/intelligence section; in consultation with section staff, identify objectives to be accomplished during the initial operational period.
- Keep the EOC Director informed of significant events.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Ensure that the situation unit is maintaining current information for the situation status report.
- Ensure that major incidents reports and branch status reports are completed by the operations section and are accessible by planning/intelligence section.
- Ensure that a situation status report is produced and distributed to all EOC Sections and the County EOC at least once, prior to the end of the operational period.
- Ensure that all status boards and other displays are kept current and that posted information is legible.
- Ensure that the Public Information Officer has immediate and unlimited access to all status reports and displays.
- Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.
- Facilitate the planning meetings.
- Ensure that objectives for each section are completed, collected, and posted in preparation for the next planning meeting.
- Ensure that Incident Action Plan (IAP)s are completed and distributed prior to the start of the next operational period.
- Work closely with each unit within the planning/intelligence section to ensure the section objectives as defined in the current Incident Action Plan (IAP) are being addressed.
- Ensure that the advance planning unit develops and distributes a report which highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall strategic objectives of the City EOC.
- Ensure that the documentation unit maintains files on all activities related to the event, and provides reproduction services for the EOC, as required.

- Provide technical services, such as appropriate advisors and other technical specialists to all EOC sections as required.
- Ensure that fiscal and administrative requirements are coordinated through the finance/administration section, as necessary.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.4.2 Situation Unit Leader/GIS (Geographical Information Systems)

(reports to Planning/Intelligence Section Chief)

Responsibilities

- Oversee the collection, organization, and analysis of disaster situation information.
- Ensure that City GIS employee is activated to respond to City EOC.
- Ensure that information collected from all sources is validated prior to posting on status boards.
- Ensure that situation status reports are developed for dissemination to EOC staff, County EOC, and other entities as needed.
- Assist with the development of the Incident Action Plan (IAP).
- Ensure that all maps, status boards, and other displays contain current and accurate information.
- Supervise the situation unit.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Ensure there is adequate staff available to collect and analyze incoming information, maintain the situation status report, and assist with the planning process.
- Prepare situation unit objectives for the EOC planning meetings.
- Appoint one City GIS employee to be lead person for all EOC GIS needs and products/printing.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Oversee the collection and analysis of all event or disaster related information.
- Oversee the preparation and electronic distribution of the situation status report. Coordinate with the documentation unit for manual distribution and reproduction as required.
- Ensure that each EOC section provides the situation unit with status reports on a regular basis.
- As needed, meet with the Public Information Officer to determine the best method for providing them with up-to-date information.
- Prepare a situation summary for planning meeting, include weather forecast.

- In preparation for the planning meeting, ensure that all EOC objectives are posted and that the meeting room is set up with appropriate equipment and materials (easels, markers, sit stat reports, etc.).
- Following the planning meeting, assist the resource unit to complete the new Incident Action Plan (IAP) prior to the beginning of the next operational period.
- Ensure that sufficient copies of the Incident Action Plan (IAP) are printed prior to the next operational briefing.
- Ensure that adequate staff is assigned to maintain maps, status boards, and other displays.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.4.3 Resource Unit Leader

(reports to the Planning/Intelligence Section Chief)

Responsibilities

- Collect and track all resource status information (personnel, equipment, apparatus, etc.).
- Develop and maintain resource status boards in the planning/intelligence section.
- Assist with the development of the Incident Action Plan (IAP).
- Supervise the resource unit.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Establish check-in location at EOC and other check-in locations, as needed, in the field.
- As soon as possible find out from operations section what resources are currently working in the field and what resources have been requested to the incident(s).
- Maintain lists of resources ordered through logistics or via normal mutual aid channels.
- •Status boards or other tracking method should track requests by providing at a minimum, the following: date & time of the request; items requested; priority designation; time the request was processed and estimated time of arrival or delivery to the requesting party.
- An additional status board may be developed to track resource use by the requesting party. Information categories might include the following: actual arrival time of the resource, location of use, and an estimate of how long the resource will be needed.
- Attend and participate in planning meetings.
- Post and maintain EOC organizational chart in the EOC.
- If needed for the incident/event, appoint a Volunteer Manager to identify, recruit and register volunteers as required.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.4.4 Advance Planning Unit Leader

(reports to the Planning/Intelligence Section Chief)

Responsibilities

- Coordinate development of an advance plan consisting of potential response and recovery related issues likely to occur beyond the next operational period, generally within 36 to 72 hours.
- Review available status reports, action plans, and other significant documents. Determine potential future impacts of the event or disaster; particularly issues which might modify the overall strategic EOC objectives.
- Provide periodic briefings for the EOC Director and staff, as needed.
- Supervise the advance planning unit.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Monitor the current situation report to include recent updates.
- Meet individually with the general staff and determine best estimates of the future direction of the event or disaster.
- Develop an advance plan identifying future policy related issues, social and economic impacts, significant response or recovery resource needs, and any other key issues likely to affect EOC operations within a 36 to 72 hour time frame.
- Submit the advance plan to the Planning/Intelligence Section Chief for review and approval prior to conducting briefings for the command and general staff and EOC Director.
- Review objectives submitted by each section for the coming operational period. In conjunction with the general staff, recommend a transition strategy to the EOC Director when EOC activity shifts predominantly to recovery operations.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.4.5 Documentation Unit Leader

(reports to Planning/Intelligence Section Chief)

Responsibilities

- Collect, organize and file all completed event or disaster related forms, such as: EOC logs, situation status reports, Incident Action Plan (IAP)s, and any other related information, prior to the end of each operational period.
- Provide copy services, as needed.
- Distribute the City of San Luis Obispo EOC situation status reports, Incident Action Plan (IAP), and other documents, as required.
- Maintain a permanent electronic archive of all Situation Reports and Action Plans associated with the event or disaster.
- Assist the Planning/Intelligence Section Chief in preparation and distribution of the after action report.
- Supervise the documentation unit.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Meet with the Planning/Intelligence Section Chief to determine what EOC materials should be maintained as official records.
- Initiate and maintain a roster of all activated EOC positions to ensure that logs are accounted for and submitted to the documentation unit at the end of each shift.
- Reproduce and distribute the situation status reports and action plans either manually or electronically.
- Keep extra copies of reports and plans available for special distribution, as required.
- Set up and maintain document copy services for the City EOC.
- Collect photos and video documentation of incident/disaster.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.4.6 Technical Specialist Unit Leader

(reports to Planning/Intelligence Section Chief)

Responsibilities

- Provide technical observations and recommendations to the City EOC in specialized areas, as required.
- Ensure that qualified specialists are available in the areas required by the particular event or disaster.
- Supervise the technical specialist unit, and any technical specialists assigned directly to the unit. Examples may include WebEOC Specialist, Meteorologist, Structural Engineer, Geological Engineer, Environmental Engineer, Chemist, Biologist, Hydrologist, Urban Search & Rescue Technical Specialist, Salvage and Engineering Specialist.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Coordinate with the logistics section to ensure that technical staff are located and mobilized.
- Assign technical staff to assist other EOC sections in coordinating specialized areas of response or recovery.
- Assign technical staff to assist the logistics section in interpreting specialized resource requests.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.4.7 Demobilization Unit Leader

(reports to the Planning/Intelligence Section Chief)

Responsibilities

- Develop a demobilization plan for the EOC based on a review of the pertinent planning documents, status reports, and Section Chiefs' input.
- Supervise personnel assigned to the demobilization unit.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Monitor the current situation report to include recent updates.
- Meet individually with the general staff and administer the section worksheet for the demobilization plan.
- Meet and work with the Planning/Intelligence Section Chief on demobilization plans, as appropriate and/or needed.
- Utilizing the worksheets, develop a demobilization plan as needed and circulate to the EOC Director and command staff for review.
- Formalize the demobilization plan and have the EOC Director approve the plan.
- Advise all section chiefs to ensure that demobilized staff complete all reports, time sheets, and exit surveys in coordination with the documentation unit prior to leaving the EOC.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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City of San Luis Obispo

Emergency Operations Center

Part 3-D, Logistics Section

3.7.5 Part 3-D, Logistics Section

- **3.7.5.1-LOGISTICS SECTION CHIEF**
- **3.7.5.2-SERVICE BRANCH DIRECTOR**
- 3.7.5.3-COMMUNICATIONS UNIT LEADER
- 3.7.5.4-INFORMATION TECHNOLOGY UNIT LEADER
- 3.7.5.5-FOOD UNIT LEADER
- 3.7.5.6-SHELTER/WELFARE UNIT
- **3.7.5.7-SUPPORT BRANCH DIRECTOR**
- 3.7.5.8-EOC MANAGER
- 3.7.5.9-SUPPLY/PROCUREMENT UNIT LEADER
- 3.7.5.10-GROUND SUPPORT UNIT LEADER
- 3.7.5.11-FACILITIES UNIT LEADER

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3.7.5.1 Logistics Section Chief

(reports to the EOC Director)

Responsibilities

- Ensure the logistics function is carried out in support of the EOC. This function may include providing or coordinating communication services, and resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.
- Establish the appropriate level of branch and/or unit staffing within the logistics section, continuously monitoring the effectiveness of the organization and modifying as required.
- Ensure section objectives, as stated in the Incident Action Plan (IAP) are accomplished within the operational period or within the estimated time frame.
- Keep the EOC Director informed of all significant issues relating to logistics section.
- Supervise the logistics section.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Ensure the logistics section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.
- Based on the situation, activate branches/units within the section as needed and designate branch and unit leaders for each element:

Service Branch

Communications Unit
Information Technology Unit
Food Unit
Shelter/Welfare Unit

Support Branch

EOC Manager
Supply/Procurement Unit
Ground Support Unit
Facilities Unit

- Mobilize sufficient section staffing for 24-hour operations.
- Establish communications with logistics sections in activated EOCs within the operational area.
- Advise logistics section branches and units to coordinate with appropriate branches in the operations section to prioritize and validate resource requests from activated EOCs within the operational area. This should be done prior to acting on the request.
- As needed, meet with the EOC Director and command staff to identify immediate resource needs.

- Meet with the Finance/Administration Section Chief and determine level of purchasing authority for the logistics section.
- Assist branch and unit leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the action plan.
- Provide periodic section status reports to the EOC Director.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods.
- Provide the Planning/Intelligence Section Chief with the logistics section objectives at least 30 minutes prior to each planning meeting.
- Attend and participate in appropriate planning meetings.
- Ensure that the supply/procurement unit coordinates closely with the purchasing unit in the finance/administration section, as necessary, and that all required documents and procedures are completed and followed.
- Ensure that transportation requirements, in support of response operations, are met.
- Ensure that all requests for facilities and facility support are addressed.
- Provide section staff with information updates as required.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.5.2 Service Branch Director

(reports to Logistics Section Chief)

Responsibilities

- Manage all service branch activities for the incident which include: the communications unit, the information technology unit, the food unit and the shelter/welfare unit.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Determine level of service required to support operations.
- Confirm that enough personnel are available to fill unit leader roles.
- Fill unit leader positions as needed.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Participate in planning meetings of logistics section personnel.
- Review incident action plan.
- Organize and prepare assignments for service branch personnel.
- Coordinate activities of service branch units.
- Inform Logistics Section Chief of service branch activities.
- Resolve service branch problems.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.5.3 Communications Unit Leader

(reports to Service Branch Director)

Responsibilities

- Ensure radio, telephone and related/other communications resources, and services are provided to EOC staff as needed.
- Oversee the installation of communications resources within the City EOC. Ensure that a communications link is established with the County OES. Request Cal EMA OASIS trailer if City phone lines are down. (OASIS = Operational Area Satellite Information System)
- Ensure that the EOC communications function is established to include sufficient frequencies to facilitate operations, and that adequate communications operators are available for 24-hour coverage.
- As necessary, develop and distribute a communications plan which identifies systems in use and lists specific frequencies allotted for the event or disaster.
- Work closely with the Information Technology Unit Leader.
- Supervise the communications unit.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Prepare objectives for the communications unit; provide them to Service Branch Director prior to the initial planning meeting.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Keep all sections informed of the status of communications systems, particularly those that are being restored.
- Coordinate with the various EOC sections/branches/units regarding the placement and operating procedures for use of all communication systems.
- Ensure that adequate communications operators are mobilized to accommodate each discipline on a 24-hour basis or as required.
- Ensure that OASIS communications links are established with San Luis Obispo County EOC.
- Ensure that communications links are established within the EOC.
- Continually monitor the operational effectiveness of EOC communications systems. Provide additional equipment as required.

- Ensure that communications techs are available for communications equipment maintenance.
- Mobilize and coordinate amateur radio resources as necessary.
- Keep Service Branch Director informed of the status of the communications systems.
- Prepare objectives for the communications function, and provide them to the Logistics Section Chief prior to the next planning meeting.
- Refer all contacts with the media to appropriate staff and/or the Public Information Officer function, as necessary.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.5.4 Information Technology Unit Leader

(reports to Service Branch Director)

Responsibilities

- Install, activate, and maintain information technologies for the City EOC.
- Assist EOC positions in determining appropriate types and numbers of computers and computer applications required to facilitate operations.
- Work closely with the Communications Unit Leader.
- Supervise the information technology unit.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Develop instructional guidance for use on computers and computer programs including WebEOC. Be prepared to conduct training sessions for EOC staff as necessary.
- Provide additional information technology equipment as required for EOC operations (including computers, copiers, FAX machines, projectors).
- Maintain all information technology equipment in working order.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.5.5 Food Unit Leader

(reports to Service Branch Director)

Responsibilities

- Supply the food/beverage needs for all incident personnel, including all remote locations, e.g. camps, staging areas.
- Provide food/beverage for personnel unable to leave tactical field assignments.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Provide an initial situation report to the Service Branch Director as soon as possible and provide regular updates.
- Based on the initial EOC strategic objectives prepare long-term and short-term objectives for the Service Branch Director prior to the first planning meeting.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Determine potential duration of the incident, number and location of personnel to be fed, last meal provided and proposed time of next meal.
- Determine food service requirements for planned and expected operations.
- Determine method of feeding to best fit each facility or situation.
- Ensure sufficient potable water and beverages for all incident personnel.
- Obtain necessary equipment and supplies and establish cooking facilities.
- Coordinate transportation of food and drinks to the scene with Ground Support Unit Leader and Operations Section Chief.
- Ensure that appropriate health and safety measures are taken and coordinate activity with Safety Officer.
- Supervise administration of food service agreement, if applicable.
- Provide copies of receipts to finance/administration section.
- Request additional resources (consistent with San Luis Obispo County and State mutual aid) through the Service Branch Director. The Branch Director (with the Operations Section Chief's approval) will call their counterpart at the County EOC or use the WebEOC to request additional resources. See phone list at end of Part 3.
- Track number of people fed, resources and staff needed to complete the mission.

- Refer all contacts with the media to appropriate staff and/or the Public Information Officer.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.5.6 Shelter/Welfare Unit

(reports to the Service Branch Director)

Responsibilities

- Ensure shelter and welfare functions are carried out appropriately, including oversight of support agencies.
- Supervise the shelter/welfare unit, including overseeing assisting and/or cooperating agencies.
- Coordinate with, and oversight of, as necessary, support groups such as the American Red Cross and/or other volunteer agencies to ensure food, potable water, clothing, shelter and other basic necessities are provided for the citizens of the city affected by a disaster/event.
- As necessary, coordinate with, and oversight of, support groups such as the American Red Cross and/or other agencies, on issues related to inquiries and registration services to reunite families or respond to inquiries from relatives or friends.
- As necessary, coordinate with, and oversight of, support groups such as the American Red Cross on issues related to the transition from mass care to separate family/individual living.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Provide the operations section and planning/intelligence section with an overall summary of shelter/welfare unit operations periodically during the operations period or as requested.
- Coordinate with the liaison officer to request an agency representative from the American Red Cross, and/or other agencies, if necessary. Coordinate with the agency representative, as necessary, on issues related to shelter and congregate care activity.
- As possible, and as resources allow, develop procedures for overseeing and/or coordinating with volunteer and other support agencies on issues related to the provision of volunteer resources and services, including issues related to donations of resources.
- Oversee issues related to opening, staffing and managing congregate care shelters to the extent possible.
- As needed, oversee and coordinate with the American Red Cross and/or other agencies on issues related to activated shelters and requirements as described under the Americans with Disabilities Act.

- As needed, oversee and coordinate with volunteer and other support agencies on issues related to inquiry registry services to reunite families and respond to inquiries from relatives or friends.
- As needed, oversee and coordinate with volunteer and other support agencies on issues related to the transition from operating shelters for displaced persons to separate family/individual housing.
- Complete and maintain the shelter/welfare status report.
- Prepare objectives for the shelter/welfare unit for the subsequent operations period; provide them to the Service Branch Director prior to the end of the shift and the next EOC Planning/Intelligence meeting.
- Refer all contacts with the media to appropriate staff and/or the Public Information Officer, as necessary.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.5.7 Support Branch Director

(reports to Logistics Section Chief)

Responsibilities

- Develop and implement the logistics plans in support of the Incident Action Plan.
- Manage all support branch activities for the incident which includes EOC Manager, the supply unit, the ground support unit, the facilities unit and the transportation unit.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Determine initial support operations in coordination with Logistics Section Chief and Service Branch Director.
- Confirm that enough personnel are available to fill unit leader roles.

Operational Phase

- Participate in planning meetings of logistics section personnel.
- Review incident action plan.
- Organize and prepare assignments for support branch personnel.
- Assemble and brief support branch personnel.
- Coordinate activities of support branch units.
- Inform Logistics Section Chief of support branch activities.
- Determine if assigned support branch resources are sufficient.
- Request additional personnel for the support branch as needed.
- Resolve support branch problems.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.5.8 EOC Manager

(reports to Support Branch Director)

Responsibilities

- Alerts EOC support personnel and makes sure they arrive at the EOC.
- Uses EOC mobilization rosters to obtain an EOC Director and support personnel.
- Set up a check-in area and staff it as appropriate.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Level 1 – “Notification Only”, is an initial “management watch” operation. Emergency Communications Center or EOC Manager notifies:
 - EOC Support Staff
 - Affected Department Heads
 - Designated Staff
- Level 2 – “Skeleton EOC” – Skeleton EOC staff is notified by the EOC Manager and includes:
 - City Manager
 - Fire Chief
 - Police Chief
 - Public Works Director
 - Finance Director
 - Utilities Director
 - EOC Support Staff
- Duties of EOC Manager
 - Unlock doors; turn on lights, heat, etc.
 - Assure that electrical power is supplied by emergency power if public power is out.
 - Set up tables, chairs, displays, phones, radios and computers.
 - Test telephones, radios, teleprinter, FAX, etc.
 - Place appropriate position box at each position at the table or office.

