



Emergency Operations Plan

Revision Date: November, 2019





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Portions of this document may contain sensitive information pertaining to the deployment, mobilization, and tactical operations of the City of Tustin government in response to emergencies. Although the most of this plan is available for public review, the City of Tustin is withholding this Plan from full public disclosure under the provisions of the California Public Records Act (California Government Code §§ 6250 - 6276.48). Refer any request for a current copy of this document to the Tustin Police Department Emergency Management Coordinator.



LETTER OF PROMULGATION

City Council Approval Date: March 1, 2011

TO: OFFICIALS, EMPLOYEES, AND CITIZENS OF THE CITY OF TUSTIN

The preservation of life, property, and the environment is an inherent responsibility of local, state, and federal government. The City of Tustin has prepared this Emergency Operations Plan to ensure the most effective and economical allocation of resources for the maximum benefit and protection of people and property in time of emergency.

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

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

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

The City of Tustin and Council members give full support to this plan and urge all officials, employees, and citizens, individually and collectively, to do their share in the total emergency effort of the City of Tustin.



PLAN RESOLUTION

RESOLUTION NO. 11-14

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF TUSTIN, CALIFORNIA, APPROVING THE CITY OF TUSTIN EMERGENCY PLAN

WHEREAS, the City of Tustin General Plan establishes the goal to develop and maintain a disaster preparedness plan as part of the Public Safety Element; and

WHEREAS, Tustin City Code Section 5200 provides for the preparation and carrying out of plans for the protection of persons and property within the City in the event of emergency or disaster conditions; and

WHEREAS, the current City of Tustin Emergency Plan was developed pursuant to that Chapter and was adopted by the City Council on November 5, 2001; and

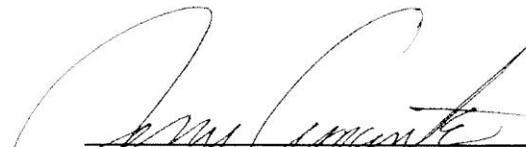
WHEREAS, California Government Code Section 8607 requires all local agencies to be in compliance with Standardized Emergency Management System (SEMS) to be eligible for reimbursement of emergency response personnel costs; and

WHEREAS, the new City of Tustin Emergency Plan conforms with the National Response Plan (NRP), the National Incident Management System (NIMS) and the California Standardized Emergency Management System (SEMS); and

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Tustin hereby approves the City of Tustin Emergency Plan dated March 1, 2011.

PASSED AND ADOPTED at a regular meeting of the City Council of the City of Tustin held on the 1st day of March, 2011.


PAMELA STOKER
City Clerk

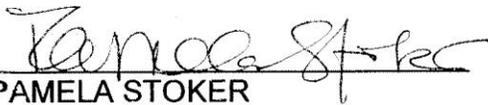

JERRY AMANTE
Mayor



STATE OF CALIFORNIA)
COUNTY OF ORANGE) SS
CITY OF TUSTIN)

I, Pamela Stoker, City Clerk and ex-officio Clerk of the City Council of the City of Tustin, California, do hereby certify that the whole number of the members of the City Council is five; that the above and foregoing Resolution No. 11-14 was duly and regularly passed and adopted at a regular meeting of the City Council held on the 1st day of March, 2011 by the following vote:

COUNCILMEMBER AYES:	<u>Amante, Nielsen, Gavello, Gomez, Murray</u>	(5)
COUNCILMEMBER NOES:	<u>None</u>	(0)
COUNCILMEMBER ABSTAINED:	<u>None</u>	(0)
COUNCILMEMBER ABSENT:	<u>None</u>	(0)


PAMELA STOKER
City Clerk



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PART ONE

Introduction

This Emergency Operations Plan addresses the City of Tustin's planned response to emergency situations associated with natural disasters, technological incidents, and national security emergencies in both war and peacetime. The most critical time in nearly all emergency situations is the first initial hours of the event. Effective emergency response requires immediate action with the correct resources in terms of personnel and equipment. This plan will assist the Tustin Director of Emergency Services to determine the applicable level of activation of the plan and to implement the operational concepts required by the emergency.

This plan is a preparedness document designed to be read, understood, and exercised prior to an emergency. It provides the planning basis for hazard identification, disaster preparedness, emergency response, and recovery efforts. The Plan creates a uniform structure for emergency management and is written primarily for City Management Staff, City Employees, Federal, State and County Governments, Special Districts who serve City of Tustin residents, and Private and Volunteer Organizations involved in emergencies. City departments identified in this plan will develop and maintain current Standard Operating Procedures (SOP's), which will detail how their assigned responsibilities will be performed to support implementation of the Emergency Operations Plan.

Purpose and Scope

This plan identifies the City of Tustin's planned response to emergencies and the Emergency Operations Center (EOC) activation criteria and procedures. The plan does not focus on routine emergencies and the procedures to respond to such incidents, but is flexible enough to be used in all emergencies and will facilitate response and short-term recovery activities. Instead, the operational concepts reflected in this plan concentrate on extraordinary emergencies and disasters, which can generate unique situations requiring unusual emergency responses and use of resources. Such disasters pose major threats to life, the environment, and property and can impact the well-being of large numbers of people.

SEMS/NIMS Integration

This plan integrates regulations pertaining to California's SEMS and meets the requirements of the concepts and principles established in the NIMS. Homeland Security Presidential Directive 5 (HSPD 5) directs the United States Department of Homeland Security (DHS) to lead a coordinated national effort with other federal departments and agencies, as well as state, local and tribal governments to establish the National Response Framework (NRF).

The City of Tustin recognizes these directives and designed the Emergency Operations Plan based on these principles and concepts. The SEMS/NIMS create a standardized incident management system that is scalable and modular, and can be used in incidents of any size/complexity. The ICS functional areas include command, operations, planning, logistics and finance/administration. The SEMS/NIMS incorporate such principles as the Operational Area



concept, the Unified Command (UC), and the Area Command (AC), ensuring further coordination for incidents involving multiple jurisdictions or agencies at any level of government. Homeland Security Presidential Directive 8 (HSPD 8) is a companion policy to HSPD 5 and provides guidance and standards for preparedness activities to include training, exercising, employee certification, credentialing and National Resource Typing Protocols.

Activation of the Tustin EOP

Activation of the Tustin EOP plan occurs as a result of one of the following conditions:

- On the order of the Chief of Police or his or her designee
- On the order of the Director of Emergency Services, or his or her designee, designated by the City of Tustin Municipal Code 5202, Ordinance No. 1235, Sec. 1, adopted on September 17, 2001, provided that the existence or threatened existence of a Local Emergency has been proclaimed in accordance with the ordinance
- When the Governor has proclaimed a State of Emergency in an area including this jurisdiction
- Automatically on the proclamation of a State of War Emergency as defined in California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code)
- A Presidential Declaration of a National Emergency
- Automatically on receipt of an attack warning or the observation of a nuclear detonation

Plan Format

The format consists of five parts and appendices that include legal and supporting documents to the EOP:

- Part One - introduction and administrative features of the Plan
- Part Two - concept of operations including the principles and methods used to carry out emergency operations
- Part Three - hazards and threats to the City to provide a rationale for prioritizing emergency preparedness actions for specific hazards
- Part Four - emergency operations center with direction and checklists for each ICS functional position
- Part Five - recovery operations



Plan Development and Maintenance

The Tustin Emergency Operations Plan (EOP) is adopted by Resolution No. 11-14 of the City Council and signed by the Mayor. The Director of Emergency Services is responsible for the development of the EOP, while the City’s Emergency Management Coordinator is responsible for maintenance of the EOP. Individual departments are responsible to update and revise their own departmental procedures which may be reviewed and approved by the City Manager or a designee.

Annually, by June 30th, the Emergency Operations Plan will be reviewed and updated by the Emergency Management Coordinator and individual departments, as needed. This review should include an update of relevant standard operational procedures and review for its practical application and all supporting documentation. All plan updates will be forwarded to the Emergency Management Coordinator, who will document the changes and maintain records of all revisions. The Emergency Management Coordinator will also review documents that provide the legal basis for emergency planning to ensure conformance to NIMS/SEMS requirements and suggest modification as necessary. All changes to the plan will be distributed to the City departments and agencies shown on the Plan Distribution list on page four.

Record of Revisions

Change No.	Description	Change Date	Approved By
01	Plan Adopted	January 2011	DES, City Council
02	Plan Update – various text, graphics, org charts, Section Coordinators now Section Chief's	February 2013	Joe Meyers, EMC
03	Plan Update - Created EOC Director position, deleted Liaison and Safety Officer; distributed those duties to EMC and Logistics	October 2013	Joe Meyers, EMC
04	Plan Update – PD made Primary in Plans and Intel; Damage Assessment unit moved to Operations under Building and Safety; New EOC Layout and addition of Section Org Charts	August 2013	Joe Meyers, EMC
05	Formatting and Revisions to EOC Activation procedures	January 2014	Joe Meyers, EMC
06	Revisions to Ops Section	October 2014	Joe Meyers, EMC
07	Revisions for New EOC, Org Charts	February 2016	Joe Meyers, EMC
08	Correct Activation Levels to be FEMA compliant	October 2016	Joe Meyers, EMC
09	Periodic Review and update	July 2018	Joe Meyers, EMC
10	Revised Risk Assessment per new HMP and updated various maps	November 2019	Joe Meyers, EMC



This Emergency Operations Plan (EOP) is subject to information updates and changes. The use of this Record of Revisions table helps manage EOP modifications throughout the life of this document. All attempts have been made to ensure the accuracy of the information within this EOP. The Emergency Management Coordinator will maintain the official copy of the Emergency Operations Plan.

Distribution List

This distribution list names the departments or agencies receiving copies of the Tustin Emergency Operations Plan:

Department	Copies
City Manager	1
City Attorney	1
Community Development Department	1
Finance Department	1
Human Resources Department	1
Parks and Recreation Department	1
Police Department	17
Public Works Department	1
Orange County Fire Authority	1
Orange County Operational Area	1
Tustin Unified School District	1

The Emergency Operations Plan is also available on the City's Intranet for all other personnel.

Training, Documentation and Exercises

The Police Department Emergency Management Coordinator is responsible for coordination and scheduling of training and exercising of this plan. The City of Tustin's Emergency Management Organization will conduct regular exercises of this plan to train all necessary City staff in the proper response to disaster situations. An exercise is a simulation of a series of emergencies for identified hazards affecting the City. During these exercises, emergency response organizations are required to respond as though a real emergency had occurred. If necessary, the public will be made aware of these exercises through normal media communications. Exercises will be conducted utilizing the concepts and principles of the SEMS/NIMS.

All employees having any responsibilities in emergency response or being assigned a position in the EOC will be trained on the EOP. The appropriate SEMS/NIMS/ICS training will be provided to all public safety, EOC, and first responder personnel. It will be the responsibility of the Emergency Management Coordinator to ensure and document training compliance for City Hall employees and will conduct an annual audit of training records. The Police Department will conduct internal training as required and maintain documentation of said training.



The core ICS training courses have been revised to reflect lessons learned since their release in 2006. The courses of training will be selected from the following list, commensurate with individual and supervisory responsibilities:

- IS-100.b: Introduction to Incident Command System, ICS 100
- IS-200.b: ICS for Single Resources and Initial Action Incidents, ICS 200
- ICS-300: Intermediate ICS for Expanding Incidents
- ICS-400: Advanced ICS Command and General Staff—Complex Incidents
- IS-700.a: NIMS An Introduction
- IS-800.b: National Response Framework, An Introduction

There are additional courses designed to enhance skills development and are geared towards fulfilling NIMS credentialing tracks. City departments should document the training provided to emergency response personnel. Copies of NIMS/SEMS training records are maintained by the Emergency Management Coordinator and the designated Police Department training coordinator as follows:

- An individual training record for each person, kept in their personnel file, or in a separate training record file. The name of the course, instructor, location, and date of the course should be included in the training record.
- Maintenance of the individual training record for as long as the person is employed in a position that involves an emergency response role. Records of personnel involved in an actual emergency are archived for five years after the close of a disaster or indefinitely.
- Documentation of the agency's NIMS/SEMS training program including copies of the training materials used, such as instructor syllabus, lesson plans, student notebook, exercises and tests.

Exercises Completed

Date	Description	# of Participants
March 14, 2013	Functional EOC, Earthquake	40
May 15, 2018	Tabletop Exercise, Civil Disturbance	30
January 30, 2019	PD & and City Staff - ICS and Action Planning	35
June 13, 2019	All Supervisors – ICS and Resource Management	25



Emergency Equipment and Supplies

Disaster supplies in City Departments will be inspected, inventoried and tested at least quarterly by the custodial Department. Dedicated EOC equipment and supplies are in the cabinets on the East wall of the EOC (Key 31 in the PD WC office). The County of Orange is responsible for testing equipment owned and operated by the County agencies with which the City contracts.

Communications equipment is generally the responsibility of the Police Department and tested according to the test frequency listed below:

<u>Equipment</u>	<u>Testing Frequency</u>
EOC Equipment and Supplies	Quarterly by PD Staff
Commercial (IP based) telephone network	Daily by City Staff
EOC-to-EOC Radio Network.....	Monthly by PD and OCSD
EOC to EOC Fax	Quarterly by Orange County
City Radio Network	Daily by City staff
Police Radio Network	Daily by PD and OCSD

Emergency Proclamations

A Local Emergency may be proclaimed by the Director of Emergency Services City Manager as specified by Tustin Municipal Code 5203. A Local Emergency proclaimed by the Director of Emergency Services must be ratified by the City Council within seven days. The City Council must review the need to continue the proclamation at least every thirty days until the Local Emergency is terminated. The Local Emergency must be terminated by resolution as soon as conditions warrant. Proclamations are normally made when there is an actual incident, threat of disaster, or extreme peril to the safety of persons and property within the city caused by natural or man-made situations. The proclamation of a Local Emergency provides the governing body with the legal authority to:

- If necessary, request that the Governor proclaim a State of Emergency via the Operational Area
- Promulgate or suspend orders and regulations necessary to provide for the protection of life and property, including issuing orders or regulations imposing a curfew within designated boundaries
- Exercise full power to provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans, or agreements
- Request state agencies and other jurisdictions to provide mutual aid
- Require the emergency services of any local official or employee
- Requisition necessary personnel and materials from any local department or agency
- Obtain vital supplies and equipment and, if required, immediately commandeer the same for public use
- Impose penalties for violation of lawful orders



- Conduct emergency operations without incurring legal liability for performance or failure of performance (see Article 17 of the Emergency Services Act for privileges/immunities).

State of Emergency

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

- Conditions of disaster or extreme peril exist which threaten the safety of persons and property within the state caused by natural or man-made incidents
- The Governor is requested to do so by local authorities
- The Governor finds that local authority is inadequate to cope with the emergency
- Mutual aid shall be rendered in accordance with approved emergency plans when the need arises in any county, city and county, or city for outside assistance

When a State of Emergency has been proclaimed:

- The Governor shall, to the extent deemed necessary, have the right to exercise all police power vested in the state by the Constitution and the laws of the State of California within the designated area;
- Jurisdictions may command the aid of citizens as deemed necessary to cope with an emergency
- The Governor may suspend the provisions of orders, rules or regulations of any state agency and any regulatory statute or statute prescribing the procedure for conducting state business
- The Governor may commandeer or make use of any private property or personnel (other than the media) in carrying out the responsibilities of their office
- The Governor may promulgate, issue, and enforce orders and regulations deemed necessary

State of War Emergency

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

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

Tustin Emergency Organization

The California Emergency Services Act requires the City of Tustin to manage and coordinate the overall emergency response and recovery activities within its jurisdiction. The Director of Emergency Services, per Tustin Municipal Code 5204, is responsible to impress into service all officers and employees of the City of Tustin, together with volunteers, groups, and organizations enrolled to aid them during an emergency, to constitute the emergency organization of the City of Tustin. All departments and agencies will use the ICS for the emergency response and provide emergency related information to the City's EOC.



The Emergency Organization Matrix below shows the City departments and assisting agencies primary and support functions within the SEMS/NIMS concept of operations.

City of Tustin Emergency Organization Matrix

Dept./Agency	Management	Operations	Planning/ Intel	Logistics	Finance/ Admin	Recovery
City Manager	P				S	P
City Attorney	P				S	S
Community Development Dept.		S	S			S
Finance Department				P/S	P	P/S
City Clerk/Human Resources				S	S	
Parks and Recreation Department		P		S		
Police Department	P	P	P	P/S		P
Public Works Dept.	S	P	S	P/S	S	P/S
Tustin Unified School District (TUSD)	S	S		S		S
American Red Cross		S		S		
OC Fire Authority (OCFA)		P	S	S	S	
OC Health Care Agency (HCA)		P/S		S		
OC Public Works		S		S		S
Orange County Sanitation District		S		S		S
Municipal Water District of Orange County (MWDOC)		S		S		S
OA/OC Sheriff's Dept.		S	S	S		S
OCTA		S		S		
Caltrans		S				S
CHP		S				

FUNCTIONAL RESPONSIBILITIES OF LOCAL DEPARTMENTS/AGENCIES

P = Primary Responsibility, S= Support Role



Continuity of Government

A major disaster or national security emergency could result in the death or injury of key government officials, or the partial or complete destruction of established seats of government and public and private records essential to continued operations of government. Government at all levels is responsible for providing continuity of effective leadership, authority, and adequate direction of emergency and recovery operations. The California Government Code Section 8643(b) and the Constitution of California provide the authority for state and local government to reconstitute itself in the event incumbents are unable to serve.

A continuity of operations plan, or COOP, outlines the steps a municipality will take to continue their essential functions and maintain government operations within their jurisdiction. The City of Tustin has developed a separate Continuity of Operations Plan.

Alternate Seat of Government

Section 23600 of the California Government Code provides alternate seats of government:

- The City Council shall designate alternative city seats, which may be located outside city boundaries
- Real property cannot be purchased for this purpose
- A resolution designating the alternate city seats must be filed with the Secretary of State
- Additional sites may be designated subsequent to the original site designations if circumstances warrant

In the event the primary location is not usable because of emergency conditions, the temporary seat of city government will be as follows:

- 1st Alternate: Tustin Area Senior Center, 200 South "C" Street, Tustin
- 2nd Alternate: Public Works Field Services Division, 1472 Service Road
- 3rd Alternate ATEP Facility/ PD Substation, 15445 Lansdowne Rd

If City facilities are unavailable, an additional alternate EOC location to consider is the Orange County Rescue Mission at 1 Hope Drive. While the City has no formal arrangement with this organization, the facility includes a fully capable EOC and may accommodate City Staff for extended operations.

Lines of Succession

The first step in assuring continuity of government is to have personnel who are authorized and prepared to carry out emergency actions for government in the event of a natural, technological, or national security disaster. Article 15, Section 8638 of the Emergency Services Act authorizes governing bodies to designate and appoint three standby officers for each member of the governing body and for the chief executive, if not a member of the governing body. Standby



officers may be residents or officers of a political subdivision other than that to which they are appointed.

The City Manager is designated as the Director of Emergency Services. Should the Director be unavailable or unable to serve, the positions listed below, in order, shall act as the Director of Emergency Services. The individual who serves as acting director shall have the authority and powers of the Director, and will serve until the Director is again able to serve, or until a successor has been appointed by the City Council.

- 1st Alternate: Assistant City Manager
- 2nd Alternate: Police Chief
- 3rd Alternate: Public Works Director

Notification of any successor changes shall be made through the established chain of command. Article 15, Section 8637 of the Emergency Services Act authorizes political subdivisions to provide for the succession of officers (department heads) having duties related to law and order and/or health and safety.

Article 15, Section 8633 of the Emergency Services Act establishes a method for reconstituting the governing body. It authorizes that should all members, including all standbys, be unavailable, temporary officers shall be appointed as follows:

- By the chairman of the board of the county in which the political subdivision is located;
- By the chairman of the board of any other county within 150 miles (nearest and most populated down to farthest and least populated)
- By the mayor of any city within 150 miles (nearest and most populated down to farthest and least populated)

Article 15, Section 8642 of the Emergency Services Act authorizes local governing bodies to convene as soon as possible whenever a State of War Emergency, State of Emergency, or Local Emergency exists, and at a place not necessarily within the political subdivision. Article 15, Section 8643 of the Emergency Services Act describes the duties of a governing body during emergencies as follows:

- Ascertain the damage to the jurisdiction and its personnel and property
- Reconstitute itself and any subdivisions
- Perform function in preserving law and order and furnishing local services



City of Tustin Lines of Succession

These key departments or officials have provided for continuity through designating successor positions.

City Manager	<ol style="list-style-type: none">1. City Manager2. Asst. City Manager3. City Manager Designee
Community Development Department	<ol style="list-style-type: none">1. Community Development Director2. Assistant Director
Finance Department	<ol style="list-style-type: none">1. Finance Director2. Deputy Director
Human Resources Department	<ol style="list-style-type: none">1. Human Resources Director
Parks and Recreation Department	<ol style="list-style-type: none">1. Parks and Recreation Director2. Deputy Director
Police Department	<ol style="list-style-type: none">1. Chief of Police2. Deputy Chief3. Captain
Public Works Department	<ol style="list-style-type: none">1. Public Works Director2. Deputy Public Works Director3. Field Services Manager

Vital Record Retention

The City Clerk is responsible for the preservation of vital records in the City. Vital records are defined as those records that are essential to:

- Protect and preserve the rights and interests of individuals, governments, corporations, and other entities. Examples include contracts, legislative actions, land and tax records, license registers, birth and death records, and articles of incorporation.
- Conduct emergency response and recovery operations. Records of this type include utility system maps, locations of emergency supplies and equipment, emergency operations plans, and procedures, personnel rosters, etc.
- Reestablish normal governmental functions and protect the rights and interests of government. Constitutions and charters, statutes and ordinances, court records, official proceedings, and financial records would be included here.

Each City Department is also responsible for designating a departmental custodian of vital records, and ensuring that vital record storage and preservation is accomplished.



Requirements of the Americans with Disabilities Act

Access to emergency services shall not be denied on the grounds of race, color, national origin, sex, age, or handicap. The City of Tustin must ensure that disaster planning, response, and recovery takes into consideration the citizens protected by the Americans with Disabilities Act. Access to civic life by people with disabilities is a fundamental goal of the Americans with Disabilities Act. To ensure that this goal is met, Title II of the ADA requires State and local governments to make their programs and services accessible to persons with disabilities or access and functional needs. This requirement extends not only to physical access at government facilities, programs, and events -- but also to policy changes that governmental entities must make to ensure that all people can take part in, and benefit from, the programs and services of State and local governments. In addition, governmental entities must ensure effective communication -- including the provision of necessary auxiliary aids and services -- so that individuals with disabilities or functional and access needs can participate in civic life.

Emergency preparedness and response programs must be made accessible to people with disabilities or access and functional needs is required by the Americans with Disabilities Act of 1990 (ADA). Disabilities include but are not limited to mobility, vision, hearing, cognitive disorders, mental illnesses, and language barriers.

Included in the City's planning efforts for those with disabilities or access and functional needs are:

- TTD/TTY contact and captioned cable alert for the hearing-impaired
- Spanish/English outreach programs in the Police Department, identified language skills of City employees
- Handicapped access to City facilities and Red Cross shelter facilities
- Identified transportation assistance for the physically handicapped
- Reverse 9-1-1 (AlertOC) for contacting specific geographic areas
- Notification and warning procedures
- Evacuation considerations
- Emergency transportation issues
- Sheltering requirements
- Accessibility to medications, refrigeration and back-up power
- Accessibility for mobility devices or service animals while in transit or at shelters
- Accessibility to emergency information
- Coordination with County Health Care Agency and Social Services Agency and with the American Red Cross

The City of Tustin will make every effort to address the needs of persons with disabilities or access and functional needs. Initially the priorities will be on lifesaving operations, evacuations and stabilization of the incident. The City of Tustin will take into consideration the special needs of individuals with disabilities such as issues with communications, mobility, and accessibility.



Resources may be limited and it may take additional time to deal with the needs of individuals with disabilities.

Animal Care Considerations

The PETS Act (Pets Evacuation and Transportation Standards Act of 2006) directs that state and local emergency preparedness plans address the needs of people with pets and service animals after a major disaster, including the rescue, care and sheltering of animals. The City of Tustin contracts with OC Animal Care, 561 The City Drive South, Orange, CA (714) 935-6848, for animal control services and would contact them for additional shelter / rescue services in the event of animal evacuations. The County Operational Area Plan Mass Care and Shelter Annex addresses these needs and will be incorporated into this plan.

Authorities and References

The following documents provide emergency authorities for conducting and/or supporting emergency operations:

Federal

- Homeland Security Presidential Directive (HSPD) 5, Management of Domestic Incidents
- Homeland Security Presidential Directive (HSPD) 8, National Preparedness
- U.S. Department of Homeland Security National Incident Management System (NIMS)
- U.S. Department of Homeland Security National Response Framework (NRF)
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288), as amended
- Public Law 84-99 (U.S. Army Corps of Engineers-Flood Control Act)
- Federal Civil Defense Act of 1950 (Public Law 920), as amended
- NRT-1, Hazardous Materials Emergency Planning Guide and NRT-1A Plan Review Guide (Environmental Protection Agency's National Response Team)

State

- Standardized Emergency Management System (SEMS) Regulations; Chapter 1 of Division 2 of Title 19 of the California Code of Regulations and Government Code Section 8607(a)
- California Emergency Services Act; Chapter 7 of Division 1 of Title 2 of the Government Code
- California State Emergency Plan
- California Natural Disaster Assistance Act; Chapter 7.5 of Division 1 of Title 2 of the Government Code
- California Hazardous Materials Incident Contingency Plan



- California Health and Safety Code, Division 20, Chapter 6.5, Sections 25115 and 25117, Chapter 6.95, Sections 2550 et seq., Chapter 7, Sections 25600 through 25610, dealing with hazardous materials
- Orders and Regulations which may be Selectively Promulgated by the Governor during a State of Emergency
- Orders and Regulations Promulgated by the Governor to Take Effect upon the Existence of a State of War Emergency
- California Master Mutual Aid Agreement

Local

- Resolution No. 475 accepting California Disaster and Civil Defense Mutual Aid Agreement by City of Tustin, adopted June 16, 1959
- Tustin Municipal Code 5200 through 5207; Ordinance No.1235, Section 1, adopted September 17, 2001 by the City Council pertaining to Emergency Conditions
- County of Orange Resolution, November 28, 1950, adopting the California Master Mutual Aid Agreement
- Resolution No. 470, adopting Workmen's Compensation Benefits for Volunteers, adopted June 1, 1959
- Building Inspectors Mutual Aid Agreement, approved by City of Tustin City Council on March 15, 1999
- County of Orange Hazardous Materials Area Plan, adopted November 1999
- Resolution No.163, adopting the California Law Enforcement Mutual Aid Compact, adopted in August 6, 1945
- Resolution No. 95-102, accepting Participation in Orange County Operational Area & Statewide SEMS, adopted October 16, 1995
- Resolution 05-97, City of Tustin adoption of the National Incident Management System (NIMS) as the basis for all Incident Command within the City of Tustin
- Resolution No. 19-36, adopting the City of Tustin Mitigation Plan, September 17, 2019
- Resolution No. 11-14 adopting an updated Emergency Operations Plan on March 1, 2011.

References

- Federal Response Plan (FEMA)
- Disaster Assistance Procedure Manual (Cal OES)
- California Master Mutual Aid Agreement
- California Law Enforcement Mutual Aid Plan
- California Fire and Rescue Operations Plan
- Emergency Managers Mutual Aid Plan (dated November 1997)
- An ADA Guide for Local Governments: U.S. Department of Justice
- Pets Evacuation and Transportation Standards Act, H.R. 3858



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PART TWO

Concept of Operations

Operations during emergencies involve a full spectrum of response levels. Some emergencies or disasters will be preceded by a warning period, which provides enough time to warn the community and implement mitigation measures designed to reduce loss of life and property damage. Other emergencies occur with little or no warning, thus requiring immediate activation of the emergency operations plan and commitment of resources. All agencies must be prepared to respond promptly and effectively to any foreseeable emergency, including the provision and utilization of mutual aid.

Phases of Emergency Management

Emergency management activities during peacetime and national security emergencies are often associated with the four federal emergency management phases indicated below, however, not every disaster necessarily includes all indicated phases. All Departments of the City of Tustin have responsibilities in all the emergency phases.

- Preparedness Phase
- Response Phase
- Recovery Phase
- Mitigation Phase

Preparedness Phase

The preparedness phase involves activities that are undertaken in advance of an emergency or disaster to develop operational capabilities and effective responses to a disaster. Disaster plans are developed and revised to guide disaster response and increase available resources. Planning activities include developing hazard analyses, training response personnel, and improving public information and communications systems, all toward a position of increased readiness for a disaster.

Increased readiness actions will be initiated by the receipt of a warning or the observation that an emergency situation is imminent or likely to occur soon. Actions to be accomplished include, but are not necessarily limited to the points listed below:

- Review and update of emergency plans, SOPs/EOPs, and resources listings
- Pre-incident and post-incident public awareness information and education programs regarding disaster preparedness
- Inspection of critical facilities
- Recruitment of additional staff
- Mobilization of resources
- Testing warning and communications systems



Response Phase

The emergency response phase has three types of response actions taken in support of an emergency or disaster:

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

- Evacuation of threatened populations to safe areas
- Advising threatened populations of the emergency and apprising them of safety measures to be implemented.
- Advising the City Council and the Orange County Operational Area of the emergency.
- Identifying the need for mutual aid and requesting such through the Orange County Operational Area.
- Requesting an emergency proclamation by local authorities.

Emergency Response – During this phase, emphasis is placed on saving lives and property, controlling the situation and minimizing the effects of the disaster. Immediate response is accomplished in the City of Tustin by timely and effective deployment of local government agencies. One of the following conditions will apply to the City during this phase:

- The situation can be controlled without mutual aid assistance from outside the City
- Evacuation of portions of the City is required due to uncontrollable immediate and ensuing threats.
- Mutual aid from outside the City is required.
- The City is either minimally impacted or not impacted at all, and is requested to provide mutual aid to other jurisdictions.

The City of Tustin will give priority to the following operations:

- Dissemination of accurate and timely emergency information and warning to the public
- Situation analysis
- Resource allocation and control
- Evacuation and rescue operations
- Medical care operations
- Care and shelter operations
- Access and perimeter control
- Public health operations
- Restoration of vital services and utilities



When local resources are overwhelmed and additional resources are required, requests for mutual aid will be initiated through the Orange County Operational Area. Fire and law enforcement agencies will request mutual aid directly through established mutual aid coordinators through existing agreements. If required, the California Emergency Management Agency (Cal OES) may be requested by Orange County to coordinate and establish one or more Disaster Support Areas (DSA's) where resources and supplies can be received, stockpiled, allocated, and dispatched to support operations in the affected area(s).

Depending on the severity of the emergency, the Tustin EOC may be activated and the Orange County Operational Area may activate the County EOC as well. A state of emergency may be proclaimed at the city and/or county levels. The CalOES Secretary may request a gubernatorial proclamation of a State of Emergency. Should a State of Emergency be proclaimed, state agencies will, to the extent possible, respond to requests for assistance. These activities will be coordinated with the Cal OES Secretary and/or Governor. Cal OES may also activate the State Operations Center (SOC) in Sacramento to support State Regions, state agencies, and other entities in the affected areas and to ensure the effectiveness of the state's emergency response. The State Regional EOC (REOC) in Los Alamitos will support the Orange County Operational Area. If the Governor requests and receives a Presidential Declaration of an Emergency or a Major Disaster under Public Law 93-288, he will appoint a State Coordinating Officer (SCO). The SCO and an appointed Federal Coordinating Officer (FCO) will coordinate and control state and federal recovery efforts in supporting local operations. All emergency response efforts and initial recovery support will be coordinated by the REOC.

Sustained Emergency – In addition to continuing life and property protection operations, mass care, relocation, registration of displaced persons, and damage assessment operations will be initiated.

Recovery Phase

Recovery operations address the procedures for accessing Federal and state programs available for individual, business, and public assistance following a disaster. Examples of recovery activities include:

- Restoring utilities
- Applying for state and federal assistance programs
- Conducting hazard mitigation analysis
- Identifying residual hazards
- Determining and recovering costs associated with response and recovery
- Demobilizing operations
- After action reporting



Mitigation Phase

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

- Local ordinances and statutes (zoning ordinance, building codes and enforcement, etc.)
- Structural measures
- Tax levies or abatements
- Public information and community relations
- Land use planning
- Professional training

The City of Tustin has developed a Multi-Hazard Mitigation Plan in accordance with the Disaster Mitigation Act of 2000. The hazards are identified in Part Three of this Emergency Operations Plan.

Levels of Emergency Activation

The magnitude of an emergency will dictate the City of Tustin's response level. Indications that the EOC should be activated include:

- When any of the persons authorized to activate the City of Tustin EOC determines that coordination of the response/recovery would be enhanced by multi-department or multi-agency coordination in the EOC.
- When the resources of the City of Tustin to respond or recover from a disaster or other emergency are overwhelmed.
- If the incident has escalated or has the potential to escalate due to the number of jurisdiction departments or agencies involved, or personnel and resources required where the coordination of the incident or support operations cannot be efficiently accomplished at the scene or at another field location.
- If incidents are of such magnitude that coordination of the response to the incident is not possible (e.g., regional flooding, major earthquake, fire, HAZMAT incident requiring extensive documentation or presenting evacuation/rescue problems, or other mass casualty incident).
- When significant requests for City resources are received from adjacent cities, the county or the state to respond outside the city and coordination of these requests are better facilitated at one central point.

EOC activation levels are used to describe the type of event, extent of coordination or assistance needed, and the degree of participation required from city departments.



Level 1 – Major or Catastrophic Emergency - Full EOC Activation

A major local or regional disaster wherein resources in or near the impacted area are overwhelmed and extensive county, state and/or federal resources are required. A proclamation of emergency will be made and communications and coordination with the Orange County Operational Area EOC will be maintained. The overall response and early recovery activities will be managed from the City EOC. Off-duty personnel will be recalled and long-term planning for human resources will be conducted.

Level 2 – Moderate Emergency – EOC Activated

A moderate to severe emergency in which the City of Tustin resources are not adequate and mutual aid and outside agency support is required. Key management personnel from the involved departments will co-locate to the EOC to provide jurisdiction coordination. Partial or Full activation of EOC personnel will be determined based upon the severity of the incident. Off-duty personnel will likely be recalled for extended operation periods. A local emergency may be requested and response activities will be reported to and coordinated with the Orange County Operational Area.

Level 3 – Incident Monitoring/Minor Emergency – EOC May Be Activated

The EOC may be activated and set up with minimal staffing to monitor an ongoing incident or planned event that has the potential to escalate. A Minor Emergency is one that that can be managed by first responders, City resources and with limited involvement by outside agencies and could involve extended operations covering multiple shifts. Off-duty personnel may be recalled to backfill personnel assigned to the incident. City and/or mutual aid police, fire, public works, or medical responders should consider the formal use of ICS procedures.

National Incident Management System (NIMS)

Homeland Security Presidential Directive-5 (HSPD-5) established the National Incident Management System (NIMS). The NIMS integrates existing best practices into a consistent, flexible and adjustable nationwide approach for emergency management. Using NIMS, Federal, State, local and tribal governments, and private sector and non-governmental organizations work together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size or complexity. There are six components within the NIMS; Command and Management; Preparedness; Resource Management; Communication and Information Management; Supporting Technology; and Ongoing Management and Maintenance. Federal and State government agencies are required to use NIMS, while local government agencies and special districts must use NIMS to be eligible for federal funding for emergency and disaster preparedness activities. The National Incident Management System is patterned after California's Standardized Emergency Management System and they are compatible emergency management systems.

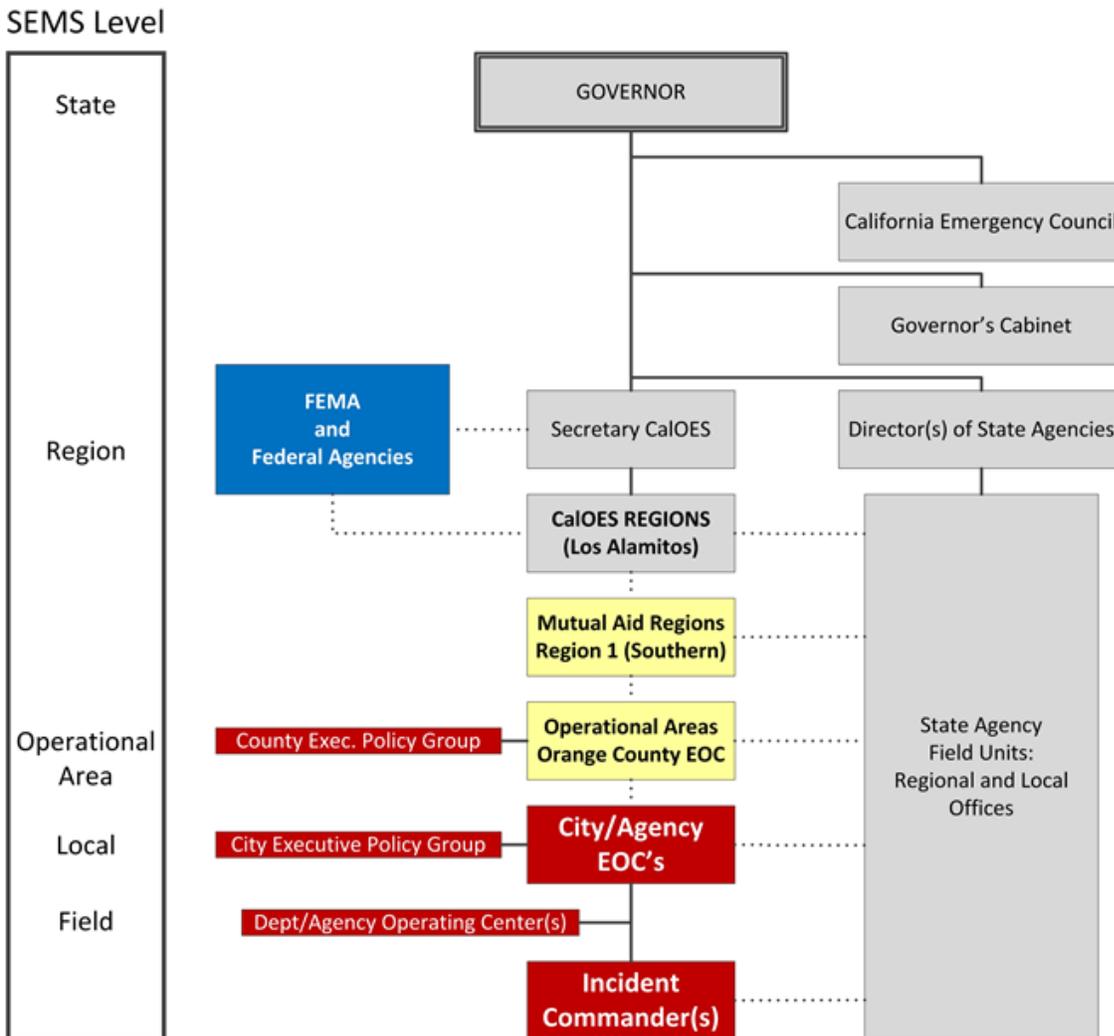


Standardized Emergency Management System (SEMS)

SEMS is required by the California Emergency Services Act (Government Code Section 8607(a)) for managing multiagency and multijurisdictional responses to emergencies in California. The system unifies all elements of California’s emergency management community into a single integrated system and standardizes key elements. SEMS incorporates the use of the Incident Command System, California Disaster and Civil Defense Master Mutual Aid Agreement, the Operational Area concept and multiagency or inter-agency coordination. State agencies are required to use SEMS and local government entities must use SEMS to be eligible for any reimbursement of response-related costs under the state’s disaster assistance programs.

SEMS Organizational Levels

Fully activated, SEMS consists of five organizational levels: field response, local government, operational areas, Cal OES Mutual Aid Regions, and State government.





Field Response Level

The field response level is where emergency response personnel and resources, under the command of an appropriate authority, carry out tactical decisions and activities in direct response to an incident or threat. The City of Tustin Police, Public Works Department, and the Orange County Fire Authority serve at the field response level. SEMS regulations require the use of ICS at the field level of a multi-agency or multi-jurisdictional incident. There are five major management functions in ICS:

- Command
- Operations
- Planning/intelligence
- Logistics
- Finance/administration

Requests for any resources or support that cannot be filled at the field level are requested through a Department Operations Center or the City Emergency Operations Center.

Local Government Level

A local government is one of the five levels of SEMS. The basic role of a local government is to manage and coordinate the overall emergency response and recovery activities within its jurisdiction. The City of Tustin is responsible for coordinating with other local governments, the field response level, and the operational area, and for providing mutual aid within their capabilities. The City of Tustin will comply with SEMS regulations to be eligible for state funding of response-related personnel costs and will:

- Use SEMS when a local emergency is declared or proclaimed, or the local government EOC is activated
- Establish coordination and communications with Incident Commander(s) either through departmental operating centers (DOCs) to the EOC, when activated, or directly to the EOC, when activated
- Use existing mutual aid systems for coordinating fire and law enforcement resources;
- Establish coordination and communications between the City of Tustin EOC when activated, the Orange County Operational Area, and any state or local emergency response agency having jurisdiction at an incident within the city's boundaries
- Use multi-agency or inter-agency coordination to facilitate decisions for overall local government level emergency response activities

A local government under SEMS is defined as a city, county, city and county, school district, or special district. The Tustin Unified School District represents the schools within the City of Tustin. Special districts under SEMS are units of local government (other than a city, county, or city and county) with authority or responsibility to own, operate or maintain a project (as defined in California Code of Regulations 2900(s) for purposes of natural disaster assistance). This may include a joint- powers-authority (JPA) established under Section 6500 et seq. of the code.



The development of SEMS is a cooperative effort of all departments and agencies within the City of Tustin with an emergency response role. The Emergency Management Coordinator has the lead staff responsibility for SEMS development and planning with responsibilities for:

- Communicating information within the City of Tustin on SEMS requirements and guidelines
- Coordinating SEMS development among departments and agencies
- Identification of all departments and agencies involved in field level response
- Identification of departments and agencies with department operations center (DOC's)
- Coordinating with other local governments, the operational area and volunteer and private agencies on development of SEMS
- Ensuring SEMS is incorporated into the City of Tustin Emergency Operations Plan and procedures
- Ensuring SEMS is incorporated into the City of Tustin emergency ordinances, agreements, memorandum of understandings, etc.
- Identification of special districts that operate or provide services within the boundaries of the City of Tustin. The emergency role of these special districts should be determined and provisions made for coordination during emergencies
- Identification of local volunteer and private agencies that have an emergency response role. Contacts should be made to develop arrangements for coordination in emergencies

The City of Tustin will participate in the Orange County Operational Area organization and system for coordination and communication within the operational area.

Multi/Inter-Agency Coordination

Multi-agency or Inter-agency coordination is defined as the participation of agencies and disciplines 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.

Unified Command

Unified command allows agencies with responsibility for an incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, autonomy, responsibility, or accountability.

Operational Area Level

The operational area is defined in the Emergency Services Act as an intermediate level of the state's emergency services organization consisting of a county and all political subdivisions within the county area. Political subdivisions include cities and special districts. There are 58 Operational Areas within the State. The Operational Area has an Agreement in place that defines roles and responsibilities, as well as jurisdictional authority in an emergency. The City of Tustin is signatory to this agreement. The Orange County Operational Area is comprised of all local



government agencies within Orange County boundaries, which includes County of Orange Departments, incorporated cities, school districts, and special districts. The operational area is responsible for:

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

The Orange County Emergency Management Division of the Orange County Sheriff's Department is the lead agency for the Orange County Operational Area, which includes the City of Tustin. All local governments should cooperate in organizing an effective operational area, but the operational area authority and responsibility is not affected by the nonparticipation of any local government.

Activation of the Operational Area during a State of Emergency or a Local Emergency is required by SEMS regulations under the following conditions:

- A local government within the operational area has activated its EOC and requested activation of the operational area EOC to support their emergency operations
- Two or more cities within the operational area have proclaimed a local emergency
- The county and one or more cities have proclaimed a local emergency
- A city, city and county, or county has requested a governor's proclamation of a state of emergency, as defined in the Government Code Section 8558(b)
- A state of emergency is proclaimed by the governor for the county or two or more cities within the operational area
- The operational area is requesting resources from outside its boundaries. This does not include resources used in normal day-to-day operations that are obtained through existing mutual aid agreements
- The operational area has received resource requests from outside its boundaries. This does not include resources used in normal day-to-day operations which are obtained through existing mutual aid agreements.

The Orange County Operational Area (OA) and jurisdictions within the OA utilize Web EOC; a web-based information management system that provides a single access point for the collection and dissemination of emergency or event-related information. Situation and resource status is conveyed throughout the OA which is responsible to report status reports and resource requests to the Cal OES Regional Emergency Operations Center via Cal EOC; the state-wide version of internet based WebEOC system.



Regional Level

The regional level manages and coordinates information and resources among operational areas. Cal OES has divided California into three Administrative Regions – Inland, Coastal and Southern – which are further divided into six mutual aid regions. (Refer to Map 4 on Page 35) Tustin is in the Southern Administrative Region, and in Mutual Aid Region 1, which includes the counties of Los Angeles, Orange, Ventura, Santa Barbara, and San Luis Obispo. Mutual Aid Region VI includes the counties of San Diego, Imperial, Inyo, Mono, San Bernardino, Riverside Combined, Region 1 and Region VI make up the Southern Region, both of which are managed through the Regional Emergency Operations Center (REOC) at the Cal OES Southern Region Office, 4671 Liberty Avenue, Building 283, Los Alamitos, CA. The REOC's are managed and staffed by Cal OES personnel.

State Level

In response to the emergency needs and requests from local governments and operational areas, the state level manages state resources and coordinates mutual aid among the mutual aid regions and between the regional and state levels. The state level also serves as the coordination and communication link between the state and the federal disaster response system. The state Cal OES office is located at 3650 Schriever Ave, Mather, CA.

Federal Level

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

SEMS EOC Organization

SEMS regulations require local governments to provide for the five management functions as the basis for structuring the EOC organization:

Management

- Responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.

Operations

- Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the local government's EOC Action Plan.



Planning/Intelligence

- Responsible for collecting, evaluating, and disseminating information; developing the EOC Action Plan and After-Action Report, and maintaining documentation.

Logistics

- Responsible for providing facilities, services, personnel, equipment, and materials.

Finance/Administration

- Responsible for financial activities and other administrative aspects.

The EOC organization may include representatives from responding agencies, school districts, emergency communications organizations such as Radio Amateur Civil Emergency Services (RACES), volunteer agencies, and private agencies with significant response roles such as the American Red Cross (ARC) and Salvation Army.

Incident Command System (ICS)

The Incident Command System (ICS) is a standardized, on-scene, all-hazards incident management approach that:

- Allows for the integration of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.
- Enables a coordinated response among various jurisdictions and functional agencies, both public and private.
- Establishes common processes for planning and managing resources.

ICS is flexible and can be used for incidents of any type, scope, and complexity. ICS allows its users to adopt an integrated organizational structure to match the complexities and demands of single or multiple incidents.

ICS is used by all levels of government—Federal, State, tribal, and local—as well as by many nongovernmental organizations and the private sector. ICS is also applicable across disciplines. It is structured to facilitate activities in five major functional areas: Command, Operations, Planning/Intelligence, Logistics, and Finance/Administration. All the functional areas may or may not be used depending on the needs of the incident.

As a system, ICS is extremely useful providing an organizational structure for incident management, and guiding the process for planning, building, and adapting that structure.



Field Level Incident Command System

The concepts, principles and organizational structure of the ICS will be used in managing field operations. The size, complexity, hazard environment, and objectives of the situation will determine the ICS size and the support that will be required to support field activities. The incident will be managed by objectives to be achieved and those objectives are communicated to field and EOC personnel using the action planning process.

Typically, an Incident Commander (IC) will communicate with the Emergency Services Director as to situation and resource status through established communications channels. Members of the IC Command and General Staff will communicate with their counterparts in the EOC using the same communications methods. Some members of the EOC Command or General Staff may be asked to attend briefings or planning meetings at an Incident Command Post.

When multiple agencies respond to the incident, the IC will establish a Unified Command or Multi-Agency Coordination System and agency representatives will be asked to report to the Liaison Officer. Outside agencies including those from county, state and federal agencies will participate in the Unified Command/Multi-Agency Coordination System by assisting in identifying objectives, setting priorities, and allocating critical resources to the incident.

Field/EOC Communications and Coordination

The City's communication plan outlines the communications channels and protocols to be used during an incident. The City's communication plan will be included as a separate appendix to this plan. Typically, field to EOC communications will occur at the Command and General Staff levels or, if they are established, field units will communicate with a Department Operations Center (DOC) who will, in turn, relay the information to the appropriate section/function in the EOC.

The City EOC will communicate situation and resource status information to the Orange County Operational Area and other outside agencies via designated countywide emergency reporting systems, such as Web EOC.

Field/EOC Direction and Control Interface

The Emergency Services Director will establish jurisdictional objectives and priorities and communicate those to everyone in the organization through the EOC Action Plan. The EOC Action Plan does not direct or control field units but supports their activities. Incident Commander(s) will ensure incident objectives and priorities are consistent with those policies and guidelines established at the city level by the Emergency Services Director.

It is the responsibility of the Incident Commander to communicate critical information to the Emergency Services Director in a timely manner.

Field/EOC Coordination with Department Operations Centers (DOCs)

If a department within the City establishes a DOC to coordinate and support their departmental field activities, its location, time of establishment and staffing information will be communicated



to the City EOC. All communications with the field units of that department will be directed to the DOC who will then relay situation and resource information to the EOC. DOCs act as an intermediate communications and coordination link between field units and the City EOC.

EOC Action Plans

At local, operational area, regional and state levels, the use of EOC action plans provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement. Action plans not only provide direction, but they also serve to provide a basis for measuring achievement of objectives and overall system performance.

Action planning is an important management tool that involves:

- A process for identifying priorities and objectives for emergency response or recovery efforts
- Documentation of the priorities and objectives, the tasks and personnel assignments associated with meeting them

The action planning process should involve the EOC Director and General Staff along with other EOC elements, school district representatives, and other agency representatives as appropriate. The Planning/Intelligence Section is normally responsible for development of the action plan and for facilitation of action planning meetings.

Action plans are developed for a specified operational period that may range from a few hours to 24 hours. The operational period is determined by first establishing a set of priority actions that need to be performed. A reasonable time frame is then established for accomplishing those actions. The action plans need not be complex, but should be sufficiently detailed to guide EOC elements in implementing the priority actions. Guidelines for developing action plans and example action plan formats are contained in Chapter Four-SEMS Functions and Checklists.

After Action/Corrective Action Reports

As part of the SEMS reporting process, the SEMS Regulations makes it a requirement that any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an after action report to Cal OES within 90 days of the close of the incident period.

The Emergency Services Act, Section 8607 (f) mandates that the (Cal OES) in cooperation with involved state and local agencies complete an after action report within 120 days after each declared disaster.

An After Action/Corrective Action Report serves the following important functions:

- Provides a source for documenting response and early recovery activities,
- Identifies problems and successes during emergency operations.
- Analyzes the effectiveness of the different components of SEMS.
- Describes and defines a plan of corrective action for implementing recommended improvements to existing emergency response efforts.



The Emergency Management Coordinator will be responsible for the development of the After-Action Report as needed.

Coordination with Field Response Level

Coordination among SEMS levels is clearly necessary for effective emergency response. In a major emergency, the City of Tustin EOC may be activated to coordinate the overall response while the ICS is used by field responders. Incident Commanders may report pertinent information to department operations centers (DOCs), which in turn will report and coordinate with the EOC. When the EOC is directly overseeing Incident Command teams, the EOC is operating in a centralized coordination and direction mode.

Another scenario for EOC-Area Command interaction would be the occurrence of several similar type incidents located near, but in different jurisdictions. A Unified Area Command may be established to oversee Incident Commanders operating in general proximity to each other. The Unified Area Command would coordinate with activated local government EOCs.

Coordination with Orange County Operational Area

Coordination and communications should be established between activated local government EOCs and the operational area. The communications link may be through the radio system, telephone, fax, or amateur radio or the Orange County Operational Area 1Radio System, which links all the jurisdictional EOC's to a centralized communications center for the OA. The cities and OA also utilize Web EOC for notifications, information sharing, and reporting.

Orange County Operational Area will direct the most heavily impacted cities to coordinate and communicate directly with the County/Operational Area EOC. Orange County will use an Operational Area Multi-Agency Coordination System (MACS) concept when developing response and recovery operations. When and where possible, the County will include jurisdictional representatives in planning for jurisdictional support.

Special District Involvement

The emergency response role of the Tustin Unified School District is generally focused on normal services. During disasters, the District may be more extensively involved in the emergency response by assisting the city and/or other local governments.

The school district is equipped with the Orange County Operational Area OA-1 / OA-2 Radio System links school districts and individual school sites to their respective City EOC and the OA EOC. The school district should assign a liaison to coordinate with the Tustin EOC in the event a school is involved in the emergency incident. Additional Special Districts within the city of Tustin include the Irvine Ranch Water District and the Orange County Transportation Authority that may require coordination and communications to be established depending on their involvement in the emergency response. Special districts need to work with the local governments in their service areas to determine how best to coordinate and communicate during emergencies.



Typically, special district boundaries cross municipal boundary lines. A special district may serve several cities and county unincorporated areas. Some special districts serve more than one county. In such a situation, the special district may wish to provide a liaison representative to the Tustin EOC or the Operational Area EOC to facilitate coordination and communication with the various entities it serves.

Coordination with Volunteer and Private Sector Agencies

The City of Tustin EOC will establish communication with private and volunteer agencies that provide services to the city. The American Red Cross, Orange County Rescue Mission, and Salvation Army are agencies that may play key roles assisting in the emergency response. These agencies, if significantly involved in an incident, may assign a representative to the Tustin EOC as an Agency Representative. Some agencies may have several personnel participating in functional elements in the EOC, e.g., Red Cross personnel may be part of the staffing for the Care and Shelter Unit of the EOC.

Agencies that have countywide response roles and cannot respond to numerous cities EOC's should be represented within the operational area level EOC. Coordination with volunteer and private agencies that do not have representatives at an EOC may be accomplished through telecommunications, liaison with community councils that represent several agencies, or involvement of agencies in special multi-agency groups on specific issues.

In an emergency, governmental response is an extraordinary extension of responsibility and action, coupled with normal day-to-day activities. Normal governmental duties will be maintained, with emergency operations carried out by those agencies assigned specific emergency functions.

Statewide Emergency Management

Governments at all levels must work together effectively, along with the private sector, business and industry, community-based organizations and volunteers, to meet the challenges posed by a disaster.

All resources available within the State that may be applied in disaster response and recovery phases, together with the private sector, are collectively referred to as the California Emergency Organization (See Chart 2). The goal is to support emergency activities to protect life, property, and the environment. During a state of war emergency, a state of emergency, or a local emergency, the Cal OES Secretary will coordinate the emergency activities of all State agencies (California Emergency Services Act, §8587).

Emergency mutual aid response and recovery activities are generally conducted at the request and under the direction of the affected local government. Some emergency responses are led by designated State agencies. Such agencies have jurisdiction at the State level or those emergencies or disasters. Resource requests for response and recovery originate at the lowest level of government and are progressively forwarded to the next level until filled. When support



requirements cannot be met with State resources, the State may request assistance from those federal agencies having statutory authority to provide assistance in the absence of presidential declarations. The State may also request a Presidential Declaration of an Emergency or Major Disaster under the provisions of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93288 as amended.

California has established essential communications support procedures between the OA's, the REOC, the State Operations Center (SOC), and other State agencies to provide the information links for elements of the California Emergency Organization. This communications infrastructure includes the use of the CalEOC, and the California portion of the National Warning System.

California Master Mutual Aid Agreement

California's emergency assistance is based on a statewide mutual aid system designed to ensure that additional resources are provided to the state's political subdivisions whenever their own resources are overwhelmed or inadequate. The basis for this system is the *California Disaster and Civil Defense Master Mutual Aid Agreement*, which is entered into by local governments and the State of California. The various departments and agencies within the political subdivisions, municipal corporations, and public agencies agree to assist each other by providing resources during an emergency. The agreement obligates each signatory entity to provide aid to each other during an emergency without expectation of reimbursement. Under specific conditions, federal, and state monies may be appropriated to reimburse public agencies who aid other jurisdictions. If other agreements, memoranda, and contracts are used to provide assistance for consideration, the terms of those documents may affect disaster assistance eligibility and local entities may only be reimbursed if funds are available. This plan promotes the establishment of emergency assistance agreements between public and private sector agencies at all levels.

Mutual Aid System

The statewide mutual aid system, operating within the framework of the Master Mutual Aid Agreement, allows for the progressive mobilization of resources to and from emergency response agencies, local governments, operational areas, regions, and state with the intent to provide requesting agencies with adequate resources. The general flow of mutual aid resource requests and resources within mutual aid systems are depicted in the diagram in Chart 3 on Page 38.

The statewide mutual aid system includes several discipline-specific mutual aid systems, such as fire and rescue, law, medical, and public works. The adoption of SEMS and NIMS does not alter these existing systems, but enhances the facilitation of mutual aid through the local government, operational area, regional, and state levels.

Emergency Management Assistance Compact (EMAC)

California is a signatory to the interstate EMAC; a congressionally ratified organization that provides form, structure, and procedures for rendering emergency assistance between states. Once the governor has declared a state of emergency, Cal OES will assess the needs for the emergency incident. California can then request resources through the EMAC network for



assistance provided by other states in the nation. The use of EMAC resolves two of the key issues regarding mutual aid, liability, and reimbursement so that a disaster impacted state can request and receive assistance from other member states quickly and efficiently.

Within California, there are several discipline specific mutual aid plans that work in conjunction with the Master Mutual Aid Agreement. These plans derive their authority from the California Emergency Services Act and from the California Disaster and Civil Defense Master Mutual Aid Agreement.

The individual disciplines work within the policies and procedures of the specific plans:

- Law Enforcement Mutual Aid Plan
- Search and Rescue Mutual Aid Plan
- Coroner Mutual Aid Plan
- Fire and Rescue Mutual Aid Plan
- Urban Search and Rescue Mutual Aid Plan
- Emergency Managers Mutual Aid Plan
- Public Works Mutual Aid Plan
- Building Officials Mutual Aid Plan

Mutual Aid Coordinators (Operational Area and CalOES)

To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, regional and state levels. The basic role of a mutual aid coordinator is to receive mutual aid requests, coordinate the provision of resources from within the coordinator's geographic area of responsibility and pass on unfilled requests to the next level. Law and Fire Mutual Aid Coordinators work within existing Mutual Aid agreements and plans and do not work through the Operational Areas for requests and assignments for mutual aid.

Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the emergency services mutual aid system by emergency management staff at the local government, operational area, regional, and state levels. When EOC's are activated, all discipline-specific mutual aid systems should establish coordination and communications within the respective local, operational area, regional, or state EOC's.

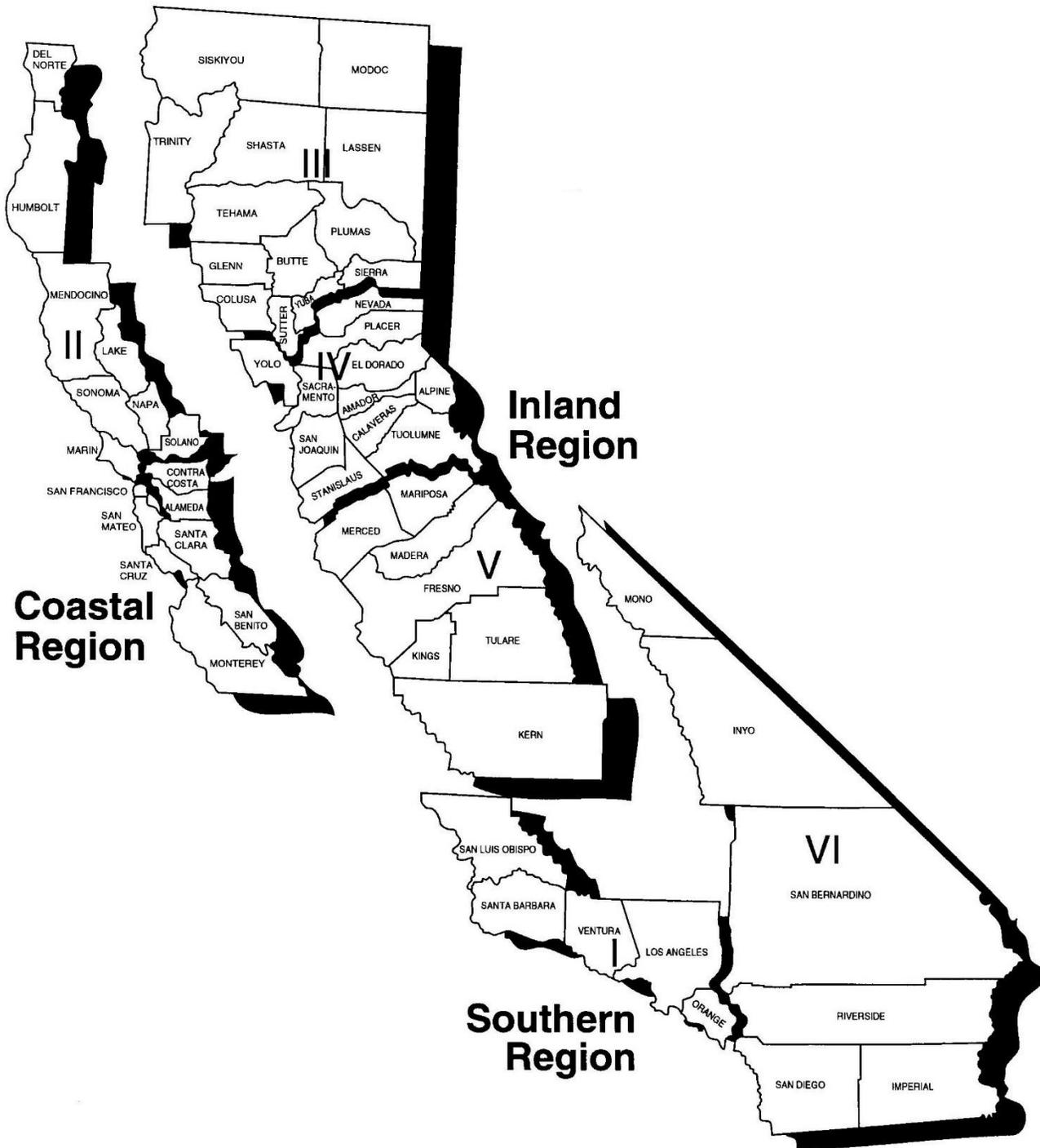
Mutual aid system representatives at an EOC may be in various functional elements (sections, branches, groups, or units) or serve as an agency representative, depending on how the EOC is organized and the extent to which it is activated.

Tustin Mutual Aid Requests

The City of Tustin will make mutual aid requests through the Orange County Operational Area via WebEOC or via email or phone communications with the respective operations sections in the Operational Area EOC. Requests for Fire and Law Enforcement mutual aid will be made through existing Regional Mutual Aid Coordinators that may be present at the Operational Area EOC.