- Place position signs at each position around table or in office.
 - Place dry erase markers at enamel boards and maps.
 - Oversee operation of EOC functions such as communications, message flow, posting and plotting, security, etc.
 - Lend assistance to EOC team.
 - Assure proper identification is worn by all.
 - Assure disaster plans and annexes are available.
- Level 3 – “Entire EOC” Activation, the entire EOC will be activated during a “level 3” (major emergency). See San Luis Obispo EOC Set-Up Plan in Part 5 of this plan for more information.
 - Do all of the above duties for a Level 1 and Level 2 EOC activation.
 - Activate the EOC at Level 3 and make necessary notifications outlined in the matrix.
 - A Level 3 is formally announced at the scene and over the department radios (Fire, Police and Public Works). Determine Level of activation from EOC Director.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.5.9 Supply/Procurement Unit Leader

(reports to Support Branch Director)

Responsibilities

- Oversee the procurement and allocation of supplies and material not normally provided through existing mutual aid channels.
- Coordinate procurement actions with the finance/administration section.
- Coordinate delivery of supplies and material as required.
- Supervise the supply/procurement unit.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Determine if requested types of supplies and material are available in City warehouses and storerooms, along with inventory levels.
- Determine procurement spending limits with the purchasing unit in the finance/administration section.
- Whenever possible, meet personally with the requesting party to clarify types and amount of supplies and material, and also verify that the request has not been previously filled through another source.
- In conjunction with the resource unit, maintain a status board or other reference depicting procurement actions in progress and their current status.
- Determine if the procurement item can be provided without cost from another jurisdiction or organization within the City.
- Determine unit costs of supplies and material, from suppliers and vendors, and if they will accept purchase orders as payment prior to completing the order.
- Make sure to follow city and/or other policies/procedures related to purchases, keeping in mind emergency authorities for variances.
- If vendor contracts are required for procurement of specific resources or services, refer the request to the finance/administration section or other appropriate staff for the development of necessary agreements.
- Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery through the ground support unit.

- In coordination with the service branch, provide food and lodging for EOC staff and volunteers as required. Assist the field level with food services at camp locations as requested.
- If possible and as resources allow, work with agencies such as the American Red Cross to coordinate donated goods and services from community groups and private organizations. Set up procedures for collecting, inventorying, and distributing usable donations.
- Keep the Support Branch Director informed of significant issues affecting the supply unit.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.5.10 Ground Support Unit Leader

(reports to Support Branch Director)

Responsibilities

- Provide for the maintenance, service and fueling of all mobile equipment and vehicles.
- Determine transportation needed for personnel, supplies and equipment.
- Provide transportation maps and restrictions on transportation routes.
- Determine need for vehicle repair services, repair and fueling of mutual aid and rental equipment.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Provide an initial situation report to the Support Branch Director as soon as possible and provide regular updates.
- Based on the initial EOC strategic objectives prepare long-term and short-term objectives for the Support Branch Director prior to the first planning meeting.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Provide support services (fueling, City mechanics, maintenance and repair) for all mobile equipment and vehicles.
- Provide support for out-of-service equipment.
- Notify resources unit of all changes on support and transportation vehicles.
- Maintain fuel, parts, and service use records and cost summaries. Forward to finance/administration section.
- Maintain inventory of incident support and transportation vehicles.
- Provide transportation services for incident and EOC personnel.
 - Review inventory for needed resources and request additional resources if needed through supply/procurement unit.
 - Schedule use of support vehicles.
 - Document mileage, fuel consumption and other costs.

- Ensure that the conditions of rental equipment are documented prior to use and coordinate with Supply/Procurement Unit Leader.
- Refer all contacts with the media to appropriate staff and/or the Public Information Officer.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

3.7.5.11 Facilities Unit Leader

(reports to Support Branch Director)

Responsibilities

- Ensure that adequate essential facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.
- Ensure acquired buildings, building floors, and/or work spaces are returned to their original state when no longer needed.
- Supervise the facilities unit.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Work closely with the EOC Director and other sections in determining facilities and furnishings required for effective operation of the EOC.
- Coordinate with branches and units in the operations section to determine if assistance with facility acquisition and support is needed at the field level.
- Arrange for continuous maintenance of acquired facilities, to include ensuring that utilities and restrooms are operating properly.
- If facilities are acquired away from the EOC, coordinate with assigned personnel and designate a facility manager.
- Develop and maintain a status board or other reference which depicts the location of each facility; a general description of furnishings, supplies, and equipment at the site; hours of operation, and the name and phone number of the facility manager.
- As facilities are vacated, coordinate with the facility manager to return the location to its original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.
- Keep the Logistics Section Chief informed of significant issues affecting the facilities unit.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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City of San Luis Obispo Emergency Operations Center

Part 3-E, Finance/Administration Section

3.7.6 Part 3-E, Finance/Administration Section

- **3.7.6.1-FINANCE/ADMINISTRATION SECTION CHIEF**
- 3.7.6.2-PURCHASING UNIT LEADER
- 3.7.6.3-TIME KEEPING UNIT LEADER
- 3.7.6.4-COMPENSATION AND CLAIMS UNIT LEADER
- 3.7.6.5-FISCAL RECOVERY UNIT LEADER

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3.7.6.1 Finance/Administration Section Chief

(reports to EOC Director)

Responsibilities

- Ensure that financial records are maintained throughout the event or disaster.
- Ensure that on duty time is recorded for each person staffing the City EOC.
- Ensure that all on time tracking occurs and information is maintained for collection from field level supervisors or incident commanders and their staff.
- Ensure that there is a continuum of the payroll process for city employees.
- As necessary, determine purchase order limits for the procurement function in logistics, keeping in mind emergency authorities, policies, and procedures.
- Ensure that workers' compensation claims, resulting from the response to the event or disaster by city employees, volunteers, or others under city responsibility are processed within a reasonable time, given the nature of the situation, and as allowed by law or emergency authorities.
- Ensure that travel and expense claims are processed within a reasonable time, given the nature of the situation.
- Provide administrative support to the EOC sections as required.
- Activate units within the finance/administration section as needed or required; monitor section activities and modify the organization as needed.
- Ensure that recovery documentation is accurately maintained during the response and submitted on the appropriate forms to Federal Emergency Management Agency (FEMA) and/or the Governor's Cal EMA through County OES.
- Supervise the finance/administration section.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.
- Ensure that the finance/administration section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- Based on the situation, activate units within the section as needed and designate unit leaders for each element:

Time Keeping Unit	Compensation and Claims Unit
Purchasing Unit	Fiscal Recovery Unit
- Ensure that sufficient staff is available for a 24-hour schedule, or as required.

- Meet with the Logistics Section Chief and review financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to logistics section.
- Meet with unit leaders and ensure that responsibilities are clearly understood.
- In conjunction with unit leaders, determine the initial action planning objectives for the first operational period.
- Notify the EOC Director when the finance/administration section is operational.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Ensure that any situation status/related displays associated with the finance/administration section are current and that information is posted in a legible and concise manner.
- Participate in appropriate planning meetings.
- Brief all unit leaders and ensure they are aware of the EOC objectives as defined in the action plan or other appropriate plans.
- Keep the EOC Director, command staff, and individual city agency administrators aware of the current fiscal situation and other related matters, on an on-going and/or as needed basis.
- Ensure that the fiscal recovery unit maintains financial records throughout the event or disaster.
- Ensure that the time keeping unit tracks and records all agency staff time.
- In coordination with the logistics section, work with the purchasing unit, as necessary, to ensure that purchase orders, contracts, and related purchase documents are processed in a timely manner.
- Ensure that the compensation and claims unit processes workers' compensation claims resulting from the disaster, in a reasonable time frame, given the nature of the situation.
- Ensure that the time keeping unit tracks and/or processes time sheets and travel/expense claims promptly through the Finance/Administration Section Chief or related incident function.
- Ensure that the finance/administration section provides administrative support to other EOC sections as needed.
- Ensure that all recovery documentation is accurately maintained by the fiscal recovery unit during the response, and submitted on the appropriate formats to the Federal Emergency Management Agency (FEMA) and/or the Cal EMA and/or other entity, through County OES.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.6.2 Purchasing Unit Leader

(reports to Finance/Administration Section Chief)

Responsibilities

- Coordinate vendor contracts, not previously addressed by existing approved vendor lists.
- Coordinate with supply/procurement unit on all matters involving the need to exceed established purchase order limits.
- Supervise the purchasing unit.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Review the city emergency purchasing procedures.
- Prepare and sign contracts as needed; obtain concurrence from the appropriate people, per city policy and procedures.
- Ensure that all contracts identify the scope of work and specific site locations.
- Negotiate rental rates not already established, or purchase price with vendors as required.
- Work with vendors as necessary, regarding possible unethical business practices, such as inflating prices or rental rates for their merchandise or equipment during disasters.
- Finalize all agreements and contracts, as required.
- Complete final processing and send documents to the Finance Department for payment.
- Verify costs data in the pre-established vendor contracts and/or agreements.
- In coordination with the logistics section, ensure that the purchasing unit processes purchase orders and develops contracts in a timely manner.
- As necessary, keep the Finance/Administration Section Chief informed of all significant issues involving the purchasing unit.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.6.3 Time Keeping Unit Leader

(reports to Finance/Administration Section Chief)

Responsibilities

- Track, record, and report on-duty time for personnel working during the event or disaster, as necessary.
- Ensure that personnel time records, travel expense claims, and other related forms are prepared and submitted to the Finance/Administration Section Chief as necessary.
- Supervise the time keeping unit.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Initiate, gather, and update time reports from all personnel, to include volunteers assigned to each shift; ensure that time records are accurate and prepared in compliance with City policy.
- Obtain complete personnel rosters from the resources unit, if available. Rosters should include all EOC personnel, as well as any other field personnel tracked by the EOC.
- As necessary, provide instructions for all supervisors to ensure that time tracking and travel expense claims are completed properly and signed by each employee prior to submitting them.
- As necessary, maintain a fiscal record of EOC personnel, and those tracked by the EOC, as needed, for as long as the employee is assigned to the response.
- Keep the Finance/Administration Section Chief informed of significant issues affecting the time keeping unit.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.6.4 Compensation and Claims Unit Leader

(reports to the Finance/Administration Section Chief)

Responsibilities

- Coordinate and/or oversee the investigation of injuries and property/equipment damage claims involving the city and arising out of the event or disaster.
- Complete documents as required by the worker's compensation program.
- Maintain documentation related to injuries and illnesses associated with the event or disaster, which includes results of investigations.
- Supervise the compensation and claims unit.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- Maintain a chronological log of injuries and illnesses, and property damage reported during the event or disaster, as needed.
- Investigate all injury and damage claims as soon as possible.
- Prepare appropriate documents for injury claims and forward them, as necessary, to the appropriate entity, consistent with city policy and procedures.
- Coordinate with the safety officer regarding the mitigation of hazards.
- Keep the Finance/Administration Section Chief informed of significant issues affecting the compensation and claims unit.
- Forward all equipment or property damage claims to the fiscal recovery unit, or other appropriate entity.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

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3.7.6.5 Fiscal Recovery Unit Leader

(reports to Finance/Administration Section Chief)

Responsibilities

- Collect and maintain documentation of disaster information for reimbursement from the Federal Emergency Management Agency (FEMA) and/or the Governor's Cal EMA and/or other agency, as appropriate.
- Coordinate fiscal recovery with disaster assistance agencies.
- Prepare and maintain a cumulative cost report for the event or disaster.
- Supervise the fiscal recovery unit recovery operations.

Activation Phase

- Follow generic activation phase checklist (see page 153) or specific SOPs/checklists.

Operational Phase

- Establish and maintain a log and other appropriate files.
- In conjunction with the Finance Department, compute costs for use of equipment and facilities owned, rented, donated, or obtained through mutual aid.
- Obtain information from the resources unit or other sources regarding equipment use times.
- Ensure that the Finance Department establishes a disaster accounting system, to include coding disaster response.
- Ensure that each section is documenting cost recovery information from the onset of the event or disaster, as best as possible; collect required cost recovery documentation daily, at the end of each shift.
- Meet with the documentation unit leader and review EOC logs, journals, all status reports, and action plans to determine additional cost recovery items that may have been overlooked.
- Prepare any necessary state and federal documentation as necessary to begin recovery of allowable disaster response and recovery costs.
- Prepare and maintain a cost report for the Finance/Administration Section Chief, and the EOC Director. The report should provide cumulative analyses, summaries, and total expenditures for the City (for information purposes).
- Organize and prepare records for final audit.
- Assist the EOC Director and planning/intelligence section with preparation of the after action report.

Demobilization Phase

- Follow generic demobilization phase checklist (see page 153) or specific SOPs/checklists.

San Luis Obispo County EOC Phone List

For current list contact EOC Manager

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City of San Luis Obispo

Emergency Operations Plan

Part 4 – Recovery Operations

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PART 4 - RECOVERY OPERATIONS

4.1 CONCEPT OF OPERATIONS

“Disaster Recovery” is both short-term activities intended to return vital life-support systems to operation, and long-term activities designed to return infrastructure systems to pre-disaster conditions.

Recovery activities are those necessary to restore services and systems to a state of normalcy. Short term recovery actions include damage and safety assessments and those necessary to return health and safety systems (e.g., water) and services (e.g., acute health care) to minimum operating standards.

When conditions exist which pose an extreme peril to life and property and are beyond the effective response capabilities of a local jurisdiction, a city or county may proclaim a local emergency and request that the state implement or coordinate financial disaster recovery programs.

Recovery efforts can begin even while response efforts are underway, or shortly after. Such initial efforts may include beginning to restore utility services, clearing roadways of debris, and basic mitigation efforts to keep additional damage from happening.

Initial coordination of recovery efforts, such as initial planning and response, are the responsibility of local jurisdictions. Affected jurisdictions, such as the County of San Luis Obispo, cities in the Operational Area, and special districts may be involved with at least initially coordinating recovery efforts in their respective areas. In the aftermath of a disaster initial recovery needs may include:

- Assessment of the extent and severity of damages to homes and other property.
- Restoration of services such as water, sewer, and power.
- Repair of damaged homes and property.
- Professional counseling, guidance and education due to the sudden changes resulting from the emergency, and related reasons.

Short term and long term recovery:

Short term recovery operations generally begin during the response phase of the emergency. The major objectives of short term recovery operations include debris removal and cleanup, orderly and coordinated restoration of essential services (electricity, water, and sanitation systems), and assisting the City's population in coping with the emergency.

The major objectives of long term recovery operations may include:

- Coordinated delivery of social and health services.
- Improved land use planning.
- Improved emergency planning.
- Re-establishing the local economy to pre-disaster levels.
- Recovery of disaster response costs.
- Effective integration of mitigation strategies into recovery planning and operations.

At the state level, the Cal EMA Disaster Assistance Division (DAD) manages disaster recovery operations by providing assistance to local governments and coordinating recovery programs for individuals and businesses impacted by disasters. DAD ensures that state and federal support are provided in an efficient and timely manner throughout the recovery process. Cal EMA is the grantee for federally funded disaster assistance programs, and grantor for the state California Disaster Assistance Act (CDAA) program. As such, DAD coordinates recovery assistance for individuals, businesses and the agricultural community. Additionally, DAD oversees hazard mitigation activities throughout California and provides technical support to reduce the costs and streamline the process of future recovery efforts. In support of these responsibilities, DAD performs extensive planning activities with local, state and federal agencies, legislators, various volunteer and non-profit organizations.

Accurate and current Initial Damage Estimate (IDE) should be provided concurrently with requests for assistance by local jurisdictions. IDE form located in Part 5 of this document.

Cal EMA staff work with the local jurisdictions to ensure that accurate and current disaster information is captured within Response Information Management System (RIMS). (Access to RIMS) is through San Luis Obispo County OES. The IDE provides information necessary for DAD to determine if state and/or federal disaster assistance is warranted and what external resources are needed. The information provided by local government should include:

- Type and extent of public and private sector damage.
- Basic repair and emergency response costs.
- Any acute public health issues.

If the available IDE information appears inaccurate based on the known magnitude of the event or if the information appears out-of-date, DAD staff may be required to verify the information, through the Preliminary Damage Assessment (PDA) process outlined below. A PDA may also be necessary to verify IDE information as discussed above.

A PDA is a comprehensive report completed by a team of local, state and/or federal representatives in cooperation with the affected local government and the private sector. The representatives may include local public works staff, Cal EMA or Small Business Administration program staff. The PDA is used to determine the level of state and/or federal assistance required. PDA information includes:

- Specific damaged sites, including facility type (e.g., school, road, private residence).
- Insurance and maintenance records of damaged facilities.
- Damage description and repair estimates.
- Local government's budget reports.

If federal assistance is required, Cal EMA must submit a request to the President **within 30 days of the disaster occurrence**. The request must be accompanied by a joint Cal EMA/FEMA PDA. Accordingly, Cal EMA will request FEMA's assistance and complete the joint PDA as soon after the event as practical.

In special circumstances when the magnitude of the event warrants, the President may declare an emergency or major disaster prior to completion of a PDA. However, a PDA still requires completion in order to establish the level of financial assistance required by the state and federal governments.

Consistent with NIMS/SEMS, local government should provide all requests for disaster recovery assistance to the Operational Area (OA). Cal EMA Regions are the first line reviewers of requests for disaster assistance from local government. The Cal EMA Region office may complete a "Local Proclamation" form utilizing the RIMS database. This form includes the Regional Analysis, which DAD utilizes to evaluate the need and appropriate level of state and/or federal assistance warranted. DAD provides its recommendation to the Cal EMA director for approval.

4.1.1 Short Term Recovery

The goal of short term recovery is to restore local government and related services to at least a minimal capacity. Short term recovery may include:

- Utility restoration.
- Continued social, medical, and mental health services.
- Re-establishment of City government operations.
- Re-establishment of transportation routes.
- Debris removal.
- Cleanup operations.
- Abatement and demolition of hazardous structures.

For federally declared disasters, tele-registration centers may be established by the Department of Homeland Security/Federal Emergency Management Agency (DHS/FEMA) to assist disaster victims and businesses in applying for grants, loans, and other benefits. In coordination with the American Red Cross, temporary services such as sheltering for disaster victims may be provided. The City of San Luis Obispo may need to ensure that debris removal and cleanup operations are expedited in public areas. On the basis of the City jurisdiction's assessments, structures that

pose a public safety concern may be inspected by building officials or other professionals to determine specific damages.

4.1.2 Long Term Recovery

The goal of long term recovery is to restore facilities to pre-disaster condition. Long-term recovery includes hazard mitigation activities, restoration or reconstruction of public facilities, and disaster response cost recovery. Each affected jurisdiction is responsible for their own approach to mitigation, which could include zoning variances, building codes changes, plan reviews, land use planning techniques, and safety element review.

With public safety a primary concern, rapid recovery may require adjustments to policies and procedures to streamline the recovery process. Any hazard mitigation actions may need to be coordinated between various agencies and jurisdictions in order to ensure a maximum reduction of vulnerability to future disasters. Long term recovery may also involve local jurisdictions restoring essential facilities to their pre-disaster condition by retrofitting, repairing or reconstructing them during recovery operations.

Recovery programs will also be sought for individual citizens and private businesses. The City's planning, redevelopment, or related agencies may have a vital role to play in coordinating rebuilding efforts related to commercial areas in the City of San Luis Obispo.

Damage Assessments

When requesting state or federal disaster assistance, local governments must provide information to support the request. The chart on the following page describes the mechanisms required to report damages and determine needed assistance in the impacted area.

Report Title	Responsible Party	Description Needed	Purpose of Report
Initial Damage Estimate (IDE) located in Part 5 of this document.	Local jurisdiction	Initial description of damage including: <ul style="list-style-type: none"> • type and extent of public and private sector damage • basic repair and emergency response costs • any acute public health issues • number of homes and businesses not insured or underinsured 	Provides information for Cal EMA to determine if state and/or federal disaster assistance is warranted and to what external resources are needed. An IDE should be provided concurrently with request for assistance. Not providing this information promptly can delay assistance.
Preliminary Damage Assessment (PDA)	Disaster Assistance Division (DAD) field staff assisted by Cal EMA Regional staff, local, state and/or federal government staff	Preliminary detailed damage report including: <ul style="list-style-type: none"> • facility types (e.g. school, road, private residences) and location • facility insurance and/or maintenance records. • damage description and repair estimates • local government budget reports • destroyed/damaged residences, personal property, businesses • any identified environmental or historical issues 	Provides information for Cal EMA to determine extent and type of state and/or federal disaster assistance. This information is also used by FEMA to prepare a regional analysis of the request for consideration by FEMA headquarters.
Damage Assessment by Other Federal Agencies	Small Business Administration (SBA) US Dept of Agriculture (USDA) and/or local Agricultural Commissioner	Includes the number of private homes and businesses damaged or destroyed and estimated uninsured losses. It also may include documentation showing economic injury to businesses. Includes cause, type and value of crop/livestock losses.	Ensures minimum damage criteria have been satisfied to implement the Physical or Economic Injury Disaster Loan Program. Provides USDA with jurisdictions to implement emergency local program.

4.1.3 Recovery Potential Need Activities

Rebuilding efforts require decisions on a number of critical activities that have long-term social, economic and physical recovery implications. In addition to common emergency planning considerations (e.g., establishing partnerships, risk identification and reduction, plan maintenance including drills and exercises) local government should consider the activities listed below during the emergency management planning process.

Physical Recovery Activities:	Governmental Recovery Activities:
Preserving historical sites	Continuing the performance of governmental functions
Considering environmental concerns	Protecting essential facilities, equipment, records, etc.
Upgrading infrastructure and utilities	Managing donations
Removing debris and managing disposal sites	Coordinating voluntary agencies
Evaluating redevelopment and subdivisions	Building community consensus
Establishing restoration committee	Engaging stakeholders, special interest groups and the public in decision-making processes
Deferring permits, fees, etc.	Pursuing new opportunities in community planning
Pursuing hazard mitigation projects and advancing mitigation efforts	Upgrading communication systems
Modifying land use and zoning requirements	Pursuing political support
Improving infrastructure, roads, housing	Communicating recovery activities to the public
Evaluating repair and rebuilding options	Addressing community questions about health consequences of the event
Incorporating changes in construction standards	
Social Recovery Activities:	Economic Recovery Activities:
Promoting communication participation	Establishing a documentation system to collect and store disaster-related construction information to ensure maximum state and federal reimbursement addressing economic loss of the community
Providing services for the mental health of individuals	Identifying available working capital
Evaluating community stress	Promoting business in damaged areas
Informing the public of physiological considerations	Maximizing the consumer base
Restoring community values	Reestablishing commercial services
Promoting family and individual preparedness	Facilitating business recovery
Establishing Local Assistance Centers for “one-stop” disaster recovery services	Securing disaster business loans, disaster recovery assistance grants and hazard mitigation project funding

4.2 RECOVERY OPERATIONS ORGANIZATION

For the City of San Luis Obispo, initial recovery operations will be managed by the appropriate City departments. Initial overall coordination of recovery efforts in San Luis Obispo County may be coordinated by the County Office of Emergency Services.

Throughout the recovery process, the City of San Luis Obispo departments should also be represented and responsible for certain functions that may need or otherwise involve their expertise.

4.3 RECOVERY OPERATIONS RESPONSIBILITIES

The City has specific responsibilities in recovering from a disaster, although local jurisdiction and agencies may not have all the resources necessary for recovery; state and/or federal disaster assistance may be needed. The organizational overview listed on the chart below depicts a sampling of agencies that may be assigned or have the resources to coordinate specific disaster recovery operations for the City of San Luis Obispo.

Function	Department/Agency
Political process management; interdepartmental coordination; policy development; decision making; overall public information	Administrative Office; City Council, City Attorney
Land use and zoning variance; building and related permits; building and related safety inspections; redevelopment	Community Development Department; City Council
Restoration of City medical facilities and related services; mental health services including relevant public communications/information	County Public Health; Behavioral Health; state/federal disaster assistance
Public area debris removal; demolition; roadway and related construction; restoration of City government public utility services	City Public Works; City Utilities
Assistance programs for victims and related special needs	Federal and state disaster assistance
Public finance; budgeting; contracting; accounting	Finance Department; Administrative Office; City Council
Claims and liability issues	Human Resources (Risk Management); City Attorney
Coordination of applications for public agency disaster assistance; liaison with assistance providers; disaster financial assistance project management	County OES; Finance Department; affected departments
Advise on emergency authorities, actions, and associated liabilities; preparation of new ordinances and resolutions	City Attorney
Government operations and restoration, including space acquisition, supplies, equipment, vehicles, personnel	Administrative Office, Human Resources, and all City Departments with needs
Geographic Information Systems (GIS)	Finance and Information Technology

4.3.1 Emergency Proclamations / Declarations

If the local government requires state or federal assistance, it is important to know if a local proclamation of an emergency is a prerequisite to obtaining the assistance. The chart below provides an overview of the programs discussed in this handbook and indicates proclamation/declaration requirements. **Note: If a local emergency proclamation is required, it must be issued within 10 days of the event.**

PROCLAMATION / DECLARATION REQUIREMENTS

Program Name	Type of Assistance	Local Proclamation Required?	State of Emergency Required?	Federal Declaration or Designation Required?
Safety Assessment Program (SAP)	Provides professional evaluators to determine safety, use and occupancy of homes and buildings	No	No	No
Fire Management Assistance Grant (FMAG)	Reimbursement of emergency response costs for fire suppression	No	No	Yes
State Project Application (PA) under Cal EMA Director's Concurrence	Funding to restore public infrastructure	Yes	No	No
State PA under a Governor's proclamation of state of emergency	Reimbursement of local emergency response costs, debris removal and funding to restore public infrastructure	Yes	Yes	No
Federal PA (major disaster declaration)	Reimbursement of local emergency response costs, debris removal and funding to restore public and allowable private-non-profit infrastructure	Yes	Yes	Yes
Individuals and Household Program (IHP)	Grants for unmet recovery needs to individuals and families	Yes	Yes	Yes
State Supplemental Grant Program (SSGP)	Supplemental grants for individuals for recovery may be available only when maximum IHP has been reached	Yes	Yes	Yes
SBA Economic Injury Disaster Loan Program	Working capital loans for small businesses that have suffered an economic loss	No	No	Yes
SBA Physical Disaster Loan Program	Loans for individuals, families and business that have lost real and personal property	No	No	Yes
USDA Disaster Designation	Loans for farmers and ranchers for physical and crop production losses	No	No	Yes
Crisis Counseling Programs	Referral/resource services and short-term counseling for emotional and mental health problems caused by the disaster	Yes	Yes	Yes
Disaster Unemployment Assistance	Weekly unemployment benefits and job finding services due to a disaster	Yes	Yes	Yes

4.3.2 Local Assistance Centers/Disaster Recovery Centers

Local Assistance Centers (LACs): Local government may consider activating LACs to provide a centralized location for services and resource referrals for the unmet needs of disaster victims. State funding may be available for eligible LAC operations. Historically, LACs have proven to be a key factor for a successful recovery. LAC characteristics generally include:

- Resource facility for recovery information, services and programs.
- Community-based service facilities.
- Managed by local government.
- Staffed by Private Non-Profits, local, state and federal government, as appropriate.

For additional information, contact Cal EMA for “A Guide for Establishing a Local Assistance Center.”

Disaster Recovery Centers (DRCs): DRCs may also be activated by key federal agencies to provide convenient locations for victims and private non-profit organizations to obtain information about FEMA and SBA programs. DRC characteristics general include:

- Fixed or mobile resource facility for FEMA and SBA recovery information.
- Managed by federal government.
- Staffed by FEMA, Cal EMA, SBA and other federal, state and local agencies as appropriate.

4.3.3 Disaster Assistance Programs and their Requirements

The following tables are designed to provide local emergency managers a quick reference to disaster assistance programs administered or coordinated by DAD. The tables are grouped by potential recipients and indicate general program implementation criteria, including key deadlines.

How to Access Assistance

Local Government Responsibilities: When disaster strikes and damages exceed local capabilities, local government may request state and/or federal disaster assistance. Refer to the table on page 10 to determine if a local proclamation of an emergency is a prerequisite for the assistance requested. If a request for assistance is necessary, local government should:

- Include the following information in the request:
 - Copy of the local proclamation (if required).
 - Initial Damage Estimate (IDE), located in Part 5 of this document.
 - Written request/resolution by designated official.
 - Type of disaster.
 - Date of occurrence and whether situation is continuing.

- Areas affected.
- Type of assistance needed.
- Submit the request to:
 - Operational Area.
 - Cal EMA REOC/Regional Office.
- Submit the request by the deadlines mentioned in the previous tables.
- Submit the request separately by a city only if the county has not already submitted the same request.

Cal EMA Responsibilities: If a request for assistance is submitted, Cal EMA will:

- Review the request for completeness.
- Request additional information if necessary.
- Determine the need to conduct damage assessments.
- Make a determination regarding the level of appropriate disaster assistance for the request.

4.3.4 The Application Process: Public Assistance

Applicant Briefings

Whether a disaster has been designated as an FMAG, a Director’s Concurrence, a State of Emergency Proclamation, a Presidential declaration of an emergency or a Presidential declaration of a major disaster, DAD will schedule and hold Public Agency Applicant Briefings. Affected public agencies will be notified by letter, e-mail, Cal EMA website, Cal EMA regional offices, or by telephone of the date, location, and time of the briefing. Applications for federal and state public assistance will be available and accepted during these briefings.

Detailed instructions on applicant eligibility, project eligibility, eligible costs, program criteria, documentation requirements and important deadlines for work completion will also be explained. Public assistance applicants are assigned a primary point of contact that will process the PA application, monitor work progress, and provide technical assistance for the duration of the application. Once a public agency has been assigned a federal/state identification number, they are referred to as a “Subgrantee.”

Project Approval Process

DAD encourages subgrantees to participate fully in the decision-making process of the approved scope of work and cost estimation for each project. Subgrantees are notified by mail when FEMA or the state has approved the project for funding. This notification includes instructions to request payment of the funds. Additional information regarding both federal and state public assistance programs can be obtained through DAD’s Public Assistance Training Program.

Expedited Funding

Upon a Presidential declaration, local governments that have incurred significant emergency response costs may request the expedited processing of state and federal funding. Qualifying costs may include:

- emergency costs (e.g. police, fire, public works overtime costs);
- debris removal necessary to protect life and property; and
- temporary shelter operating costs

4.3.5 The Application Process: Individual Assistance

Individuals and Households Program (IHP)

Upon the implementation of the IHP, individuals are required to first teleregister with FEMA. Widespread notice through the local media and or websites maintained by local government, SBA, USDA, FEMA or Cal EMA inform the public of the toll-free teleregistration number. Websites and/or local media are also resources for physical locations of local SBA, USDA, LAC or DRC offices.

Upon teleregistration, FEMA will assign a representative to evaluate the claim and will refer the individual to the appropriate program for loan and/or grant assistance. Individuals will then be provided loan and/or grant application information, instructions, terms and conditions directly from the agency providing assistance (FEMA, SBA, USDA).

SBA and USDA

When SBA and/or USDA has implemented its disaster program(s) independent of a Presidential declaration, individuals, businesses, private non-profit agencies, and/or the agricultural community, will be instructed to file an application directly with their local SBA and/or USDA office.

4.3.6 Public Assistance through Cal EMA

Public agencies include state agencies and departments, cities, counties, city and county, school districts, community college districts, special districts and certain private non-profit agencies. The following table describes implementation criteria for the main public disaster programs administered by Cal EMA: Director’s Concurrence, Governor’s Proclamation of a State Emergency, Fire Management Assistance Program (FMAG), Presidential Declaration of an Emergency, and Presidential Declaration of a major disaster.

Type of Assistance	Program Name and Authority	Cost Share Requirements	Implementation Criteria
Funding to restore damaged public infrastructure (e.g. roads, buildings, utilities)	State Public Assistance CDAA- Director’s Concurrence with local emergency	75% State 25% Local	Local Agency must proclaim an emergency and request a “Director’s Concurrence” within 10 days of an event. A Governor’s proclamation of a state of emergency is not required for the Cal EMA Director to provide CDAA funding to repair damaged public facilities.
Reimbursement of local emergency response costs, debris removal, and funding to restore damaged public infrastructure	State Public Assistance CDAA – Governor’s Proclamation of a State of Emergency	75% State 25% Local	Local agency must proclaim an emergency and request the Governor to proclaim a state of emergency within 10 days of an event. The request should include dates of the event, an IDE, areas affected and appropriate type of assistance needed.
Reimbursement for fire suppression costs	FMAG Stafford Act	75% Federal 25% Local	Responsible fire agency must request FMAG assistance while the fire is still burning out of control. Neither local nor state emergency proclamations are necessary for the implementation of this program.
Reimbursement of local emergency response and debris removal costs	Federal and State Public Assistance Stafford Act & CDAA – Presidential Declaration of an Emergency	75% Federal 18.75% State 6.25% Local	Local agency must proclaim an emergency and request the Governor to proclaim a state of emergency within 10 days of an event. The Governor has 5 days to request federal assistance. Local government should provide detailed information including dates of the event, an IDE, areas affected, appropriate type of assistance needed.
Funding to restore public infrastructure* <u>and</u> reimbursement of emergency response and debris removal costs	Federal and State Public Assistance Stafford Act & CDAA – Presidential Declaration of a Major Disaster	75% Federal 18.75% State 6.25% Local	Local agency must proclaim an emergency and request the Governor to proclaim a state of emergency within 109 days of an event. The Governor has 30 days to request federal assistance. Local government should provide detailed information including dates of the event, an IDE, areas affected and appropriate type of assistance needed. *Funding beyond what is necessary to restore a facility may also be approved for hazard mitigation measures to ensure that future similar damage will not occur. These mitigation projects include cost-effective improvements to the current design and capacity of the existing facility
Funding to provide crisis counseling services	FEMA Crisis Counseling Program Stafford Act	75% Federal 25% State	This program is funded by FEMA and administered through the State Department of Mental Health. Benefits may be short term or long-term (up to 9 months).

4.3.7 Public Assistance through Other Agencies

The following table describes the implementation criteria for disaster assistance programs available to provide entities through federal agencies other than FEMA. Through CDAA, the state may also cost share with these federal programs.