MAP 1 - Cal OES Administrative Regions and Mutual Aid Regions



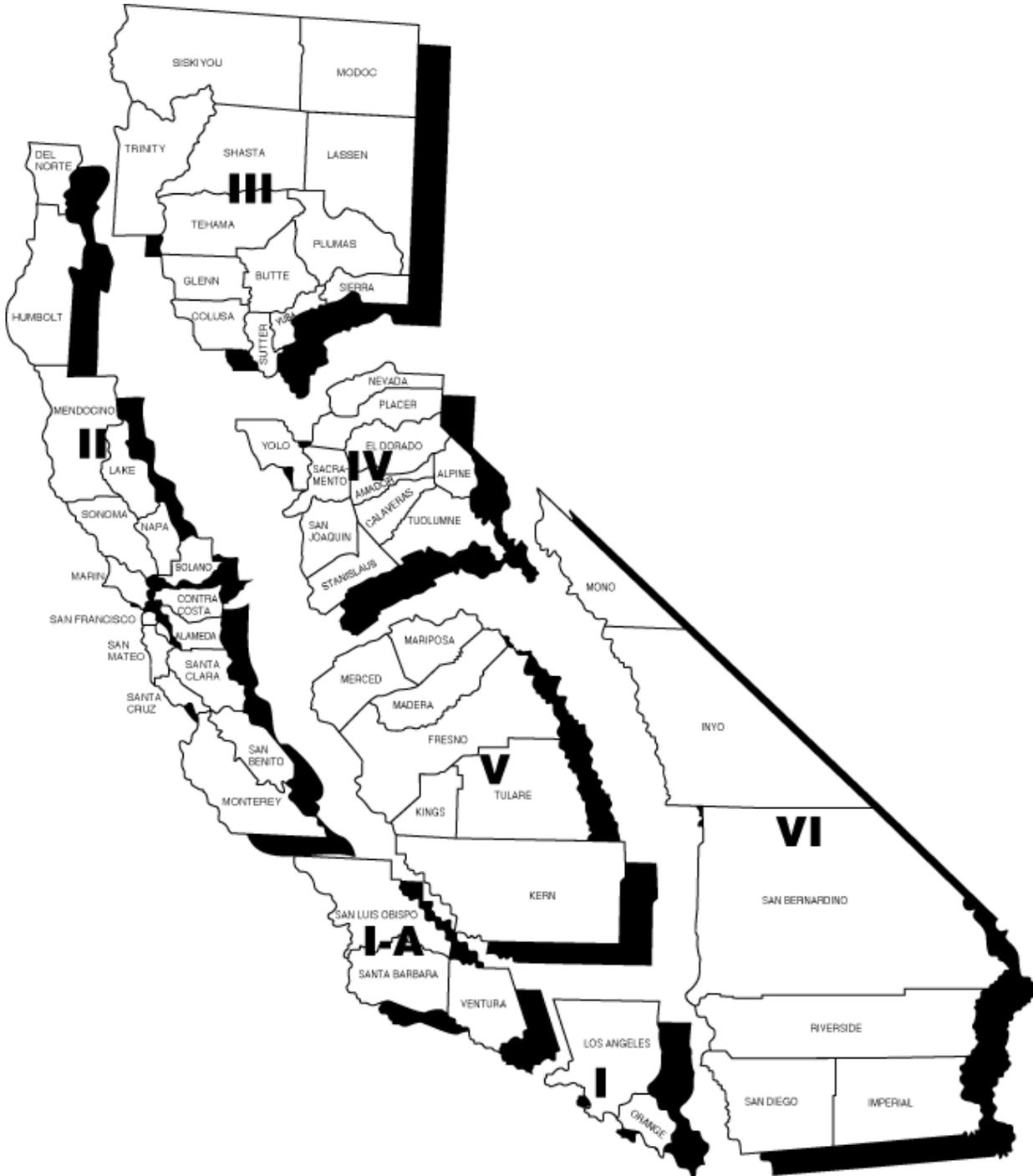


MAP 2 - Fire and Rescue Mutual Aid Regions





MAP 3 – Law Enforcement and Coroner Mutual Aid Regions





MAP 4 - CalOES Southern Region

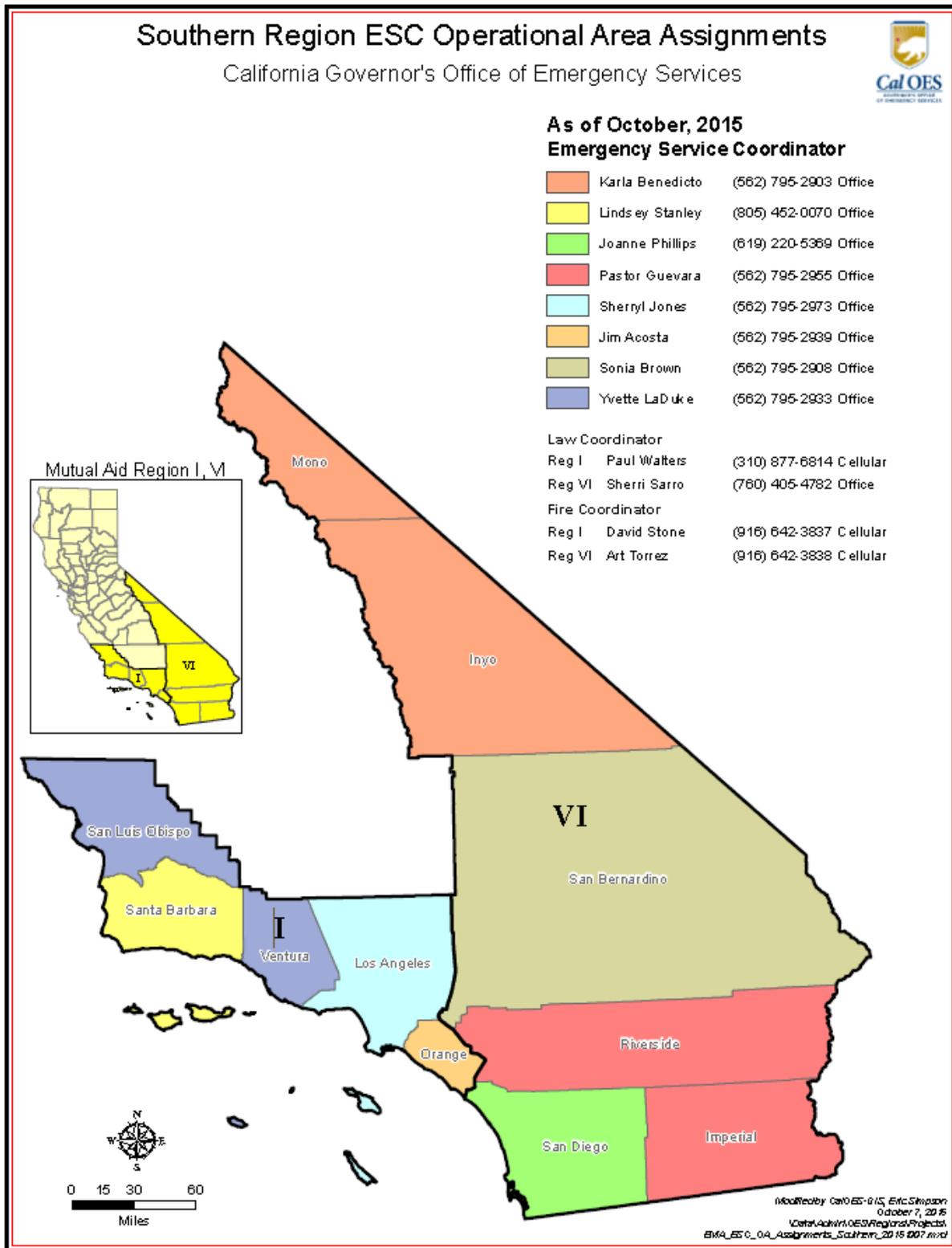




CHART 1 – California Emergency Organization

SEMS Level

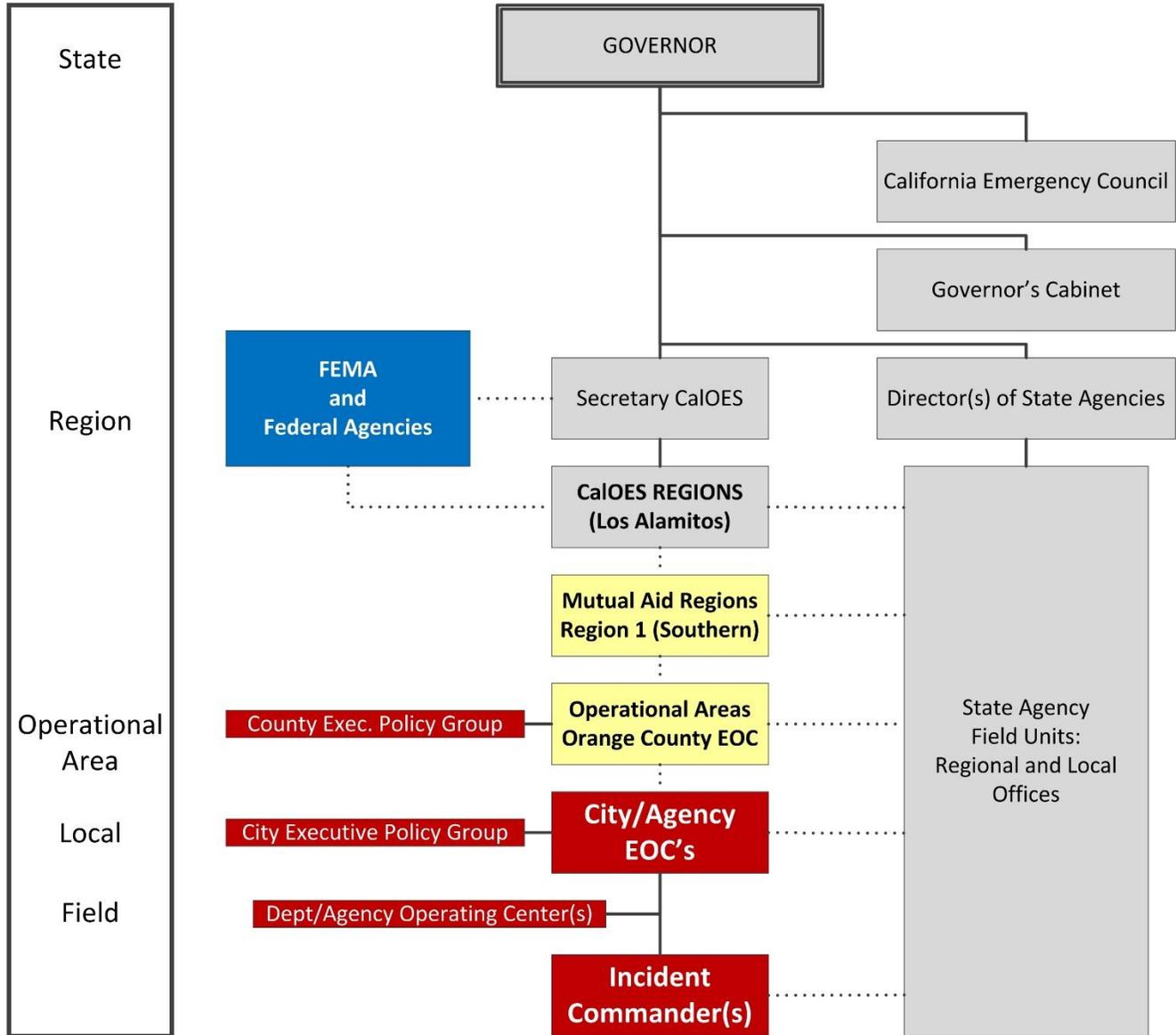




CHART 2 - Discipline Specific Mutual Aid System

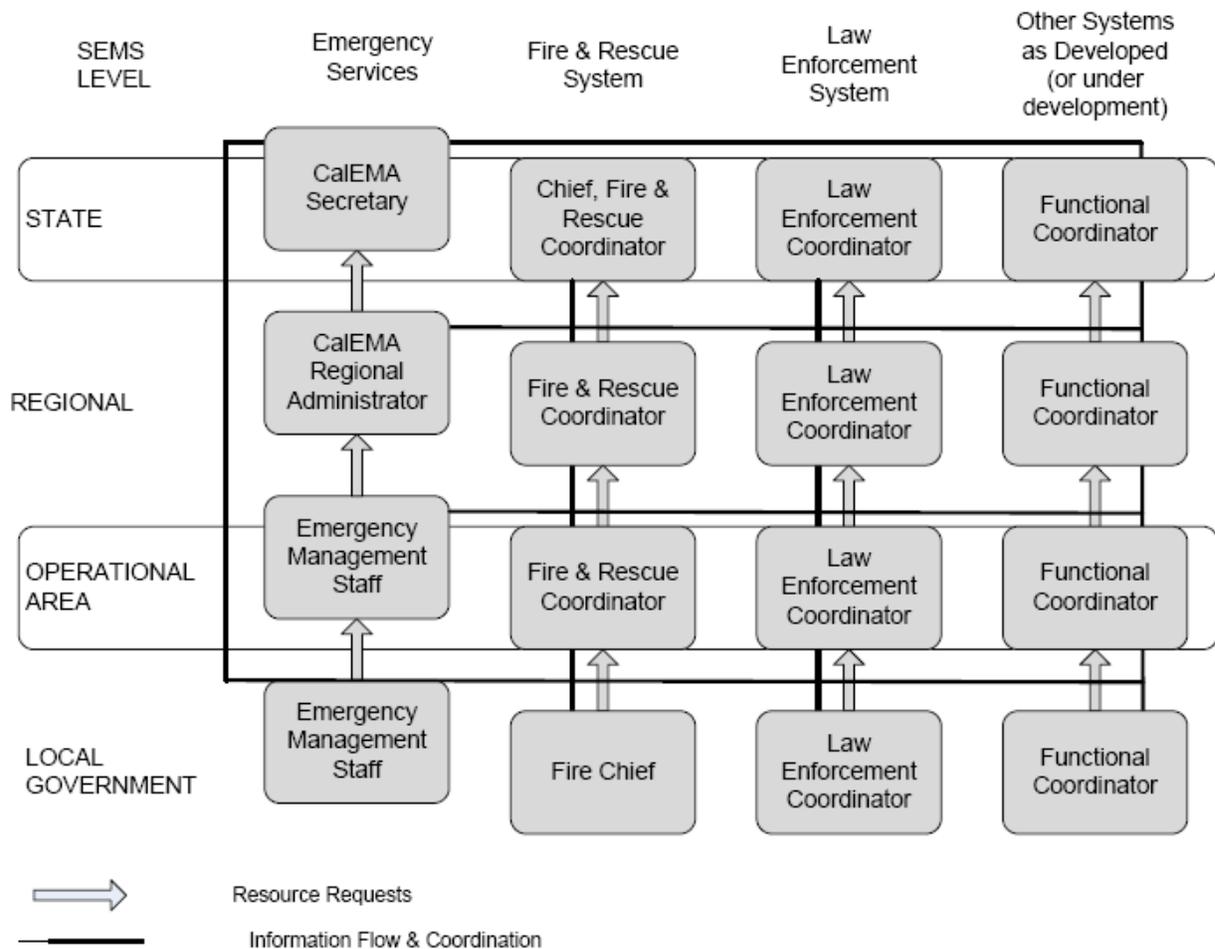
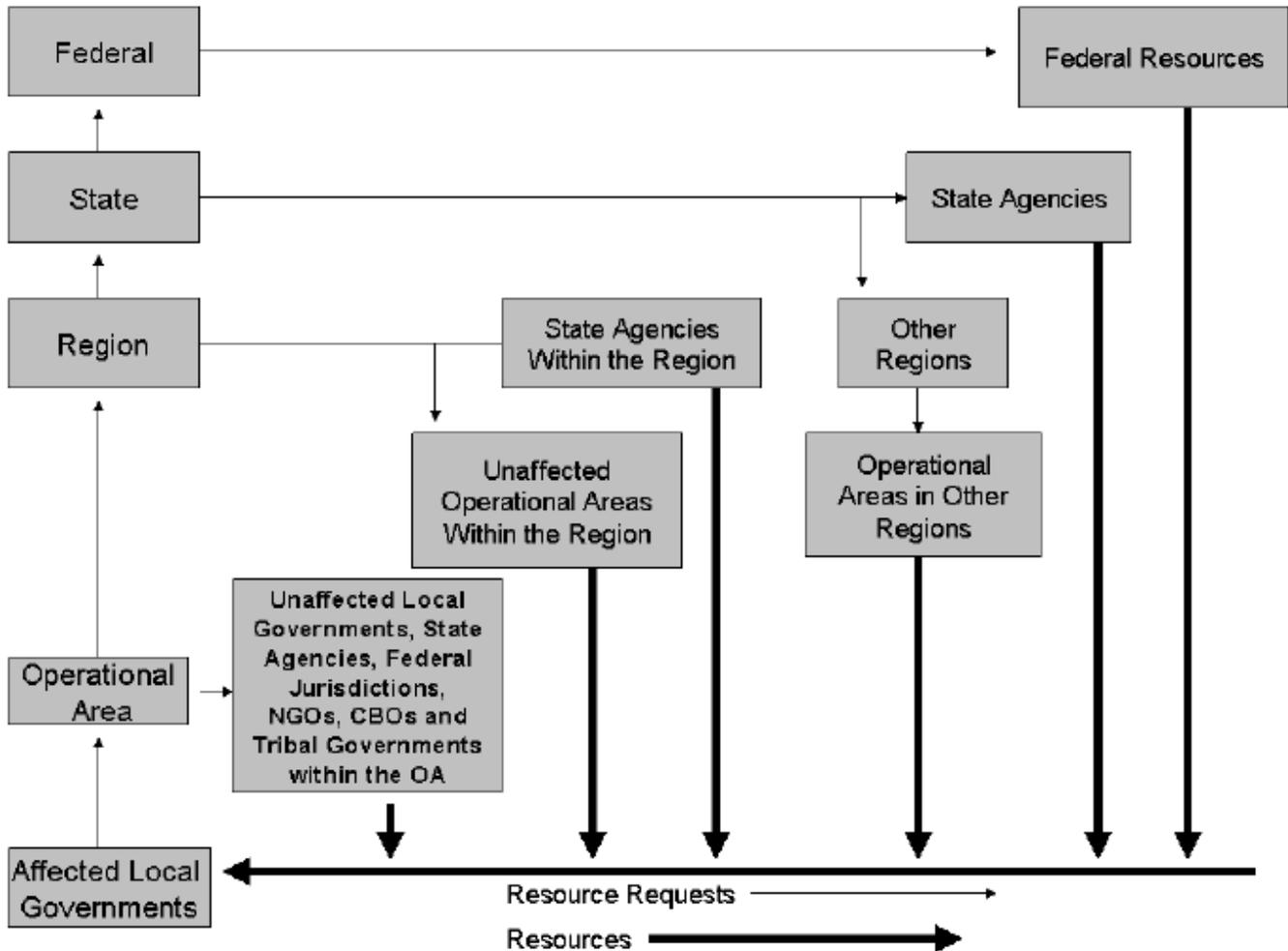




CHART 3 - Flow of Requests and Resources



Alerting and Warning

Warning is the process of alerting governmental forces and the general public to the threat of imminent extraordinary danger. Success in saving lives and property is dependent upon timely dissemination of warning and emergency information to persons in threatened areas. Local government is responsible for warning the population within their jurisdiction. Government officials accomplish this using various warning systems and devices that can originate or disseminate information from a central location that is staffed 24 hours a day, typically the communications center.



AlertOC and Nixle

The City of Tustin participates in the Orange County Operational Area AlertOC warning system and has access to the internet based Nixle email and texting system. Both systems are managed by the Tustin Police Department.

AlertOC is a Reverse 911 regional public mass notification system designed to keep those who live or work in Orange County apprised of important information during emergency events. The system is managed and paid for by the County of Orange in partnership with many Orange County cities. By registering with Alert OC, time-sensitive voice messages from the County or Cities are sent to homes, cell or business phones. Text messages may also be sent to cell phones, e-mail accounts and hearing-impaired receiving devices.

Nixle is a communication system that connects residents with the agencies that serve and protect them. Residents can use Nixle to receive information ranging from critical alerts to community news. Additionally, residents can choose how they receive this information – by SMS (text message), email, over the Web or by mobile application. Registration with this service is voluntary.

Emergency Alert System (EAS)

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

EAS is operated by the broadcast industry on a volunteer basis according to established and approved EAS plans, standard operating procedures and within the rules and regulations of the Federal Communications Commission (FCC). EAS can be accessed at federal, state, and local levels to transmit essential information to the public. Message priorities under Part 73.922(a) of the FCC's rules are as follows:

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

State programming originates from the state operations center and is transmitted through the state using the state's CLERS VHF/UHF radio relay stations. California has 30 EAS Operational Areas within radio reception range of EAS stations serving the area. The State message priorities are as follows:

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



Emergency information is broadcast directly through the transmitters to all broadcasters in Orange County simultaneously and to school districts and businesses with more than 100 employees, who by law must monitor this frequency. Examples of emergencies identified by Orange County Operational Area that may warrant an alert are an earthquake, serious fires, heavy rains and flooding, widespread power failures, severe industrial accidents, and hazardous material accidents. Local EAS voice and video broadcasts are accomplished at the Orange County Operational Area Emergency Operations Center facility. In Orange County and the City of Tustin, EAS activations can be authorized by the following positions:

- Orange County Sheriff or designee
- Chairman of the Orange County Board of Supervisors or designee
- Mayor of the City of Tustin or a designee
- Chief of Police of the City of Tustin or a designee
- An Authorized representative of the National Oceanic and Atmosphere Administration

The EAS is administered under the authority of the Sheriff of Orange County. Messages from the City of Tustin are sent to the Sheriff's Communications Center for dissemination. The message must be a voice message that can be prerecorded. The Local Primary (LP1) station is KWVE at 107.9 MHz (Radio); the Local Primary (LP2) station is Orange County Communications Control One at 39.840 MHz.

Integrated Public Alert & Warning System (IPAWS)

During an emergency, alert and warning officials need to provide the public with life-saving information quickly. IPAWS is a modernization and integration of the nation's alert and warning infrastructure, and will save time when time matters most, protecting life and property. Federal, state, local, tribal, and territorial alerting authorities can use IPAWS and integrate local systems that use Common Alerting Protocol (CAP) standards with the IPAWS infrastructure. IPAWS provides public safety officials with an effective way to alert and warn the public about serious emergencies using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), the National Oceanic and Atmospheric Administration (NOAA) Weather Radio, and other public alerting systems from a single interface.

National Weather Service (NWS)

The National Weather Service transmits continuous weather information on 162.40, 162.475, and 162.55 MHz frequencies. The Weather Service can also access NAWAS to announce severe weather information. Advisories and weather emergency issuances for Orange County are issued out of the San Diego Weather Forecast Office of the National Weather Service located at 11440 W. Bernardo Court, Suite 230, San Diego, CA.

California State Warning Center (CSWC)

The CSWC is a signal and information conduit for Cal OES and a central information hub for statewide emergency communications. The CSWC is under the command and direction of the



CHP, and staffed by sworn officers and civilian emergency services communications personnel. The CSWC provides service to all California law enforcement agencies and their officers 24 hours a day, 365 days a year. Additionally, the CSWC will provide the means by which fire service agencies can communicate intelligence information to the FBI.

The following is a list of current functions and responsibilities of the CSWC:

- Facilitates multi-regional and statewide AMBER Alerts
- Carries out critical incident notifications, warnings, and tactical alerts to all involved agencies and organizations
- Conducts computer crime incident notifications
- Conducts homeland security incident notifications
- Conducts hazardous material notifications
- Monitors natural disasters and coordinates emergency response
- Monitors and maintains state and national emergency response communications
- Conducts Governor and executive staff notifications
- Facilitates toxic call-outs (drug labs)

Emergency Digital Information System (EDIS)

The EDIS provides local, state, and federal agencies with a direct computer link to the news media and other agencies during emergencies. EDIS supplements existing emergency public information systems such as the Emergency Alert System. The main purpose of EDIS is to distribute official information to the public during emergencies; although, non-emergency uses of EDIS are permitted if they do not interfere with more urgent transmissions.

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

1. FLASH - Alerts and warning of immediate life-safety value to members of the public
2. NEWS - Information of immediate benefit to the public. Releases in this category may include reports of unusual natural, social, or technological events; notices of government activities requiring specific action by members of the public; road and traffic information and instructions for those affected by an emergency
3. INFO - Advisory messages for coordination between government and the news media. Topics might include: times and locations of news briefings, schedules for media tours of emergency scenes, "pool coverage" arrangements, airspace restrictions
4. TEST - Transmissions to verify operation of equipment and for training of originating personnel

Confidential or sensitive information should never be transmitted over EDIS as the equipment to receive the messages is easy to obtain.



Twitter and Facebook

The City of Tustin and the Tustin Police Department utilize Twitter and Facebook accounts that could be used to provide information and warnings to the public.

Tustin TV

Local cable television provides the City of Tustin with alerting and notification capabilities for various disaster situations. Tustin TV may provide directions to the **cable television subscribers only** via scrolled information and “Bulletin Board” postings. This includes text that will scroll across any TV station that is turned on directing viewers to tune to their local cable channel for more information. Channel 3 on Time Warner Cable and channels 30 and 851 on Cox Communications are used by the City of Tustin to alert and warn the citizens of Tustin. . Note that Satellite service subscribers (DirecTV, Dish Network) and AT&T subscribers do not receive Tustin TV. **Tustin TV can also be streamed live over the internet via the City’s Granicus system.**

Tustin does not maintain a siren system. Other systems used for warning of the public utilized by the City of Tustin include mobile emergency vehicle sirens and loudspeakers, and door-to-door notification by law enforcement officers, reserve officers, explorers, and volunteers.

Evacuations

Emergency evacuation planning involves several governmental agencies and private organizations performing such functions as warning, evacuation decision making, communications, traffic control, and shelter management. These agencies and organizations also have an indispensable role in emergency preparedness planning.

The decision to evacuate should be made jointly, between the involved agencies (Fire, Police, Parks and Recreation, etc.) and the City. There are four types of evacuation:

- Limited – A small group of people from a small area
- Mass – Entire city, suburb, or region from a large area
- Spontaneous – Orders not necessary; danger obvious
- Forced – Governmental authority invoked (409.5 CA. Pen. Code, et seq.) to move people from threatened areas.

Specific evacuation requirements will vary with each situation, but should be carried out in a manner consistent with other critical functions. Under ideal circumstances there will be enough time for radio and/or television stations to broadcast the required evacuation information via the Emergency Alert System, and if enough time is available, copies of the evacuation order or notice and route. Regardless of the means, the evacuation warning should include the following minimum information:

- Type of evacuation (voluntary or mandatory)
- Best available route(s) out of the area
- Location of evacuation center(s) and/or shelter(s)



- Anticipated duration of the emergency
- Time remaining before the situation becomes critical

Mass Care/Shelter

The City of Tustin may request the services of the Orange County American Red Cross (ARC) to operate and manage shelters or reception centers in the City. Additionally, the City may operate its own shelters or reception centers. However, these facilities must be staffed by City employees and/or City registered disaster services volunteers that are qualified to operate a shelter. Due to a number of requirements for establishing a shelter, not every location that has been pre-identified as a potential shelter site will be opened. Each shelter will accommodate people with disabilities or access and functional needs as it is a requirement for shelters to be American with Disabilities Act (ADA) compliant. If a disabled person requires a care-taker, that care-taker will need to stay with the disabled person in the shelter to accommodate their needs. The City must also assist people in locating shelter for their pets per the Pets Evacuation and Transportation Standards Act of 2006.



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PART THREE

Risk Analysis and Summaries for the City of Tustin

This section of the Plan consists of a threat analysis and summaries based on a variety of natural and manmade hazards reflected in the City's 2019 Hazard Mitigation Plan (HMP). Each potential hazard is assessed at its worst case to properly plan an efficient response and to institute proper hazard mitigation. The purpose of the analysis is to describe the area at risk and the anticipated nature of the situation, which could result should the event occur.

General Description

The City of Tustin is a municipality characterized by a combination of residential, industrial, and commercial developments. Located in central Orange County, the City has an approximate land area of 11.08 square miles, a population of 82,373 and 27,948 households. The City is bordered on the south by the cities of Irvine and Santa Ana, on the north by the unincorporated portions of the County of Orange and the City of Orange, and on the east by unincorporated County territory and the City of Irvine. The City is transected by two major regional freeways: the Interstate 5 Highway (Santa Ana Freeway), which divides the north and south; and California State Route 55 (Costa Mesa) Freeway, which divides the east and west. Additionally, the City is near of the John Wayne Airport.

The City's climate is consistent with coastal southern California and is generally characterized by warm summers and cool winters. Average temperatures range from the 70's in the summer to the 50's in the winter. Precipitation occurs mainly in the winter months with an average annual rainfall of 8.9 inches. February is the wettest month on average with 2.6 inches of rainfall.

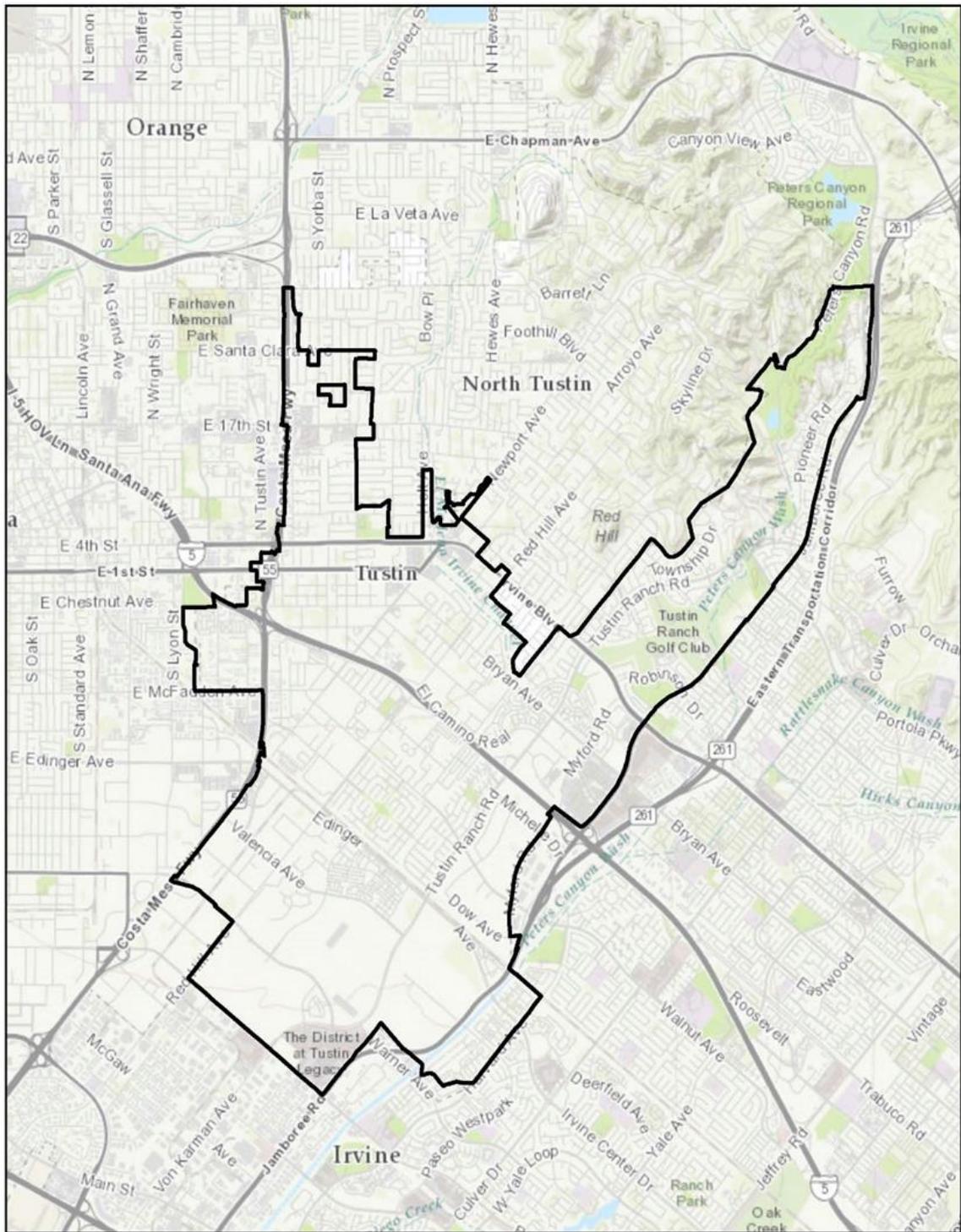
Tustin has identified critical facilities as being the City government facilities, 12 elementary schools, 4 middle schools, and 1 high school. There are no public colleges or universities within the city. There are 10 pre-school or child-care centers that would be considered a critical facility in a disaster. Medical facilities include Foothill Regional Medical Center is a fully accredited acute care hospital, licensed for 177 beds—120 beds for general acute care, 15 intensive care beds and 42 pediatric sub-acute beds, at 14662 Newport Avenue, Tustin Care Center, a 99-bed long term nursing facility at 1051 Bryan Avenue, and Cranbrook Senior Living, a senior citizen residential facility at 1262 Bryan Avenue.

There are numerous historic buildings in Tustin, some dating back to the 1880's, that are maintained in "Old Town" on Main Street and El Camino Real. These buildings were originally made of unreinforced masonry but have undergone retrofitting to protect them from earthquakes. The City has its own police and public works departments and contracts with the Orange County Fire Authority for fire and emergency medical services. The City contracts with additional outside vendors for the following services:

- Ambulance services
- Solid Waste services
- Building Inspection
- Traffic Engineering & Signal Maintenance
- Street & Sidewalk Maintenance
- Animal Care



MAP 5 - City of Tustin Map



<p>Legend</p> <p>City of Tustin</p>	<p>City of Tustin City Overview Map</p>	<p>0 2,500 5,000 10,000</p> <p>Approximate Scale in Feet</p>  
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Hazard Identification

The 2019 Hazard Mitigation Plan (HMP) identifies all the natural and man-made hazards that might affect the City of Tustin (City) and then narrowed the list to the hazards that are most likely to occur. These hazards include natural, technical, and human-caused events with an emphasis on the effect of disasters on critical facilities, services, and roadways (e.g., government buildings, schools, and public services including police and fire). The City supplied historical accounts of man-made hazard events that included specific hazard and emergency information. The Plan also identifies the magnitude, frequency, and location characteristics of relevant natural hazards (wildfire, fault locations, flood plains, etc.)

Risk Factors for Hazard Identification (2019 HMP)

Risk Factor	Description	Descriptors	Value
Probability/ Frequency	Prediction of how often a hazard will occur in the future	Infeasible event - not applicable due to geographic location characteristics	0
		Rare event - occurs less than once every 50 years	1
		Infrequent event - occurs between once every 8 years and once every 50 years (inclusive)	2
		Regular event - occurs between once a year and once every 7 years	3
		Frequent event - occurs more than once a year	4
Consequence/ Severity	Physical Damage - structures and lifelines Economic Impact – loss of function for power, water, sanitation, roads, etc.	No damage	1
		Minor/slight damage to buildings and structures, no loss of lifelines, first aid injury and no disability	2
		Moderate building damage, minor loss of lifelines (less than 12 hours), lost time injury but no disability	3
		Moderate building damage, lifeline loss (less than 24 hours), severe injury or disability	4
		Extensive building damage, widespread loss of lifelines (water, gas, electricity, sanitation, roads), loss of life	5
Vulnerability	Impact Area - area impacted by a hazard event Secondary Impacts - Capability of triggering additional hazards Onset - Period between initial recognition of an approaching hazard and when the hazard begins to impact the community	No physical damage, no secondary impacts	1
		Localized damage area	2
		Localized damage area, minor secondary impacts, delayed hazard onset	3
		Moderate damage area, moderate secondary impacts, moderate warning time	4
		Widespread damage area, significant secondary impacts, no warning time	5



Risk Ranking Matrix (2019 HMP)

Probability/Frequency Description		Risk Ranking Matrix					
Rare Event: Occurs less than once every 50 years	Probability/Frequency	Consequence/Severity					
	Value	1	1	2	3	4	5
	Vulnerability	1	1	2	3	4	5
		2	2	4	6	8	10
		3	3	6	9	12	15
		4	4	8	12	16	20
5		5	10	15	20	25	
Infrequent Event: Occurs between once every 8 years and once every 50 years (inclusive)	Probability/Frequency	Consequence/Severity					
	Value	2	1	2	3	4	5
	Vulnerability	1	2	4	6	8	10
		2	4	8	12	16	20
		3	6	12	18	24	30
		4	8	16	24	32	40
5		10	20	30	40	50	
Regular Event: Occurs between once a year and once every 7 years	Probability/Frequency	Consequence/Severity					
	Value	3	1	2	3	4	5
	Vulnerability	1	3	6	9	12	15
		2	6	12	18	24	30
		3	9	18	27	36	45
		4	12	24	36	48	60
5		15	30	45	60	75	
Frequent Event: Occurs more than once a year	Probability/Frequency	Consequence/Severity					
	Value	4	1	2	3	4	5
	Vulnerability	1	4	8	12	16	20
		2	8	16	24	32	40
		3	12	24	36	48	60
		4	16	32	48	64	80
5		20	40	60	80	100	



City of Tustin Hazard Analysis (2019 HMP)

Table 3.4: Hazard Ranking Summary

Hazard Rank	Score
High	
Moderately High	
Earthquake	36
Moderate	
Extreme Heat	24
Wildfire	24
Drought	24
Windstorm	18
Dam Reservoir Failure	16
Mass Transit Accident	16
Power Failure	16
Terrorism	15
Moderately Low	
Pandemic	12
Hazardous Materials Release/ Gas Pipeline Failure	12
Low	
Flood	9
Severe Storm	8



Moderately High Risk - Major Earthquake

The City of Tustin is in a high seismic risk zone. Most of the City is located on an alluvial flood plain, and has a high potential for shaking intensity and ground failure (liquefaction) damage. Earthquakes can cause structural damage, injury, and loss of life, as well as damage to infrastructure networks, such as water, power, gas, communication, and transportation. A significant earthquake could occur and exceed the response capabilities of the City of Tustin. Response and disaster relief support would be required from other cities, private organizations, and from the state and federal governments. A major earthquake and ground shaking can cause significant social disruption and damage to buildings and infrastructure in the City of Tustin due to the proximity of earthquake faults.

The extent of damage from an earthquake is determined by the magnitude of the earthquake, distance from the epicenter, and characteristics of surface geology:

The San Andreas Fault is located approximately 40 miles northeast of the City. This fault marks the edges of the North American and Pacific tectonic plates, and can produce earthquakes in the magnitude 8.0+ magnitude range. Scientists have estimated the probability of a large earthquake occurring on the San Andreas Fault to be 70% by the year 2030. The City of Tustin would experience strong ground shaking and resultant damage to older structures if and when a major earthquake occurs on the Southern San Andreas Fault.