Type of Assistance	Program Name and Authority	Cost Share Requirements	Implementation Criteria
Watershed restoration	Emergency Watershed Program/ NRCS Division of the US Department of Agriculture Section 216.P.L. 81-516 and Sections 403-405, P.L. 95-334	75% NRCS 18.75% State 6.25% Local	Eligible activities include providing financial and technical assistance to remove debris from streams, protect destabilized stream banks, establish cover on critically eroding lands, repair conservation practices, and purchase of flood plan easements. This program does not require a Presidential disaster declaration before it is implemented. However, in order for the sponsoring agency to be eligible for state cost share, the Governor must have proclaimed a state of emergency for the event. For additional information refer to: www.nrcs.usda.gov .
Emergency flood and post-flood activities	USACE Emergency Operations / USACE Flood Control and Coastal Emergencies Act (P.L. 84-99)	100% USACE	The USACE may provide manpower, supplies and equipment for flood-fighting, debris clearance and temporary levee repairs during the emergency period and up to a maximum of 10 days thereafter. This program does not require a Presidential disaster declaration before its implemented. For additional information refer to: www.usace.army.mil .
Restoration of publicly sponsored flood control structures	USACE Rehabilitation Program/USACE Flood Control and Coastal Emergencies Act ((P.L. 84-99)	100% USACE	The USACE Rehabilitation provides assistance for permanent repairs to federal system levees. Although USACE covers the repair costs, the local sponsoring agency may be required to purchase additional soil and must sign "Hold Harmless" agreements and other applicable assurances before work can begin. This program does not require a Presidential disaster declaration before it is implemented. For additional information refer to: www.usace.army.mil .
Emergency repairs to federal roads and highways	FHWA Emergency Relief (ER) Title 23, U.S.C., Section 125	100% FHWA if performed within 180 days of an event	This program may be implemented upon a Presidential Declaration or by special request from the Governor when a state of emergency has been proclaimed. The FHWA ER program is administered through Caltrans. For additional information refer to: http://www.fhwa.dot.gov/programadmin/erelief.html
Permanent restoration of damaged federal aid highways	FHWA Emergency Relief (ER) Title 23, U.S.C., Section 125	88.53% FHWA 8.6% State 2.87% Local	FHWA funds 88.53 percent of repairs upon a Presidential Declaration or by special request from the Governor when a state of emergency has been proclaimed. The FHWA program is administered through Caltrans in close coordination with CAL EMA. For additional information refer to: http://www.fhwa.dot.gov/programadmin/erelief.html
Long term economic redevelopment	HUD Disaster Recovery Initiative/HUD Section 122 of the Housing and Community Act of 1974, as amended	75% Federal 18.75% State 6.25% Local	Funds earmarked for certain HUD projects may be transferred to emergency projects if not covered by FEMA and are in the best interests of the post-disaster stricken community. California Department of Housing and Community Development administer this program. For additional information refer to: http://www.hud.gov/offices/cpd/communitydevelopment/programs

4.3.8 Individual and Family Assistance

The following table describes the implementation criteria that are available to assist businesses, families and individuals, and private non-profit (PNPs) agencies in recovering from a disaster.

Type of Assistance	Program Name and Authority	Loan/Grant Maximum*	General Implementation Criteria
Low interest loans for losses to real property (primary residences) which may include mitigation measures	SBA Physical Disaster Loan Program 13 CFR Ch. 1 Part 123	\$200,000	The SBA Physical loan program may be implemented upon a Presidential declaration of an emergency or major disaster. Victims are required to seek loan assistance through SBA before they can be considered for a federal grant through FEMA. SBA also has the authority to independently (without a Presidential declaration) implement the program when at least 25 homes and/or businesses suffer 40% uninsured losses of their estimated fair market or pre-disaster fair market value, whichever is lower. In this case, a request for SBA declaration must be requested through Cal EMA within 60 days of occurrence.
Low interest loans for losses to personal property	SBA Physical Disaster Loan Program 13 CFR Ch. 1 Part 123	\$40,000	Same as above.
Grants to cover temporary housing needs, home repairs, losses to personal property, transportation expenses, funeral and medical expenses, etc.	Individual and Household Program (IHP) Robert T. Stafford Act Disaster Relief and Assistance Act 44 CFR, Ch. 1, Part 206, Subpart D, Sect. 206.110	\$30,300	This is a federal grant program managed and administered by FEMA upon a Presidential of an Emergency or Major Disaster. Victims who are found to be ineligible for an SBA loan are referred to FEMA's IHP program.
Grants to individuals and families that have received the maximum IHP grant and still have additional eligible losses as identified by the FEMA Inspector	State Supplemental Grant Program California Department of Social Services W/I 13600-13601	\$10,000	This program is administered through the State Department of Social Services. It is only implemented when FEMA has activated the IHP. The state has no authority to activate the SSGP independent of a federal declaration.
Disaster Unemployment Assistance	DUA U.S. Department of Labor, 20 CFR, Part 625, 44 CFR, Part 206.141	N/A	This program may be implemented by the Department of Labor upon a Presidential Declaration of a major disaster. It allows those unemployed due to a disaster up to 26 weeks of unemployment benefits.

*Please note that these amounts were current as of March 30, 2009. They are adjusted annually based on the consumer price index.

4.3.9 Businesses, Farmers, Ranchers and Private Non-Profit (PNP)

The following table describes the implementation criteria that are available to assist businesses, ranchers and private non-profit (PNPs) agencies in recovering from a disaster.

Type of Assistance	Program Name and Authority	Loan/Grant Maximum*	General Implementation Criteria
Low interest loans for losses to repair/ replacement of real estate, machinery/ equipment, and inventory	SBA Physical Disaster Loan Program 13 CFR Ch. 1 Part 123	\$2 Million	The SBA Physical loan program may be implemented upon a Presidential declaration of an emergency or major disaster. SBA also has the authority to independently implement the program when at least 25 homes and/or 3 businesses have suffered 40% uninsured losses due to a disaster. Typically when SBA declares a disaster for a county, contiguous counties are also eligible.
Low interest loans to businesses and small agricultural cooperatives, and certain private non-profits.	SBA EDL 13 CFR Ch. 1 Part 123	\$2 Million	SBA also has the authority to independently implement the program with certification by Cal EMA Director that at least five small business concerns in a disaster area have suffered economic injury and are in need of financial assistance not otherwise reasonably available. The SBA may provide economic injury assistance for a disaster determined by the Secretary of Agriculture. Under these designations, SBA makes economic injury disaster assistance forms available to eligible small businesses. EDL loans become available under all SBA physical declarations. The maximum SBA loan assistance is \$2 million, whether it is a Physical Disaster Loan, an EDL loan or a combination of both programs.
Low interest loans to farmers, ranchers and aqua culturists for physical and/or crop production losses resulting from an unusual natural occurrence (weather pattern, pest, etc.)	Secretarial Designation Agricultural disaster U.S. Department of Agriculture, Farm Services Agency 7 CFR, Ch. 18, part 1945, subpart A	\$500,000	Emergency loans are made to farmers and ranchers who have suffered at least a 30% loss in crop production or a physical loss to livestock products, real estate or chattel property. The Secretary of Agriculture can implement this program when requested by Cal EMA on behalf of a local agricultural commissioner or local government authority, or implemented automatically when the President declares a major disaster or emergency. When requested on its own authority, supporting documentation to the types of crops and level of damage must be submitted. A proclamation of local or state emergency is not required for this program.

*Please note that these amounts were current as of March 30, 2009. They are adjusted annually based on the consumer price index.

4.4 RECOVERY DAMAGE/SAFETY ASSESSMENT

The recovery damage/safety assessment function is the basis for determining the type and amount of state and/or federal financial assistance necessary for recovery. As soon as possible into an incident, even during the emergency response phase, initial damage estimate (IDE) may be needed in order to support a request for a gubernatorial proclamation and for the State to request a presidential declaration.

During the recovery phase, this assessment is refined to a more detailed level. Detailed damage/safety assessments will be needed to apply for various state and federal disaster financial assistance programs. In addition, a list of mitigation priorities will need to be developed by the jurisdictions' departments.

Determining which agency performs detailed damage and/or safety assessment will depend on what is being inspected and assessed. For example, damage to roads under the jurisdiction of the City of San Luis Obispo generally will be coordinated by the City of San Luis Obispo Public Works Department. The County Office of Emergency Services will most likely be the lead agency for coordinating and summarizing overall damage and safety assessments into a consolidated report. Other local jurisdictions within the Operational Area should complete their own detailed damage assessment.

4.5 DOCUMENTATION

Documentation is key to recovering eligible emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs. Initial Damage Estimate form can be located in Part 5 of this document.

Under the California Disaster Assistance Act (CDAA), documentation is required for damage sustained to the public and related resources, such as:

- Public buildings
- Levees
- Flood control works
- Irrigation works
- County roads
- City streets
- Bridges
- Other public works

Under federal disaster assistance programs, documentation must be obtained regarding damages sustained to resources such as:

- Roads

- Water control facilities
- Public buildings and related equipment
- Public utilities
- Facilities under construction
- Recreational and park facilities
- Educational institutions
- Certain private non-profit facilities

Debris removal and emergency response costs incurred by the affected entities should also be documented for potential cost recovery through state and federal programs.

The documenting information should include the location and extent of damage, and estimates of costs for: debris removal, emergency work, and repairing or replacing damaged facilities to a non-vulnerable and mitigated condition. The cost of compliance with building codes for new construction, repair, and restoration should also be documented. The cost of improving facilities may be provided in cost estimates for possible federal mitigation program funding.

Documentation is the key to recovering expenditures related to emergency response and recovery operations. For each jurisdiction documentation should begin at the field response level and continue throughout the operation of their Emergency Operations Center and/or other emergency management coordination efforts or functions as the disaster unfolds.

4.6 AFTER ACTION REPORTING

The National Incident Management System/Standardized Emergency Management System (NIMS/SEMS) regulations require any city, city and county, or county declaring a local emergency for which the Governor proclaims a State of Emergency, to complete and transmit an after-action report to Cal EMA within 90 days of the close of the incident period.

The after-action report will provide, at a minimum, the following:

- Response actions taken
- Application of NIMS/SEMS
- Suggested modifications to NIMS/SEMS
- Necessary modifications to plans and procedures
- Training needs
- Recovery activities to date

The after-action report serves as a source for helping to document the City of San Luis Obispo's emergency response activities, and identifying areas of concern and success. It can also be utilized to develop a work plan for implementing improvements.

An after-action report will be a composite document for all NIMS/SEMS levels, providing a broad perspective of the incident, referencing more detailed documents, and addressing all areas specified in the NIMS/SEMS regulations.

It will include an overview of the incident, including enclosures, and will also address specific areas of the response, if necessary. It will be coordinated with, but not encompass, hazard mitigation. Hazard mitigation efforts may be included in the "recovery actions to date" portion of the after-action report.

The San Luis Obispo County Office of Emergency Services will be responsible for coordinating the completion of San Luis Obispo County after action reports which do fall under a specific discipline (such as fire, law enforcement, public work, utilities, etc.) including forwarding it to the State Cal EMA within the required 90 day period.

County OES and/or related agencies may coordinate with the Operational Area jurisdictions and special districts in completion of the after-action report. Emergency managers for each affected Operational Area jurisdiction will be responsible for submitting the jurisdiction's report to the Governor's Southern Region Cal EMA within the 90 day period.

For the City of San Luis Obispo, the after action report's primary audience will be City employees, including management.

The after action reports should be written in simple and brief language, and geared to the primary audience. Data for the after action report may be collected from sources such as questionnaires, and other documents developed during the disaster response, and interviews of emergency responders.

4.7 DISASTER ASSISTANCE PROGRAMS

When requesting implementation of disaster assistance programs, some key areas of concern must be adequately addressed. These areas include the needs of distinct groups, type of disaster assistance available at each level of declaration, and the level of detail required on each request for disaster assistance. Disaster assistance programs have generally been developed for the needs of four distinct groups:

- Individuals
- Businesses (including agriculture interests)
- Governments
- Non-profit organizations

Individuals Depending on the type of disaster, and the type of disaster assistance available, some of the types of assistance for individuals may include loans or grants for real and personal property, transportation, unemployment, sheltering, and rental assistance, depending on the extent of damage.

Businesses Loans for many types of businesses are often made available through the United States Small Business Administration, assisting with physical and economic losses as a result of a disaster or an emergency.

Agriculture Programs exist for agricultural or other rural interests through the United States Department of Agriculture, including assistance for physical and production losses.

Government Funds and grants may be made available to government and certain non-profit organizations to repair, reconstruct, and mitigate the risk of future damage.

A state grant program is available to local governments to respond and recover from disasters.

Federal grant programs are available to assist governments and certain non-profit organizations in responding to and recover from disasters.

4.7.1 Local Emergency Declaration

Under local emergency declarations, the City of San Luis Obispo may be eligible for assistance under the California Disaster Assistance Act (CDAA) (with the Cal EMA Director's concurrence).

In some cases, assistance may include low interest loans from the United States Small Business Administration, and relief programs under the United States Department of Agriculture.

4.7.2 State of Emergency Proclamation

Under a State of Emergency Proclamation by the Governor, the County, Operational Area jurisdictions, special districts, individuals, and businesses may be eligible, in addition to the assistance available under a local emergency declaration, for certain limited services, depending on the programs made available for each disaster. Examples may include business emergency loan guarantees, casualty loss deduction allowances by the Franchise Tax Board, and the State Board of Equalization may allow for certain tax allowances or benefits. In addition, public agencies may be provided funds through the California's Disaster Assistance Act to restore or replace publicly owned facilities that are damaged as a result of a disaster, and related disaster costs by public agencies.

4.7.3 Presidential Declaration

Under a Presidential Declaration, the City, Operational Area jurisdictions, special districts, individuals, and businesses may be eligible for certain federal disaster assistance programs, depending on the programs made available for specific disasters. Examples may include the following and related disaster assistance programs and services:

- Crisis counseling programs
- Disaster unemployment
- Temporary housing program
- Individual and Family Grant Program
- Internal Revenue Service tax relief
- Public agency assistance
- Hazard mitigation
- Veteran's Affairs assistance

4.7.4 Public Assistance Program Responsibilities

The City of San Luis Obispo has the responsibility for completion and submittal of the required documents for both state and federal public assistance programs (note that the term “public” in this context refers to public agencies, verses individuals. Assistance for individuals is generally referred to as "individual assistance". Overviews of certain individual assistance programs are contained later in this part of the EOP).

The County Office of Emergency Services (OES) is the primary agency for coordinating the initial completion of the public assistance program applications and supporting materials for County government. County OES may also serve as the initial primary contact for state and federal field representatives. City emergency management representatives complete the application process and provide supporting materials to state and federal representatives for their jurisdictions.

The following pages provide a basic outline of a certain federal public assistance program and the California Disaster Assistance Act (CDAA).

4.7.4.1 Federal Public Assistance Program

Authorities and Required Declarations: The federal public assistance program is authorized under the Federal Disaster Relief Act of 1974, as amended by the Robert T. Stafford Disaster Relief and Emergency Assistance Amendments of 1988 (certain portions of the Stafford Act may be amended from time-to-time, resulting in changes in the following programs and requirements from time-to-time).

The federal program requires a local emergency declaration, state of emergency proclamation, and a federal declaration of a major disaster or emergency.

Eligible Applicants: Applicants may include state agencies, counties, cities, special districts, K-12 schools, colleges, and certain private non-profit organizations. The private non-profit organizations include educational, utility, emergency, medical, and custodial care facilities.

Private non-profit organizations that manage and operate essential governmental services facilities such as community centers, libraries, homeless shelters, senior citizen centers, shelter

workshops, and similar facilities that are open to the general public may also be eligible under the federal public assistance program.

Private non-profit organizations may need to, when applying for assistance, produce a letter from the Internal Revenue Service that grants them tax exempt status. They must also provide satisfactory evidence from the State of California showing they are a non-revenue-producing organization.

Eligible Work Projects: In order to be eligible for federal public assistance, work projects must be:

- Necessary/required as a result of a disaster event.
- Located within the designated disaster area.
- Work project must be the legal responsibility of the applicant.

There are seven categories of work projects under the federal program:

- Category A - Debris clearance
- Category B - Emergency protective measures
- Category C - Road system repairs
- Category D - Water Control Facilities
- Category E - Buildings and equipment
- Category F - Public utility systems
- Category G - Other (parks, recreational facilities, etc.)

To qualify under the federal program, removal of debris from privately or publicly owned lands and waters must meet certain conditions that may include:

- Eliminate immediate threats to life, public health, and safety.
- Eliminate immediate threats of significant damage to improved public or private property.
- Ensure economic recovery of the affected community at large.

Measures undertaken to preserve public health and safety must meet certain conditions that may include:

- Eliminate or lessen immediate threats to life, public health, and safety.
- Eliminate or lessen immediate threats of significant damage to improved public/private property.
- Eliminate or lessen immediate threats of additional damage to improved public or private property through cost-effective measures.

Examples of emergency protective measures include shelter, temporary repairs, National Guard emergency labor, emergency communications, emergency transportation, and cooperative agreement costs.

Permanent Restoration: Permanent restoration of eligible facilities will be based on the design of such facilities as they existed immediately prior to the disaster, and in conformity with current codes and standards. Standards must meet certain conditions that may include meeting the following:

- Apply to the type of repair or restoration required.
- Be appropriate to the pre- disaster use of the facility.
- Be in writing and adopted prior to project approval.
- Apply uniformly to all similar types of facilities within the jurisdiction of the code granting authority.

A facility is considered repairable when repairs can restore the facility to the pre-disaster function and the cost of such repairs can be made at a cost less than the estimated replacement cost of the damaged facility.

When a facility is deemed non repairable by the DHS/FEMA Region IX Director or other approval authority, approved restorative work shall include replacement of the facility on the basis of pre-disaster design, in conformity with applicable codes and standards for new construction. The DHS/FEMA Region IX Director or other approval authority may require and approve funding for restoration of a destroyed facility at a new location when the facility is and will be subject to repetitive heavy damage.

Facilities that were not in active use at the time of the disaster may not be eligible except in those instances where the facilities were temporarily inactive due to repairs or remodeling. Reasonable repair costs for equipment are eligible or, if destroyed, equipment may be replaced with a comparable item. Replacement may be subject to current fair market value, less salvage and/or insurance recovery.

Eligible Cost: Generally, in order for costs for work projects to be eligible, they must be:

- Necessary and reasonable.
- Authorized or not prohibited under state, local, or other federal laws, regulations, or other governing limitations.
- Consistent with policies, regulations, and procedures that apply uniformly to federal assistance and other activities of the unit government.
- Treated consistently through application of generally accepted accounting principles.
- Not allocated to or included as a cost of any other federally financed program.

Eligible Wage Costs: Wage costs may include overtime and overtime fringe benefits only for emergency protective measures performed by force account labor. Regular and overtime wages may be eligible for permanent work performed by force account labor. If labor is contracted, whether emergency or permanent work, generally most costs are eligible.

Eligible Equipment Costs: Regulations allow for reimbursement for ownership and operation of costs of applicant-owned equipment used to perform eligible work. Reimbursement rates under local guidelines are established from the DHS/FEMA Schedule of Equipment Rates, although other standard rates may possibly be used. Equipment damaged or destroyed as result of the disaster also may be eligible. Rental equipment is reimbursed under a "reasonableness" rate schedule, as determined by DHS/FEMA.

Consumable Supplies and Materials: Consumable supplies that are eligible under the federal program include hand tools, materials, and other supplies used for the work projects.

Cooperative Agreements: Direct costs associated with cooperative agreements may be eligible under the federal program.