The Newport-Inglewood Fault is located about 15 miles southwest of the City. This fault can produce earthquakes in the range of 6.3 to 7.5 magnitude range. The 6.3, 1933 Long Beach earthquake occurred on the Newport-Inglewood fault. The Newport-Inglewood fault is relatively active and due to its closer proximity to the City of Tustin, would pose a more significant threat than the more distant San Andreas Fault.

The Whittier-Elsinore Fault, a northwest trending strike-slip fault, lies about five miles north of the City. This fault lies along the base of the Santa Ana Mountains and has not produced any major earthquakes, but does more typically in the 3.0 to 4.5 magnitude range. Geologic studies indicate that any portion of the Whittier-Elsinore Fault can produce an earthquake up to 6.9 magnitude, which could result in "severe" damage in Tustin.

The San Jacinto Fault is a major branch of the San Andreas Fault and considered capable of producing earthquakes up to a magnitude 8.0.

The El Modena Fault traverses the hills of the eastern portion of the City of Orange, extending from the Santa Ana River eastward toward Santiago Creek along the base of the Peralta Hills. The Peralta Thrust Fault may be structurally related to the El Modena Fault. Geologists have yet to determine whether the El Modena fault and related faults should be considered active. Hazards associated with these faults include minor earth slippage and larger scale landslides.

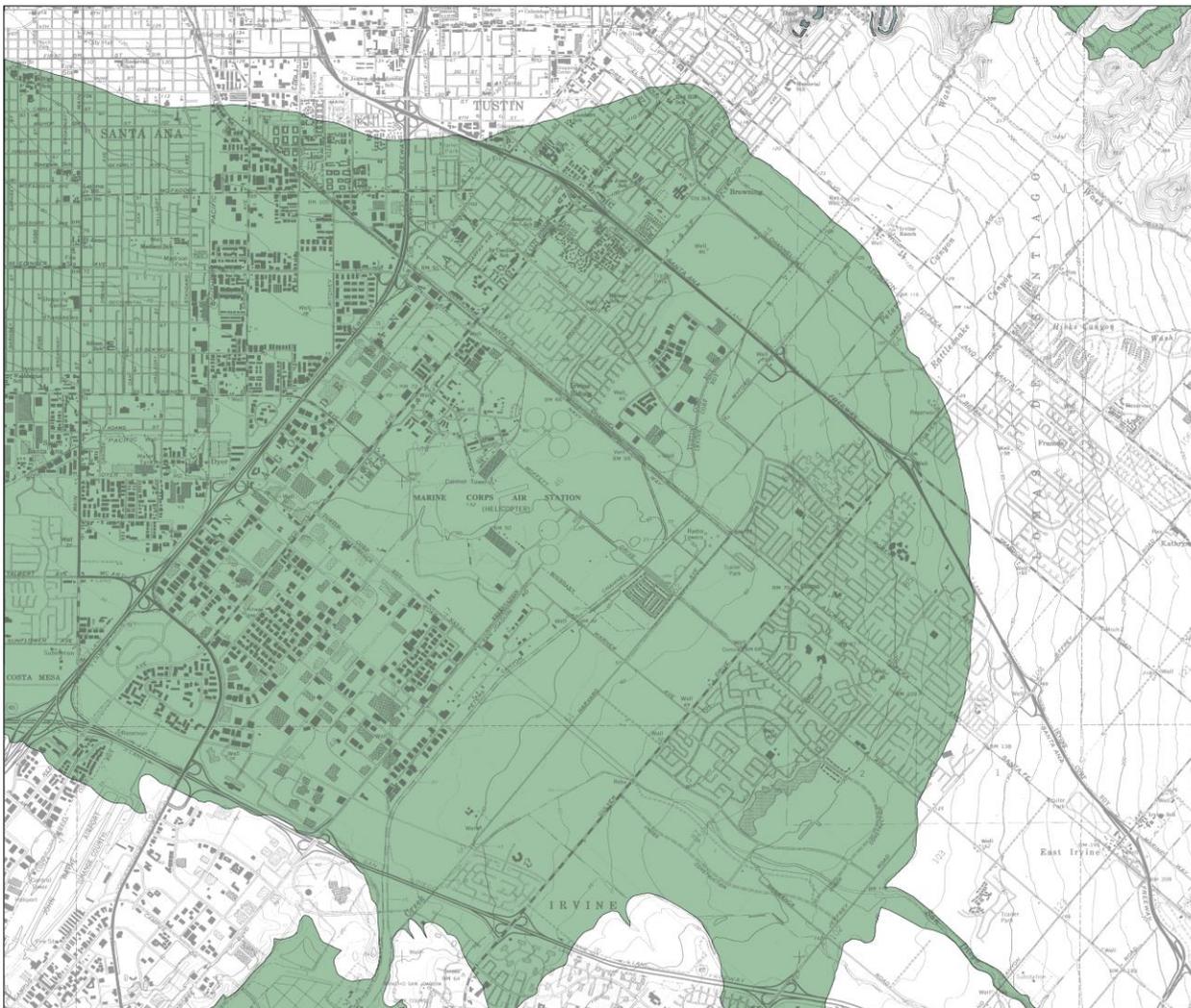
The majority of the City of Tustin sits on an alluvial plane so liquefaction is a major concern for the City. Liquefaction occurs when seismic-induced ground shaking, combined with loose sandy soil and a high-water table, form a quicksand-like condition below the ground surface. Buildings



in liquefaction prone areas not anchored to bedrock material may suffer damage in the event of an earthquake and related soil failure.

The following map shows the City of Tustin Seismic Hazard Zones. The map details areas that are susceptible to the secondary earthquake hazards of liquefaction and landslides. Areas in Tustin susceptible to liquefaction include all areas north of the Irvine boundary to approximately Chestnut Avenue, and from Irvine Boulevard at Browning Avenue west to the Santa Ana boundary.

MAP 6- Liquefaction Zone



DEPARTMENT OF CONSERVATION
Division of Mines and Geology



MAP 7 - Regional Earthquake Faults

The region's most populous areas are crisscrossed by faults capable of delivering jolts of magnitudes equal to or greater than the 1994 Northridge earthquake, which measured 6.7. Below, the latest fault map released by the California Geological Survey is coupled with earthquake scientists' estimates of the maximum magnitude of potential quakes on those faults.

— Less than 6.7 or unrated — 6.7 to 7.5 — 7.5 to 8.0 — 8.0+



Sources: United States Geological Survey, California Geological Survey, Uniform California Earthquake Rupture Forecast, Southern California Earthquake Center
Graphics reporting by DOUG SMITH, THOMAS SUH LAUDER

Los Angeles Times

Note: Please refer to the Seismic Element of the General Plan for further information about earthquakes and suspected damage from earthquakes.



Moderate Risk - Extreme Heat

Extreme heat is defined as temperatures that reach ten degrees or more above the average high temperature for the region and last for several weeks. Extreme temperature can have severe impacts on human health and mortality, natural ecosystems, agriculture, and other economic sectors. From 1979-2003, more people in the United States died from extreme heat than from hurricanes, lightning, tornadoes, floods, and earthquakes combined.

People suffer heat-related illness when their bodies are unable to compensate and properly cool themselves. The body normally cools itself by sweating. But under some conditions, sweating isn't enough and a person's body temperature rises rapidly. Very high body temperatures may damage the brain or other vital organs. Tustin has a high population of elderly residents that are more vulnerable during extreme heat events. In the event of extreme heat, the City of Tustin will implement a cooling station plan at the Tustin Senior Center. The cooling center will be administered by the Parks and Recreation Department.

Moderate Risk - Wildland Fire/Urban Conflagration

This summary addresses the threat of a major fire which may pose a significant impact on the environment, threaten the population of the City of Tustin, or where the loss of property may require a multiagency response. Major fires include, but are not limited to forest fires, structural fires, or explosions.

Wildland and urban fires have occurred within Orange and Los Angeles Counties, particularly in the fall of the year, ranging from small, localized fires to disastrous fires covering thousands of acres. The most severe fire protection problem is in the unincorporated areas where wildland fires can occur, especially during Santa Ana wind conditions. Reasons for control difficulty associated with wildland fires are:

- Adverse weather conditions
- Large quantities of combustible fuel
- Large fire frontage requiring disbursement of fire forces
- Inaccessible terrain
- Nonexistent or very limited water supply

While the City of Tustin has no wildland areas within the City, Northern areas of Tustin Ranch and adjacent unincorporated areas to the north of the City are susceptible to wildland fires and may pose a threat to the urban areas of Tustin. There are several natural conditions which might increase the possibility of wildland and urban fires. Three such conditions are weather elements, the topography of the area, and the type and condition of wildland vegetation.

Major urban fires are typically associated with large or high density commercial, industrial and residential developments. Some areas of the City display a potential for this type of incident, although the probability is not great. Specific conditions which can increase the potential and probability of such an event include adverse weather conditions, large quantities of combustible fuel and limited water supply

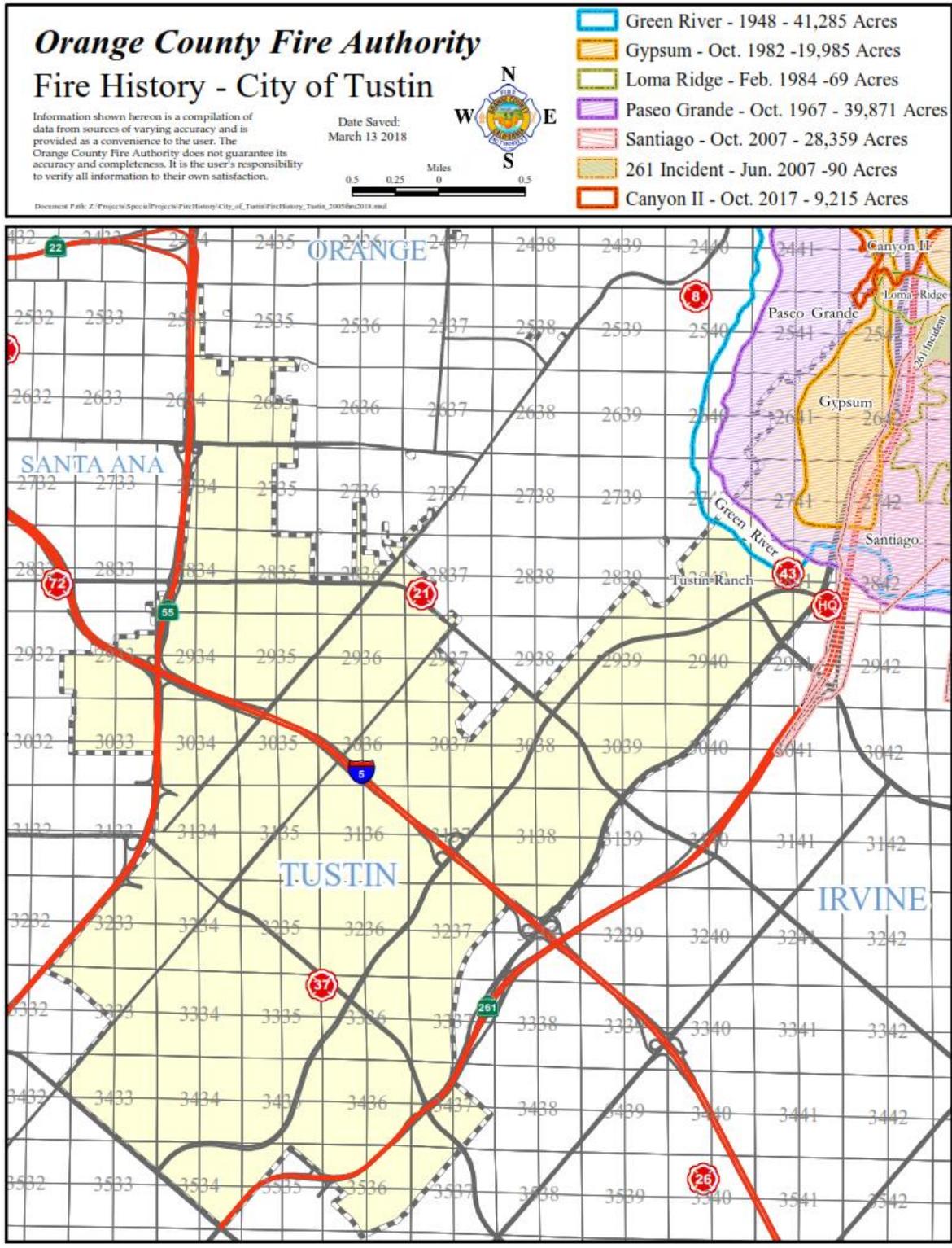


The Orange County Fire Authority will actively enforce codes and ordinances to ensure a reasonable degree of fire safety exists in facilities and occupancies to minimize the threat to life and property. This activity is ongoing and conducted daily. Comprehensive pre-emergency planning, fire protection engineering, and training programs are currently in place and are designed to ensure the Department's ability to meet future service demands. Some of the more successful programs currently in effect which contribute to the success of fire prevention activities are:

- Closure of public access to land in hazardous fire area
- Construction and maintenance of community and private fuel modification zones
- Weed Abatement Program
- Building and Occupancy Inspections
- Uniform Building Code prohibition of combustible roof covering materials
- Vegetative Management Program (controlled burning)
- Fire Prevention Education Programs



MAP 8 - OCFA Fire Map





Moderate Risk - Drought

Groundwater from a natural underground reservoir is the primary source of domestic water supply for Tustin. The reservoir, managed by the Orange County Water District, reaches from Prado Dam and the northwestern portion of Orange County (except for La Habra and Brea) south to El Toro. An additional source of surface water is imported by the Metropolitan Water District of Southern California. Metropolitan's imported water source is mostly the Colorado River, with augmentation by the State Water project from northern California.

Droughts differ from typical emergency events such as floods or forest fires, in that they occur slowly over a multiyear period. Drought impacts increase with the length of a drought, as carry-over supplies in reservoirs are depleted and water levels in groundwater basins decline. Southern California already relies heavily upon imported water from the Sacramento and Colorado river systems to augment local supplies and to mitigate the impacts of drought. Although current precipitation and runoff measurements are above average for Northern California, below average rainfall is expected for Southern California. In 2008 and 2009 Drought Proclamations and Executive Orders by the Governor directed the Department of Water Resources (DWR) and other State agencies to take specific actions to respond to the existing drought. A Drought Contingency Plan was written to address the possibility of continued dry conditions through 2010 and beyond. California may continue to experience significant negative economic impacts, requiring emergency responses due to widespread water shortages, even in a year of average or above-average precipitation and snowpack. The City of Tustin will participate with State directives regarding water saving strategies, efficiency measures and rationing as required and implement local directives regarding water usage as necessary.

Moderate Risk – Windstorm

Based on the history of the region, windstorm events can be expected, perhaps annually, across widespread areas of the region which can be adversely impacted during a windstorm event. Both residential and commercial structures with weak reinforcement are susceptible to damage. Wind pressure can create a direct and frontal assault on a structure, pushing walls, doors, and windows inward. Conversely, passing currents can create lift suction forces that pull building components and surfaces outward. With extreme wind forces, the roof or entire building can fail causing considerable damage.

Debris carried by extreme winds can directly contribute to loss of life and indirectly to the failure of protective building envelopes, siding, or walls. When severe windstorms strike a community, downed trees, power lines, and damaged property can be major hindrances to emergency response and disaster recovery.

Disruption of Critical Services:

Critical facilities include police stations, fire stations, hospitals, shelters, and other facilities that provide important services to the community. These facilities and their services need to be functional after a tornado event.

Utilities:



Historically, falling trees have been the major cause of power outages in the region. Windstorms can cause flying debris and downed utility lines. For example, tree limbs breaking in winds of only 45 mph can be thrown over 75 feet. As such, overhead power lines can be damaged even in relatively minor windstorm events. Falling trees can bring electric power lines down to the pavement, creating the potential for lethal electric shock.

Infrastructure:

Windstorms can damage buildings, power lines, and other property and infrastructure due to falling trees and branches. During wet winters, saturated soils cause trees to become less stable and more vulnerable to uprooting from high winds.

Windstorms can result in collapsed or damaged buildings or blocked roads and bridges, damaged traffic signals, streetlights, and parks, among others. Roads blocked by fallen trees during a windstorm may have severe consequences to people who need access to emergency services. Industry and commerce can suffer losses from interruptions in electric services and from extended road closures. They can also sustain direct losses to buildings, personnel, and other vital equipment.

Transportation:

Windstorm activity can have an impact on local transportation in addition to the problems caused by downed trees and electrical wires blocking streets and highways. During periods of extremely strong Santa Ana winds, major highways can be temporarily closed to truck and recreational vehicle traffic. However, typically these disruptions are not long lasting, nor do they carry a severe long-term economic impact on the region.

Moderate Risk - Dam Failure

The eastern part of the City lies within the floodway for the Peters Canyon Wash. Above Peters Canyon Wash and immediately outside of the City's boundaries is the Peters Canyon Reservoir, built in 1931. Peters Canyon Dam is a rock/earthen filled dam which has minor potential for failure during a seismic event or during severe weather. It has a normal surface area of 65 acres, a height of 54 feet with a length of 580 feet. The normal storage is 1090-acre feet of water, and drains an area of 1.5 square miles. It is owned and maintained by the County of Orange.

Dam failures can result from earthquakes, erosion of the face or foundation, improper sitting, rapidly rising flood waters, and structural/design flaws. A dam failure from Peters Canyon Reservoir may cause loss of life, damage to property, and other ensuing hazards, as well as the displacement of persons residing in the inundation path. Damage to electric transmission lines could impact life support systems in communities outside the immediate hazard areas. Mutual aid assistance may be required from other local governmental and private organizations, and from the state. Search and rescue operations may be required to assist trapped or injured persons. Emergency medical care, food, and temporary shelter would be required for injured or displaced persons. Families may be separated, particularly if the failure should occur during working hours.

These and other emergency/disaster operations could be seriously hampered by the loss of communications, damage to transportation routes, and the disruption of public utilities and other essential services. Governmental assistance could be required and may continue for an



extended period. Actions would be required to remove debris and clear roadways, demolish unsafe structures, assist in reestablishing public services and utilities, and provide continuing care and welfare for the affected population including, as required, temporary housing for displaced persons.

Low Risk - Flooding / Storm / Dam Failure

The City of Tustin is subject to atmospheric events and severe weather conditions that could threaten public safety. The potential for catastrophic events such as a hurricane or tornado is remote. There is greater potential for the City to experience a tropical storm or weather patterns leading to flooding and other storm related damage.

Flooding is a natural attribute of any stream and is influenced by the intensity and distribution of rainfall. Areas within the City have been identified as being subject to a 100-year flood and a 500-year flood. See Figure 3 for the flood plain areas within Tustin.

Planning for the natural disasters of flood/storm/dam failure is based on information available through programs administered by the Federal Emergency Management Agency. The City of Tustin is a participant in the National Flood Insurance Administration program. Emergency planning is directed at the four floodways which have been identified within the City: North Tustin Channel, El Modena-Irvine Channel, Peters Canyon Wash/San Diego Creek and the Santa Fe-Santa Ana Channel which are maintained by the Orange County Flood Control District. The City of Tustin maintains the local storm drainage system. There are three stages of storm flooding response actions:

Stage I (Flood Watch)

Stage I indicates light to moderate rain. Monitor storm to establish precise nature of flood risk. Alert key personnel. Ensure availability of Shelters (if it is later necessary to evacuate and look after local people). Ensure availability of sandbags at pre-designated locations

Stage II (Flood Warning or Urban and Small Stream Advisory)

Stage II means moderate to heavy rain. Monitor storm constantly to establish precise nature of flood risk and evolving situation. Establish liaison with all emergency services agencies and consider whether to set up the EOC. Deploy staff to risk areas to monitor river levels. If needed alert staff to open shelters. Deploy reserve sand bags. Post flood warnings in affected areas.

Stage III (Flood Statement)

Stage III signifies a continuation of heavy rain and a threat to private property and persons. Areas should be evacuated. In addition to the Flood Warning activities, open shelters, assist with evacuation of flooded area(s); deploy staff to assist in spreading flood warnings, liaison with media to pass on important information.

Federal Insurance Rate Maps for potential flood areas are maintained by the Building Official and can be viewed on request. Maps of flood channels and storm drains are available in the Tustin Public Works Department.



MAP 9 - Flood Plains in Tustin

Moderate Risk - Mass Casualty Transportation Accident

This threat summary applies primarily to large-scale Countywide and single point mass-casualty disaster events that would cause enough casualties and/or fatalities to overwhelm local medical, health, and mortuary services capabilities. For the purposes of this summary, a Mass Casualty Transportation Accident is defined as an incident of air or rail passenger travel that results in death or serious injury. All but the most serious highway accidents are excluded from consideration under this hazard since such incidents are generally handled by emergency response services without emergency management organization involvement.

The closest major airport is John Wayne Airport. This airport has domestic flights from Santa Ana, California and is about 5 miles from the center of Tustin, CA. Another major airport is Long Beach Airport, which has domestic flights from Long Beach, California and is 19 miles from Tustin, CA. LA/Ontario International Airport has international and domestic flights from Ontario, California and is 25 miles from Tustin, CA. Los Angeles International Airport has international and domestic flights from Los Angeles, California and is 36 miles from Tustin, CA.

Many commercial aircraft arriving and, at times, departing John Wayne Airport follow flight paths over the City of Tustin. Military aircraft also travel through the air space above the City. Although the occurrence of an aircraft accident is rare, such an incident can result in many casualties, both in the aircraft and on the ground.

Local rail traffic passes through the City daily. Rail traffic includes Amtrak passenger transportation and Metrolink Commuter Rail Service. There is a Metrolink Station located at 2975 Edinger Avenue, Tustin, CA. The Burlington/Santa Fe Railway Company, a shipping company, runs through Tustin as well. BNSF does ship hazardous materials such as chemicals (paints, pigments, industrial gases, caustic soda, acids sulfuric acids, etc.), fertilizers (ammonium nitrate, sulphur, etc.), and plastics (liquid plastics, polystyrene, etc.). An accident involving any of these railroad companies could result in multiple casualties, both on the rail cars and in the surrounding community.

Any air or rail accident will involve coordination among federal, state and local agencies. The City of Tustin will coordinate with the Orange County Fire Authority, County of Orange, State of California, and the federal government to provide the necessary resources to manage such an event. The nature of a mass casualty transportation accident will require these agencies to establish a unified command post; set up casualty collection points, medical aid stations, and disaster support areas; and develop a plan for moving patients and resources.

Care and Medical Aid Stations should ordinarily be limited to:

- Arrest of significant bleeding
- Splinting of fractures
- Maintenance or improvement of hemodynamic conditions by intravenous solution
- Treatment of severe respiratory conditions
- Pain relief



A Disaster Support Area (DSA) is a pre-designated facility anticipated to be at the periphery of a disaster area, where disaster relief resources (manpower and material) can be received, accommodated or stockpiled, allocated, and dispatched into the disaster area. A separate portion of the area may be used for receipt and emergency treatment of casualty evacuees arriving via short-range modes of transportation (air and ground) and for the subsequent movement of casualties by heavy, long-range aircraft, to adequate medical care facilities.

Casualty transportation resources will be in great demand; therefore, it is vital that casualties be transported based on medical triage priorities. Patient tracking will begin at CCPs, using a Patient Tracking Tag which will be attached to the patient during triage operations. This tag will remain with the patient until the final medical treatment facility is reached.

The California National Guard (CNG) is prepared to support the operation of CCPs, principally by providing logistical support. In the event of a catastrophic earthquake or similar major disaster, CNG's plans provide for certain of their units to automatically respond to the County to render this support.

Transportation for personnel and equipment from other areas of the State to the DSA will be requested of private air and surface carriers, the military, and state and federal agencies through the State Office of Emergency Services.

Most medical supplies and support equipment supplied by the federal government will probably originate from Department of Defense Logistic Supply Depots and the Veterans Administration. Initial transport of supplies will be accomplished by the military; later transport may be supplemented by the private sector.

Open market purchased resources will be delivered by the supplier. If the supplier is unable to transport, transportation will be requested through the DSA.

Trucks and buses will be used to transport the evacuated casualties. However, ambulances from unaffected areas will be primarily needed for the transport of casualties from the receiving sites in reception areas to definitive care facilities. Regional Disaster Medical Coordinators (RDMCs) will require assistance through Operational Area Disaster Medical Coordinators and will coordinate ambulance activity.

Moderate Risk - Power Failure

To rise to the level of major emergency or disaster, a utility failure would typically be an extended duration event impacting a broad segment of the city's population. Such might be the case in an extended power outage involving Southern California Edison (SCE), a disruption in natural gas delivery from Southern California Gas Company, or a loss of water supply from the Metropolitan Water District of Southern California. A short duration event involving a widespread loss of telephone service may also rise to the level of a major emergency if it involves the public's ability to access the 911 system. Depending on the type and extent of disruption and other conditions, such as weather, a utility failure can have a broad range of impacts. Although vulnerable and special populations are at highest risk from utility disruptions, all citizens in the city would be significantly impacted by a widespread interruption of government, business, and private



services. Utility failures of significant proportion typically arise from other hazard events such as floods or earthquakes, but may occur as standalone events. Tustin does not have a history of standalone utility failure incidents.

Damage to power plants and their ancillary facilities in affected areas can be expected to reduce generating capacity by 50%. The potential impact of this reduction in local output is lessened, however, by the availability of power from other sources outside the affected area and by the obvious significant reduction in consumer demand that will occur. Immediate concerns will focus on repairs necessary to restore power to areas of greatest need. All critical facilities will require standby generating equipment and emergency fuel supplies.

Moderate Risk - Terrorism

Orange County has a diverse population. The County and its cities are home to many business and government agencies, transportation infrastructure, and cultural facilities which are vulnerable to terrorist attack. Terrorism is a continuing threat throughout the world and within the United States. A variety of political, social, religious, cultural, and economic factors underlie terrorist activities. Terrorists typically target civilians to advance their agenda. The media interest generated by terrorist attacks makes this a high visibility threat.

Incidents generating significant mass casualties make preparedness and the mechanisms for effective response essential. In addition to large-scale attacks, a full range of assault styles must be considered, including simple letter bombings, assassinations with small arms, major car bombings, etc. Use of explosive devices remains the weapon of choice for terrorist activity. Related activities include bomb threats which disrupt the normal operations of transit systems, government or corporate facilities. Locations likely to be targets include airports, mass transit targets and government facilities. Entertainment and cultural facilities may also be targeted. The potential for nuclear, biological or chemical terrorism is also a concern. These types of emergencies would necessitate detailed contingency planning and preparation of emergency responders to protect their communities.

The Federal Bureau of Investigation is the lead federal agency for all terrorist activities within the United States. The FBI coordinates this activity with local law enforcement through the Joint Regional Intelligence Center.

Moderately Low Risk – Pandemic & Public Health Emergencies

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

The City of Tustin has identified Point of Dispensing (POD) sites in conjunction with the Orange County Department of Public Health, as part of the Strategic National Stockpile (SNS) plan and preparedness. Details of POD site operations are contained in the City's Point of Dispensing Plan. The POD sites are located at the Clifton Miller Community Center and the Columbus



Tustin Gymnasium. These sites would allow for the dispensing of medications to many people for prophylaxis of asymptomatic individuals as well as treatment of symptomatic persons. Public health experts are always concerned about the risk of another pandemic where a disease spreads between and amongst species. Depending on the nature of such a disease, between 25 to 35 percent of the population could become ill. This level of disease activity would disrupt all aspects of society and severely affect the economy. The Orange County Department of Public Health is the lead department for the Orange County OA response. The Department of Public Health will work closely with local jurisdictions to ensure that:

- Planning efforts are consistent throughout the county;
- Official information will be provided to the jurisdictions in a timely manner;
- Pharmaceutical distribution planning, training and exercising is conducted;
- The organization is SEMS/NIMS compliant.

In Orange County, quarantine and isolation practices would not be enforceable or practical. The City will work in conjunction with county, state, and federal agencies to aggressively promote basic sanitation and hygiene public education programs. The City will, at the direction of the Public Health Officer for Orange County, implement the procedures and protocols as recommended. To ensure consistent planning efforts, federal, state, and county public health agencies use the World Health Organization (WHO) pandemic phases as described below for their planning efforts.

Inter-pandemic Period	General Definition
Phase 1	<ul style="list-style-type: none"> • No new influenza virus subtypes detected in humans. • May or may not be present in animals. • If present in animals, the risk of human infection is considered to be low.
Phase 2	<ul style="list-style-type: none"> • No new influenza virus subtypes detected in humans. • A circulating animal virus subtype may be detected in animals. • There may be a substantial risk of human disease.
Pandemic Alert Period	General Definition
Phase 3	<ul style="list-style-type: none"> • Humans have been infected with a novel virus subtype but human-to-human transmission has not occurred or only in rare instances of close contact.
Phase 4	<ul style="list-style-type: none"> • Small cluster(s) of cases with limited human-to-human transmission are documented, but spread is highly localized. • Virus is not well adapted to humans.
Phase 5	<ul style="list-style-type: none"> • Larger cluster(s) appear, but human-to-human spread is still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be highly transmissible. • The risk of pandemic is now substantial.
Pandemic Period	General Definition
Phase 6	<ul style="list-style-type: none"> • Increased and sustained transmission is documented in the general population.
Post-Pandemic Period	General Definition
Phase 7	<ul style="list-style-type: none"> • Continuing public health actions, including communication with the public on issues such as when public gatherings can resume and continued monitoring of possible outbreaks of infection, etc.



Moderately Low Risk - Hazardous Materials Release

The City of Tustin is susceptible to a hazardous material release from the result of transportation accidents or spills of stored materials used at an industrial business. The significance of the problems to the environment, property, or human health is dependent on the type, location and quantity of the material released. Although hazardous material incidents can happen almost anywhere, certain areas are at higher risk. Jurisdictions near roadways that are frequently used for transporting hazardous materials and jurisdictions with industrial facilities that use, store, or dispose of such materials all have an increasing potential for major mishaps, as do jurisdictions crossed by certain railways, waterways, airways and pipelines.

Hazardous materials are transported through the City via highway, rail, and pipeline. Public facilities and numerous businesses located in the City store and use varying types and quantities of hazardous materials. The haulers and users of hazardous materials are listed with the Orange County Fire Authority and are regulated and monitored under the auspices of the County of Orange. There are no production facilities for the manufacture of hazardous materials in the City.

A hazardous material incident could arise from a transportation mishap or a situation at a fixed installation. The release of a hazardous material, because of its quantity, concentration, or characteristics, could cause widespread damage and pose a significant threat to the health and safety of the public and to the environment.

There are also stationary quantities of hazardous materials used by the industry that are stored and used within Tustin and in the surrounding areas. There is the potential for hazardous materials releases from industrial businesses within Tustin. Facilities such as these throughout the City are less of a threat due to current laws and regulations requiring them to have contingency and evacuation plans. The OCFA is responsible to check compliance of these facilities and maintain records of stored quantities of hazardous materials.

Additional causes of hazardous materials spills could be clandestine dumping of toxic or hazardous waste on public or private property. As the costs and restrictions increase for legitimate hazardous waste disposal sites, illegal dumping of hazardous materials may proportionately. Besides the immediate effect of hazardous materials incidents on scene, there are also ancillary effects such as the impact on waterways and drainage systems, and the evacuation of schools, business districts, and residential areas.

Hazardous material emergency response activities will be provided by the Orange County-City Hazardous Material Emergency Response Authority, a joint powers agency.

The planning basis for response to a hazardous material incident in Tustin is the Orange County Hazardous Materials Area Plan. The plan is executed within the contract services of the Orange County Fire Authority under the Orange County-City Hazardous Material Emergency Response Authority, a joint powers agency.

Maps and occupancy use data are on file with the Orange County Fire Authority and can be reviewed upon request to the Emergency Planning section of OCFA.

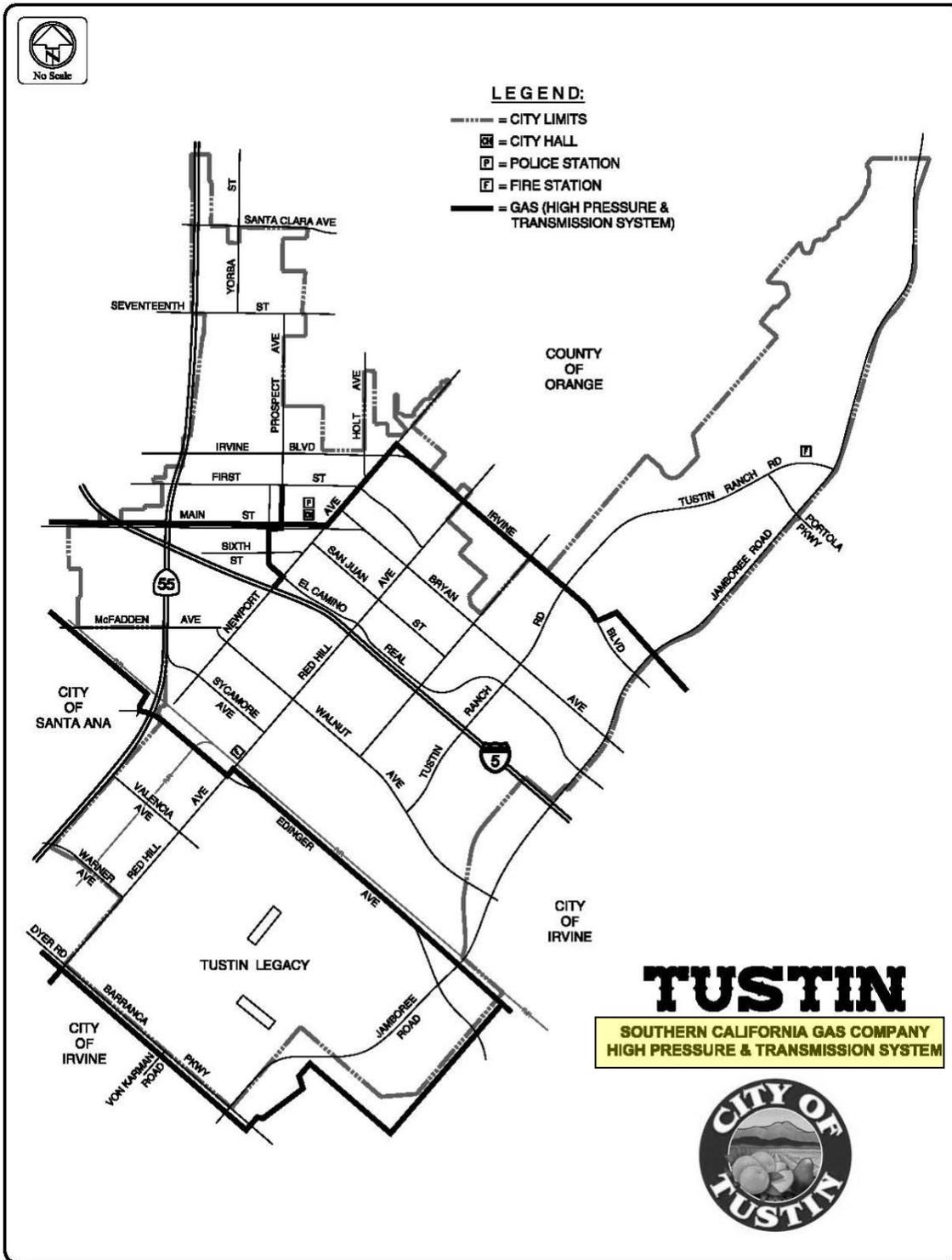


Moderately Low Risk - Petroleum/Natural Gas

Damage to Petroleum or natural gas facilities could occur, especially due to an earthquake, and would consist primarily of isolated breaks in the major natural gas and petroleum transmission lines and innumerable breaks in mains and individual service connections within the natural gas distribution system, particularly if intense ground shaking and/or ground failure were to occur. The many leaks in the distribution system would affect a major portion of Tustin, resulting in a loss of service for extended periods. Sporadically distributed fires should be expected at the sites of a small percentage of ruptures both in the transmission lines and the distribution system.

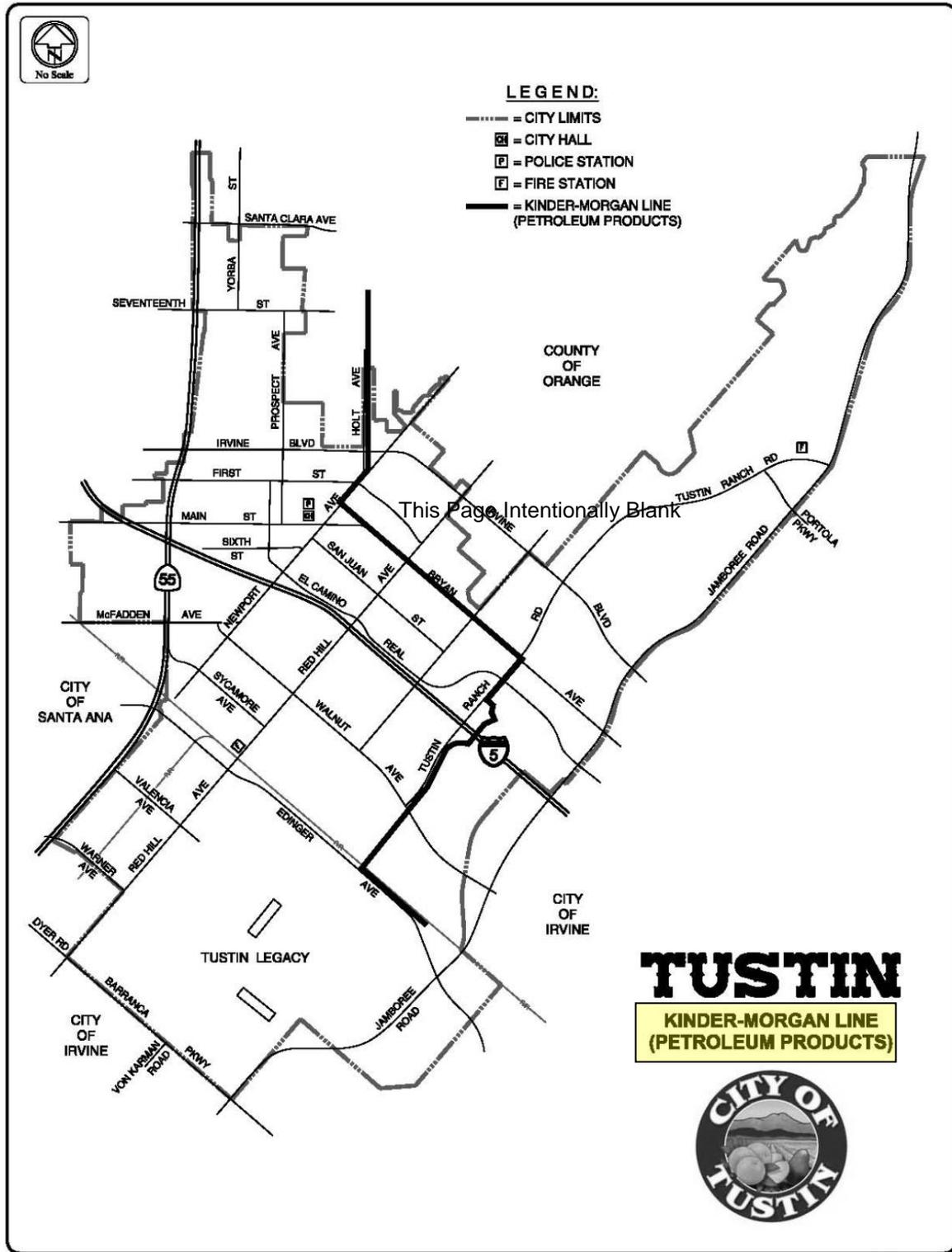


MAP 10 - High Pressure Natural Gas Lines in Tustin





MAP 10a - High Pressure Petroleum Products Lines in Tustin



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PART FOUR

Emergency Operations Center

An EOC is a location/facility from which centralized emergency management, response coordination and support functions can be performed during a major incident or disaster. **A formal Emergency Declaration is not required to activate the City's EOC.** The primary purpose of an EOC is to coordinate support for field level emergency responders and develop and maintain awareness of the emergency for decision makers. This is intended to facilitate a coordinated response by the City management, emergency management and field response personnel, and representatives from all City departments, other agencies and organizations that are assigned emergency management responsibilities. The level of EOC staffing will vary with the specific emergency and will depend upon the subjective judgment of incident commanders or senior City staff.

The following functions are performed in the City of Tustin's EOC:

- Managing and coordinating emergency operations
- Receiving and disseminating warning information
- Developing emergency policies and procedures
- Collecting intelligence from, and disseminating information to, the various EOC representatives, and as appropriate, to County and State agencies
- Preparing intelligence/information summaries, situation reports, operational reports, and other reports as required
- Continuing analysis and evaluation of all data pertaining to emergency operations
- Controlling and coordinating, within established policy, the operational and logistical support of department resources committed to the emergency
- Maintaining contact and coordination with the Orange County Operational Area
- Providing emergency information and instructions to the public, making official releases to the news media and scheduling press conferences as necessary

EOC Location

Primary: Tustin Police Department 1st Floor Briefing Room
300 Centennial Way, Tustin, CA

Alternate: Tustin Field Services Division Maintenance Facility
1472 Service Road, Tustin, CA

The Alternate EOC's will be activated only when the primary EOC is damaged, inaccessible, and/or evacuation of EOC staff members becomes necessary. When the use of an alternate EOC becomes necessary, those occupying the primary EOC will be asked to relocate to the alternate EOC site. If the primary EOC is unusable before its activation, staff members will be asked to report to the alternate EOC site. The Logistics Section will arrange for relocation of



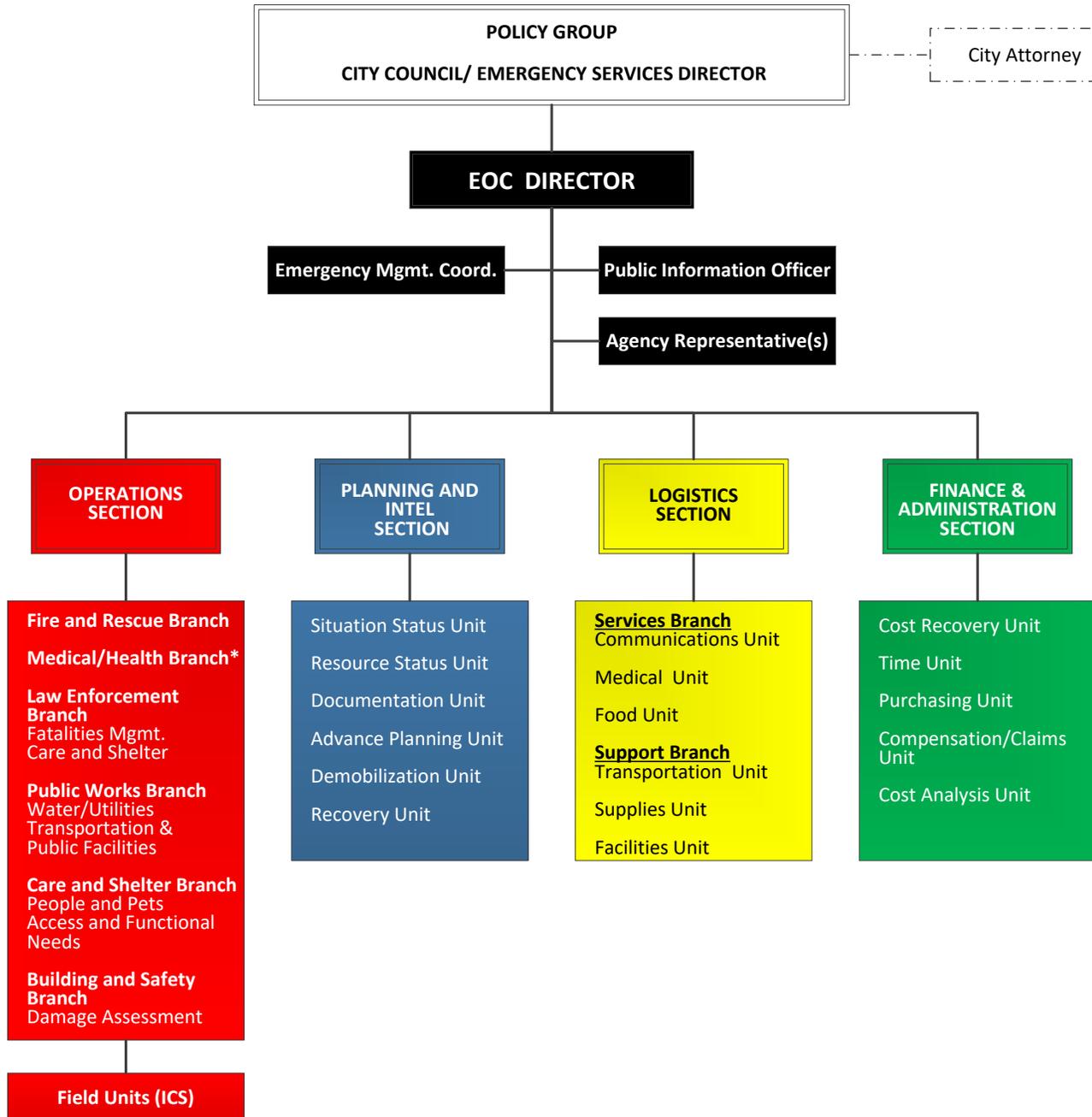
EOC staff members to the alternate EOC. All field Incident Commanders will be notified of the transition to the alternate EOC.

EOC Organization Structure

The City of Tustin operates under the NIMS/SEMS emergency management structure discussed in Part 2. The City of Tustin Emergency Operations Plan complies with the legal stipulations of the Federal Homeland Security Presidential Directive (HSPD-5) and State of California Code of Regulations, Title 19, Division 2, which contain provisions relevant to emergency response. The basic City of Tustin EOC organizational structure consists of five functional Sections including Management, Planning, Logistics, and Finance (See Chart 4).



CHART 4 – Tustin Emergency Organization





The Tustin EOC reports information up the levels of the State emergency management organization to the Orange County Operational Area (OA). SEMS regulations require an operational area EOC to be activated when a local government within the operational area activates its EOC, and/or when two or more cities within the Operational Area have declared a local emergency. According to the Orange County Operational Area Agreement, October 3, 1995, the OA Council will designate an OA Coordinator based on the type of disaster:

Position Serving as OA Coordinator	Type of Disaster
Law Enforcement Mutual Aid Coordinator	Act of War Civil Disturbance Earthquake Nuclear Power Plant Incident Terrorism
Fire and Rescue Mutual Aid Coordinator	Fire Mass Casualty Emergency Hazardous Materials Incident
Public Works Mutual Aid Coordinator	Flooding and Storm Dam Failure and Inundation Oil Spill
Public Health Mutual Aid Coordinator	Epidemic

The OA Coordinator will have overall responsibility for coordinating and supporting emergency operations within the County. The Operational Area will also be the focal point for information transfer and mutual aid requests by the cities within the OA.

EOC Activation

Activation of the City's Emergency Operations Center does not constitute the declaration of a local emergency. Whereas the declaration of a local emergency is a formal legal act, the activation of an EOC is a discretionary command decision to utilize this organizational tool to support emergency response operations. In the following events, the EOC shall be activated:

- a) When any emergency has occurred or is anticipated to occur that is of such a magnitude that it will require a large commitment of resources by the City and/or outside agencies over an extended period to control or mitigate. Incidents may include: fire; flood; earthquake; hazardous materials discharge; major transportation accident; civil disturbance; terrorism; weapon(s) of mass destruction; epidemic; or other incident that presents a significant danger to life and property in Tustin;
- b) Upon request of the Orange County Sheriff-Coroner or Orange County Operational Area;
- c) Upon the request of the Orange County Fire Authority;
- d) Upon the request of a neighboring City;
- e) Automatically on the proclamation of a State of War emergency as defined in California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code);
- f) Upon a Federal or Presidential declaration of a National Emergency.



Anyone wishing to activate the EOC shall notify the Area Commander(s), Duty Chief, Deputy Chief and/or the Chief and provide the following information:

- a) Type of Emergency;
- b) Location of Emergency;
- c) Incident Prognosis;
- d) Recommended Level 1, 2 or 3 EOC Activation;
- e) Personnel and agencies who should respond;
- f) Any special precautions responders should take.

EOC Activation Levels

EOC activation levels are used to describe the scale and severity of an incident, the extent of coordination required, and the degree of support required from city departments and other agencies.

Level 1 – Major Emergency - Full EOC Activation

A major local or regional disaster wherein resources in or near the impacted area are overwhelmed and extensive county, state and/or federal resources are required. A proclamation of emergency will be made and communications and coordination with the Orange County Operational Area EOC will be maintained. The overall response and early recovery activities will be managed from the City EOC. Off-duty personnel will be recalled and long-term planning for human resources will be conducted.

Level 2 – Moderate Emergency – EOC Activated

A moderate to severe emergency in which the City of Tustin resources are not adequate and mutual aid and outside agency support is required. Key management personnel from the involved departments will co-locate to the EOC to provide jurisdiction coordination. Partial or Full activation of EOC personnel will be determined based upon the severity of the incident. Off-duty personnel will likely be recalled for extended operation periods. A local emergency may be requested and response activities will be reported to and coordinated with the Orange County Operational Area.

Level 3 – Incident Monitoring/Minor Emergency – EOC May Be Activated

A minor incident is one that that can be managed by first responders, City resources and limited involvement by an outside agency. EOC activation is not required. However, the EOC may be activated and set up with minimal staffing to monitor an ongoing incident that has the potential to escalate to a Moderate or Level 2 Emergency. Off-duty personnel may be recalled to backfill personnel assigned to the incident. City and/or mutual aid police, fire, public works, or medical responders should consider the formal use of ICS procedures.



Automatic EOC Activation

A minimum of a Level II EOC Activation will be initiated when an earthquake of 6.0 or greater magnitude occurs within a 50-mile radius of the City of Tustin, or a 7.0 earthquake has occurred within the three-county area of Los Angeles, San Diego, or Riverside.

If telephones are not operating, employees should listen to the radio for emergency information to determine the extent of damage. If reports indicate extensive damage to the Tustin or Orange County area, employees should report to work as previously directed by their department supervisor.

In other disaster situations such as a hazardous materials incident, flood, or major fire, some City employees may not know if they are supposed to report to work. Generally, during these situations, an employee will be contacted by a supervisor or an assigned member of their department who will provide emergency instructions.

EOC Notification Procedures

Essential personnel have been identified and assigned emergency positions for emergency response in the City of Tustin. The Tustin Police Emergency Communications Center (Dispatch) will make the notifications once authorized to do so by the appropriate official.

The Emergency Management Coordinator (EMC) will be directed to report to the EOC to assist with EOC set up, identify and contact EOC personnel, and to initiate interagency communications and coordination protocols. In the absence of the EMC, the on-duty Watch Commander is responsible for all Police Department coordination related to any activation of the EOC.

The on-duty Watch Commander will also insure that (PD or City Hall) personnel are notified to staff the positions identified below, as required. In turn, these personnel will identify and contact others to act as their supporting staff.

EOC Position

EOC Director
Public Information Officer
Operations Chief
Law Enforcement Branch Director
Fire Branch Director
Public Works Branch Director
Care and Shelter Branch Director
Logistics Chief
Planning Chief
Finance Chief

Responsible City Dept. or Agency

PD Command Staff
PD PIO
PD Command Staff
PD Supervisor
OCFA Captain or Battalion Chief if available
PW Director or Manager
P&R Director or Superintendent
PD and or PW Supervisor
PD Supervisor or Comm. Dev Director
Finance Director or Manager



Alert OC and/or Nixle should be activated to notify employees to return to work. In the event of a major disaster where phones are inoperable, all essential City employees have been instructed to automatically report to work as soon as their home situation allows. Back-up personnel should be prepared to report to work as soon as possible after being notified they are needed. Stand-by employees should report for duty as scheduled.

The Emergency Operations Center Director has the authority to direct all EOC activity and is responsible for the City’s overall emergency management and coordination. This is accomplished through the joint efforts of all city departments, other public and private organizations, and volunteer agencies. The City Manager, acting as the Director of Emergency Services is responsible for coordinating with the EOC and providing Policy direction via the establishment of a Policy Group.

The Field Incident Commander and Operations Section Chief positions will both be determined by the type of emergency/disaster that has occurred:

Emergency Type	Field Incident Commander / Operations Section Chief		
	Fire	Police	Public Works
Earthquake	X	X	
Fire- Wildland/Urban	X		
Flood/Storm/Dam Failure			X
Mass Casualty Transportation	X		
Hazardous Materials Incident	X		
Pandemic		X	
Terrorism/Bomb Threat		X	
National Security Threat		X	
Energy Shortage/Power Outage			X
Tornado	X		
Civil Disturbance		X	
Drought			X

Emergency Personnel Assignments

It is the responsibility of Department Directors and supervisors to assign employees to one of the three emergency categories: **essential**, **back-up**, or **stand-by**. This applies to those Departments that do not have day to day emergency response roles or responsibilities. Considerations to be made when assigning personnel to one of the three categories should be based on assigned role during an emergency, miles traveled to work, and family care.

Essential personnel are those employees who are needed at work to provide City emergency services and support. Personnel should be assigned specific reporting locations and roles in advance, if possible. Essential personnel should report to work immediately following an emergency or as soon as the situation at home allows. Work shifts will fall within an Operational Period that is determined in the EOC Action Plan. The Operational Period is typically 12 hours



in length, but may be as many hours as necessary to complete the objectives in the EOC Action Plan.

Back-up personnel are those employees specifically assigned to fill in for an essential person who is unable to report to work or to relieve an essential person. They also should be assigned specific work locations and roles in advance. They should be prepared to report to work as soon as possible after being notified they are needed. Staff assigned to this category may require extra time for traveling to work. Home preparation is also very important for this group.

Stand-by employees are those who are not needed immediately at work to provide emergency services, but may be needed to continue the day to day operations of the department. Stand-by employees may be used to work in the EOC or support other departments in their emergency operations. If they are at work when disaster strikes, they may be released to go home, when conditions permit and there is no work for them to perform. Stand-by employees may not be required to report to work immediately, but should report for duty as scheduled.

Emergency Work Provisions

Employees should carry and be prepared to show their City Identification Card at any time while on duty. City Identification may be required to obtain meals, lodging or gain access designated city facilities or operations. Special temporary identification cards may be issued as needed.

Disaster Service Workers

According to Chapter 8, Division 4 of Title 1, Section 3100 of the California Government Code, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law. In the event of a local emergency, the City Manager/Director of Emergency Services may require the emergency services of any City officer or employee and may requisition necessary personnel or materials of any City department or agency (Tustin Resolution 470).

Emergency Communications

During an emergency, communications plans will be written and attached to the field level Incident Action Plan and the EOC Action Plan detailing the channels/frequencies to be used by specific disciplines and the resources available and needed to respond to the disaster. These plans will spell out how the field level units will communicate with the EOC and/or DOC's when activated.

Employees assigned to the EOC or requested to report for duty following a disaster may be assigned to work a twelve-hour rotating schedule with twelve hours on duty and twelve hours off duty. Employees will be paid for any overtime according to their MOU's or contracts.

Certain provisions will be made for those employees required to report to duty following a disaster. It is the responsibility of all supervisors to coordinate feeding and sheltering of emergency workers with the EOC. Emergency workers assigned to fixed posts or otherwise



unable to obtain meals on their own will be provided meals. Lodging arrangements for emergency workers should be based on the employees assigned hours and miles traveled to and from work. Other special provisions required by an emergency worker should be requested through supervisors to the EOC.

If an employee is required to stay on duty following a disaster, the employee may request assistance in notifying family contact through a supervisor or the EOC. Emergency information and family contacts will be maintained and updated regularly for this purpose.

Emergency Power

A diesel-powered back-up generator that is located on west side of the Civic Center to the rear of the Police Department and is set to start automatically once the power level in the Civic Center begins to drop. The generator provides service to the EOC, most of the Police Department and some work areas of City Hall. It also provides power to City communications and computer network systems.

Police Dispatch Center Power Systems

The Police Communications Center is the Public Safety Answering Point (PSAP) for the City of Tustin, answering 9-1-1 calls from the citizens. The radio/communications system has its own Uninterruptible Power Supply (UPS) systems to maintain systems operations until the diesel generator powers up and automatically switches over. The alternate PSAP for the Tustin 9-1-1 system is the Orange County Sheriff's Department.

Public Works Communications Center

The Public Works Department Communications backbone system is co-located at the Police Department. The radio/communications system is backed up by Uninterruptible Power Supply (UPS) systems to maintain radio systems operations until the diesel generator powers up and automatically switches over. Public Works Radio Consoles are located at Field Services and Engineering



EOC Activation/Setup Procedures

The following checklist is to be used for opening and setting up the primary EOC:

- Obtain proper authorization to activate the EOC.
- Use the EOC Notification Procedures above to notify necessary City and PD personnel.
- Provide/Obtain a briefing on the situation and the level of activation necessary
- Conduct a safety/damage assessment of the facility (depending on the type/severity of situation) and document the following:
 - Civic Center Facilities are checked for visible damage
 - Inspect Water and Electrical Utilities checked for any damage, leaks, etc.
 - If a power failure has occurred, ensure the generator is functioning properly.
 - Determine if computer systems are operating properly
- Notify the Police Department Emergency Management Coordinator and determine if he/she can respond to the EOC.
- Ensure that all personnel reporting to the EOC sign in and record the date, time and assigned EOC position.
- Notify Control One and/or Orange County Emergency Management (Operational Area) that the City's EOC is being activated and indicate the level of the activation.

EOC Setup Duties

- Obtain the key (#31) from the Watch Commander's Key Box for the EOC cabinets on the east wall of briefing. Most of the necessary supplies for the EOC are contained in these cabinets
- Ensure a person with access to the Property Section has been notified to respond. Some necessary supplies are kept secure in the Property Section and only certain employees have access.
- Move the existing tables and chairs in the briefing room as detailed in Figure 3, page 78. Initially, only set up those positions deemed essential to current or planned operations.
- Obtain the EOC phones from the EOC storage cabinets and install them according to the attached phone roster. The phones are labeled with their extension number. The phone jacks are located inside the floor boxes in the EOC.
- After connecting all phones, connect laptop computers to the phones assigned to the EOC positions identified in the EOC layout drawing.
- Utilize white (blue) boards already mounted on the south and west walls of the EOC as status boards to visually display facts of the incident.



- Video Monitors should initially be turned to news channels covering the emergency or disaster. As the EOC becomes activated, WebEOC status information will be displayed on various monitors as required.
- Set out the various supplies and manuals from the EOC cabinets. These include note pads, phone rosters, pens and pencils, etc., which can be set up at each work station in no particular order.
- Understand that it may take time for employees to respond to the EOC and the first person to arrive must begin set up procedures



EOC Phone Roster

Emergency Operations Center Phones	
Rev. 3-7-16	
<u>MANAGEMENT</u>	
EOC Director	(714) 426-2401
Public Information	(714) 426-2402
Emergency Services Coordinator	(714) 426-2403
Agency Liaison	(714) 426-2404
<u>PLANS & INTEL</u>	
Planning and Intel Section Chief	(714) 426-2405
Situation Status	(714) 426-2406
Resource Status	(714) 426-2407
Documentation	(714) 426-2408
<u>OPERATIONS</u>	
Operations Section Chief	(714) 426-2409
Law Branch	(714) 426-2410
Public Works/Utilities Branch	(714) 426-2411
Utilities Unit	(714) 426-2412
Operations Section Support	(714) 426-2413
Operations Section Support	(714) 426-2414
Fire and Rescue Branch	(714) 426-2415
Medical/Health Unit	(714) 426-2416
Care/Shelter Branch	(714) 426-2417
Care/Shelter Branch	(714) 426-2418
Building and Safety Branch	(714) 426-2419
Damage Assessment Unit	(714) 426-2420
<u>LOGISTICS</u>	
Logistics Section Chief	(714) 426-2421
Logistics Support	(714) 426-2422
<u>FINANCE</u>	
Finance Section Chief	(714) 426-2423
Finance Support	(714) 426-2424
NOT ASSIGNED	
Briefing Room Conf. Phone	(714) 573-3239
Fax - Briefing	(714) 508-8464
OC EOC/ Operational Area (OA)	(714) 628-7060
City is required to NOTIFY THE OC EOC UPON CITY EOC ACTIVATION	

Unused Extensions may be reassigned to other staff

Note: Depending on the nature of the emergency or disaster, not all of the above phone lines will have personnel assigned in the EOC at all times. When activating the EOC, set up the lines that will most likely be used immediately (Emergency Management Coordinator, Operations Chief, Law, Fire and Rescue, Public Works, etc.) and add lines accordingly.



EOC Section Descriptions and Assignments

The Tustin EOC is compliant with the Standardized Emergency Management System (SEMS) as required by Government Code Section 8607(a). The City has designated primary and alternate personnel who will be trained to fill the EOC positions.

The **Policy Group** is responsible for assisting the Emergency Services Director (City Manager) in the development of policy, overall strategy, and rules, regulations, proclamations, and orders. The Policy Group consists of all City Council members or their designated alternate. The Legal Advisor is the City Attorney and a member of the Policy Group. The City Clerk assists the Policy Group and is responsible for documenting and recording all emergency orders and decisions of the policy group. The Policy Group may include the Chief of Police and other Executive Staff as determined by the Director of Emergency Services. The Policy Group does not work within the EOC and reports to the City Managers Conference Room or an alternate location determined after the disaster.

The SEMS functions represented in the EOC are Management, Operations, Planning/Intelligence, Logistics, and Finance/Administration.

The **Management Section** is responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations within the EOC. The EOC Director, the Emergency Management Coordinator, and the Public Information Officer are the primary staff for this section.

The **Operations Section** is responsible for supporting and coordinating jurisdictional field operations in response to an emergency through the development and implementation of the EOC Action Plan. The Operations Section shall be staffed by managers and commanders from the responding discipline, (OCFA, Police Department, Public Works Parks and Rec. and Community Development) forming a Unified Command to ensure coordinated planning and integrated tactical operations are conducted.

The **Planning/Intelligence Section** is responsible for collecting, evaluating, and disseminating information; developing the organizational level's action plan in coordination with the other functions; and maintaining documentation. Staffing of this section will include representatives from Police, Community Development, Public Works, and other support staff as required.

The **Logistics Section** is responsible for providing facilities, services, personnel, equipment, and materials while complying with the City Code and FEMA Regulations. Representatives from Police, Public Works, Information Technology, Finance and Parks and Recreation will staff this section as required.

The **Finance/Administration Section** is responsible for financial activities and administrative aspects not assigned to the other functions. The Finance/Administrative Section is staffed by members of the Finance Department and insures compliance with City Code and FEMA purchasing requirements. In the EOC, it is preferred that the Logistics and Finance be co-located.



All EOC Responder Checklists

There are certain standard tasks that are conducted by all EOC responders at the onset of the EOC activation, throughout the assigned shift, and when the position is demobilized. A standardized checklist has been developed for the Activation, General Operations, and Demobilization phases and the tasks to be performed during each EOC position assignment in the EOC. This list will also be included in the checklist notebooks at each position within the EOC:

All EOC Responders Standardized List

Activation Phase Tasks

- Check-in, sign roster, confirm EOC Responder position and report to your designated Supervisor
- Confirm EOC Responder position and obtain shift length, shift change times, briefing / meeting timelines and general EOC policies from your Supervisor
- Report to your workstation and don the appropriate position vest
- Follow posted directions for computer start-up and, if applicable, WebEOC log-in
- Start a position log in WebEOC that chronologically describes actions taken during your shift
- Review your EOC Responder Position Checklist; clarify any issues regarding your authority and assignment with your Supervisor
- Ensure that all required supplies for your workstation are available and equipment is working properly e.g. phones, radios, forms, lists, maps, computer links, etc
- Obtain initial incident briefing
- Obtain contact information for counterparts at the Orange County Operational Area EOC, DOCs/BOCs, and other relevant agencies established lines of communications

General Operations Phase Tasks

- Refer all media inquiries or contact to the EOC PIO
- Attend all meetings and briefings for your position
- Maintain current status reports and displays for your position
- Advise your Supervisor of any status/situation updates
- Provide input to and review the EOC Action Plan; execute the tasks of your section and monitor progress with the Emergency Services Director's stated objectives
- Maintain accurate records of personnel, equipment, and materials. Record all expenditures and forward to the Finance & Administration Section



- Deposit all paper documents with the Planning & Intelligence Section's Documentation Unit at the end of your shift
- Brief your relief at shift-change time. Ensure that activities in progress are identified and follow-up requirements are communicated and fully understood

Demobilization Phase Tasks

- Begin demobilizing when authorized by your Supervisor
- Ensure that any open actions are completed or transferred to other EOC elements, as appropriate
- Ensure that all required forms and reports are completed; close out activity logs, return all checked out equipment, and provide all documentation to the Planning & Intelligence Section's Documentation Unit prior to your release and departure from the EOC
- Inform counterparts at the Orange County Operational Area EOC and DOC's, and other relevant agencies that your position is being demobilized
- Leave forwarding information, including pager/cell numbers and email with the Planning & Intelligence Section's Documentation Unit Leader
- Participate in all scheduled debriefings and critiques of the emergency response. Be prepared to provide input to the After-Action Report



EOC MANAGEMENT SECTION

Management Section Position Checklists

- Policy Group
- Legal Advisor
- Emergency Services Director
- EOC Director
- Emergency Management Coordinator
- Agency Representative
- Public Information Officer

Attachment #1 – Sample PIO Media Policy

Overview

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

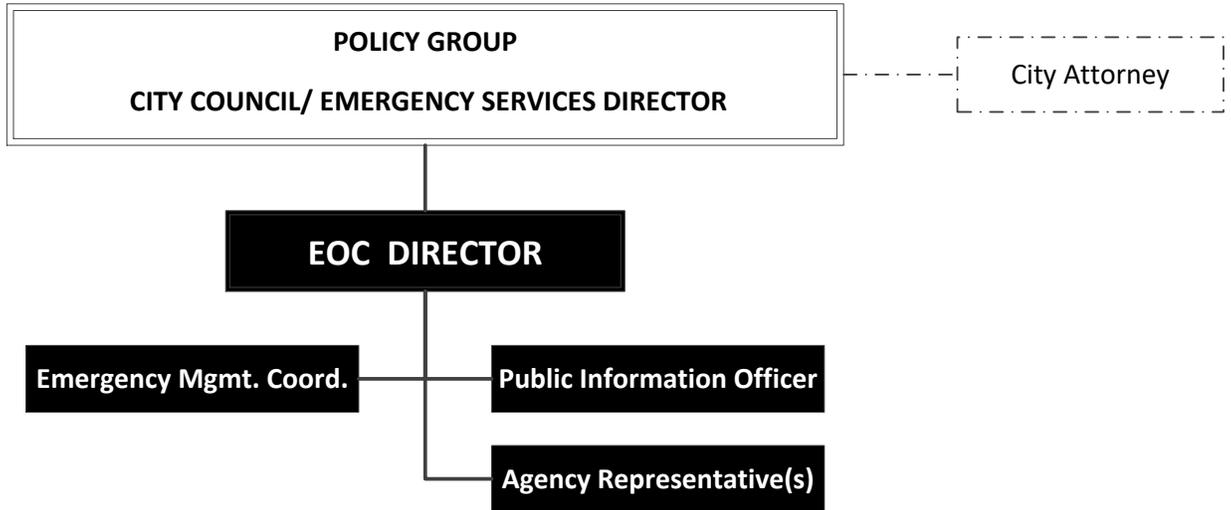
Objectives

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

- Overall management and coordination of emergency response and recovery operations, including on-scene incident management as required
- Coordinate and liaison with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities and volunteer agencies
- Establish priorities and resolve any conflicting demands for support
- Prepare and disseminate emergency public information to inform, alert and warn the public
- Disseminate damage information and other essential data
- Ensure that all EOC Sections are aware of and follow documentation procedures to recover all eligible disaster response and recovery costs



EOC Management Section Organization Chart





POLICY GROUP

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Mayor and City Council Members

Print Name: _____

ALTERNATE: Mayor Pro-Tem and City Council Members

Print Name: _____

GENERAL DUTIES:

- Proclaim and/or ratify a local emergency, and end the emergency
- Establish executive level policies for management of emergency
- Ensure that the Emergency Services Director has clear policy direction
- Make recommendations and provide advice to the Emergency Services Director
- Establish basic policies which govern the emergency organization
- Obtain briefings from Emergency Services Director and interact with the public and media
- Host and accompany VIPs and government officials on tours of the emergency/disaster

RESPONSIBILITIES:

Proclaim and/or ratify a local emergency, approve emergency orders and serve as City Officials. Policy issues that may need to be addressed during activation may include; crisis communication issues, declarations, restrictions, contingency funding, donations/volunteer management, restoration, resource allocation and response and recovery priorities, etc.