Administrative Allowances: Allowances for necessary costs of requesting, obtaining, and administering federal disaster assistance sub-grants may vary depending on program adjustments and revisions. However, as of the writing of this plan, some general examples from previous disasters are:

\$0 - \$99,999	3 percent
\$100,000 - \$999,999	2 percent
\$1,000,000 - \$4,999,999	1 percent
\$5,000,000 and up	.5 percent

4.7.5 Applying for Assistance

Under agreements with DHS/FEMA, Cal EMA is responsible for processing all sub-grants for applicants, including providing technical assistance and advice to sub-grantees providing state support for damage survey activities ensuring that potential applicants for assistance are aware of available federal assistance and, submitting documents necessary for grant awards. Cal EMA conducts briefings for public officials and potential applicants. The applicant process and requirements for the County of San Luis Obispo and other members of the San Luis Obispo Operational Area will generally include the following:

- Notice of Interest submittal within 30 days of the federal programs activation.
- List of Projects.
- Resolution Designating an Authorized Representative.
- Cal EMA Project Application.

4.7.6 Damage Survey Report (DSR)

Once the Cal EMA Project Application is received, a joint state/federal inspection team may come into the requesting jurisdiction to perform a Damage Survey Report (DSR). The DSR identifies the scope of work and the quantitative estimate of cost of each work project. The inspection team prepares a DSR data sheet for each project listed on the List of Projects. A project means all work performed at a single site.

Any damage not shown to the inspection team during its initial visit must be reported to the DHS/FEMA Region IX Director, through the Governor's Authorized Representative (GAR), within 60 days following the completion of the initial visit.

Within 45 days of receipt of the application for federal public assistance, the DSRs are reviewed by DHS/FEMA and a decision to obligate the funds will be rendered. Once the projects are approved, Cal EMA must submit quarterly progress reports to DHS/FEMA.

Supplements to the original application may be approved for substantial errors or omissions, overruns/under runs caused by variations in unit prices (cost adjustments), and changed site conditions/scope adjustments. Changes to small projects will normally be adjusted at the time of final inspection or an offsetting procedure will be implemented. Supplements should be requested at the earliest possible time and prior to completion of the work in question. Requests for a change in scope must be filed prior to work commencement on a "Damage Verification Form."

If a jurisdiction does not agree with the inspection team's estimate, the jurisdiction may indicate its non-concurrence with the DSR. In addition to indicating non-concurrence on the DSR form, the jurisdiction may also submit a letter of non-concurrence to Cal EMA. In this letter, include the reasons the jurisdiction disagrees with the inspection team's estimate. Provide as much supporting documentation as possible. Cal EMA will generally recommend that DHS/FEMA review the DSR to reinstate eligible costs before the DSR is approved. The letter to Cal EMA should include the disaster number, the City of San Luis Obispo's federal Project Application Number (PA Number), and the Damage Survey Report (DSR) number(s).

For tracking and accounting purposes, projects are classified as either "small projects" or "large projects." A large project is a project above a certain approved estimate of costs for example, in 2008, any project with a cost of \$60,900 or more was a figure used on a federal disaster to designate a large project from a small project.

4.7.7 Work Project Funding

To receive payment, the sub-grantee (local jurisdiction) must have a resolution that designates an authorized representative, filed a Cal EMA Project Application, and have a Vendor Data Record. Work project funding is subject to DHS/FEMA/State Agreement and 75% / 25% federal/state and local costs shares, as established as the minimum under the Stafford Act. Funding of improved projects is subject to the Governor's Authorized Representative's (GAR) approval.

Payments for administrative allowances and small projects are automatic advance payments (after supplement approval). Payments for large projects must be requested on a "Request for Reimbursement" form. Reimbursement payments are sent in the form of progress payments, with 25 % usually withheld until after final inspection or audit.

4.7.8 Completion Deadlines

The following deadlines have been established for each work category:

Debris Clearance	6 Months*
Emergency Work	6 Months*
Permanent Work	18 Months*

* Dates established from date of major disaster declaration

The Governor's Authorized Representative may extend deadlines, when justified, as follows:

Debris Clearance	6 Months
Emergency Work	6 Months
Permanent Work	30 Months

DHS/FEMA may extend the deadline beyond these dates, with adequate justification. Costs are allowed only to date of last approved time extension.

4.7.9 Final Claim

A local government applicant must submit a final claim within 60 days of the completion of all approved projects. A State representative will complete an onsite inspection of all completed projects. A final audit type review is performed. The applicant must retain all records for a time period specified by law and/or other regulations.

4.7.10 California Disaster Assistance Act (CDAA) Program

4.7.10.1 Authorities and Required Declarations

The California Disaster Assistance Act (CDAA) Program is authorized under the California Government Code, as part of the Emergency Services Act (Title 1, Chapter 7.5). CDAA requires a local government to declare a local emergency within 10 days of the incident. An allocation of funds may be made to a local agency for a project when, within 10 days after the actual occurrence of a disaster, the local agency has proclaimed a local emergency and that proclamation is acceptable to the director of Cal EMA or upon the order of the Governor when a state of emergency proclamation has been issued, and if the Legislature has appropriated money for allocation for purposes allowed by the CDAA.

For matching fund assistance for cost sharing required under federal public assistance programs, the President of the United States must declare a major disaster or emergency.

Eligible Applicants: Eligible Applicants for CDAA include city and county, counties, cities, special districts, school districts, county offices of education, community college districts.

Eligible Work Projects:

- a project(s) is a result of a disaster (defined under CDAA as "a fire, flood, storm, tidal wave, earthquake, terrorism, epidemic, or other similar public calamity that the Governor determines presents a threat to public safety")
- work project is performed within area covered by the local declaration
- work project is the responsibility of the applicant agency

There are seven (7) categories of work projects under the federal program:

Category A - Debris Clearance

Category B - Emergency Protective Measures

Category C - Road System Repairs

Category D - Water Control Facilities

Category E - Buildings and Equipment

Category F - Public Utility Systems

Category G - Other (Parks, Recreational Facilities, etc.)

Eligible Costs: Eligible costs generally include local agency personnel regular hourly wage and overtime costs. Also included are equipment costs, the cost of supplies and materials used during disaster response activities incurred as a result of a state of emergency proclaimed by the Governor. Generally excluded are the normal hourly costs of regularly assigned emergency services and public safety personnel. Costs to repair, restore, reconstruct, or replace public facilities belonging to local agencies are also eligible. Matching fund assistance for cost sharing required under federal public assistance programs is an eligible cost. Indirect costs, based on the "Indirect Cost Rate Proposal," as approved by the State Controller's Office is an eligible cost. An administrative allowance cost is also eligible for CDAA funding, subject to state/local cost-sharing.

Eligible Wages: Eligible wages under the CDAA program generally follow the same guidelines as the federal public assistance program. That is, the state will generally not assume any regular time costs which are ineligible under the federal program. The state will generally cost share any wages which are eligible for federal program funding.

Eligible Equipment Costs: Actual reasonable equipment rental costs are generally eligible. Generally, force account equipment may be claimed based on the applicant's own rate schedule or, in the absence of such a rate schedule, it may be possible to use the current California Department of Transportation (Caltrans) Labor Surcharge and Equipment Rental Rates or other rates accepted by DHS/FEMA or other funding agency.

Consumable Supplies and Materials: Consumable supplies that are eligible under CDAA generally include hand tools, materials, and other supplies used for the work project.

Cooperative Agreements: Costs for work performed under cooperative agreements between local governments are eligible under CDAA, but are limited to those costs of the responding entity for which an applicant is legally obligated to pay.

Applying for Assistance: Cal EMA is responsible for transmitting applications for CDAA to eligible applicants. Cal EMA conducts briefings for public officials and/or potential applicants. A project application for assistance must be filed within 60 days of the date of the local emergency declaration/proclamation. The application must include a "List of Projects" and a "Resolution Designating an Authorized Representative". In the event of a federal major disaster declaration, the federal "Notice of Interest" (NOI) may establish eligibility for both programs.

Damage Survey Reports (DSR): In past disasters, damage surveys were generally conducted by a state representative accompanied by a local representative. However, in future disasters the state and/or federal agencies may allow local agencies to do their own small project DSRs. Whichever method is used, a DSR is prepared for each project reported on the "List of Projects." The DSR identifies the scope of work and the quantitative estimate of cost of each work project.

All damage sites must be reported within the 60 day application period. All sites must be surveyed within 60 days of the date of a local agency's application. DSRs are reviewed and approved by the Cal EMA Disaster Assistance Division. The complete application, with copies of approved DSRs, DSR summary, and a cover letter, will be sent to applicants for review and approval. The "Applicant Approval" forms must be returned to Cal EMA within 10 days from date of approval letter.

Supplements to the original application may be approved for substantial errors or omissions, overruns/under runs caused by variations in unit prices (cost adjustments), and changed site conditions/scope adjustments. Changes to small projects will normally be adjusted at the time of final inspection or an offsetting procedure will be implemented. Supplements should be requested at the earliest possible time and prior to completion of the work in question. Requests for a change in scope must be filed prior to work commencement.

If a local jurisdiction does not agree with the inspection team's estimate, that non-concurrence may be indicated on or with the DSR. In addition to indicating non concurrence on the DSR form, the jurisdictions may also submit a letter of non concurrence to Cal EMA. In this letter, the jurisdictions must include the reasons why it disagrees with the inspection team's estimate, and provide supporting documentation. Cal EMA will recommend that DHS/FEMA review the DSR to reinstate eligible costs before the DSR is approved. The letter to Cal EMA should include the disaster number, the City of San Luis Obispo's federal Project Application Number (PA Number), and the Damage Survey Report (DSR) number(s).

Work Project Funding: Eligible projects are subject to 75% / 25% state/local cost sharing. The local share may be waived during some disasters. Project applications resulting in a state share of a certain small dollar amount (in past disasters, it has been less than \$2,500) will not be approved. Damaged site replacement provisions of the DAA are similar to those for federal "Improved Projects." CDAA funds can be used for the local share of a federal "Alternate Project" when the program is implemented under federal major disaster declaration. An

applicant may receive up to 90% of the estimated State share of a project as an advance. Advances must be requested, using a "Request for Advance" form. Applicants are expected to comply with federal requirements when federal funds are involved. Applicants are expected to fully pursue federal funds otherwise available in the absence of State financial assistance. State funds cannot be used to replace funds lost through noncompliance with other program requirements.

Completion Deadlines: When federal funds are involved, the federal deadlines apply. In the event of a Director's concurrence with a local declaration or a Governor's proclamation of a state of emergency, the following deadlines apply (extensions are allowable with adequate justifications):

Debris Clearance	6 months from date of declaration
Emergency Work	6 months from date of declaration
Permanent Work	18 months from date of declaration

Final Claim: Applicant must submit final claim within 60 days of the completion of all approved projects. A state engineer will complete an on-site inspection of all completed projects. Claims over a certain amount (in past disasters, the amount has been \$50,000) in State assistance will be subject to a field audit. Any funds owed to an applicant by the State will be paid after final determination of eligible costs by Cal EMA, and after review of the final inspection report or audit.

Individual Assistance Program Responsibilities: It is hoped that, whenever possible, individuals can be responsible for their own personal recovery, including through methods such as insurance coverage. However, some individuals may request or have a need for public agencies to deliver assistance to them well after the disaster. Both the City and other jurisdictions can assist by coordinating the initial obtaining or attempting to obtain, federal and state disaster assistance for individuals. The objective of the City of San Luis Obispo is to provide the citizens of their community with information that may be necessary to help recover from the disaster.

Generally, examples of the sequence of delivery of individual assistance may happen as follows, depending on the services available due to a specific disaster (not all services below and on the following pages may be made available during any particular disaster/emergency):

- Individual actions for assistance (family, friends, volunteer organizations, churches, etc.).
- Recovery/assistance from private insurance carriers.
- DHS/FEMA disaster housing assistance.
- United States Small Business Administration assistance through low interest loans.
- Individual and Family Grant Program Assistance.
- Cora Brown Fund Assistance.

The San Luis Obispo Operational Area's objective is to coordinate or provide information necessary for individuals to recover from a disaster.

A brief summary of some possible individual assistance programs and services are listed below.

American Red Cross (ARC): American Red Cross may provide for the initial critical needs of individuals such as food, clothing, shelter, and supplemental medical needs.

Cora Brown Fund: Funds may be used for disaster related needs that have not or will not be met by government or other organizations that have programs to address such needs (awarded through DHS/FEMA).

Crisis Counseling Programs: Crisis counseling programs may provide grants to state and county mental health departments, who in turn provide training for screening, diagnosing, and counseling techniques. They may also provide funds for counseling, outreach, and consultation for those affected by disaster.

State Department of Aging: State Department of Aging may provide special outreach services for seniors, including food, shelter, and clothing. Individuals may contact the California Department of Aging for a referral to nearest location.

State Department of Consumer Affairs: State Department of Consumer Affairs may offer consumer information, investigates and corrects price gouging and a toll free number so that consumers can check on license status of contractors.

State Department of Insurance: State Department of Insurance may provide assistance in obtaining copies of policies and provide information regarding filing claims. For more information, contact California Department of Insurance.

Department of Motor Vehicles (DMV): DMV may offer waivers of certain fees. For more information, contact California Department of Motor Vehicles.

Department of Veteran's Affairs: Department of Veteran's Affairs may provide damage appraisals and settlements for VA-insured homes, and assist with filing of survivor benefits. For more information, contact the California Department of Veteran's Affairs.

United States Department of Agriculture: Assistance provided may include federal crop insurance, emergency conservation program, non insured assistance, the Agriculture Conservation Program, emergency watershed protection, rural housing Service, rural utilities service, and rural business and cooperative service. Agriculture disaster assistance is generally coordinated through the County Agriculture Commissioner's Office.

Disaster Unemployment: Disaster unemployment may provide weekly unemployment subsistence grants for those who become unemployed because of a major disaster or emergency. Applicants must have exhausted all benefits for which they would normally be eligible.

Federal Financial Institutions: Member banks of FDIC, FRS or FHLBB may be permitted to waive early withdrawal penalties for Certificates of Deposit and Individual Retirement Accounts.

Franchise Tax Board: Following proclamation of a state of emergency by the Governor, in past disasters the Legislature has authorized the acceptance of casualty loss deductions within the California tax returns of those affected. Applicants may contact the California Franchise Tax Board.

Individual and Family Grant Program: May award grants to individuals or families for disaster-related serious needs, such as moving and storage, medical, dental, funeral, essential personal or real property needs. Eligibility is dependent on the seriousness of need and exhaustion of DHS/FEMA and SBA funds. Referral to the program is automatic with DHS/FEMA registration and SBA application.

Internal Revenue Service (IRS) Tax Relief: IRS may provide extensions to current year's tax return, allow deductions for disaster losses, and allow amendment of previous tax returns to reflect loss back to three years. Victims may contact the IRS.

Mennonite Disaster Service: Mennonite Disaster Services may provide assistance for repair of private residences and community facilities, warning, evacuation, and search. May assist with cleanup and repair for elderly, disabled, and under insured citizens. It may also provide mental health support. Contact nearest Mennonite Services location.

Salvation Army: Assistance may include mobile feeding, emergency shelter, applicant registration, collection and distribution of clothing and supplies, counseling, language interpretation, and assistance in locating missing persons. Contact local Salvation Army for assistance.

State Board of Equalization: State Board of Equalization may provide tax relief services which may allow for the transfer of tax basis to another property, exemptions for property losses, and deferment of a tax bill until the damaged property can be surveyed to reflect its value following a disaster. For more information, contact the Board of Equalization.

United States Small Business Administration (SBA): SBA may provide low interest disaster loans to individuals and businesses who have suffered a loss due to a disaster. Submit request for SBA loan assistance to the State's Southern Region Cal EMA.

Temporary Housing Assistance: Temporary Housing Assistance may provide for transient accommodations, rental assistance, mobile homes, furniture rental, mortgage assistance, and emergency home repairs. Individuals should contact DHS/FEMA to register.

4.8 HAZARD MITIGATION – PLANNING AND PREVENTION

Hazard mitigation involves the ongoing identification of potential risks and hazards to the community, and development of effective pre-disaster mitigation strategies for the purpose of reducing potential impacts. Hazard mitigation planning is accomplished through advance planning and preparedness.

Hazard mitigation is addressed through a variety of methods, many through the planning process. A number of goals related to reducing risk can be found in the Safety Element of the General Plan. The Safety Element establishes policies and programs to protect the community from risks associated with fires, flood, geologic hazards and other natural disasters. In order to reduce loss of life, injuries, and damage to property, the Safety Element requires safety to be considered in the planning process.

Hazard mitigation may also be accomplished through emergency planning by addressing threats and developing contingency plans for the threats.

Additional mitigation occurs through ongoing prevention efforts, such as:

- Fire Prevention Inspections
- Public Education
- Community Emergency Response Training (CERT)
- Senior Safety Training
- Plan Checks
- Weed Abatement Program
- Code Enforcement
- San Luis Obispo County Community Fire Safe Council
- Public Works Flood Control

4.8.1 Hazard Mitigation Grant Programs

Hazard mitigation programs are what the name implies – programs intended to mitigate the effect of future disasters.

Following a presidential disaster declaration, the federal Hazard Mitigation Grant Program (HMGP) is activated. 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, and are delivered as either part of a Public Assistance grant or as a stand alone measure. Mitigation projects must be cost effective and represent a solution to a problem.

As of the date of this EOP, the HMGP funding amount is based upon a 15% share of the DHS/FEMA estimate of all Damage Survey Reports (DSRs) for public assistance work performed, and Individual Assistance costs. That is, if damages are estimated to be \$1,000,000, \$150,000 may also be made available for hazard mitigation. However, the hazard mitigation programs do change, thus the percentages and other requirements and conditions may change in future disasters.

The federal contribution can be up to 75% of the cost of the hazard mitigation project approved for funding, with applicants providing matching funding through a combination of either state, local, or private resources. HMGP funds cannot be used as the sole match for other federally funded programs.

4.8.2 Hazard Mitigation Grant Process

Following each Presidential declaration of Emergency or Major Disaster, the Regional Director of DHS/FEMA and the Governor execute a document called the Federal/State Agreement. In past disasters, 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 the 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 DHS/FEMA Regional Director for concurrence.
- Review and update as necessary disaster mitigation portions of emergency plans.

A Hazard Mitigation Coordinator (HMC) is appointed for the State and local applicant. These individuals will constitute the Hazard Mitigation Team which will:

- Identify significant hazards in the affected areas giving priority to disaster-related hazards.
- Evaluate impacts of these hazards and measures which will mitigate their impacts.
- Recommend appropriate hazard mitigation measures.

The Hazard Mitigation Team uses information from Damage Survey Reports (DSR's), and visits to selected sites where significant damage has occurred. The state and local representatives on the Hazard Mitigation Team are responsible for ensuring that there is adequate consultation among interested federal, state, and local parties.

The Hazard Mitigation Team also prepares a Hazard Mitigation Plan which is submitted to the DHS/FEMA Regional Director through the Governor's Authorized Representative (GAR) 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-term and long-term planning frameworks for implementation of hazard mitigation efforts.

Eligible applicants include state agencies, local governments, and private non-profit organizations which own or operate facilities providing essential government services. Essential government services include educational facilities, utilities, emergency services, medical services, custodial care, etc. Although HMGP funds are based on a percentage of Public Assistance funding, awards are not limited to public projects, but must be sponsored by an eligible public entity.

Most types of hazard mitigation projects are eligible, provided they benefit the declared disaster area and meet basic project eligibility. The priorities of funding will be established by the Cal EMA. Eligible projects must be cost effective and substantially reduce the risk of future damage, hardship, loss, or suffering resulting from natural disasters.

Eligible projects must:

- be consistent with the community's long-range hazard mitigation planning goals
- represent significant risk if left unresolved
- address, when applicable, long-term changes to the areas and entities it protects, and have manageable future maintenance and modification requirements
- comply with all applicable codes and standards for the project locale
- have a direct beneficial impact upon the designated disaster area
- not fund personnel only - except for short-term projects which will result in long-term benefits
- not cost more than the anticipated value of the reduction in both direct damages and subsequent negative impacts were future disasters to occur
- provide solutions, rather than merely identify or analyze hazards, unless such constitutes a functional portion of a solution
- provide the most practical, effective, and environmentally sound solution, given a well-considered range of options

Certain actions, policies and procedures are necessary for implementing Section 406 (Minimum Standards for Public and Private Structures) of the Federal Disaster Relief Act of 1974 (Public Law 93-288) following a Presidential declaration of Emergency or Major Disaster, which covers hazard mitigation. It also assigns hazard mitigation responsibilities to various elements of federal, state, and local governments in California.

Section 406 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 recipient 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.

4.8.3 Disaster Mitigation Act of 2000

The Federal Emergency Management Agency's Disaster Mitigation Act of 2000 (DMA 2000) requires that by November 2004 a local, approved hazard mitigation plan must be in place in order to receive Hazard Mitigation Grant Program funds. Specifically, title 44 CFR Subpart 201.6 states "...a local government must have a mitigation plan approved pursuant to this section in order to receive HMGP project grants...." These plans must be submitted, via the State, to DHS/FEMA and approved by November 1, 2004.

In 2006 City Council approved a Local Hazard Mitigation Plan for the City. This plan will guide the City toward greater disaster resistance. It is in full accord with the character and needs of the community as well as federal requirements. The potential hazards identified and assessed in this Local Hazard Mitigation Plan include earthquakes, floods, hazardous materials events, landslides, wildland fires, and windstorms. Mitigation actions include a range of specific actions and projects that reduce the effects of each hazard, with particular emphasis on protecting new and existing buildings and infrastructure.

Acronyms

The following is a list of acronyms used with this document:

Cal EMA	California Emergency Management Agency
Caltrans	California Department of Transportation
CDA	California Disaster Assistance Act
DUA	Disaster Unemployment Assistance
EIDL	Economic Injury Disaster Loan Program (SBA)
Federal PA	Federal Public Assistance Program
FEMA	Federal Emergency Management Agency
FEMA CCP	FEMA Crisis Counseling Program
FHWA	Federal Highways Administration
FMAG	Fire Management Assistance Grant
HMGP	Hazard Mitigation Grant Program
HUD	United States Department of Housing and Urban Development
IHP	Federal Assistance to Individuals and Households Program
NRCS	Natural Resource Conservation Service
PNP	Private Non-Profit Organization
SAP	Safety Assessment Program
SBA	United States Small Business Administration
SSGP	State Supplemental Grant Program
State PA	State Public Assistance Program
USACE	United States Army Corps of Engineers
USDA	United State Department of Agriculture

City of San Luis Obispo

Emergency Operations Plan

Part 5 – Overview of Attachments and Referenced Stand Alone Documents

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PART 5 - OVERVIEW OF ATTACHMENTS AND REFERENCED STAND ALONE DOCUMENTS

5.1 OVERVIEW OF ATTACHMENTS AND REFERENCED STAND ALONE DOCUMENTS

Due to the nature and type of threats to the City of San Luis Obispo, there are a number of stand alone emergency plans, procedures, references and other documents which are separate documents from this Emergency Operations Plan. Although they are “stand alone”, separate documents, the below referenced plans and procedures are essentially attachments to and/or otherwise compatible with this EOP.

The following sections provide an overview of stand alone plans, procedures, and other documents which are related to and compatible with this EOP. Due to changing needs and emergency management methods and procedures, the below list may change from time-to-time, and may not be inclusive of all emergency response plans, procedures, and other documents used within and/or by the City of San Luis Obispo. In addition, when updating the individual plans or annexes below in the future it does not trigger the need to go through the approval process for this Emergency Operations Plan (EOP).

5.1.1 Earthquake Emergency Response Plan (Annex A)

The Earthquake Emergency Response Plan (Annex A) contains specific response information that may be unique to earthquakes. The Earthquake Emergency Response Plan can act as a stand alone document. It can be found in each City Department’s administrative office. Also copies can be located at the City’s Emergency Operations Center (EOC).

5.1.2 Nuclear Power Plant Emergency Response Plan (Annex B)

This plan describes the City of San Luis Obispo’s policies and concepts for responding to nuclear power plant emergencies which could affect the health, safety, or property of the public within the city limits. It can be found in each City Department’s administrative office. Also copies can be located at the City’s Emergency Operations Center (EOC).

5.1.3 Hazardous Materials Emergency Response Plan (Annex C)

This Plan provides policy and other information that may be unique to hazardous material incidents. It also provides an overview of information on how emergency management issues within the city could be handled in the event of a large scale hazardous materials incident, such as evacuation overview information, shelter-in-place overview, emergency warning systems information, and mutual aid. This document also provides information on incident command and jurisdictional issues, as well as administrative information such as cost recovery guidelines and policies.

The Hazardous Materials Emergency Response Plan (Annex C) can act as a stand alone document. It can be found in each City Department’s administrative office. Also copies can be located at the City’s Emergency Operations Center (EOC).

5.1.4 Storm-Flood Emergency Response Plan (Annex D)

This plan describes the role and operations of the City of San Luis Obispo during a storm emergency or flood. The plan sets forth operating procedures using the Incident Command System adopted by the City of San Luis Obispo. The plan defines and describes the emergency organization which will be used during such an emergency. The Storm/Flood Plan (Annex D) can act as a stand alone document. It can be found in each City Department's administrative office. Also copies can be located at the City's Emergency Operations Center (EOC).

5.1.5 Wildland Fire Emergency Response Plan (Annex E)

This plan establishes the City's response organization, command authority, responsibilities, functions and interactions required to mitigate the effects of a large-scale wildland fire affecting the City of San Luis Obispo. The first priority of emergency response shall be to minimize loss of life. Although focusing primarily on the City's response, the plan also identifies other local, county, state, and federal and private sector responsibilities. The plan is designed to unify all response agencies under the Incident Command System (ICS) in order to best utilize multi-agency resources and more effectively minimize damage to life and property caused by the effects of a significant wildland fire. The Wildland Fire Emergency Response Plan (Annex E) can act as a stand alone document. It can be found in each City Department's administrative office. Also copies can be located at the City's Emergency Operations Center (EOC).

5.1.6 Information Technology (IT) Recovery Plan (Annex F)

This plan contains procedures to prepare for and recover from an event which results in loss of business functions that depend on critical information technology. The IT Recovery Plan explicitly applies to information technology losses that occur as a result of City emergencies covered by one of the existing plans or an information technology loss that results from an independent event. This plan describes an organization for planning and leadership in the event of an information technology incident. It can be found in each City Department's administrative office. Also copies can be located at the City's Emergency Operations Center (EOC).

5.1.7 County EMSA Multi-Casualty Incident Plan (Annex G)

This San Luis Obispo County Emergency Medical Services Agency Prehospital Policy has been adopted by the City of San Luis Obispo as a guideline for handling multi-casualty incidents (MCI). The purpose of this plan is to establish responsibilities and determine actions required to coordinate a multi-agency response to a multi-casualty incident (MCI). This plan describes the command structure for an MCI and gives specific position functions and tasks based on the Incident Command System (ICS). It can be found in each City Department's administrative office. Also copies can be located at the City's Emergency Operations Center (EOC).

5.1.8 City Emergency Operations Center Set-Up Plan (Annex H)

The purpose of the Emergency Operations Center Set-Up Plan is to provide procedures for mobilization and activation of the City EOC including its set-up. It can be found in each City Department's administrative office. Also copies can be located at the City's Emergency Operations Center (EOC).

5.1.9 County Office of Emergency Services Resource List (Annex I)

A resource list of selected public and private resources which may be needed during emergencies or other incidents has been developed for emergency management and related agency use. It can be found in each City Department's administrative office. Also copies can be located at the City's Emergency Operations Center (EOC).

5.1.10 County/Cities Nuclear Power Plant (NPP) Emergency Response Plan

The San Luis Obispo County/Cities Nuclear Power Plant Emergency Response Plan is a joint County and cities emergency plan. The NPP Emergency Response Plan covers local response and coordination of many local and locally based state agencies which would be involved in a nuclear power plant incident beyond a "normal" response (such as "standard" EMS calls, small fires, and other incidents which could be at any industrial or commercial facility).

The plan is broken up into three parts: an administrative section with overall policy and related information; a section which is made up of standard operating procedures (which are essentially guidelines or smaller plans for various agencies which have a role in NPP emergency planning and response), and a third part which is reference information. The standard operating procedures (there are approximately 53), which are commonly referred to as SOPs, are updated depending on need, however they are cycled through for updates on an ongoing basis. In addition to the ongoing updates, a letter is regularly sent to each of the agencies with an SOP inquiring if updates need to be made.

Since the NPP Emergency Response Plan refers to Standard Operating Procedures (SOP)s for many disciplines and agencies, there are procedures within that plan which can be referenced and used for other emergencies in certain areas of the County, such as coordination efforts for response to people with special needs. The City of San Luis Obispo has three copies of this plan. They are located with the Police Chief, City Manager, and at the Emergency Operations Center (EOC). The administrative section of the NPP Emergency Plan can be found on-line at: <http://www.slocounty.ca.gov/Assets/OES/NPP+Admin+Plan.pdf>

5.1.11 Safety Element of the City of San Luis Obispo General Plan

The Safety Element is one of several elements that comprise the General Plan related to land use, zoning, and related planning in the City of San Luis Obispo. The Safety Element provides a general evaluation of potential public safety hazards on a citywide basis.

The Safety Element has three goals:

- Minimize injury and loss of life
- Minimize damage to public and private property
- Minimize social and economic disruptions resulting from injury, death, and property damage.

The plan has specific policies on:

- Flooding
- Fire
- Earthquakes and other Geologic Hazards
- Hazardous Materials
- Electromagnetic Fields
- Airport Hazards
- Hazardous Trees
- Avoiding and preparing for emergencies in general

Link provide for Safety Element of the City of San Luis Obispo General Plan

<http://www.ci.san-luis-obispo.ca.us/communitydevelopment/download/unifiedgeneralplan/Chapter5-Safety.pdf>

5.2 CITY OF SAN LUIS OBISPO EMERGENCY ORDINANCE

The City of San Luis Obispo Emergency Ordinance is found in Chapter 2.24 of the San Luis Obispo Municipal Code. For ease of reference, the ordinance is shown below.

5.2.1 City Code Section 2.24 (Emergency Services)

2.24.010 Purpose.

The declared purposes of the ordinance codified in 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. (Prior code § 2430)

2.24.020 Emergency defined.

As used in this chapter, “emergency” means the actual or threatened existence of conditions of disaster or of extreme peril to the safety of persons and property within the city caused by such conditions as air pollution, fire, flood, storm, hazardous materials incident, drought, sudden and severe energy shortage, plant or animal infestations or disease, epidemic, riot, nuclear emergency, earthquake, or other conditions, including conditions resulting from war, terrorist acts or imminent threat of war, 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. (Prior code § 2430.1)

2.24.030 Disaster council—Membership.

The San Luis Obispo disaster council is created and shall consist of the following:

- A. The mayor, who shall be the chair of the disaster council;
- B. The vice mayor, who shall be vice chair;
- C. All other members of the city council.

2.24.040 Disaster council—Powers and duties.

It shall be the duty of the disaster council, and it is empowered, to review and approve the emergency operations plan 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 emergency services director or, in his or her absence from the city or inability to call such meeting, upon call of the deputy emergency services director. (Prior code § 2430.2)

2.24.050 Officers - Offices created.

- A. There is created the office of emergency services director. The city manager shall be the emergency services director.
- B. There is created the office of deputy emergency services director. The assistant city manager shall be the deputy emergency services director.
- C. There is created the office of emergency operations center director, who shall be appointed by the emergency services director. (Prior code § 2430.3)
- D. There is created the office of city disaster preparedness officer. The fire chief shall be the city disaster preparedness officer.

2.24.060 Officers - Powers and duties.

- A. The emergency services director is 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 emergency services 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 emergency services 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 the ordinance codified in 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 in this chapter;
6. In the event of the proclamation of a “local emergency” as provided in this subsection, the proclamation of a “state of emergency” by the Governor or the Director of the California Emergency Management Agency, a “federal declaration of emergency” or the existence of a “state of war emergency,” the emergency services director is 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 city 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 his or her 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, and 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 emergency services director 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. Such order of succession shall be approved by the city council.
- C. The deputy emergency services director shall assist the emergency services director in all respects, particularly in coordinating the activities of city staff members and volunteer members of the emergency organization.
- D. The emergency operations center director shall, under the supervision of the emergency services director manage the city’s emergency operations center when activated to respond to and recover from an emergency or disaster. The emergency operations center director with the assistance of other city staff and volunteers shall develop emergency action plans to control and manage any emergency or disaster in this city. (Prior code § 2430.4)

2.24.070 Emergency organization - Membership.

All officers and employees of this city, together with those volunteer forces enrolled to aid the emergency organization 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 San Luis Obispo Municipal Code Section 2.24.060A.6c, be charged with duties pertaining to the protection of life and property in this city during such emergency, shall constitute the emergency organization of the city. All above mentioned members of the emergency organization, without exception, will be considered “disaster service workers” giving them protection under California Senate Bill 39-Personal liability immunity: “disaster service workers”. (State of California Civil Code Section 1714.5) (Prior code § 2430.5)

2.24.080 Emergency plan.

The emergency services director, the disaster preparedness officer and other city department heads shall be responsible for the development of and updates to the city emergency operations 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. (Prior code § 2430.6)

2.24.090 Expenditures.

Any expenditure 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. (Prior code § 2430.6(a))

2.24.100 Violation - Penalty.

It shall be a misdemeanor, punishable by a fine not in excess of five hundred dollars or by imprisonment for a period 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 or her by virtue of this chapter;
- B. Do any act forbidden by any lawful rule or regulation issued pursuant to this chapter, if such act is of such a nature as to give, or be likely to give, assistance to the enemy or to imperil the lives or property of inhabitants of this city, or to prevent, hinder or delay the defense or protection thereof;
- C. Wear, carry or display, without authority, any means of identification specified by the emergency agency of the state. (Prior code § 2430.7)

5.3 EMERGENCY PROCLAMATION DOCUMENTS

The following pages contain ready to complete documents of declaration:

- Proclamation of Local Emergency
- Request to Governor to Proclaim a State of Emergency.

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PROCLAMATION OF A LOCAL EMERGENCY

WHEREAS, section 2.24.060 of the San Luis Obispo Municipal Code empowers the Emergency Services Director to proclaim the existence or threatened existence of a local emergency when the City is affected or likely to be affected by a public calamity and the City Council is not in session; and

WHEREAS, the City Manager, as Emergency Services Director of the City of San Luis Obispo, does hereby find that:

1. Conditions of extreme peril to the safety of persons and property have arisen within the City of San Luis Obispo, caused by _____ (fire, flood, storm, epidemic, riot, earthquake, or other cause) commencing on or about _____ a.m./p.m. on the _____ day of _____, 20__ ; and

2. That the City Council of the City of San Luis Obispo 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; and

IT IS FURTHER PROCLAIMED AND ORDERED:

A. 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, ordinances, and resolutions of this City, including but not limited to the Emergency Services Act (*California Government Code, Section 8550, et seq.*), Chapter 2.24 of the San Luis Obispo Municipal Code, and the City of San Luis Obispo Emergency Operations Plan;

B. That a copy of this Proclamation of Local Emergency shall be posted on the outside public access doors of City Hall at 990 Palm, San Luis Obispo, and that personnel of the City of San Luis Obispo shall endeavor to make copies of this Proclamation available to news media.

Date and Time

Emergency Services Director

APPROVED AS TO FORM:

City Attorney

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**REQUEST TO GOVERNOR TO PROCLAIM A STATE OF EMERGENCY
IN THE CITY OF SAN LUIS OBISPO**

WHEREAS, section 2.24.060 of the San Luis Obispo Municipal Code empowers the Emergency Services Director to proclaim the existence or threatened existence of a local emergency and request the Governor to declare a State of Emergency when the City is affected or likely to be affected by a public calamity and the City Council is not in session; and

WHEREAS, the City Manager, as Emergency Services Director of the City of San Luis Obispo did declare a local emergency caused by _____ (fire, flood, storm, epidemic, riot, earthquake, or other cause) at _____ a.m./p.m. on the _____ day of _____, 20__ ; and

WHEREAS, the Emergency Services Director of the City of San Luis Obispo hereby finds that conditions currently exist within the City of San Luis Obispo, which are not a result of labor controversy, that are likely to be beyond the control of the services, personnel, equipment and facilities of the City of San Luis Obispo and require the combined forces of other political subdivisions to combat.