The Policy Group will operate from the City Managers Conference Room to ensure confidentiality during discussions. The Emergency Services Director will ensure communications between the EOC and the Policy Group are maintained throughout the entire activation.

The Director of Emergency Services will consider implications of the disaster and communicate with the Policy Group especially in relation to coordination for response and recovery efforts, and especially legal issues.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

STARTUP ACTIONS:

- Check in at the City Managers Conference Room
- Receive incident briefing from the Emergency Services Director
- Call emergency meetings of the City Council to proclaim and/or ratify a local emergency and approve emergency orders as needed
 - Three (3) members of the City Council are needed for an official quorum
 - Seek Legal Counsel from the City Attorney as required
 - Emergency proclamations must be ratified within seven (7) days
 - Approve extraordinary expenditure requirements as necessary
- Review, at least every 14 days, the need for continuing the Local Emergency and proclaim the termination of the Local Emergency as conditions warrant
- In consultation with the Emergency Services Director and General Staff, develop temporary emergency policies for managing the strategic aspects of the emergency
- Oversee the release of official statements
- Upon request of PIO or Liaison Officer, host and accompany VIP's and governmental officials on tours of the emergency/disaster area. Coordinate all tours with Public Information Officer (PIO) and Field Incident Commander
- Provide interviews to the media as arranged by the PIO
- Refer all requests for emergency information to the Emergency Services Director or Public Information Officer
- Serve on and coordinate activities of the Disaster Council

POSITION OPERATIONAL DUTIES:

- Develop or utilize existing citizen's advisory group to address concerns
- Consider developing an emergency planning task force within the local business or trade association to discuss concerns and disseminate pre-event planning information and post-event recovery information
- Consider developing a plan to provide a Local Assistance Center (LAC) location that can be utilized for information and assistance to citizens and businesses impacted by an emergency



- Encourage post-event discussions in the community to identify perceived areas of improvements

Note: Council members should refrain from direct involvement with City or joint City/County/State EOC activities. Council members will be provided information updates through the Emergency Services Director and the EOC Director.



LEGAL ADVISOR

Date: _____ Start Time: _____ End Time: _____

PRIMARY: City Attorney

Print Name: _____

ALTERNATE: City Attorney Designee

Print Name: _____

SUPERVISOR: Emergency Services Director

Print Name: _____

GENERAL DUTIES:

- Prepare proclamations, emergency ordinances and other legal documents and provide legal services as required
- Maintain legal information, records and reports relative to the emergency
- Commence legal proceedings as needed
- Participate as a member of the EOC Management Team when requested by Emergency Services Director
- Participate as a member of the Policy Group or EOC Management Team when requested by City Council or Emergency Services Director

RESPONSIBILITIES:

Act as the City Attorney to provide legal advice to the Policy Group and Emergency Services Director in all legal matters relative to emergency response and recovery actions and operations. The City Attorney will be located with the Policy Group in City Hall but shall also provide support to EOC staff as needed.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Prepare proclamations, emergency ordinances and other legal documents required by the City Council and the Emergency Services Director
- Develop rules, regulations and laws required for the acquisition and/or control of critical resources
- Develop emergency ordinances and regulations to provide a legal basis for evacuation and/or population control
- Commence civil and criminal proceedings as necessary and appropriate to implement and enforce emergency actions
- Advise the Emergency Services Director on areas of legal responsibility and identify potential liabilities
- Advise the City Council, Emergency Services Director and management personnel of the legality and/or legal implications of contemplated emergency actions and/or policies
- Prepare documents relative to Health and Safety issues and the abatement of hazardous structures or conditions



EMERGENCY SERVICES DIRECTOR

Date: _____ Start Time: _____ End Time: _____

PRIMARY: City Manager

Print Name: _____

ALTERNATE: Designee

Print Name: _____

SUPERVISOR: City Council

Print Name: _____

GENERAL DUTIES:

- Serve as the Director of Emergency Services for the City of Tustin.
- Make executive decisions based on policies of the City Council.
- Develop and issue rules, regulations, proclamations and orders.
- Establish the appropriate level of organization, and continuously monitor the effectiveness of that organization. Make changes as required.
- Exercise overall management responsibility for the coordination of the response efforts within the affected area. In conjunction with the Management and General Staff, set priorities for response efforts, and ensure that all agency actions are accomplished within the priorities established.
- Ensure that multi-agency or inter-agency coordination is accomplished effectively within the EOC.
- Support and coordinate a multi-agency disaster response including federal, state, regional and outside agency resources.

RESPONSIBILITIES:

Provide overall management and coordination of the City of Tustin emergency response and recovery efforts.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION START-UP ACTIONS:

- Identify yourself as the Emergency Services Director by putting on the vest with your title. Print your name on the EOC organizational chart next to your assignment
- Direct the implementation of the City of Tustin's' Emergency Operations Plan activating the use of the Incident Command System
- Determine level of EOC activation and ensure that EOC positions are filled as needed
- Make staff assignments; prepare work objectives for staff and brief staff.
- Ensure that the Management Section is staffed as soon as possible at the level needed
 - EOC Director
 - Public Information Officer
 - Emergency Management Coordinator
 - Agency Liaison's
- Direct the EOC Director to appoints the necessary EOC Section Chief's (General Staff) and ensure they are in place as soon as possible and are staffing their respective units
 - EOC Operations Section Chief
 - EOC Planning/Intelligence Section Chief
 - EOC Logistics Section Chief
 - EOC Finance/Administration Section Chief
- Request additional personnel to maintain a 24-hour operation as required
- Ensure that all EOC Management Team meetings, General Staff meetings and policy decisions are adequately documented by a scribe for post disaster analysis and reporting
- Ensure that all departments document and account for personnel and work assignments
- Confirm the delegation of authority. Provide any guidance or direction as necessary
- Determine appropriate delegation of purchasing authority to the Purchasing Unit of the Finance/Administration Section
- Schedule the first planning meeting and establish the frequency of briefing sessions
- Confer with EOC Director, Emergency Management Coordinator and Section Chiefs to determine what representation is needed at the EOC from other agencies



POSITION OPERATIONAL DUTIES:

- Assess situation, work in progress, resources and estimate incident duration
- Develop and issue appropriate rules, regulations, proclamations and orders
- Initiate Emergency Proclamations as needed
- Establish City Hall hours of operation
- Conduct periodic briefing sessions with the entire EOC Management Team to update the overall situation
- Conduct periodic briefing sessions with the City Council to update the overall situation
- Set priorities for restoration of city services

- Approve and authorize the implementation of the EOC Action Plan developed and prepared by the EOC Planning/Intelligence Section and EOC Management Team
- In conjunction with the EOC Public Information Officer (PIO), coordinate and conduct news conferences and review media releases as required. Establish procedure for information releases affecting inter-agency coordination
- Authorize the PIO to release information to the media and to access the Emergency Alert System (EAS) as needed
- Establish and maintain positive and effective inter-agency coordination.
- Arrange for VIP tours and coordinate with the PIO and EOC Director.
- Establish contacts and maintain needed support from adjacent jurisdictions/agencies and with other organizational levels as appropriate
- Proclaim termination of the emergency
- Direct recovery operations
- Ensure completion and submittal of an after-action report



EMERGENCY OPERATIONS CENTER (EOC) DIRECTOR

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Police Chief, PW Director or Designee

Print Name: _____

ALTERNATE: Designee

Print Name: _____

SUPERVISOR: Director of Emergency Services

Print Name: _____

GENERAL DUTIES:

- Report to the Director of Emergency Services for the City of Tustin
- Implement executive decisions based on policies of the Director of Emergency Services and the City Council
- Establish the appropriate level of the EOC organization, and continuously monitor the effectiveness of that organization. Make changes as required
- Be prepared to form additional branches/groups/units as dictated by the situation
- Exercise overall management responsibility for the coordination of the response efforts within the affected area. In conjunction with Management and the General Staff, develop priorities for response efforts, and ensure that all agency actions are accomplished within the priorities established
- Ensure that multi-agency or inter-agency coordination is accomplished effectively within the EOC
- Coordinate with Agency Representatives assigned to the EOC and handle requests from other agencies for sending liaison personnel to other EOCs
- Support and coordinate a multi-agency disaster response including federal, state, regional and outside agency resources

RESPONSIBILITIES:

Manage all Emergency Operations Center General Staff.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION START-UP ACTIONS:

- Identify yourself as the EOC Director *by putting on the vest with your title*. Print your name on the EOC organizational chart next to your assignment
- Direct the implementation of the City of Tustin's' Emergency Operations Plan activating the use of the Incident Command System
- Determine level of EOC activation and ensure that EOC positions and ICS field positions are filled as needed
- Appoint the necessary EOC Section Chief's (General Staff) and ensure they are in place as soon as possible and are staffing their respective units
 - EOC Operations Section Chief
 - EOC Planning/Intelligence Section Chief
 - EOC Logistics Section Chief
 - EOC Finance/Administration Section Chief
- Confer with Emergency Management Coordinator & Section Chiefs to determine what representation is desired/required at the EOC from other agencies such as:
 - Local/county/state/federal agencies
 - Schools
 - Volunteer organizations
 - Private sector organizations
 - Utility providers
- Request plans to maintain a 24-hour operation as required
- Prepare initial work objectives for Section staff, brief staff and make staff assignments
- Ensure that all EOC Management Team meetings, General Staff meetings and policy decisions are documented by a scribe
- Ensure that all departments account for personnel and work assignments
- Confirm the delegation of authority. Obtain guidance or direction as necessary from the Director of Emergency Services



- Determine appropriate delegation of purchasing authority to the Purchasing Unit of the Finance/Administration Section
- Schedule the first Operational Planning Meeting
- Direct the Development of the EOC Action Plan by the EOC Planning/Intelligence Section and EOC Sections
- Approve the Final Action Plan and Provide a EOC Staff Briefing
- In consultation with the Director of Emergency Services and Section Chief's, establish the frequency of briefing sessions

POSITION OPERATIONAL DUTIES:

- Carry out responsibilities of all other EOC Sections not currently staffed
- Assess situation, work in progress, resources and estimate incident duration
- Set up EOC planning meeting schedule with all EOC Section Chief's.
- Develop overall strategy with the EOC Section Chief's
- Ensure that EOC Sections are carrying out their principle duties:
 - Implementing operational objectives per the EOC Action Plan.
 - Preparing action plans and status reports.
 - Providing adequate facility and operational support.
 - Providing administrative and fiscal record keeping and support.
- Develop and issue appropriate rules, regulations, proclamations and orders
- Request initiation of an Emergency Proclamation by the Director of Emergency Services as needed
- Conduct periodic briefing sessions with the entire EOC Management Team to update the overall situation
- Conduct periodic briefing sessions with the City Council to update the overall situation
- Set priorities for restoration of city services
- Hold action planning meeting of section Chief's and branch coordinators, agency representatives (as required) and key staff. The activities to be covered in an action planning meeting are:
 - Provide briefings on current and forecasted situation and major reportable incidents within affected Operational Area
 - Obtain any additional information from other sources on the current situation assessment



- Review availability and status of ordered, in route, or staged resources
 - Establish with staff the next Operational Period for which the EOC Action Plan should be developed
 - Define priority actions to be accomplished or undertaken within the next Operational Period considering the known and forecasted situation and status of available resources
 - Establish assignments for available and incoming resources based on current and forecast situation and established priorities
 - Determine need for additional resources and Establish specific responsibilities for ordering
 - Discuss and resolve any internal coordination issues
 - Ensure that staff is clear on the EOC Action Plan. Have pertinent elements documented for distribution as necessary
 - Establish time for next action planning meeting
-
- Provide support as required to the EOC Public Information Officer (PIO)
 - Request the PIO to release information to the media and to access the Emergency Alert System (EAS) as needed
 - Monitor performance of EOC personnel for signs of stress or under-performance; initiate Critical Incident Stress Debriefing as appropriate in coordination with Supply (Personnel) Unit of the Logistics Section Determine status and resource needs and availability of other agencies
 - Brief Agency Representatives on current situation, priorities and EOC Action Plan
 - Establish and maintain a safe working environment for all affected personnel
 - Ensure that proper security of the EOC is maintained at all times
 - Establish contacts and maintain needed support from adjacent jurisdictions/agencies and with other organizational levels as appropriate
 - Notify Orange County Operational Area, adjacent facilities and other EOCs as necessary of planned time for deactivation
 - Proclaim termination of the emergency and proceed with recovery operations
 - Ensure completion and submittal of an after-action report



EMERGENCY MANAGEMENT COORDINATOR

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Emergency Management Coordinator

Print Name: _____

ALTERNATE:

Print Name: _____

SUPERVISOR: Emergency Services Director

Print Name: _____

GENERAL DUTIES:

- Ensure the EOC is set up and ready for activation
- Coordinate EOC internal management systems
- Liaison with outside public jurisdictions and internal departments
- Interact with other sections and branches/groups/units within the EOC to obtain information, assist in coordination, and ensure the proper flow of information
- Assist and serve as an advisor to the Emergency Services Director, the EOC Director and General Staff as needed
- Provide information and guidance to the EOC Management Team
- Maintain contact with the Orange County Operational Area EOC Liaison Officer
- Serve (temporary assignment) as a Section Chief if assigned by the Emergency Services Director or EOC Director
- Coordinate all visits to the EOC Function as a central location for incoming Agency Representatives, provide workspace, and arrange for support as necessary
- Ensure that all developed guidelines, directives, action plans, and appropriate situation information is disseminated to Agency Representatives

RESPONSIBILITIES:

Facilitate the overall functioning of the EOC, coordinate with other agencies and SEMS levels and serve as a resource to the Emergency Services Director and/or the EOC Director

Serve as the point of contact for Agency Representatives from assisting organizations and agencies outside the city government structure; aid in coordinating the efforts of these outside agencies to reduce the risk of their operating independently. Any state and/or federal emergency official should make contact with the Liaison Officer to ensure continuity of operations.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

START-UP ACTIONS:

- Ensure the EOC is properly set up and ready for operations
- Ensure that telephone, radio and data communications with other facilities are established and tested
- Clarify EOC Activation Level
- Receive incident briefing from the EOC Director and Section Chiefs
- Notify the Orange County Operational Area that the City's EOC is activated via the notification procedures
- Ensure that staff has initiated check-in procedures
- Ensure that the EOC Organization and staffing chart is posted and that arriving team members are assigned by name
- Assess emergency impacts and provide advice to the Emergency Services Director and/or EOC Director as to the extent of EOC activation
- Assist the Emergency Services or EOC Director in filling needed workstation assignments
- Provide assistance and information to Section Chief's as required
- Determine 24-hour staffing requirements and request additional support as required

POSITION OPERATIONAL DUTIES:

- Assist the General Staff and the Emergency Services Director in developing an overall strategy, including:
 - Assess the situation
 - Define the problem
 - Establish priorities
 - Determine the need for evacuation
 - Estimate the incident duration
 - Determine if there is a need to make an "Emergency Proclamation"
- Advise the Emergency Services Director about proclamations, emergency ordinances and other legal documents required by the City Council and the Emergency Services Director



- Assist the Planning/Intelligence Section in the development, continuous updating and execution of the EOC Action Plan
- Ensure efficient operating procedures within the EOC. Assist any function in addressing any issues that might arise
- Monitor performance of EOC personnel for signs of stress or under-performance; advise Emergency Services Director of condition
- Ensure that EOC personnel are properly maintaining all documentation
- Facilitate and attend periodic briefing sessions conducted by the Emergency Services Director and EOC Director
- Advise the EOC Director of any issues that need to be addressed and of any responsibilities that need to be assigned
- Liaison with other agencies (Operational Area, State and FEMA) as assigned. Ensure that all notifications are made to the Orange County Operational Area and verify that requests for assistance have been addressed or forwarded to the State Regional EOC
- Contact all on-site Agency Representatives. Make sure:
 - They have signed into the EOC
 - They understand their assigned function
 - They know their work location
 - They understand EOC organization and floor plan (provide both)
- Request Agency Representatives contact their agency, determine level of activation of agency facilities, and obtain any intelligence or situation information that may be useful to the EOC
- Respond to requests for liaison personnel from other agencies
- Act as liaison with state or federal emergency response officials and appropriate city personnel
- Determine if there are communication problems in contacting outside agencies. Provide information to the Communications Unit of the EOC Logistics Section
- Know the working location for any Agency Representative assigned directly to a branch/group/unit
- Compile list of Agency Representatives (agency, name, EOC phone) and make available to all Section Chief's and Branch/Group/Unit Coordinators
- Respond to requests from Sections, Branches and Units for Agency information. Direct requests to appropriate Agency Representatives
- Provide periodic update briefings to Agency Representatives as necessary



- Ensure that incoming EOC personnel are briefed prior to their assuming their duties.

Briefings should include:

- Current situation assessment
 - Identification of specific job responsibilities
 - Identification of co-workers within the job function and/or geographical assignment
 - Availability of communications
 - Location of work area
 - Identification of eating and sleeping arrangements as appropriate
 - Procedural instructions for obtaining additional supplies, services and personnel
 - Identification of operational period work shifts
- Ensure that all necessary communications have been established
 - Coordinate and monitor all EOC visitations
 - Coordinate all EOC functions with neighboring jurisdictions, the Orange County Operational Area and other support and response organizations
 - Assist in shift change issues



AGENCY REPRESENTATIVE

Date: _____ Start Time: _____ End Time: _____

PRIMARY: American Red Cross

Print Name: _____

OC Rescue Mission

Print Name: _____

Tustin Unified School District

Print Name: _____

Orange County Health Care Agency

Print Name: _____

Orange County Sheriff-Coroner

Print Name: _____

California Highway Patrol

Print Name: _____

SUPERVISOR: EOC Director

Print Name: _____

RESPONSIBILITIES:

As an individual assigned to the EOC from another agency, the Agency Representative should represent his/her agency by providing agency status, identify resource requirements and requests. The Representative must possess the authority to make decisions and commit resources within the given established limits.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Obtain current situation briefing from person you are relieving, the Emergency Management Coordinator or Operations Section Chief
- Contact EOC sections or branches/groups/units appropriate to your responsibility, and advise them of your presence and assigned work location
- Provide appropriate situation information to the Situation Status Unit of the EOC Planning/Intelligence Section
- If relocating to work directly with a functional branch/group/unit, advise Emergency Management Coordinator of your location
- Facilitate requests for support or information that your agency can provide
- Keep up to date on the general status of resources and activity associated with your agency
- Represent your agency at planning meetings as appropriate. Be prepared to provide update briefings about your agency's activities and priorities at these meetings
- Inform your agency periodically on City EOC priorities and actions that may be of interest



PUBLIC INFORMATION OFFICER

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Police, Fire, City Hall Staff, as assigned (Incident Specific)

Print Name: _____

ALTERNATE: Joint Public Information Center Team Member

Print Name: _____

SUPERVISOR: Director of Emergency Services or EOC Director

Print Name: _____

GENERAL DUTIES:

- Serve as the dissemination point for all media releases within the affected area. Other agencies wishing to release information to the public should coordinate through the Public Information function.
- Assist the Planning and Intelligence Section with the monitoring and maintenance of the EOC Status boards to ensure timely and consistent information is presented.
- Coordinate as necessary to ensure that the public within the affected area receives complete, accurate, timely, and consistent information about lifesaving procedures, health preservation instructions, emergency status and other information, and relief programs and services. Information released should be posted in the EOC (See Attachment #1 – Sample Media Policy)
- Review and coordinate all related public information and media releases, including dissemination of emergency information to city departments to keep employees apprised of the situation
- Follow the Joint Information System (JIS) protocols, which include protocols for the Joint Information Center (JIC)
- If an Orange County Operational Area JIC is activated, ensure that the City's public information efforts are coordinated with the JIC as appropriate

RESPONSIBILITIES:

Ensure that information support is provided on request; that information released is consistent, accurate, and timely and that appropriate information is provided to all required agencies.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Secure guidance from the Emergency Services Director regarding the release of available information
- Keep the Emergency Services Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Provide an estimate of the impact and severity and make recommendations as appropriate
- Coordinate all media events with the Emergency Services Director
- Ensure that all departments, agencies and response organizations in the jurisdiction are aware that they must coordinate release of emergency information through the PIO and that all press releases must be cleared with the Emergency Services Director before releasing information to the media
- Establish the Media Center at a site to be determined by the Emergency Services Director, away from the EOC, Command Post and incident for media use and dissemination of information. Announce safe access routes to Media Information Center for media
- Schedule and post times and locations of news briefings in the EOC, Media Information Center and other appropriate areas
- Prepare and provide approved information to the media. Post news releases in the EOC, Media Information Center and other appropriate areas
- Develop an information release program
- Interact with other branches/groups/units to provide and obtain information relative to public information operations
- Coordinate with the Situation Status Unit of the Planning/Intelligence Section and define areas of special interest for public information action. Identify means for securing the information as it is developed
- Maintain an up-to-date picture of the situation for presentation to media
- Obtain, process, and summarize information in a form usable in presentations
- Provide periodic briefings and press releases about the disaster situation throughout the affected areas. Refer media representatives to incident level PIOs for specific information
- As required, periodically prepare briefings for the jurisdiction executives or elected officials
- Respond to information requests from the Emergency Services Director and EOC Management Team



- Ensure that a rumor control function is established as necessary, and has the means for identifying false or erroneous information. Develop procedure to be used to squelch such information
- Provide sufficient staffing and telephones to efficiently handle incoming media and public calls and to gather status information
- Establish and staff a hot-line to answer inquiries from the public as needed
- Prepare, update and distribute to the public a Disaster Assistance Information Directory containing locations to obtain food, shelter, supplies, health services, etc.
- Prepare a briefing sheet to be distributed to all employees at the beginning of each shift so they can answer questions from the public, such as shelter locations, water distribution sites, etc
- Broadcast emergency information/updates on local TV, and City TV-Channel, either through the message board or live taping of Mayor or Emergency Services Director
- Arrange for meetings between media and city officials or incident personnel
- Provide escort service to the media and VIPs; arrange for tours and photo opportunities when available staff and time permit. Coordinate VIP tours with Liaison Officer, City Council and Field Incident Commanders
- Assist in making arrangements with adjacent jurisdictions for media visits
- Determine which radio and TV stations are operational
- Determine requirements for support to the emergency public information function at other EOC levels
- Monitor broadcast media, and use information to develop follow-up news releases and rumor control
- When federal emergency response teams respond, coordinate activities through the Orange County Operational Area to ensure coordination of local, state and federal public information activities
- Ensure that announcements, information and materials are translated and prepared for special populations (non-English speaking; non-readers; elderly; the hearing, sight and mobility impaired; etc.)
- Prepare materials that describe the health risks associated with each hazard, the appropriate self-help or first aid actions and other appropriate survival measures
- Prepare instructions for people who must evacuate from a high-risk area, including evacuation routes; types and quantities of clothing needed, food, medical items, etc
- During periods of increased national readiness, or in time of need, prepare materials that address national security survival tips



- Issue timely and consistent advisories and instructions for life safety, health and assistance:
 - What to do and why
 - What not to do and why
 - Hazardous areas and structures to stay away from
 - Evacuation routes, instructions and arrangements for persons without transportation or with access or functional needs (non-ambulatory, sight-impaired, etc.)
 - Location of mass care shelters, first aid stations, food and water distribution points, etc.
 - Location where volunteers can register and be given assignments
 - Street and freeway overpass conditions, congested areas to avoid and alternate routes to take
 - Instructions from the Coroner and public health officials pertaining to dead bodies, potable water, human waste and spoiled food disposal
 - Weather hazards when appropriate
 - Public information hotline numbers
 - Status of Local Proclamation, Governor's Proclamation or Presidential Declaration
 - Local, state and federal assistance available; locations and times to apply
 - How and where people can obtain information about relatives/friends in the emergency/disaster area (Coordinate with the Red Cross on the release of this information)
- Issue other information pertaining to the emergency/disaster (acts of heroism, historical property damaged or destroyed, prominence of those injured or killed, other human-interest stories)
- Through the Orange County Operational Area, coordinate with state, federal or private sector agencies to get technical information (health risks, weather, etc.) for release to the public and media
- Ensure file copies are maintained of all information released and posted in the EOC
- Provide copies of all releases to the Emergency Services Director
- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories



ATTACHMENT #1 - SAMPLE MEDIA POLICY

1. Purpose: This guideline defines policies and procedures for the planned release of information to the news media.

2. Policy: To ensure efficiency, consistency and quality in dealings with the news media and in the character of City news releases, the City's policy is to have all planned news releases coordinated through the Public Information Officer. The procedures of this guideline need not apply in emergency situations or to the release of City documents, police files or other documentation to the news media.

3. Responsibility:

- A. **Public Information Officer:** The Public Information Officer (PIO) is responsible for arranging news conferences and public service announcements, drafting all releases, and approving informational advertising placed in the news media. Departments may consult the Public Information Officer for help in arranging these media releases, advertisements, or with additional news media matters such as interviews, etc.
- B. **Responsibility for Legal Notifications:** Legally required notifications are to be processed through the City Clerk or appropriate department.
- C. **Departments/Divisions:** Departments and divisions are responsible for coordinating planned releases of information to the news media through the Public Information Officer.
- D. **Questions:** When questions arise from the public, the news media and others, they should be answered or addressed in a timely manner and according to the following levels of responsibility:
 - i. The City Manager will provide information on policy issues or issues which have citywide significance or impact.
 - ii. The City Manager, Department Directors, and Executive Staff provide information on the planning, direction, effect and status of policies and programs within their areas of responsibilities.
 - iii. The Police Chief or OCFA Representative.
 - iv. First Amendment rights will not be abridged and media information shall be specifically identified as to authority.

4. Definitions:

- A. **Informational Advertising:** Media advertising purchased to transmit information to the public; not including legal notifications.
- B. **Interviews:** Series of questions by representative(s) of news organizations(s).
- C. **News Conferences:** Meetings for the release of information to which several news sources are invited.
- D. **News Releases:** Written information supplied to the news media



- E. Public Service Announcements: Brief notifications to be run as radio and TV fillers; generally, air for one to two weeks
- F. Public Information Officer: City Manager, the Police Department or OCFA Representative, per the Tustin Media Policy. Incident may dictate the use of a Joint Information Center (JIC) while participating in Unified Command.

5. Procedure:

A. Departments/Divisions:

- i. Departments or divisions planning to release information to the news media shall complete the Publication Request and Information Form and forward the form to the EOC Public Information Officer.
- ii. Notification to the media of scheduled disruptions in City services shall be coordinated through the Public Information Officer.
- iii. All forms requesting media releases shall be signed or initialed by the department or division head. Until the form is reprinted with a signature line, the department or division head may sign or initial the form below the "Name" field.
- iv. When practicable, the Public Information Officer should be informed of a pending interview at the time the interview is requested and may be consulted for help in preparing for the interview.
- v. Timeframes for receipt of the form by the Public Information Officer are:
 - a. Informational Advertising: One to Two weeks ahead of the event.
 - b. News Conferences: One week ahead of the event.
 - c. News releases: One week ahead of the event.
 - d. Public Service Announcements: Three to four weeks ahead of the event.
- vi. If the nature of the subject or event makes it impossible to notify the Public Information Officer within the timeframes specified above, notification should be given as soon as it is determined that information needs to be released to the news media.
- vii. It may not be possible to coordinate the release of emergency information with the Public Information Officer or to coordinate interviews at fire, police or other emergency scenes. Depending on the nature of the emergency, it may be more practical to contact the Public Information Officer as soon after the information is released as possible.

B. Public Information Officer:

- i. Upon receiving a completed Publication Request and Information Form, the Public Information Officer will complete the news release, arrange the news conference, or take other action depending on the kind of media release requested.
- ii. When notified of a pending interview, the Public Information Officer may contact the reporter about the interview subject and help the interviewee prepare for the



interview. If requested by the interviewee, the Public Information Officer will attend the interview.

- iii. If a newsworthy subject or event comes to the attention of the Public Information Officer in a manner other than through a Publication Request and Information Form, the Public Information Officer will contact the department about releasing the information to the news media. With the Department Head's approval, the information will then be released.
- iv. On the day information is released to the news media, the Public Information Officer will forward to the Department Head a copy of any news release issued. The appropriate Department Head will always be informed when information about the City is released to the news media.



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EOC OPERATIONS SECTION

Operations Section Position Checklists

- EOC Operations Section Chief
- Fire Branch
- Medical/Health Branch
- Law Branch – Fatalities Management
- Public Works Branch – Water/Utilities Management
- Care and Shelter Branch
- Building and Safety Branch

Overview

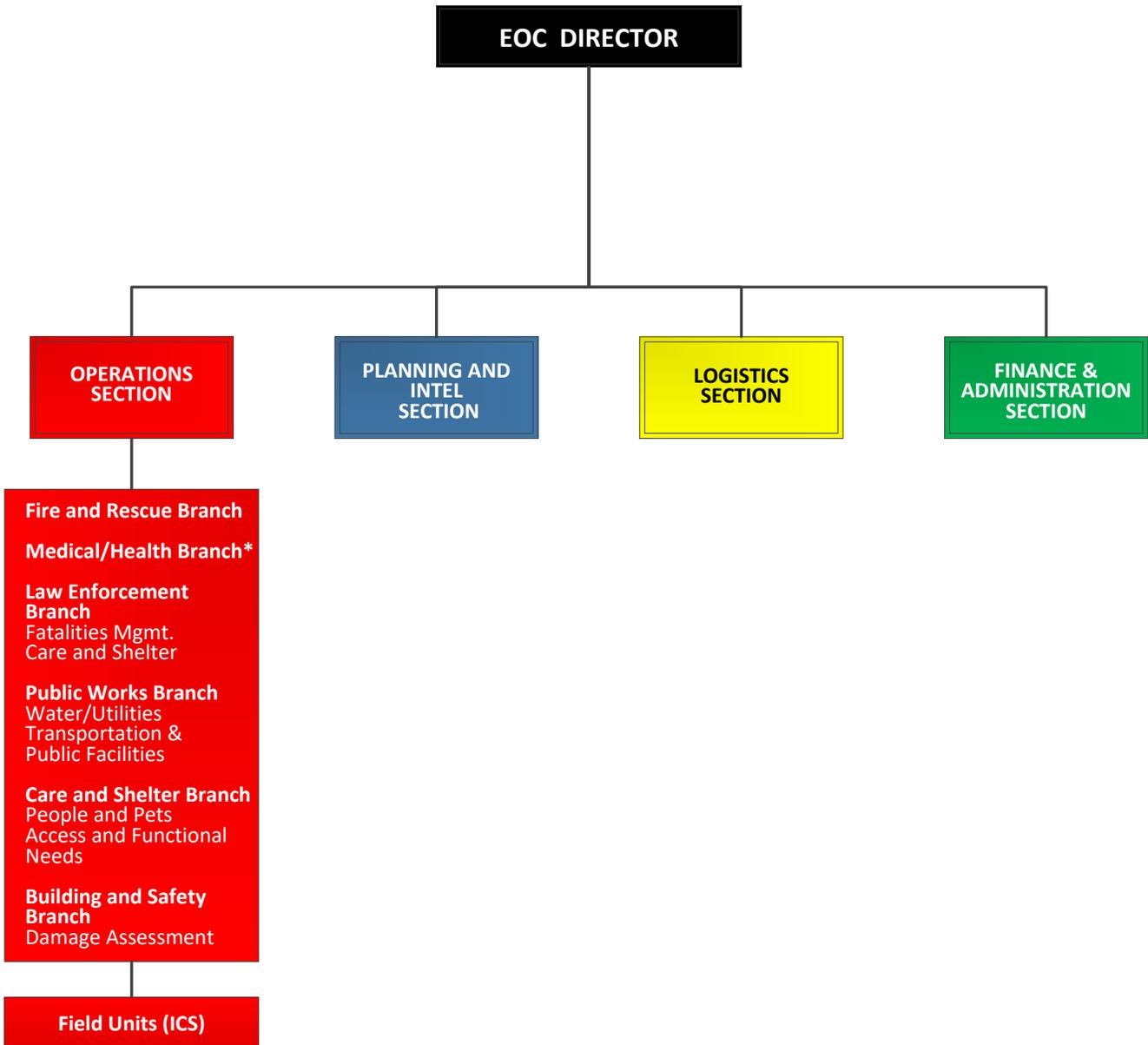
The EOC Operations Section's primary responsibility is to manage the tactical operation of various response elements involved in the disaster/emergency.

Objectives

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



EOC Operations Section Organization Chart





EOC OPERATIONS SECTION CHIEF

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Police Lt. or Sergeant, Public Works Director

Print Name: _____

ALTERNATE: Police Dept. Representative, Public Works Supervisor, OCFA Representative

Print Name: _____

SUPERVISOR: Emergency Services Director or EOC Director

Print Name: _____

GENERAL DUTIES:

- Ensure that the EOC Operations Function is carried out, including the coordination of response for all operational functions assigned to the EOC, such as Fire, Law, Medical/Health, Care and Shelter, Public Works and Building and Safety
- Ensure that operational objectives and assignments identified in the EOC Action Plan are carried out effectively
- Establish the appropriate level of Unit organization within the EOC Operations Section, continuously monitoring the effectiveness and modifying accordingly
- Exercise overall responsibility for the coordination of Unit activities within the EOC Operations Section
- Ensure that the EOC Planning/Intelligence Section is provided with status reports and major incident reports with current information
- Conduct periodic EOC Operations briefings for the Emergency Services Director as required or requested
- Overall supervision of the EOC Operations Section.