NOW, THEREFORE, THE EMERGENCY SERVICES DIRECTOR OF THE CITY OF SAN LUIS OBISPO HEREBY REQUESTS THAT THE GOVERNOR TAKE ACTION AS FOLLOWS:

- A. Proclaim a State of Emergency pursuant to *California Government Code*, Section 8625.
- B. Direct the deployment of State personnel and equipment pursuant to *California Government Code*, Section 8628.
- C. Order the regulations and orders placed into effect pursuant to the state of local emergency shall be effective during the existence of said emergency pursuant to *California Government Code*, Section 8627.
- D. Request a Presidential Declaration of Emergency in the City San Luis Obispo.

Date and Time

Emergency Services Director

APPROVED AS TO FORM:

City Attorney

5.4 INITIAL DAMAGED ESTIMATE (IDE) FORM

The Initial Damage Estimate (IDE) form is discussed earlier in this Emergency Operations Plan:

Part 3 - section 3.2.6.14	Damage Assessment
Part 4 - section 4.1	Recovery Operations
Part 4 - section 4.3.3	Short and Long Term Recovery
Part 4 - section 4.4	Recovery Damage/Safety Assessments

The EOC Director should consider using this form on any type of emergency whenever there is the need to track and assess damage in the City, including loss of life and when a Local Emergency or State of Emergency is declared.

This IDE form should be assigned to the Planning/Intelligence Section to update and complete under the Situation Unit. One or two people should be assigned to compiling the damage totals as data arrives from Public Works, Fire, Law, Utilities and Public Health Branches.

This IDE form shall be updated once or twice daily and forwarded to County OES based on the size and scope of the emergency and by direction given from the EOC Director.

County OES will forward the City IDE forms to Cal-EMA in Sacramento.

On the following pages are blank copies of the Initial Damage Estimate form or it can be located on the "T: drive" on the City Network in the Emergency Operations Plan folder. It is listed as: SLO City IDE. (<T:\Emergency Operations Plan\SLO City IDE.xls>)

**INITIAL DAMAGE ESTIMATE (IDE)
SUMMARY REPORT FORM**

Cal-EMA INCIDENT #

JURISDICTION:	<input type="text" value="San Luis Obispo City"/>	NAME OF REPORTING OFFICIAL:	<input type="text"/>
COUNTY:	<input type="text" value="San Luis Obispo County"/>	TITLE:	<input type="text"/>
EMAIL:	<input type="text"/>	FAX:	<input type="text"/>
TELEPHONE:	<input type="text"/>	DATE - TIME OF START OF EVENT:	<input type="text"/>
DATE - TIME OF THIS REPORT:	<input type="text"/>	TYPE OF EMERGENCY:	<input type="text"/>
EOC ACTIVATED:	DATE: <input type="text"/>	TIME: <input type="text"/>	<input type="text"/>
EOC CLOSED:	DATE: <input type="text"/>	TIME: <input type="text"/>	
LOCAL EMERGENCY DECLARED:	DATE: <input type="text"/>	TIME: <input type="text"/>	

DESCRIBE THE GEOGRAPHIC BOUNDARIES (and attach map, if possible):

DEATHS: INJURIES: POP. STILL AT RISK:

CURRENT SITUATION AND EXISTING CONDITIONS:

IMPACTS OF THE DISASTER TO THE JURISDICTION:

**San Luis Obispo City
Impacts**

IDENTIFY/DESCRIBE CONDITIONS THAT CONSTITUTE A HEALTH/SAFETY HAZARD TO THE GENERAL PUBLIC:
DESCRIBE THE POPULATION ADVERSELY AFFECTED DIRECTLY OR INDIRECTLY BY THE LOSS OF PUBLIC FACILITIES OR DAMAGES:
WHAT ECONOMIC ACTIVITIES ARE ADVERSELY AFFECTED BY THE LOSS OF PUBLIC FACILITIES OR DAMAGE?:
ACTIONS TAKEN / RESOURCES COMMITTED:
ASSISTANCE REQUESTED:
5/16/2011 15:24 IDE Impacts page 2/2

**INITIAL DAMAGE ESTIMATE (IDE)
SUMMARY REPORT FORM**

Cal-EMA INCIDENT
0
0

JURISDICTION	San Luis Obispo City	NAME OF REPORTING OFFICIAL:	
COUNTY:	San Luis Obispo County	TITLE:	
EMAIL:		FAX:	-
TELEPHONE:	-		

Complete green areas of form below

HOUSING COSTS & LOSS	#	\$\$s	COMMENTS
Destroyed:			
Major damage:			
Minor damage:			
Affected habitable:			
"Second" homes:			
Personal property (not included above):			
Cost & loss estimate for housing:	0	\$0	

BUSINESS COSTS & LOSS	#	\$\$s	COMMENTS
Destroyed:			
Major damage:			
Minor damage:			
Business interrupted:			
Cost & loss estimate for business:	0	\$0	

PRIVATE NONPROFIT COSTS & LOSS	#	\$\$s	COMMENTS
Destroyed:			
Major damage:			
Minor damage:			
Service interrupted:			
Cost & loss estimate for PNPs:	0	\$0	

AGRICULTURE COSTS & LOSS	#	\$\$s	COMMENTS
Crop loss (acres/\$\$s):			
Equipment lost/damaged:			
Livestock lost:			
Out-buildings damaged:			
Cost estimate for agriculture:		\$0	

INFRASTRUCTURE			
CITY(IES) COSTS & LOSS	#	\$\$s	COMMENTS
A. Debris removal:			
B. Protective measures:			
C. Transportation system damage:			
Federal Aid System (FAS)			
non-Federal Aid System			
D. Water control facilities:			
E. Public buildings / equipment:			
insured			
uninsured			
F. Public utility systems:			
G. Parks and other:			
Cost & loss estimate for city(ies):	0	\$0	
SPECIAL DISTRICTS COSTS & LOSS	#	\$\$s	COMMENTS
A. Debris removal:			
B. Protective measures:			
C. Transportation system damage:			
Federal Aid System (FAS)			
non-Federal Aid System			
D. Water control facilities:			
E. Public buildings / equipment:			
insured			
uninsured			
F. Public utility systems:			
G. Parks and other:			
Cost & loss estimate for special district(s):	0	\$0	
STATE FACILITIES COSTS & LOSS	#	\$\$s	COMMENTS
A. Debris removal:			
B. Protective measures:			
C. Transportation system damage:			
Federal Aid System (FAS)			
non-Federal Aid System			
D. Water control facilities:			
E. Public buildings / equipment:			
insured			
uninsured			
F. Public utility systems:			
G. Parks and other:			
Cost & loss estimate for state facilities:	0	\$0	

COUNTY FACILITIES COSTS & LOSS	#	\$\$s	COMMENTS
A. Debris removal:			
B. Protective measures:			
C. Transportation system damage:			
Federal Aid System (FAS)			
non-Federal Aid System			
D. Water control facilities:			
E. Public buildings / equipment:			
insured			
uninsured			
F. Public utility systems:			
G. Parks and other:			
cost & loss estimate for county facilities:	0	\$0	
TOTALS - ALL GOVERNMENTS	#	\$\$s	COMMENTS
A. Debris removal:	0	\$0	
B. Protective measures:	0	\$0	
C. Transportation system damage:			
Federal Aid System (FAS)	0	\$0	
non-Federal Aid System	0	\$0	
D. Water control facilities:	0	\$0	
E. Public buildings / equipment:			
insured	0	\$0	
uninsured	0	\$0	
F. Public utility systems:	0	\$0	
G. Parks and other:	0	\$0	
Jurisdiction total for all infrastructure:	0	\$	-
Grand total of housing, business, pnp, agriculture, infrastructure:			
Sites	0	\$0	
COUNTY OES TRANSMITS TO: CAL-EMA			
-			
-			
5/16/11 16:38	IDE Cost Summary		

5.4.1 INSTRUCTIONS FOR THE INITIAL DAMAGE ESTIMATE SUMMARY REPORT FORM

5.4.1.1 GENERAL INFORMATION

Above all else, remember that the Initial Damage Estimate (IDE) Summary Report is an estimate. While accuracy is desirable, with this report give an edge to speed over accuracy.

Only those lines on the form which are not self-explanatory are further described in these instructions.

The City should include in their IDE Summary Report to County OES damage and costs associated with the event throughout the entire City.

You can find the electronic version of the IDE form on the City Network on the "T: drive", in the Emergency Operations Plan folder, it is listed as "SLO City IDE". ([T:\Emergency Operations Plan\SLO City IDE.xls](#)). Or to start using the IDE form right away you can make a copy of it from this Emergency Operations Plan.

The electronic version is in Excel format and has 3 tabs along the bottom of the form. The first tab is the "Impacts" tab which you will fill out with all the impacts to the City. The second tab is the "Cost Summary" and the third tab is the electronic version of the instructions which are also printed below in this Emergency Operations Plan.

5.4.1.2 IMPACTS TAB

Name of reporting official is the name of the person filing the report. Her or his title goes on the line below. Next to "EOC activated:" note the date and time the EOC was first activated for this event. If the EOC has been closed, please note this as well on the next line. Next to the line "pop. still at risk," please estimate the number of people whose safety, health, and well-being are still at risk due to the emergency.

Please supplement this form, as needed, with additional information which further describes the situation, including maps, charts, field damage estimate forms, etc.

5.4.1.3 COST SUMMARY TAB

5.4.1.3.1 *Housing*

To the extent that it is made known, or can be effectively assessed, include the total estimated costs associated with damage to housing, whether insured or not insured. In the "comments" column, estimate the percentage of insurance in place for the losses which have been experienced, but do not expend great effort in attempting to establish insurance coverage during an initial damage Estimate. These details can be collected later, if needed.

[Note: There is an exception which may require an effort to more accurately estimate insurance coverage in-place; "small disasters" may require collecting insurance information during the IDE in order that the Small Business Administration can make a decision on whether or not to dispatch personnel to California to lead an SBA "damage survey."]

Determine the number of homes with minor and major damage, and the number destroyed. "Major" damage indicates those homes which are not habitable without costly or delayed repair. "Minor" damage refers to homes that are habitable with minor repair or clean-up. Include in the dollar cost estimates both repairs and clean-up. "Affected habitable" are homes which are not actually damaged and are habitable, but are affected in some way (for example: loss of potable water, loss of access road or bridge, etc.).

All "second" homes (vacation homes), no matter how affected, should be shown next to the line "second homes." Generally, potential disaster assistance programs do not apply to second homes.

Do not specifically seek personal property (contents) information, but where it is given, it may be included. If it is included with the dollar estimate assigned to "destroyed," "major," "minor," or "affected habitable", this is acceptable for the purposes of an initial damage Estimate. If it is given as a separate amount, include this amount next to the line "personal property (not included above)," but try to avoid double-counting the house under the "#" column (i.e.: count the personal property under "#" only if not already included in an above category).

Include rental units in the Estimate and note as such under "comments." Please note that rental homes should also be included as a "businesses" under that category.

The Emergency Operation Center Director may wish to solicit information about losses through appropriate press releases and telephone banks.

Keep a list of affected homeowners and how they can be reached.

5.4.1.3.2 Business

The process of collecting and analyzing information needed for businesses is different than that needed for housing, in large part because potential assistance programs have different criteria. Ideally, the IDE Summary Report should consider the total estimated disaster-related costs to businesses and whether or not these costs are insured.

Determine the number of businesses with minor and major damage, and the number destroyed. In the case of businesses, "destroyed" should be assigned to those businesses with 80% or greater uninsured losses, and "major" to businesses with greater than 40% uninsured losses due to physical damage. Businesses with lower percentages of uninsured physical damage should be shown as "minor." Include in the dollar cost estimates repairs, damage to or loss of inventory, and clean-up costs. In the "comments" column, report on your estimate of the overall percentage of insurance in place for the losses which have been experienced. Like the housing category, the smaller the disaster, the more critical having a good estimate of insurance coverage in-place will be.

Next to the line "business interrupted," show summary information on businesses which are not damaged, but are unable to operate because of the emergency conditions. If known, loss of business and increased operating expenses should be included under this category. Like above, in the "comments" column, estimate any insurance which is in place for interruption of business due to the disaster conditions. Make appropriate clarifying comments.

Consider trying to solicit information about losses through appropriate press releases and telephone banks. Assistance may also be obtained through local groups such as the Chamber of Commerce.

Keep a list of affected business people and how they can be reached.

5.4.1.3.3 Private nonprofits (PNPs)

Generally, for the purposes of initial damage estimate, private nonprofits (PNPs) should be treated similar to businesses because the potential assistance programs for the vast majority of PNPs are similar to those for businesses.

There are, however, a few exceptions. The most common ones are PNPs which offer their services to the general public, and meet the following categories: educational, utility, emergency service or facility including medical facilities, custodial care, museums, zoos, community centers, libraries, homeless shelters, senior citizen centers, and rehabilitation facilities. PNPs meeting these specific categories should be shown under "infrastructure" on the IDE Summary Report (not under private nonprofit). This is due to the fact that they may be eligible for infrastructure assistance if there is a Presidential major disaster declaration.

Technically, PNPs are not special service districts, but PNPs meeting the specific categories listed in the previous paragraph should be included with the special districts for the purposes of the IDE Summary Report. For example, PNP utilities (usually called "co-ops") should be included under "infrastructure, special districts, category F."

For all other PNPs, determine the number with minor and major damage, and the number destroyed. In the case of PNPs, "destroyed" should be assigned to those PNPs with 80% or greater uninsured losses, and "major" to PNPs with greater than 40% uninsured losses due to physical damage. PNPs with lower percentages of uninsured physical damage should be shown as "minor." Include in the dollar cost estimates repairs, damage to or loss of inventory, and clean-up costs. In the "comments" column, estimate an overall percentage of insurance in place for the losses which have occurred. Like the housing and business categories, the smaller the disaster, the more critical having a good estimate of insurance coverage in-place will be.

Next to the line "service interrupted," show summary information on PNPs which are not damaged, but are unable to operate because of the emergency conditions. If known, loss of service and increased operating expenses should be included under this category. Make appropriate clarifying comments.

Like the previous categories, one may be able to obtain the needed information about losses through press releases and telephone banks. Keep a list of affected PNP points-of-contact and how they can be reached.

Agriculture

Estimate the acres and dollars associated with crop loss; include with this figure the costs for replanting (if appropriate), reduced production due to the emergency, and the removal of debris from farm land. In the comments column next to crop loss, note the types of crops on those acres. When appropriate and factually defensible, projected crop losses may be included. Please do not include a dollar amount for soil lost to erosion; while loss of productive soil is tragic, and while dollar equivalents probably could be developed, they should not be reflected on the IDE Summary Report.

Where it is known that damages will be covered by insurance, do not include this amount under dollar loss estimate. Do not expend great effort in attempting to establish insurance coverage during an initial damage Estimate; these details can be collected later, if needed.

Keep a list of affected farmers and how they can be reached.

Infrastructure

Note the number of sites and cost associated with the City's efforts at debris clearance, and with measures taken to protect lives and property.

Note the number of sites and dollar estimates associated with transportation system damage (roads, bridges, etc.). Separate this information into those sites on the Federal Aid System (FAS), and those off the System (non-FAS).

Note the number of sites and estimated dollar costs associated with damage to water control facilities, public buildings and equipment, public utility systems, parks, etc. For public buildings and equipment, divide losses into insured/uninsured categories.

Please include the costs for special service districts and state facilities located within your jurisdiction, but do not include damage to federal facilities under infrastructure. The category "county facilities costs & loss" refers only to county facilities and county costs. The cumulative totals for all infrastructure within a county should be calculated under "totals - all governments," and a grand total estimate for the infrastructure category shown just above the double line.

Estimated total cost & loss

Add the estimated total dollar cost and loss figures from housing, business, PNP, agriculture, and infrastructure. Put the sum to the right of "Estimated Total Cost & Loss." Do not include the "#" fields under agriculture in this total.

Transmittal

The IDE Summary Report should be submitted to California Emergency Management Agency in the format shown via fax, email, or PACKET amateur radio. Please call Cal-EMA by telephone or radio prior to sending the form.

Maintain a copy of the report for your files.

Updates

Updates should be provided to Cal-EMA as they become available. Updates should show cumulative figures.

5.5 DOCUMENTS RELATING TO THE FORMATION AND MEMBERSHIP OF THE OPERATIONAL AREA ORGANIZATION

While San Luis Obispo County used the Operational Area Concept on an informal basis prior to the Standardized Emergency Management System (SEMS) becoming implemented throughout the state, the Concept was formalized by the Board of Supervisors on November 21, 1995. This was accomplished through the Board of Supervisors consent agenda item B-3 on the above date.

The consent agenda item included the Board approving and instructing the chairperson to sign the Memorandum of Understanding for participation in the San Luis Obispo Operational Area organization and approved and instructed the chairperson to sign the revised San Luis Obispo County Emergency Operations Plan (EOP).

Included in the 1995 EOP was the statement “By adoption of this Emergency Operations Plan the Board of Supervisors of the County of San Luis Obispo has established the San Luis Obispo Operational Area.

In addition to establishment by the Board of Supervisors, other local jurisdictions within the County were given the opportunity to join the Operational Area by notifying the County Office of Emergency Services. Local jurisdictions were given the opportunity to formalize Operational Area membership by signing an “Agreement for Participation in San Luis Obispo Operational Area Organization” which is a Memorandum of Understanding (MOU). For reference, the wording of the MOU is as follows.