RESPONSIBILITIES:

The Operations Section Chief is responsible for the coordination and support of all incident-related operational activities and the management of the EOC Operations Section. An Ops Chief should be designated for each operational period and should have direct involvement in the preparation of the EOC Action Plan for the corresponding period of responsibility.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

SECTION START-UP ACTIONS:

- Confirm that key EOC Operations Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency
- Activate organizational elements within your EOC Section as needed and designate leaders for each element or combination of elements:
 - Fire Branch
 - Law Branch
 - Medical/Health Branch
 - Care and Shelter Branch
 - Public Works Branch
 - Building and Safety Branch
- Develop a personnel plan to maintain a 24-hour operation as required
- Brief incoming EOC Section personnel prior to their assuming their duties. Briefings should include:
 - Current situation assessment
 - Identification of specific job responsibilities
 - Identification of co-workers within the job function and/or geographical assignment
 - Availability of communications
 - Location of work area
 - Identification of eating and sleeping arrangements as appropriate
 - Procedural instructions for obtaining additional supplies, services and personnel
 - Identification of operational period work shifts
- Inform the Emergency Services Director and General Staff when your Section is fully operational
- Open and maintain Section activity logs
- Using activity log maintain all required records and documentation to support the EOC After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation



- Requests filled
- EOC personnel, time on duty and assignments
- Review responsibilities of branches/groups/units in your Section. Develop plan for carrying out all responsibilities
- Prepare work objectives for EOC Section staff and make staff assignments
- Meet with other activated EOC Section Chief's
- From the Situation Status Unit of the EOC Planning/Intelligence Section, obtain and review major incident reports and additional field operational information that may pertain to or affect your EOC Section operations. Provide information to appropriate Units
- Participate in the Emergency Services Director's action planning meetings
- Ensure that all your EOC Section personnel and equipment time records and record of expendable materials used are provided to the Time and Cost Analysis Units of the Finance/Administration Section at the end of each operational period
- Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known

POSITION OPERATIONAL DUTIES:

- Establish field communications with affected areas
- Evaluate the field conditions associated with the disaster/emergency and coordinate with the Situation Status Unit of the EOC Planning/Intelligence Section
- Determine the need to evacuate and issue evacuation orders
- Determine the need for In-Place Sheltering and issue notification orders
- In coordination with the Situation Status Unit of the EOC Planning/Intelligence Section, designate primary and alternate evacuation routes for each incident
- Display on maps the primary and alternate evacuation routes, which have been determined for the incident
- Identify, establish and maintain staging areas for field Operations-related equipment and personnel
- Direct EOC Operations Branch/Unit Coordinators to maintain up-to-date Incident Charts, Incident Reports and Branch/Unit specific maps. Ensure that only ACTIVE, ESSENTIAL information is depicted on the charts and maps. All Branch/Unit related items of interest should be recorded on an EOC Incident Report
- Provide copies of the daily EOC Incident Report to the Documentation Unit of the EOC Planning/Intelligence Section at end of each operational period



- Coordinate the activities of all departments and agencies involved in the operations
- Determine resources committed and resource needs.
- Receive, evaluate, and disseminate information relative to the Operations of the disaster/emergency
- Provide all relevant emergency information to the Public Information Officer
- Notify and coordinate with adjacent jurisdictions on facilities and/or dangerous releases that may impose risk across boundaries
- Conduct periodic EOC Operations Section briefings and work to reach consensus for forthcoming operational periods
- Work closely with the EOC Planning/Intelligence Section Chief in the development of the EOC Action Plan
- Work closely with each Branch/Unit leader to ensure EOC Operations Section objectives as defined in the current EOC Action Plan are being addressed
- Ensure that intelligence information from Branch/Unit leaders is made available to the EOC Planning/Intelligence Section
- Coordinate with the Facilities and Supply Units of the EOC Logistics Section on animal care issues
- Ensure that all fiscal and administrative requirements are coordinated through the EOC Finance/Administration Section, i.e., notification of any emergency expenditures
- Review suggested list of resources to be released and initiate recommendations for their release. Notify the Resources Unit of the EOC Planning Section



FIRE BRANCH

Date: _____ Start Time: _____ End Time: _____

PRIMARY: OCFA Representative

Print Name: _____

ALTERNATE: OCFA Representative

Print Name: _____

SUPERVISOR: EOC Operations Section Chief

Print Name: _____

GENERAL DUTIES:

- Coordinate the prevention, control and suppression of fires and hazardous materials incidents
- Coordinate the provision of emergency medical care
- Coordinate and conduct all urban search and rescue operations
- Implement that portion of the EOC Action Plan appropriate to the Fire Branch

RESPONSIBILITIES:

Coordinate personnel, equipment and resources committed to the fire, field medical, search and rescue and hazardous materials elements of the incident.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

EOC BRANCH START-UP ACTIONS:

- Ensure that all required supplies are available and equipment is working properly (phones, radios, forms, lists, maps, etc.)
- Ascertain if all key OCFA personnel are in the EOC or have been notified
- Clarify any issues regarding your authority and assignment and what others in the organization do
- Ensure that all Fire personnel have completed status check on equipment, facilities and operational capabilities
- Ensure that field units begin safety assessment survey of critical facilities and report status information to the EOC Planning/Intelligence Section through the EOC Operations Section

GENERAL OPERATIONAL DUTIES:

- Ensure that the Safety/Damage Assessment plan is being carried out by field units
- Obtain regular briefings from field command post(s) or DOC
- Maintain contact with established DOCs and work/control/dispatch centers to coordinate resources and response personnel
- Direct field units to report pertinent information (casualties, damage observations, evacuation status, radiation levels, chemical exposures, etc.) to the appropriate EOC Operations Branch
- Assume Medical/Health Branch Responsibilities until support is provided by the OC Health Care Agency

POSITION OPERATIONAL DUTIES:

- Assess the impact of the disaster on the OCFA operational capacity
- Set OCFA priorities based on the nature and severity of the disaster
- Attend planning meetings at the request of the EOC Operations Section Chief
- Assist in the preparation of the EOC Action Plan
- Estimate need for fire mutual aid
- Implement personnel, equipment, and resources to urban search and rescue operations



- Request mutual aid resources through proper channels and notify the EOC Operations Section Chief:
 - Order all fire resources through the Fire Emergency Communications Center, who will coordinate requests with the Orange County Operation Area Communications Center
 - Order all other resources through the Logistics Section
- Report to the EOC Operations Section Chief when:
 - EOC Action Plan needs modification
 - Additional resources are needed or surplus resources are available
 - Significant events occur
- Report to the Operational Area Fire and Rescue Coordinator on major problems, actions taken, and mutual aid resources available or needed
- Alert all emergency responders to the dangers associated with hazardous materials and fire (Reference County of Orange Hazardous Materials Area Plan)
- Conduct hazardous materials management and operations
- Provide emergency medical care and transportation of injured to care facilities
- Assist in dissemination of warning to the public
- Provide fire protection and safety assessment of shelters
- Provide support for radiation monitoring and decontamination operations (Reference County of Orange Hazardous Materials Area Plan)
- Check with the other EOC Operations Section Branches on the status of the emergency
- Coordinate with the Food and Facilities Units of the EOC Logistics Section for feeding and shelter of fire personnel
- Determine if current and forecasted weather conditions will complicate large and intense fires, hazardous material releases, major medical incidents, and/or other potential problems
- Review and approve accident and medical reports originating within the Fire Branch
- Resolve logistical problems reported by the field units



MEDICAL/HEALTH BRANCH

Date: _____ Start Time: _____ End Time: _____

PRIMARY: OCFA EMS

Print Name: _____

ALTERNATE: Orange County Health Care Agency

Print Name: _____

SUPERVISOR: EOC Operations Section Chief

Print Name: _____

The City of Tustin relies on the County of Orange Health Care Agency for Public Health services in major disasters. In the event of a major disaster, there may be an extended period of time before the County service can be provided. As resources allow, the OCFA EMS will coordinate the appropriate actions until the County responds.

GENERAL DUTIES:

- Monitor and coordinate all tactical operations of triage, emergency medical care, and treatment of the sick and injured resulting from the incident
- Assess medical casualties and needs
- Coordinate resources and communication with medical/health care facilities and transportation companies for the evacuation and continual patient care consistent with the EOC Action Plan
- Coordinate preventive health services and other health-related activities and advise on general sanitation matters

RESPONSIBILITIES:

Manage personnel, equipment, and resources to provide the best patient care possible consistent with the EOC Action Plan, and coordinate the provision of public health and sanitation.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Access County medical/health response by contacting the Orange County Operational Area
- Arrange for emergency medical support and hospital care for disaster victims during and after an incident
- Determine number and location of casualties that require hospitalization
- Identify hospitals, nursing homes and other facilities that could be expanded into emergency treatment centers for disaster victims and inform the Orange County Operational Area EOC
- In the event of an evacuation, coordinate with the Law Branch to reduce the patient population in hospitals, nursing homes, and other care facilities
- Provide continued medical care for patients who cannot be moved when hospitals, nursing homes, and other health care facilities are evacuated
- In conjunction with the Shelter Branch, establish and staff medical care stations at shelter facilities
- Establish and operate first aid stations for emergency workers as appropriate to the incident
- Coordinate with the Supply (Personnel) Unit of the EOC Logistics Section to obtain additional health/medical personnel
- In conjunction with the Transportation Unit of the EOC Logistics Section, coordinate transportation and care of injured persons to treatment areas
- Provide information on the disaster routes established within the EOC Action Plan to local hospitals, health care facilities, ambulance companies, etc.
- Provide to the PIO the locations of shelters, first aid facilities, Casualty Collection Points, public health hazards and mitigation procedures and other information for press release
- In conjunction with the Situation Status Unit of the EOC Planning/Intelligence Section, establish a patient tracking system
- Protect sources of potable water and sanitary sewage systems from effects of potential hazards
- Identify sources of contamination dangerous to the health of the community and post as needed
- Coordinate inspection of health hazards in damaged buildings



- Coordinate with the Orange County Operational Area in developing procedures to distribute medications to shelters or treatment areas as needed
- Coordinate with the Orange County Operational Area in appropriate disease prevention measures, i.e., inoculation, water purification, pest control, inspection of foodstuffs and other consumables, etc.
- Coordinate local medical staff with National Disaster Medical System (NDMS) responders

ADDITIONAL ACTIONS IN RESPONSE TO FLOODING AND/OR RESERVOIR FAILURE:

- Identify critical facilities subject to flooding and prepare to move people from facilities

ADDITIONAL ACTIONS IN RESPONSE TO HAZARDOUS MATERIAL INCIDENTS:

- Identify patients and notify hospitals if contaminated or exposed patients are involved
- Implement the Radiological Protection Procedures as needed (Reference County of Orange Hazardous Materials Area Plan)



LAW BRANCH

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Police Department Lieutenant or Sergeant

Print Name: _____

ALTERNATE: Police Department Lieutenant or Sergeant

Print Name: _____

SUPERVISOR: EOC Operations Section Chief

Print Name: _____

GENERAL DUTIES:

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

RESPONSIBILITIES:

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



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

BRANCH/UNIT START-UP ACTIONS:

- Ensure that all required supplies are available and equipment is working properly (phones, radios, forms, lists, maps, etc.)
- Ascertain if all key Police Department personnel are in the EOC or have been notified
- Clarify any issues regarding your authority and assignment and what others in the organization do

POSITION OPERATIONAL DUTIES:

Branch/Unit Operational Duties are organized into categories: Mobilization, Initial Response, Alerting/Warning, Evacuation, Security, Fatalities Management, Animal Care, and Additional Actions in Response to Hazardous Materials, Air Crash, or Flooding/Reservoir Failure.

MOBILIZATION:

- Ensure that all off-duty Law Enforcement and Public Safety personnel have been notified of callback status in accordance with current department emergency procedures
- Ensure that Law Enforcement and Public Safety personnel have completed status checks on equipment, facilities, and operational capabilities
- Alter normal patrol procedures to accommodate the emergency situation

INITIAL RESPONSE:

- Ensure that field units begin safety/damage assessment survey of critical facilities and report status information to the EOC Planning/Intelligence Section through the EOC Operations Section
- Notify Watch Commander of status
- Coordinate with the appropriate units of the EOC Logistics Section for supplies, equipment, personnel, and transportation for field operations
- Establish a multi-purpose staging area as required
- Maintain contact with established DOCs and work/control/dispatch centers to coordinate resources and response personnel
- Direct field units to report pertinent information (casualties, damage observations, evacuating status, radiation levels, chemical exposure, etc.) to the appropriate EOC Operations Branch



EVACUATION:

- Designate area to be warned and/or evacuated
- Develop the warning/evacuation message to be delivered. At a minimum the message should include:
 - Nature of the emergency and exact threat to public
 - Threat areas
 - Time available for evacuation
 - Evacuation routes
 - Location of evacuee assistance center
 - Radio stations carrying instructions and details
- Coordinate all emergency warning and messages with the Emergency Services Director and the PIO. Consider following dissemination methods:
 - Notifying police units to use loudspeakers and sirens to announce warning messages
 - Determining if helicopters are available and/or appropriate for announcing warnings
 - Using cable TV, local radio stations or local low-power radio stations to deliver warning or emergency messages upon approval of the Emergency Services Director
 - Use the Emergency Alert System (EAS) for local radio and television delivery of warnings. The Police Chief and City Manager have the authority to request an EAS warning via Orange County Sheriff's Department
 - Using explorers, volunteers, reserves and other city personnel as necessary to help with warnings. Request through the EOC Logistics Section
 - Ensure that dispatch notifies special facilities requiring warning and/or notification (i.e. hospitals, schools, government facilities, special industries, etc.)
- Warn all special populations such as non-English speaking and hearing and sight impaired persons of the emergency situation/hazard by:
 - Using bilingual employees whenever possible
 - Translating all warnings, written and spoken, into appropriate languages
 - Contacting media outlets (radio/television) that serve the languages you need
 - Utilizing TDD machines and 9-1-1 translation services to contact the deaf
 - Using pre-identified lists of disabled and hearing and sight impaired persons for individual contact
- Check vacated areas to ensure that all people have received warnings
- Implement the evacuation portion of the EOC Action Plan
- Establish emergency traffic routes in coordination with the Public Works Branch



- Coordinate with the EOC Public Works Branch traffic engineering to determine capacity and safety of evacuation routes and time to complete evacuation
- Ensure that evacuation routes do not pass through hazard zones
- Identify alternate evacuation routes where necessary
- Through field unit requests, identify persons/facilities that have special evacuation requirements; i.e. disabled, hospitalized, elderly, institutionalized, incarcerated, etc. Check status and evacuate if necessary. Coordinate with the Transportation Unit of the EOC Logistics Section for transportation
- Consider use of city vehicles if threat is imminent. Coordinate use of city vehicles (trucks, vans, etc.) with the Transportation Unit of the EOC Logistics Section. Encourage the use of private vehicles if possible
- Establish evacuation assembly points
- Coordinate the evacuation of hazardous areas with neighboring jurisdictions and other affected agencies
- Coordinate with Care and Shelter Branch to open evacuation centers
- Establish traffic control points and provide traffic control for evacuation and perimeter control for affected areas
- Place towing services on stand-by to assist disabled vehicles on evacuation routes
- Monitor status of warning and evacuation processes
- Coordinate with the Public Works Branch for access control and to obtain necessary barricades and signs

SECURITY:

- Enforce curfew and other emergency orders, as identified in the EOC Action Plan
- Request mutual aid assistance through the Law Enforcement Mutual Aid Coordinator
- Coordinate security in the affected areas to protect public and private property
- Coordinate security for critical facilities and resources.
- Coordinate with the Public Works Branch for street closures and board up of buildings
- Coordinate law enforcement and crowd control services at mass care and evacuation centers
- Ensure access control to damaged areas
- Provide information to the PIO on matters relative to public safety



- Ensure that detained inmates are protected from potential hazards. Ensure adequate security, relocation, transportation and confinement as necessary
- Consider vehicle security and parking issues at incident facilities and coordinate security if necessary
- Develop procedures for safe re-entry into evacuated areas
- Ensure post incident investigation is conducted and documented

FATALITIES MANAGEMENT:

- Activate the EOC Fatalities Management Unit if the Coroner is needed and the County cannot provide service
- Ensure that Coroner notification has been made to the Orange County Operational Area. Determine the expected time of arrival
- Coordinate the removal and disposition of the dead if requested by the County Coroner
- Continually attempt to contact the County Coroner to advise of condition and needs. Return control of function as soon as possible to that office
- Establish temporary morgue facilities
- Coordinate with local morticians for assistance
- Coordinate with the Supply and Transportation Units of the EOC Logistics Section to arrange for cold storage locations and transportation for temporary body storage
- Coordinate with the Supply Unit of the EOC Logistics Section for procurement of body bags, tags, gloves, masks, stretchers and other support items
- Coordinate with Public Works and Fire Branches on removal procedures for bodies within unstable or hazardous structures
- Advise all personnel involved in body recovery operations of the specific documentation requirements
- Ensure that assigned personnel and volunteers are monitored for stress, morale, or psychological problems related to body recovery operations.
- Consider changing shifts at six hours if involved in body recovery
- Arrange for Critical Incident Stress Debriefing for all personnel involved in coroner operations through the Supply (Personnel) Unit of the EOC Logistics Section
- Maintain list of known dead. Maintain a log of body recovery operations to be provided to the County Coroner as requested or upon conclusion of the emergency
- Provide assistance to the County Coroner in the identification of remains if requested



- Notify next of kin as advised by the Coroner
- Provide data on casualty counts to the Orange County Operational Area
- In a hazardous materials incident, determine if special body handling procedures will be required to avoid contamination
- Be prepared to relocate morgue facilities if they are in flood-prone or reservoir inundation areas

ADDITIONAL ACTIONS IN RESPONSE TO HAZARDOUS MATERIALS INCIDENTS:

- Insure that all personnel remain upwind or upstream of the incident site. This may require repositioning of personnel and equipment as conditions change
- Notify appropriate local, state, and federal hazard response agencies
- Consider wind direction and other weather conditions. Contact the Situation Status Unit of the EOC Planning/ Intelligence Section for updates
- Assist with the needs at the Unified Command Post as requested
- Assist in efforts to identify spilled substances, including locating shipping papers and placards, and contacting as required: County Health, Cal OES, shipper, manufacturer, etc.

ADDITIONAL ACTIONS IN RESPONSE TO A MAJOR AIR CRASH:

- Follow County of Orange Emergency Plan Aviation Annex Protocols
- Establish and maintain a hard-incident perimeter for preservation of evidence
- Notify the Federal Aviation Agency or appropriate military command
- Request temporary flight restrictions

ADDITIONAL ACTIONS IN RESPONSE TO FLOODING AND/OR RESERVOIR FAILURE:

- Obtain updates and Coordinate with the Public Works Branch.
- Monitor media for weather service flood and precipitation warnings.
- Notify all units in and near inundation areas of flood arrival time
- Direct mobile units to warn public to move to higher ground immediately. Continue warning as long as needed



PUBLIC WORKS BRANCH

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Public Works Director

Print Name: _____

ALTERNATE: Public Works Manager or Supervisor

Print Name: _____

SUPERVISOR: Operations Section Chief

Print Name: _____

GENERAL DUTIES:

- Receive and process all field resource requests for Public Works resources. Coordinate those requests internally and externally as necessary to make sure there are no duplicate orders
- Coordinate with the EOC Logistics Section on the acquisition of all resources and support supplies, transportation, materials and equipment
- Determine the need for and location of general staging areas for unassigned resources
- Coordinate with the Facilities Unit of the EOC Logistics Section and participate in any action planning meetings pertaining to the establishment of additional locations
- Report and obtain all gas and power utility damage reports. Coordinate and prioritize response activities
- Prioritize the allocation of resources to individual incidents. Monitor resource assignments. Make adjustments to assignments based on requirements
- As needed, provide for the procurement and distribution of potable water supplies and coordinate with the Health Branch on water purification notices

RESPONSIBILITIES:

Coordinate all Public Works operations; maintain public facilities, operating utilities and services, as well as restore those that are damaged or destroyed; assist other functions with traffic issues, search and rescue, transportation, etc. as needed. Necessary units or groups may be activated as needed to carry out these functions.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

BRANCH/UNIT START-UP ACTIONS:

- Ascertain if key Public Works Department personnel are required in the EOC have been notified
- Ensure that all on-duty Public Works personnel have been alerted and notified of the current situation
- Ensure that all off-duty Public Works personnel have been notified of call-back status (when they should report), in accordance with current department emergency procedures
- Ensure that all Public Works personnel have completed status check on equipment, facilities and operational capabilities
- Ensure that field units begin the safety assessment survey of critical facilities and report status information to the EOC Planning/Intelligence Section through the EOC Operations Section
- Establish contact with the Operational Area EOC and the Water Emergency Response Organization of Orange County (WEROC)

POSITION OPERATIONAL DUTIES:

- Receive and process all requests for Public Works resources
- Maintain back-up power in the EOC
- Assure that all emergency equipment has been moved from unsafe areas
- Mobilize personnel, heavy equipment and vehicles to designated general staging areas
- Obtain Public Works resources through the EOC Logistics Section, utilizing mutual aid requests through the Operational Area and WEROC when appropriate
- Allocate available resources based on requests and EOC priorities
- Determine priorities for identifying, inspecting and designating hazardous public structures
- Ensure that sources of potable water and sanitary sewage systems are available and protected from potential hazards
- Develop priorities and coordinate with utility companies for restoration of utilities to critical and essential facilities



- In coordination with the Law Branch, Orange County Public Works and Caltrans determine the status of the Disaster Routes and other transportation routes into the City and within the affected area(s)
- Determine present priorities and estimated times for restoration. Clear and reopen Disaster Routes on a priority basis
- Coordinate with the Law Branch to ensure the safety of evacuation routes following a devastating event
- Coordinate with the Supply Unit of the EOC Logistics Section for sanitation service during an emergency
- Support clean-up and recovery operations during disaster events
- Clear debris from waterways to prevent flooding. Drain flooded areas, as needed
- Develop a debris removal plan to facilitate city clean-up operations, which addresses:
 - Identification of support agencies and coordination of the debris removal process
 - Identification of and cooperation with landfills (consider fee waivers, modification of landfill operating hours, and public concerns)
 - Cooperation with various waste management regulatory agencies to address associated debris removal problems
 - Identification and establishment of debris collection sites
 - Evaluation of potential recycling of debris
 - Prioritization and completion of the debris removal process

WATER/UTILITIES MANAGEMENT DUTIES:

- Determine the need to staff a task group based on the need for water/power services and secure resources through the Logistics Section
- Contact the Orange County Department of Public Health, Operational Area, WEROC, local water, electric and gas utility companies, Public Works, OCFA, Police Department and other sources to compile situation information including:
 - Estimated duration of system/s outage
 - Geographical area affected
 - Population affected
 - Actions taken to restore system
 - Resources needed to reactivate system



WATER

- Complete a thorough Damage Assessment to determine the cause and extent of water system damage for both domestic and fire hydrant systems. Log and document all issues.
- Determine the emergency potable water needs (quantity and prioritized areas)
- Notify the Orange County Operational Area EOC and WEROC of the situation and need for mutual aid and participate in conference calls as requested
- Contact Department of Public Health and request situation report for affected areas (including information on boil water order areas)
- Evaluate and prioritize potable water needs (quantity/location/duration—minimum two gallons per person per day)
- In coordination with the EOC Logistics Section, identify and obtain potable water resources (If necessary, request mutual aid through the Operational Area and WEROC to identify and/or obtain water resources.)
- Identify and secure locations for water distribution points (e.g., parks, city halls, shelters, etc.)
- In coordination with the EOC Logistics Section, identify and secure staff resources needed to operate water distribution points (If necessary recommend that the Emergency Services Director request mutual aid to obtain required staff resources.)
- Consult with Department of Health Services District Office, WEROC, water utilities and PIO for appropriate public information announcements and media interface
- Transmit to Finance/Administration Section data on costs incurred in EOC effort to purchase and distribute potable water

Note: Going directly to the State agency (DHS District Office of Drinking Water) is not the normal channel of coordination. However, the local level must coordinate directly with and obtain approval of the State water quality agency for water system restoration. WEROC may provide assistance and coordination in this area.

POWER

- Develop information on the number and extent of power outages in the City and Water Services areas
- Determine the emergency power needs for critical public and private facilities (outside resources for power generation). Submit Mutual Aid Requests to the County EOC via WebEOC.
- Coordinate with local electric utilities for information affecting local jurisdictions. Gather emergency contact information from each utility that provides service
- Coordinate with schools, daycare centers, nursing homes, rest homes, hospitals, etc. to take proper precautions and emergency actions during a major power failure. Determine the availability of emergency generators



- Coordinate with local planning boards and inspection departments regarding building codes and code enforcement to minimize damages that might occur from a prolonged power failure
- Conduct safety assessments of critical facilities and the impact of a major power failure on one or more of those facilities. Request mutual aid emergency generators via the Orange County Operational Area
- Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation
- Procure or produce information pamphlets for distribution to the public with assistance from utilities, e.g., "What to do When the Lights Go Out"
- Ensure the public is informed to contact their electric utility to report outages
- Coordinate with Red Cross, public agencies and/or the Salvation Army for shelter operations, as appropriate



CARE AND SHELTER BRANCH

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Parks and Recreation Director

Print Name: _____

ALTERNATE: Parks and Recreation Mgr. or Supv.

Print Name: _____

SUPERVISOR: EOC Operations Section Chief

Print Name: _____

GENERAL DUTIES:

- Identify the care and shelter needs of the community
- Work with the Orange County Chapter of the American Red Cross to establish shelters as required
- Coordinate with the American Red Cross and other emergency welfare agencies to identify, set up, staff and maintain evacuation centers and mass care facilities for disaster victims
- Via the media, encourage residents to go to the shelter nearest their residence
- Coordinate Animal Care issues

RESPONSIBILITIES:

Provide care and shelter for disaster victims and coordinate efforts with the American Red Cross and other volunteer agencies.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

START-UP ACTIONS:

- Ascertain if all key Care and Shelter personnel are in the EOC or have been notified
- Ensure that all Care and Shelter personnel have completed status check on equipment, facilities and operational capabilities

POSITION OPERATIONAL DUTIES:

- If the EOC is activated, establish contact with the Operational Area and the Orange County Chapter of the American Red Cross and request an ARC liaison for the City of Tustin EOC and/or City Shelter Locations
- Identify the care and shelter needs of the community, in coordination with the other Operations Branches
- Determine the need for an evacuation center or mass care shelter
- Contact the Orange County Chapter of the American Red Cross any time a mass care facility is required
- Identify and prioritize which pre-identified shelter site will be used and determine its availability
- Ensure that a Building Inspector has inspected each shelter site prior to occupancy following an earthquake and after each significant aftershock
- If evacuation is ordered, in conjunction with the American Red Cross if available, open evacuation centers in low risk areas and inform public of locations
- In conjunction with the American Red Cross, manage care and shelter activities (staffing, registration, shelter, feeding, pertinent evacuee information, etc.)
- Ensure shelter management teams are organized and facilities are ready for occupancy, meeting all health, safety and ADA standards, in conjunction with the American Red Cross
- Coordinate with the Supply (Personnel) Unit of the EOC Logistics Section to contact volunteer agencies and recall city staff to assist with mass care functions including basic first aid, shelter and feeding of evacuees and sanitation needs
- Coordinate with the Orange County Operational Area Care and Shelter Unit for sheltering of persons in residential care for those with disabilities or access and functional needs
- Provide and maintain feeding areas within the shelter that are free from contamination and meet all health, safety, and ADA standards



- Coordinate with the Orange County Chapter of the American Red Cross, Salvation Army, and other volunteer agencies for emergency mass feeding operations
- Coordinate with the Orange County Operational Area Care and Shelter Unit, the American Red Cross, other volunteer organizations, and private sector if mass feeding or other support is required at spontaneous shelter sites, e.g. in parks, schools, etc.
- Coordinate with the Communications Unit of the EOC Logistic Sections to provide communications where needed to link mass care facilities, the EOC and other key facilities
- Coordinate with the Facilities Unit of the EOC Logistics Section for the care or pets of the evacuated or sheltered people
- Coordinate with the Transportation Unit of the EOC Logistics Section for the transportation of evacuated people to the shelter/s
- Ensure shelter managers make periodic activity reports to the EOC including requests for delivery of equipment and supplies, any city expenditures, damages, casualties and numbers and types of persons sheltered. The reporting period will be determined by the Operations Section
- Assist the American Red Cross to ensure adequate food supplies, equipment and other supplies to operate mass care facilities. Coordinate procurement and distribution through the Red Cross or the Food Unit of the EOC Logistics Section if requested by Red Cross
- Coordinate with the Facilities Unit of the EOC Logistics Section in the evacuation and relocation or shelter-in-place of any mass care facilities, which may be threatened by any hazardous condition
- Coordinate with the American Red Cross in the opening, relocating and closing of shelter operations. Also coordinate the above with adjacent communities if needed

ANIMAL CARE:

- Coordinate with appropriate animal care agencies and the Facilities Unit of the EOC Logistic Section for potential shelters for animals per the PETS Act. Take required animal control measures as necessary



BUILDING AND SAFETY BRANCH

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Building Official

Print Name: _____

ALTERNATE: Sr. Building Inspector

Print Name: _____

SUPERVISOR: EOC Operations Section Chief

Print Name: _____

GENERAL DUTIES:

- Begin the immediate inspection for re-occupancy of key city facilities by departments responsible for emergency response and recovery
- Provide the engineering support as requested for other EOC Operations Section Branches; i.e. Urban Search and Rescue teams
- Coordinate damage surveys and safety assessment of buildings, structures and property within the City
- Provide safety assessment information and statistics to the Damage Assessment Unit of the EOC Planning/Intelligence Section
- Request establishment of emergency building regulations as determined from performance of structures
- Coordinate investigation of building code performance. Determine the extent of damage to buildings and structures and develop recommendations for building code changes

RESPONSIBILITIES:

The Building Official in the City of Tustin is the ultimate authority in evaluating all City owned and private structures that may have been damaged in an incident. The Building official is responsible in determining whether a building is inhabitable and safely accessible, or not, and to give orders regarding the accessibility to be enforced by local law enforcement.

In a large incident, the need for outside resources to accomplish building inspection will be required. The coordination of such incoming resources is handled by this branch. If mutual aid is requested from the County of Orange to assist with building and safety services, this checklist will be used by the local contact person or a city representative to coordinate with the County. Similarly, private contract building officials should use this checklist during emergency events requiring activation of the EOC.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

START-UP ACTIONS

- Ascertain if all key Building and Safety Department personnel are in the EOC or have been notified
- Determine Status of Windshield Damage Surveys by the OCFA, TPD and City Staff
- Ensure that all off-duty Building and Safety personnel have been notified of call-back status (when they should report), in accordance with current department emergency procedures
- Ensure that all Building and Safety personnel have completed status check on equipment, facilities and operational capabilities

POSITION OPERATIONAL DUTIES:

- Coordinate with the Operational Area and the Orange County Public Works Inspection Division regarding local jurisdictional needs.
- Activate the Operational Area Safety/Damage Assessment Plan. It should include inspection of critical facilities (priority) and then other structures and facilities:
 - EOC/DOC's
 - Police stations
 - Fire stations
 - Hospitals*
 - Congregate care facilities (including private schools, convalescent care facilities, board and care facilities, day care centers, etc.).
 - *Public schools
 - Public Works facilities
 - Potential Haz Mat facilities, including gas stations
 - Designated shelters
 - Unreinforced masonry buildings
 - Concrete tilt-up buildings
 - Multi-story structures—commercial, industrial and residential
 - *Mobile homes/modular structures
 - Single-family dwellings

***Note:** Certain facilities may fall under the jurisdiction of State or County inspectors. These agencies may exercise their jurisdictional authority to inspect these facilities. As a practical matter, there are very



few State inspectors available, and they may not be able to respond in a timely manner during the initial stages of the emergency/disaster.

Use a Three Phased Approach to Inspection Based Upon Existing Disaster Intelligence:

- General Area Survey of structures
 - ATC-20 Rapid Inspection (See Attachment #4 – ATC Safety Assessment)
 - ATC-20 Detailed Inspection (See Operations/Safety/Damage Assessment.)
- Be prepared to start over due to aftershocks
 - After completion of the safety/damage survey, develop a preliminary estimate of the need for mutual aid assistance
 - Assess the need and establish contacts for requesting or providing mutual aid assistance
 - Alert and stage safety assessment teams as needed
 - Implement procedures for posting of building occupancy safety status using ATC-20 guidelines
 - Consider activate a data tracking system to document and report safety assessment information and forward to the Damage Assessment Unit of the Planning/Intelligence Section
 - Arrange for necessary communications equipment from the Communications Unit of the EOC Logistics Section and distribute to all field personnel (e.g., radios, cellular phones, etc.)
 - Brief all personnel on Department Emergency Operating Procedures and assignments
 - Assess the need to require potentially unsafe structures to be vacated
 - Provide structural evaluation of mass care and shelter facilities to the Shelter Branch
 - Provide public school inspection reports to the state Architect
 - Consider establishing an area field site to direct and coordinate safety assessment and inspection teams
 - Coordinate with the Public Works Branch on immediate post-event issues (i.e., debris removal, demolition, fences, etc.)
 - Provide policy recommendations to appropriate city officials for:
 - Emergency building and safety ordinances
 - Expediting plan checking and permit issuance on damaged buildings
 - Coordinate with the PIO to establish public information and assistance hotlines
 - Consider using 24-hour inspection call-in lines to take damage reports and requests for safety inspections
 - Direct field personnel to advise property owners and tenants that multiple inspections of damage property will be required by various assisting agencies, including American Red



Cross; FEMA; Cal OES; local Building and Safety; insurance carriers and other local, state and federal agencies. If needed, request police escort of safety assessment and inspection personnel.