5.5.1 Operational Area Memorandum of Understanding Wording

MEMORANDUM OF UNDERSTANDING FOR PARTICIPATION IN THE SAN LUIS OBISPO OPERATIONAL AREA ORGANIZATION

WHEREAS, each of the following public agencies, City of Arroyo Grande, City of Atascadero, City of Grover Beach, City of Morro Bay, City of Paso Robles, City of Pismo Beach, City of San Luis Obispo, County of San Luis Obispo, Office of the San Luis Obispo County Superintendent of Schools, California Valley Community Services District, Cambria Community Services District, Heritage Ranch Community Services District, Independence Ranch Community Services District, Linne Community Services District, Nipomo Community Services District, Oceano Community Services District, San Simeon Acres Community Services District, Templeton Community Services District, Cayucos Fire District, San Miguel Fire District, Santa Margarita Fire District, Avila Beach Community Water District, Cambria Community Hospital District, Coastal San Luis Resource Conservation District, Garden Farms Community Water District, Port San Luis Harbor District, Upper Salinas and Las Tablas Water Conservation District, Cayucos Sanitary District, San Miguel Sanitary District, Adelaida Public Cemetery District, Arroyo Grande Cemetery District, Atascadero Cemetery District, Cambria Cemetery District, Cayucos-Morro Cemetery District, Paso Robles Cemetery District, San Miguel Cemetery District, Santa Margarita Cemetery District, Shandon Cemetery District, Templeton Cemetery District have the need or potential need, for cooperative response to large scale emergencies and related recovery efforts; and

WHEREAS, the potential for a major catastrophe due to earthquake, flood, or other natural or manmade disaster requires all governmental entities within San Luis Obispo County to be prepared to share resources and information among themselves as well as with the State of California in order to protect public welfare; and

WHEREAS, greater efficiency, planning and response can be achieved by joining the efforts of the cities, special districts, and the County together in pre-disaster agreements; and

WHEREAS, The California Emergency Services Act makes reference to the "operational area" and defines it as "an intermediate level of the state emergency organization" created to perform extraordinary functions for both City and County governments within a County area, such as strengthening mutual coordination, providing a focal point and conduit for disaster information, and assisting in the efficient management of resources during times of emergency;

NOW THEREFORE, A MEMORANDUM OF UNDERSTANDING is entered into, by and between those public agencies that have executed this agreement, and in consideration of the mutual covenants and agreements contained herein, the Parties hereto agree as follows:

1. PURPOSE OF AGREEMENT, COMMON POWERS TO BE EXERCISED: The Parties to this Agreement recognize an Operational Area as that term defined in the California Emergency Services Act (Government Code Section 8550 et seq.) which designates an intermediate level of organization, cooperation, and planning between public entities. The Parties agree to participate in the San Luis Obispo Operational Area organizational structure, within San Luis Obispo County boundaries, which is a planning partnership for a systematic approach for exchanging disaster intelligence and resource requests in order to foster effective flow of disaster information and resource requests in emergencies. Each of the parties to this Agreement will designate individuals to be trained to participate in the Operational Area organization.

In the event of an energy shortage emergency the parties will act in accordance with the actions determined by the Operational Area organization to meet such emergencies.

2. STANDARDIZED EMERGENCY MANAGEMENT SYSTEM OPERATIONS COMMITTEE: An operations committee shall be established to discuss mutual concerns regarding the operation of the San Luis Obispo Operational Area in accordance with the purpose of this Agreement. The operations committee (hereafter the Standardized Emergency Management System Operations Committee [SEMSOC]) shall be a supplemental committee of the San Luis Obispo County Disaster Planning and Advisory Committee (hereinafter DPAC). SEMSOC should consist of the following DPAC members:

One member from each of the seven incorporated cities, one from the County Office of Emergency Services, one from the County Fire agency, one from the County Sheriff's Office, one representing the Office of the County Superintendent of Schools, three members to represent special districts, and one American Red Cross representative. The County Office of Emergency Services representative shall chair SEMSOC and represent the Operational Area, the County Fire representative shall represent the fire service

Operational Area mutual aid program, and the Sheriff's Office representative shall represent the law enforcement Operational Area mutual aid program. The special district's representatives shall be selected by an association representing special districts within San Luis Obispo County for a term determined by said association. Should such an association not exist at the time a special district representative position becomes available, the representative shall be chosen by the Disaster Planning Advisory Committee (DPAC) chairperson until such time as an association representing special districts within San Luis Obispo County selects a representative or for a term of one year.

SEMSOC will be an ad hoc committee for the purpose of developing the San Luis Obispo Operational Area (SLOOA). Upon SLOOA implementation, the committee will have completed its purpose and operational area issues will thereafter be addressed through the full DPAC organization.

3. SEMSOC MEETINGS: SEMSOC shall meet at a time, place, and frequency determined by the SEMSOC chairperson. The first meeting should be held within a 30 day period following the date the San Luis Obispo County Board of Supervisors votes to become a signatory to this agreement. Additional meetings should be held as deemed necessary by SEMSOC members.

4. FINANCING: The consideration under this Agreement is the mutual advantage of protection afforded to each of the parties under the Agreement. There shall not be any monetary compensation required from any party to another party; however this Agreement has no impact on existing or future separate mutual aid agreements or other separate agreements that involve financial considerations.

5. MULTI-AGENCY COORDINATION SYSTEM: The Operational Area organization and procedures will be based on the Multi-Agency Coordination System (MACS) as defined in the State of California's Standardized Emergency Management System regulations (CCR Title 19, Div. 2, Chapter 1). The San Luis Obispo County Emergency Services Director, and/or his/her designated alternates, will act as the Operational Area Coordinator.

6. PROVISION OF FACILITIES AND SUPPORT: The County's Emergency Operations Center located at 1535 Kansas Avenue, rural San Luis Obispo, is the primary site for Operational Area emergency coordination functions during incidents requiring Operational Area coordination. Parties to this agreement shall provide staff to assist with the decision making and operational positions of the Operational Area organization as necessary and dictated by specific emergency situations.

7. TRAINING: Due to the complexity and number of Standardized Emergency Management System (SEMS) training courses and modules it is recognized that training personnel at agencies with minimal or volunteer staff will be difficult. It is therefore agreed that various members of the OA may participate in another jurisdiction's SEMS training sessions, and/or training offered by DPAC, and/or training offered by the OA Coordinator should such training session be applicable to the attending jurisdiction and does not have a fiscal effect on the hosting jurisdiction unless such costs are nominal and deemed acceptable to the hosting jurisdiction. It is

further recognized that it is the goal of signatories to this MOU to comply with SEMS training requirements.

8. TERM OF AGREEMENT: This Memorandum of Understanding shall remain in full force and effect until such time as the San Luis Obispo County Board of Supervisors shall vote to terminate this Memorandum of Understanding. Each Party may individually terminate its involvement in this Memorandum of Understanding by providing 30 days prior written notice to the San Luis Obispo County Office of Emergency Services.

9. ADDITIONAL PARTIES: Additional cities or special districts within the geographical boundaries of San Luis Obispo County may join as a Party to this Agreement and become member entities upon execution of an Exhibit to this Memorandum of Understanding in which the entity agrees to the conditions and terms of this Memorandum of Understanding. The executed Exhibit shall become a part of this Memorandum of Understanding.

10. NON-PARTICIPATION: Any County or special district that chooses not to sign this Memorandum of Understanding can avail itself of Operational Area emergency coordination services in the event of an emergency; however that County or special district will not be considered in compliance with Section 2409(b) of the State Office of Emergency Service's Standardized Emergency Management System (SEMS) (CCR Title 19, Division 2, Chapter 1). The Operational Area authority and responsibility under SEMS shall not be affected by non-participation of any local government(s) within the operational area (SEMS Section 2409(c)).

11. COUNTERPARTS: This Memorandum of Understanding may be signed in counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same agreement.

12. EXECUTION: Each Public Agency that signs this Memorandum of Understanding shall notify the County of San Luis Obispo Office of Emergency Services and forward to such office an executed copy of its Counterpart Signature Page of this agreement.

IN WITNESS WHEREOF, the Parties have caused this Memorandum of Understanding to be executed by their respective authorized officers. This Memorandum of Understanding is deemed to be signed and executed as of the first date a Public Agency executes this agreement.

Although section 10 of the MOU reads “Any County or special district that chooses not to sign this Memorandum of Understanding can avail itself of Operational Area emergency coordination services in the event of an emergency; however that County or special district will not be considered in compliance with Section 2409(b) of the State Office of Emergency Service's Standardized Emergency Management System (SEMS) (CCR Title 19, Division 2, Chapter 1)”, that does not seem to be correct. Section 2409(b) reads “All local governments with a County geographic area shall be organized into a single operational area by December 1, 1995, and the County board of supervisors shall be responsible for its establishment.” Section 2409(c) reads: The operational area authority and responsibility under SEMS shall not be affected by non-participation of any local government(s) within the operational area.” Section 2409(d) reads: “The County government shall serve as the lead agency of the operational area unless another

member agency of the operational area assumes that responsibility by written agreement with County government.”

San Luis Obispo County government does serve as the lead agency of the operational area.

5.6 GLOSSARY OF TERMS

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

"Disaster" means a sudden and extraordinary misfortune; a calamity which threatens or effects extraordinary loss of life or property.

"Emergency" means a condition 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, 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 Communications Center" (ECC) is the designated term used for the City of San Luis Obispo Public Safety Dispatch Center; also know as "City ECC".

"Emergency Operations Center" means a location from which centralized emergency management can be performed.

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

"Emergency Response Personnel" means personnel involved with an agency's response to an emergency.

"Incident" means 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" means 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 Commander" means the individual responsible for the command of all functions at the field response level.

"Incident Command System (ICS)" means a 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 field level component of SEMS. It 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.

"Local Government" means local agencies as defined in Government Code §8680.2 and special districts as defined in California Code of Regulations, Title 19, Division 2, Chapter 5, NDAA, §2900(y).

"Master Mutual Aid Agreement" means the California Disaster and Civil Defense Master Mutual Aid Agreement made and entered into by and among the State of California, its various departments and agencies, and the various political subdivisions of the State. The agreement provides for support of one jurisdiction by another.

"Multi-agency or inter-agency coordination" means 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.

"Mutual Aid" means voluntary aid and assistance 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. Mutual aid is designed to ensure that adequate resources, facilities, and other support are provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation.

"Mutual Aid Region" means a subdivision of the state emergency services organization, established to facilitate the coordination of mutual aid and other emergency operations within an area of the state, consisting of two or more County Operational Areas.

"Operational Area" means an intermediate level of the state emergency services organization, consisting of a County and all political subdivisions within the County area. The Operational Area is a special purpose organization created to prepare for and coordinate the response to emergencies within a County area. Each County is designated as an Operational Area. An Operational Area may be used by the County and the political subdivisions comprising the Operational Area for the coordination of emergency activities and to serve as a link in the system of communications and coordination between the state's emergency operating centers and the operating centers of the political subdivisions comprising the operational area. The Operational Area augments, but does not replace, any member jurisdiction.

"Political subdivision" means any County, County and County, County, district, or other local governmental agency or public agency authorized by law.

"Standardized Emergency Management System (SEMS)" means that consistent set of rules and procedures governing the overall operational control or coordination of emergency

operations specified in regulations (CCR Title 19, Division 2, §2400 et seq). It identifies at each level of the statewide emergency organization, the direction of field forces and the coordination of joint efforts of government and private agencies. ICS is the field level component of SEMS.

"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 are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single County, County and County, or County 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.

5.7 EMERGENCY MANAGEMENT AND RELATED ACRONYMS

ACP	-	Access Control Point
ALARA	-	As Low As Reasonable Achievable
AMT	-	Aerial Monitoring Team
ANI	-	American Nuclear Insurers
ARES	-	Amateur Radio Emergency Services
ARC	-	American Red Cross
BEPZ	-	Basic Emergency Planning Zone (Diablo Canyon related)
BT	-	Bioterrorism
Caltrans	-	California Department of Transportation
Cal EMA	-	California Emergency Management Agency
Cal-Fire	-	Cal-Fire/
Caltrans	-	California Department of Transportation
CANG	-	California Army National Guard
CAO	-	County Administrative Officer or County Administrative Officer
CAP	-	Civil Air Patrol
CAWAS	-	California Warning System
CDAA	-	California Disaster Assistance Act
CDC	-	Centers for Disease Control OR California Department of Corrections
CDE	-	Committed Dose Equivalent
CERT	-	Community Emergency Response Team
CHA	-	County Health Agency
CHA DOC	-	County Health Agency Department Operations Center
CHP	-	California Highway Patrol
CHO	-	County Health Officer
CI	-	Curie
CFR	-	Code of Federal Regulations
CLETS	-	California Law Enforcement Telecommunications System
CM	-	City Manager
CPM	-	Counts per Minute
DHS	-	California Department of Health Services or Federal Department of Homeland Security
DHS/FEMA	-	Department of Homeland Security/Federal Emergency Management Agency
DFG	-	California Department of Fish and Game
DFO	-	Disaster Field Office
DMAT	-	Disaster Medical Assistance Team
DOC	-	Department Operations Center
DOD	-	Department of Defense
DOE	-	Department of Energy (federal)
DOJ	-	Department of Justice (federal and state)
DOT	-	Department of Transportation (federal or state)
DPAC	-	Disaster Planning Advisory Committee
DSS	-	Department of Social Services
DUA	-	Disaster Unemployment Assistance
EAS	-	Emergency Alert System

ECC	-	Emergency Command Center or Emergency Communications Center
EIDL	-	Economic Injury Disaster Loan Program (SBA)
EMAN	-	Emergency Medical Alert Network
EMS	-	Emergency Medical Services
EMSA	-	Emergency Medical Services Agency
EMT	-	Emergency Medical Technician
EWEC	-	Emergency Worker Exposure Control
EOC	-	Emergency Operations Center
EOF	-	Emergency Operations Facility
EPA	-	Environmental Protection Agency
ESD	-	Emergency Services Director
EWS	-	Early Warning System
FBI	-	Federal Bureau of Investigation
Federal PA	-	Federal Public Assistance Program
FEMA	-	Federal Emergency Management Agency
FEMA CCP	-	FEMA Crisis Counseling Program
FHWA	-	Federal Highway Administration
FID	-	Flame Ionization Detector
FIST	-	Fire Investigator Strike Team
FMAG	-	Federal Management Assistance Grant
FMT	-	Field Monitoring Team
FRP	-	Federal Response Plan
FY	-	Fiscal Year
FFY	-	Federal Fiscal Year
GC/MS	-	Gas Chromatography/Mass Spectrometer
GE	-	General Emergency (related to Diablo Canyon)
GIS	-	Geographic Information System
GPS	-	Global Positioning System
HEICS	-	Hospital Emergency Incident Command System
HHS	-	Federal Department of Health and Human Services
HMAP	-	Hazardous Materials Area Plan
HMC	-	Hazardous Material Coordinator
HMGP	-	Hazardous Mitigation Grant Program
HP	-	Health Physics/Health Physicist
HUD	-	U.S. Department of Housing and Urban Development
IC	-	Incident Commander
ICS	-	Incident Command System
ICP	-	Incident Command Post
IDAC	-	Infectious Disease Assessment Center (IDAC)
IHP	-	Federal Assistance to Individuals and Households Program
IPZ	-	Ingestion Pathway Zone
JMC	-	Joint Media Center
KI	-	Chemical identifier for Potassium Iodide
LOCA	-	Loss of Coolant Accident (related to Diablo Canyon)
LPZ	-	Low Population Zone (related to Diablo Canyon)
MCI	-	Mass Casualty Incident

m	-	Milli (1/1000)
MDL	-	Minimum Detection Level
MOU	-	Memorandum of Understanding
mR	-	milliroentgen
mR/h	-	milliroentgen per hour
NAWAS	-	National Warning System
NBC	-	Nuclear, Biological, Chemical
NDMS	-	National Disaster Medical System
NIMS	-	National Incident Management System
NPP	-	Nuclear Power Plant
NRC	-	Nuclear Regulatory Commission
NRCS	-	Natural Resource Conservation Service
NUE	-	Notification of Unusual Event (related to Diablo Canyon)
NUREG	-	Nuclear Regulatory Document
NWS	-	National Weather Service
OA	-	Operational Area
OASIS	-	Operational Area Satellite Information System
OES	-	Office of Emergency Services (County and state)
ODP	-	Federal Office of Domestic Preparedness
ODW	-	Office of Drinking Water (California Dept of Health Services)
OES	-	Offsite Environmental Laboratory
OHS	-	Office of Homeland Security (State)
OJP	-	Federal Department of Justice's Office of Justice Preparedness
OMB	-	Federal Office of Management and Budget
OSPR	-	DFG'S Office of Oil Spill Prevention and Response
PASS	-	Personal Accountability System
PHL	-	Public Health Lab
PID	-	Photo ionization Detector
PIO	-	Public Information Officer
PNP	-	Private Non-Profit Organization
PPE	-	Personal Protective Equipment
PSAP	-	Public Safety Answering Point
PUC	-	California Public Utilities Commission
PW DOC	-	Public Works Department Operations Center
RACES	-	Radio Amateurs in Civil Emergencies
RDMHC	-	Regional Disaster Medical Health Coordination
REM	-	Radiation Equivalent Man
REOC	-	Regional Emergency Operations Center
RIMS	-	Response Information Management System
SABA	-	Supplied Air Breathing Apparatus
SAE	-	Site Area Emergency (related to Diablo Canyon)
SAP	-	Safety Assessment Program
SAR	-	Search and Rescue
SBA	-	U.S. Small Business Administration
SCBA	-	Self Contained Breathing Apparatus
SEMS	-	Standardized Emergency Management System

SMART	-	Specific Bioimmunoassay Test Kit
SO or SD	-	Sheriff's Office or Sheriff's Department
SOC	-	State Operations Center
SOP	-	Standard Operating Procedure
SSGP	-	State Supplemental Grant Program
State PA	-	State Public Assistance Program
SWC	-	State Warning Center
TCP	-	Traffic Control Point
TDD	-	Telecommunications Device for the Deaf
TEDE	-	Total Effective Dose Equivalent
TLD	-	Thermo luminescent Dosimeter
TSC	-	Technical Support Center (related to Diablo Canyon)
TWG	-	Terrorism Working Group
UDAC	-	Unified Dose Assessment Center
UE	-	Unusual Event (related to Diablo Canyon)
UHF	-	Ultra High Frequency radio
USACE	-	United States Army Corps of Engineers
USC	-	United States Code
USCG	-	United States Coast Guard
USDA	-	United States Department of Agriculture
VHF	-	Very High Frequency radio
WC	-	Watch Commander
WMD	-	Weapons of Mass Destruction