DAMAGE ASSESSMENT UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Building Official

Print Name: _____

ALTERNATE: Building Supervisor

Print Name: _____

SUPERVISOR: EOC Planning/Intelligence Section Chief

Print Name: _____

GENERAL DUTIES:

- Collect safety/damage assessment information from the EOC Operations Section and other verifiable sources and prepare appropriate reports
- Provide safety/damage assessment information to the EOC Planning/Intelligence Section Chief
- Coordinate with the Building and Safety Branch of the EOC Operations Section for exchange of information
- Coordinate with Orange County Public Works Inspection Division representative when assigned to the City
- Utilize the Orange County Operational Area safety/damage assessment procedures and forms

RESPONSIBILITIES:

Maintain detailed records of safety/damage assessment information and support the documentation process.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Coordinate collection of safety/damage assessment information with the Building and Safety Branch of the EOC Operations Section
- Prepare safety/damage assessment information and provide to the EOC Planning/Intelligence Section Chief for approval
- Collect, record and total the type, location and estimate value of damage
- Document those structures requiring immediate demolition to ensure the public safety through inspection records, videos, photographs, etc.
- Provide documentation to Legal Advisor on those structures that may need to be demolished in the interest of public safety
- Coordinate with the American Red Cross, utility companies, and other sources for additional safety/damage assessment information
- Coordinate with all EOC Operations branches (Police, Fire, Public Works, Medical/Health, Care and Shelter and Building and Safety) for possible information on damage to structures
- Provide final safety/damage assessment reports to the Documentation Unit



EOC PLANNING / INTELLIGENCE SECTION

EOC Planning/Intelligence Section Position Checklists

- EOC Planning/Intelligence Section Chief
- Situation Status Unit
- Resource Status Unit
- Documentation Unit
- Recovery/Advanced Planning Unit
- Demobilization Unit
- Technical Specialist

Overview

The EOC Planning/Intelligence Section's primary responsibility is to collect, evaluate, display and disseminate incident information and status of resources. This Section functions as the primary support for decision-making to the overall emergency organization. This Section also provides anticipatory appraisals and develops plans necessary to cope with changing field events. During a disaster/emergency, other department heads will advise the EOC Planning/Intelligence Chief on various courses of action from their departmental level perspective.

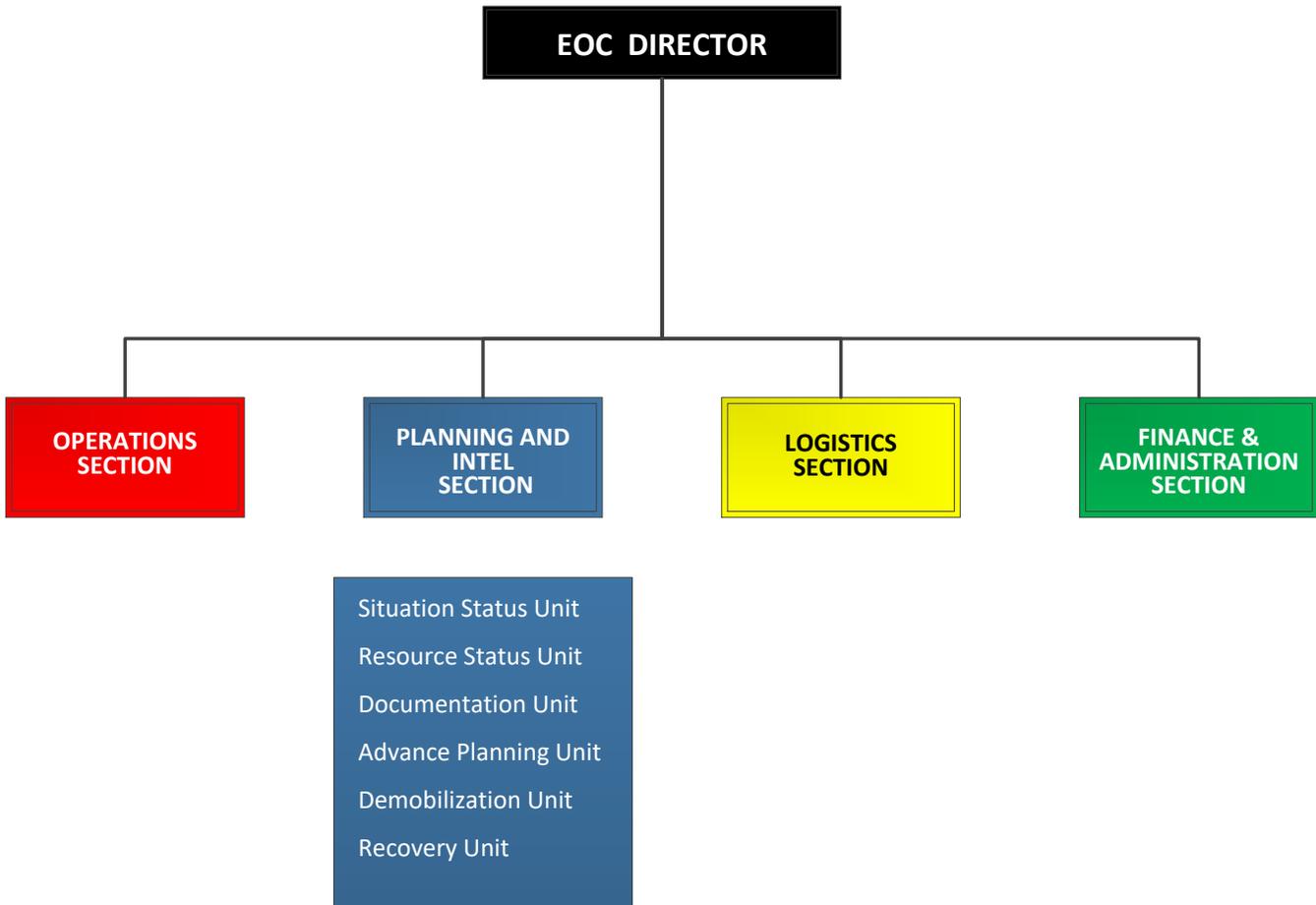
Objectives

The EOC Planning/Intelligence Section is responsible for overall supervision of collecting, verifying and analyzing, and displaying situation information; preparing periodic situation reports; preparing and distributing the City EOC Action Plan and facilitating the action planning meeting; conducting recovery and advanced planning activities; providing technical support services to the various EOC sections and units, and documenting and maintaining files on all EOC activities.

The information gathered needs to be reported in an expeditious manner to the various EOC sections, City departments and the Orange County Operational Area. The EOC Planning/Intelligence Section is also responsible for the detailed recording of the response effort and the preservation of these records during and following the disaster.



EOC Planning/Intelligence Section Organization Chart





EOC PLANNING/INTELLIGENCE SECTION CHIEF

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Police Sergeant

Print Name: _____

ALTERNATE: Police Sergeant

Print Name: _____

SUPERVISOR: Emergency Services Director or EOC Director

Print Name: _____

GENERAL DUTIES:

- Ensure that the Planning/Intelligence function is performed consistent with SEMS Guidelines, including:
 - Collecting, analyzing and displaying situation information
 - Preparing periodic situation reports
 - Initiating and documenting the City's Action Plan and After-Action Report
 - Planning for long term response and advanced planning
- Providing Geographic Information Services and other technical support services to the various organizational elements within the EOC
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required Exercise overall responsibility for the coordination of branch/group/unit activities within the Section
- Report to the Emergency Services Director on all matters pertaining to Section activities

RESPONSIBILITIES:

Collect, evaluate, forecast, formulate, disseminate and use of information about the development of the incident and status of resources.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

SECTION START-UP ACTIONS

- Confirm that all key EOC Planning/Intelligence Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency
- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements:
 - Situation Status Unit
 - Resource Status Unit
 - Documentation Unit
 - Damage Assessment Unit
 - Recovery/Advanced Planning Unit
 - Demobilization Unit
 - Technical Specialist
- Review major incident reports and additional field operational information that may pertain to or affect Section operations
- Obtain and review major incident reports and other reports from adjacent areas that have arrived at the EOC
- Direct the Situation Status Unit leader to initiate collection and display of significant disaster events
- Direct the Resource Status Unit leader to initiate collection and display of resources needed, ordered, en-route, awaiting assignment and demobilization
- Determine status of transportation system into and within the affected area in coordination with the Transportation Unit of the Logistics Section. Find out present priorities and estimated times for restoration of the disaster route system. Provide information to appropriate Branches/Units
- Develop a personnel plan to maintain a 24-hour operation as required
- Direct the Recovery/Advanced Planning Unit to conduct planning for long term response, demobilization, and recovery actions

POSITION OPERATIONAL DUTIES:



- Assess the impact of the disaster/emergency on the City of Tustin, including the initial safety/damage assessment by field units
- Develop situation analysis information on the impact of the emergency from the following sources:
 - OCFA
 - Police Department
 - Public Works Management
 - Tustin Parks and Recreation
 - Transportation Sector
 - Red Cross, Orange County Chapter
 - Media (Radio and Television)
- Ensure that pertinent disaster/emergency information is disseminated through appropriate channels to response personnel, City EOC section staff, City departments, Orange County Operational Area, and the public
- Review and approve reconnaissance, City status and safety/damage assessment reports for transmission by the Situation Status Unit to the Orange County Operational Area via the notification procedures
- Working with the EOC Management Team and the Documentation Unit, prepare an EOC Action Plan to identify priorities and objectives
- Assemble information on alternative strategies
- Identify the need for use of special resources
- Initiate the EOC Action Plan development for the current and forthcoming operational periods
- Direct the coordination of periodic disaster and strategy plans briefings to the Emergency Services Director and General Staff, including analysis and forecast of incident potential
- Ensure coordination of collection and dissemination of disaster information and intelligence with other sections



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

SITUATION STATUS UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Community Development Staff

Print Name: _____

ALTERNATE: Police or Public Works as assigned

Print Name: _____

SUPERVISOR: EOC Planning/Intelligence Section Chief

Print Name: _____

GENERAL DUTIES:

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

RESPONSIBILITIES:

Collect and organize incident status and situation information and evaluate, analyze, and display information for use by EOC staff.



CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Direct the collection, organization and display of status of disaster events according to the format that the Documentation Unit is utilizing, including:
 - Location and nature of the disaster/emergency
 - Special hazards
 - Number of injured persons
 - Number of deceased persons
 - Road closures and disaster routes
 - Structural property damage (estimated dollar value)
 - Personal property damage (estimated dollar value)
 - City of Tustin resources committed to the disaster/emergency
 - City of Tustin resources available
 - Assistance provided by outside agencies and resources committed
 - Shelters, type, location, and number of people that can be accommodated
- Prepare and maintain EOC displays
- Post to the significant events log casualty information, health concerns, property damage, fire status, size of risk area, scope of the hazard to the public, number of evacuees, etc
- Develop sources of information and assist the Planning/Intelligence Section Chief in collecting, organizing and analyzing data from the following:
 - Management Team
 - Operations Section
 - Logistics Section
 - Finance/Administration Section
- Provide for an authentication process in case of conflicting status reports on events
- Meet with the Planning/Intelligence Section Chief and the Emergency Services Director to determine needs for planning meetings and briefings. Determine if there are special information needs
- Meet with the PIO to determine best methods for exchanging information and providing the PIO with Situation Status Unit information
- Provide information to the PIO for use in developing media and other briefings



- Establish and maintain an open file of situation reports and major incident reports for review by other sections/units
- Determine weather conditions; current and upcoming. Keep up-to-date weather information posted
- Identify potential problem areas along evacuation routes; i.e., weight restrictions, narrow bridges, road sections susceptible to secondary effects of an incident, etc.
- In coordination with the Operations Section, estimate the number of people who will require transportation out of the risk areas. Coordinate with the Transportation Unit of the Logistics Section on transportation methods.
- As needed, develop methods for countering potential impediments (physical barrier, time, lack of transportation resources, etc.) to evacuation
- Provide situation status information in response to specific requests
- Prepare an evaluation of the disaster situation and a forecast on the potential course of the disaster event(s) at periodic intervals or upon request of the Planning/Intelligence Section Chief
- Prepare required Operational Area reports. Obtain approval from the Planning/Intelligence Section Chief and transmit to the Orange County Operational Area
- Prepare written situation reports at periodic intervals at the direction of the Planning/Intelligence Section Chief
- Assist at planning meetings as required. Provide technical assistance
- During a radiological incident, activate the Radiological Protection Procedures as needed for reporting and documentation



RESOURCE STATUS UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Fire, Police, Public Works Representatives

Print Name: _____

ALTERNATE: Fire, Police, Public Works Representatives

Print Name: _____

SUPERVISOR: EOC Planning/Intelligence Section Chief

Print Name: _____

GENERAL DUTIES:

- Verifying proper check-in and check-out of personnel
- Preparing and maintaining displays, charts, and lists reflecting status and location of personnel, critical resources, transportation, and support equipment
- Maintaining a master list of resources assigned to the incident

RESPONSIBILITIES:

The Resource Status Unit Leader is responsible for tracking the location and status of all resources acquired by the EOC. The Resource Status Unit Leader provides situational awareness to EOC staff on acquired resources by keeping a master list of all resources en route or committed to emergency operations. They will coordinate with the Situation Status Unit for updating status boards to reflect changing resource status, and with the Operations and Logistics Sections to review resource requests/procurements to avoid duplication of effort.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Establish contact with the ICP, DOCs, OP AREA EOC Resource Tracking Units, and other outside agencies as required, to coordinate information sharing procedures to include:
 - Confirm WebEOC boards for resources are established
 - Coordinate resource status / location boards and update information sharing procedures
- Develop backup procedures for information sharing in the event that network data links are interrupted
- Meet with the Logistics Section to develop procedures for the identification and updating of acquired EOC resources
- Develop procedures for tracking acquired EOC resources from acquisition / procurement to final destination
- Develop a master list of all resources committed to the operation
- Coordinate with the Situation Status Unit to ensure that resource status boards are included in situation updates and briefings as required
- At the beginning of each Operational Period review previous information on the status of allocated resources to include:
 - New Purchases / Rentals
 - New volunteers / Personnel
 - New Donations
 - New Supplies/Equipment / Facilities
 - Location of en route resources and estimated time of arrival
 - Current status of deployed resources
- Meet with the Logistics Section Chief and identify current status of en route resources; identify backlogs and delays
- Coordinate with the Situation Status Unit on the current status of acquired EOC resources; highlight backlogs and delays
- Verify incoming for posting to the Task Tracker Board in WebEOC
- Coordinate with the GIS Mapping Unit Leader to update GIS products to indicate locations and status of EOC resources as required



- Maintain a master list that captures date & time resources were acquired, type and category of acquired resources per NIMS classification guidelines, quantity, status / condition, destination and estimated time of arrival
- Prepare a report on the status of acquired resources for the Planning & Intelligence Section Chief prior to the Emergency Services Director's initial Management Staff meeting
 - Highlight backlogs and delays
 - Provide estimated time of arrival for critical resources
- Prepare Resource Status / Location reports for the Planning & Intelligences Section Chief prior to the Planning Meeting and Operations meeting as part of the EOC Action Planning process. Reports should include resources committed and estimated time of arrival for resources en route
- Provide additional Resource Reports as directed by the Planning & Intelligence Section Chief for EOC Staff
- Ensure that all Resource Status / Location reports are shared with other activated EOCs in the Operational Area once approved for release
- Brief the Planning & Intelligence Section Chief on major problem areas that need or will require solutions
- Archive all Resource Status / Location reports for use in developing After-Action Reports
- Provide final reports to the Documentation Unit, Recovery & Reconstruction Unit Leader, and Cost Unit detailing total assets deployed and post-emergency status
- Provide input to the Documentation Unit Leader for the After-Action Report recommendations



DOCUMENTATION UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Staff as Assigned

Print Name: _____

ALTERNATE: Staff as Assigned

Print Name: _____

SUPERVISOR: EOC Planning/Intelligence Section Chief

Print Name: _____

GENERAL DUTIES:

- Maintain an accurate and complete record of significant disaster events
- Assist other parts of the EOC organization in setting up and maintaining files, journals, and special reports
- Collect and organize all written forms, logs, journals, and reports at completion of each shift from all sections
- Establish and operate a Message Center at the EOC, and assign appropriate internal and external message routing
- Provide documentation and copying services to EOC staff
- Maintain and preserve disaster/emergency files for legal, analytical, and historical purposes
- Compile, copy and distribute the EOC Action Plans as directed by the Section Chief's
- Compile, copy and distribute the After-Action Report with input from other sections/units

RESPONSIBILITIES:

Compile and distribute the City's EOC Action Plans and After-Action Reports; maintain accurate and complete incident files; establish and operate an EOC Message Center; provide copying services to EOC personnel and preserve incident files for legal, analytical and historical purposes.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Meet with the Planning/Intelligence Section Chief to determine what EOC materials should be maintained for official records
- Contact other EOC sections and units and inform them of the requirement to maintain official records. Assist them as necessary in setting up a file records system
- Coordinate documentation with the Situation Status Unit
- Following planning meetings, assist in the preparation of any written action plans or procedures
- Ensure that the EOC Action Plans and After-Action Report are compiled, approved, copied and distributed to EOC Sections and Units
- Ensure distribution and use of message center forms to capture a written record of actions requiring application of resources, requests for resources or other directions/information requiring use of the message center form
- Ensure the development of a filing system to collect, log and compile copies of message center forms according to procedures approved by the Planning/Intelligence Section Chief
- Identify and establish a “runner” support system for collecting, duplicating journals, logs and message center forms throughout the EOC
- Establish copying service and respond to authorize copying requests
- Establish a system for collecting all section and unit journal/logs at completion of each operational period
- Periodically collect, maintain and store messages, records, reports, logs, journals, and forms submitted by all sections and units for the official record
- Prepare an overview of the documented disaster events at periodic intervals or upon request from the Planning/Intelligence Section Chief



RECOVERY/ADVANCED PLANNING UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Community Development, Public Works, Finance Representatives

Print Name: _____

ALTERNATE: Community Development, Public Works, Finance Representatives

Print Name: _____

SUPERVISOR: EOC Planning/Intelligence Section Chief

Print Name: _____

GENERAL DUTIES:

- Ensure that the City of Tustin receives all emergency assistance and disaster recovery costs for which it is eligible
- Ensure that the City of Tustin is prepared to participate jointly with FEMA, Cal OES, Orange County Operational Area and non-profit organizations to expedite disaster assistance for individuals, families, businesses, public entities and others entitled to disaster assistance
- Ensure that required and/or approved mitigation measures are carried out
- Consider taking advantage of disaster-caused opportunities to correct past poor land-use practices, while ensuring that legal safeguards for property owners and the jurisdiction are observed

RESPONSIBILITIES:

Ensure that the City receives all emergency assistance and disaster recovery costs for which it is eligible; conduct all advanced planning for long term operations and initial recovery operations and prepare the EOC organization for transition to a recovery operations organization to restore the City to pre-disaster conditions as quickly and effectively as possible.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Identify issues to be prioritized by the Emergency Services Director on restoration of services to the City
- Be alert for opportunities to implement actions to alleviate/remedy previous zoning practices that have caused incompatible land uses
- Maintain contact with Orange County Operational Area and Cal OES and FEMA sources for advice and assistance in obtaining maximum eligible funds for disaster costs
- In coordination with the Building and Safety Branch of the EOC Operations Section, establish criteria for temporary entry of posted buildings so owners/occupants may retrieve business/personal property
- In coordination with the Building and Safety Branch of the EOC Operations Section, establish criteria for re-occupancy of posted buildings. Posting includes, as a minimum, the categories of Inspected, Restricted Access and Unsafe Building
- In coordination with Building and Safety Branch of the EOC Operations Section, establish criteria for emergency demolition of buildings/structures that are an immediate and major danger to the population or adjacent structures. Ensure that homeowners' and business owners' rights are fully considered and arrangements are made for appropriate hearings, if at all possible
- Ensure that buildings considered for demolition that come under "Historical Building" classification follow the special review process
- With Section Chief's, develop a plan for initial Recovery Operations
- Prepare the EOC organization for transition to Recovery Operations



DEMOBILIZATION UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Fire, Police, Public Works Representatives

Print Name: _____

ALTERNATE: Fire, Police, Public Works Representatives

Print Name: _____

SUPERVISOR: EOC Planning/Intelligence Section Chief

Print Name: _____

GENERAL DUTIES:

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

RESPONSIBILITIES:

Prepare an EOC Demobilization Plan to ensure the orderly, safe, and cost-effective release of personnel and equipment.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Coordinate with the field level Demobilization Unit Leader
- Review the organization and current staffing to determine the likely size and extent of demobilization effort
- Request the General Staff to assess long-term staffing needs within their sections and provide listing of positions and personnel for release by priority
- Coordinate with the Agency Representatives to determine:
 - Agencies not requiring formal demobilization
 - Personal rest and safety needs
 - Coordination procedures with cooperating/assisting agencies
- Evaluate logistics and transportation capabilities to support the demobilization effort
- Prepare a Demobilization Plan to include the following:
 - Release plan strategies and general information
 - Priorities for release (according to agency and kind and type of resource)
 - Phase over or transfer of authorities
 - Completion and submittal of all required documentation
- Obtain approval of the Demobilization Plan from the Emergency Services Director
- Ensure that all sections and branches/groups/units understand their specific demobilization responsibilities
- Supervise execution of the Demobilization Plan
- Brief EOC Planning/Intelligence Section Chief on demobilization progress



TECHNICAL SPECIALIST

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Agency Specific

Print Name: _____

ALTERNATE: Agency Specific

Print Name: _____

SUPERVISOR: EOC Planning/Intelligence Section Chief

Print Name: _____

GENERAL DUTIES:

- Provide technical expertise to the EOC Planning/Intelligence Section and others as required

RESPONSIBILITIES:

Provide support specific to a field or function not addressed elsewhere or by any other discipline. A Technical Specialist may or may not be an employee of a public or private agency.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Develop a plan for operations and support of field operations as requested. Assign specific responsibilities
- Keep the EOC Planning/Intelligence Section Chief advised of your position status and activity and on any problem areas that now need or will require solutions
- Act as a resource to members of the EOC staff in matters relative to your technical specialty



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EOC LOGISTICS SECTION

EOC Logistics Section Position Checklist

- EOC Logistics Section Chief
- Service Branch
 - Communications - Information and Computer Systems
 - Medical
 - Food
- Support Branch
 - Transportation Unit
 - Supplies - Personnel
 - Facilities Unit

The Logistics Section can be divided into two Branches – Service and Support – that are managed by Branch Directors. When activated, these Branch Directors work under the supervision of the Logistics Section Chief, and are responsible for the management of all service and support activities in the EOC and supporting the incident. The Service Branch Director supervises the operations of the Communications, Medical, and Food Units. The Support Branch Director supervises the operations of the Transportation, Supply, and Facilities Units. The primary responsibilities of the Branch Directors are to determine the level of service required to support operations, organize and prepare assignments for Branch personnel, coordinate activities of Branch Units, and resolve Branch problems. If there is not a need to activate the Branch Director level positions, the Logistics Section Chief would be responsible to supervise the Branch Units as required.

Overview

The EOC Logistics Section's primary responsibility is to provide all necessary personnel, supplies, equipment, support, transportation, and mobilization of resources to support the response effort at the disaster sites, public shelters, EOC, etc. Methods for obtaining and using facilities, equipment, supplies, services, and other resources to support emergency response at all operational sites during emergency/disaster conditions will be according to established Disaster Accounting procedures developed by the Finance/Administration Section in the EOC, unless authorized by the Emergency Services Director or emergency orders of the City Council. Due to the need to closely coordinate with the Finance Section, it is highly desired that the Logistics and Finance Sections are co-located in the EOC.

Objectives

The Logistics Section provides support to all the other sections within the Tustin Emergency Organization for the duration of the incident. Any personnel, equipment, supplies, or services required by the other sections will be ordered through the EOC Logistics Section.

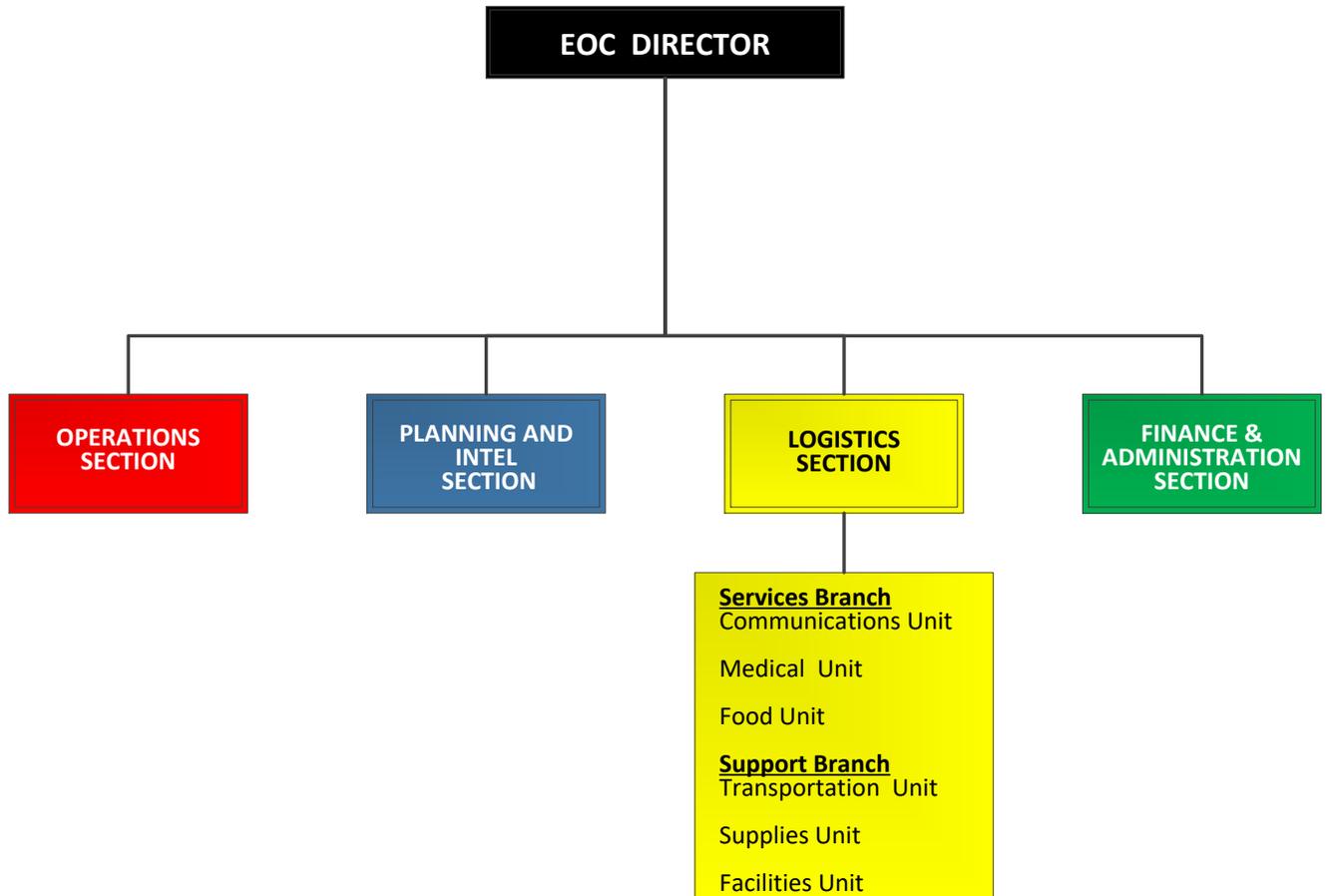


The EOC Logistics Section will accomplish the following specific objectives during a disaster/emergency:

- Collect information from other sections to determine needs and prepare for expected operations
- Provide the City's logistical support needs and plan for both immediate and long-term requirements



EOC Logistics Section Organization Chart





EOC LOGISTICS SECTION CHIEF

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Public Works, Police Department, or OCFA

Print Name: _____

ALTERNATE: Public Works, Police Department, or OCFA

Print Name: _____

SUPERVISOR: Emergency Services Director or EOC Director

Print Name: _____

GENERAL DUTIES:

Ensure the logistics function is carried out consistent with SEMS guidelines, including:

- Managing all radio, data and telephone needs of the EOC
- Coordinating transportation needs and issues and the Traffic Plan
- Managing personnel issues and registering volunteers as Disaster Services Workers
- Obtaining all materials, equipment and supplies to support emergency operations
- Coordinating management of facilities used during disaster response and recovery
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required
- Exercise overall responsibility for the coordination of branch/group/unit activities within the Section
- Coordinate the provision of logistical support for the EOC
- Coordinate activities with the Finance Section
- Manage the collection and disbursement of donations
- Report to the Emergency Services Director on all matters pertaining to Section activities
- Ensure that all facilities used in support of EOC operations have safe operating conditions
- Monitor all EOC and related facility activities to ensure that they are being conducted in as safe a manner as possible under the circumstances that exist
- Stop or modify all unsafe operations
- Ensure for the security of the EOC, the EOC personnel and adjacent parking areas



RESPONSIBILITIES:

Support the response effort and oversee the acquisition, transportation, and mobilization of resources. Identify and mitigate safety hazards and situations of potential City liability during EOC operations and ensure a safe working environment in the EOC.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

START-UP ACTIONS:

- Confirm that all key EOC Logistics Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency
- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements:
 - Communications
 - Information and Computer Systems
 - Medical Unit
 - Food Unit
 - Transportation Unit
 - Supplies Unit
 - Personnel and Volunteers
 - Facilities Unit
- Inform the Emergency Services Director and General Staff when your Section is fully operational.

POSITION OPERATIONAL DUTIES:

- Meet with EOC Finance/Administration Section Chief and review financial and administration support needs and procedures. Determine level of purchasing authority to be delegated to EOC Logistics Section
- Following action planning meetings, ensure that orders for additional resources necessary to meet demands have been placed and are being coordinated within the EOC and field units
- Keep the Orange County Operational Area Logistics Coordinator apprised of overall situation and status of resource requests
- Direct the Communications Unit to develop the EOC Communications Plan to include:
 - All City EOC position telephones, EOC Responder cell phones, and email addresses
 - The Orange County Operational Area EOC contact roster
 - Police, Fire, and other department DOC's contact rosters
 - The Incident Command/Area Command contact roster
 - Radio communications nets for fire, police, and public works assets
 - Contact information for all other relevant agencies



- Coordinate with the Operations and Planning Section Chief's to develop procedures for prioritizing and validating resource requests
- Review Logistics Section reports including resource requests and the status of all available, committed, and in-route resources from the previous Operational Period
- Ensure the Communications Unit updates the EOC Communications Plan at the beginning of each Operational Period
- Attend the Management Section Meeting and communicate the new EOC Objectives to your Section
- Review the Operations Section resource requirements
- Meet with Section Unit Leaders to review resource requests and develop allocation plans
- Ensure that orders for additional resources identified by the Operations Section are verified and included in allocation plans
- Coordinate with the Operations Section to prioritize resource requests, resolve conflicts and coordinate logistics activities during preparation for the planning meetings
- Oversee development of a Resource Assignment Lists – submit to the Planning Section Chief prior to the EOC Coordination Plan meeting
- Resolve any open logistics/resource issues from the EOC Coordination Plan meeting
- Oversee Logistics Section contributions to development of the EOC Coordination Plan
- Ensure the Communications, Medical, Food, Transportation, Supply and Facilities Units coordinate with the Planning Section's Resource Tracking Unit to update all available, committed, and en route resources
- Secure information regarding emergency conditions
- Tour the entire facility area and determine the scope of on-going operations
- Evaluate conditions and advise the Emergency Services Director of any conditions and actions which might result in liability—e.g. oversights, improper response actions, etc
- Coordinate with the Supply (Personnel) Unit of the Logistics Section to ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements
- Study the facility to learn the location of all fire extinguishers, fire hoses and emergency pull stations
- Be familiar with particularly hazardous conditions in the facility
- Ensure that the EOC location is free from environmental threats (i.e., air quality, potable water availability, etc.)



- If the events that caused activation is an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks
- Coordinate with law enforcement for the security of the EOC, the personnel working in the EOC, and the adjacent parking areas
- Keep the EOC Director advised of safety conditions
- Coordinate with Compensation/Claims Unit of the Finance/Administration Section on any personnel injury claims or records preparation as necessary for proper case evaluation and closure
- Ensure that all the proper records are maintained for the Finance & Administration Section
- Keep the PIO advised of the volunteer and donations situation. If a need for donations or volunteers is anticipated, coordinate with the PIO to provide the specific content of any broadcast item desired. If the system is saturated with donations or volunteers, advise the PIO and take steps to reduce or redirect the response
- Keep the Orange County Operational Area EOC Logistics Section Coordinator apprised of overall situation and status of resource requests
- Develop a personnel plan to maintain a 24-hour operation as required



SERVICES - COMMUNICATIONS UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: PD Communications Supervisor

Print Name: _____

ALTERNATE: Communications Lead

Print Name: _____

SUPERVISOR: EOC Logistics Section Chief

Print Name: _____

GENERAL DUTIES:

- Notify support agencies and oversee the installation, activation and maintenance of all radio, data and telephone communications services inside of the EOC and between the EOC and outside agencies
- Determine the appropriate placement of all radio transmitting equipment brought to the EOC to support operations. Approve all radio frequencies to minimize interference conditions
- Provide necessary communication system operators, and ensure effective continuous 24-hour operation of all communications services
- Copy and log incoming radio, data and telephone reports on situation reports, major incident reports, resource requests, and general messages.
- Make special assignment of radio, data, and telephone services as directed by the Emergency Services Director.
- Organize, place and oversee the operation of amateur radio services working in support of the EOC.

RESPONSIBILITIES:

Manage all radio, data, and telephone needs of the EOC staff. Establish and manage all necessary computer support to the EOC staff and field units.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Meet with section and branch/group/unit Chief's and provide a briefing on EOC on-site and external communication needs, capabilities and restrictions, and operating procedures for the use of telephones and radio systems
- Coordinate all communications activities
- Establish a primary and alternate system for communications. Link with utilities and contracting and cooperating agencies to establish communications as soon as possible
- Coordinate with all operational units and the EOC to establish a communications plan to minimize communication issues that include radio, data and telephone needs utilizing established communications, the private sector, amateur radio and volunteers
- Coordinate with volunteer and private sector organizations to supplement communications needs
- Establish a plan to ensure staffing and repair of communications equipment
- Protect equipment from weather, aftershocks, electromagnetic pulse, etc
- Coordinate with all sections and branches/groups/units on operating procedures for use of telephone, data and radio systems. Receive any priorities or special requests
- Monitor operational effectiveness of EOC communications systems. Obtain additional communications capability as needed
- Coordinate frequency and network activities with Orange County Operational Area
- Provide communications briefings as requested at action planning meetings
- Coordinate needed telephone data lines with the Communications Unit
- Support activities for restoration of computer services



SERVICES - MEDICAL UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: OCFA, Orange County Health Care Agency

Print Name: _____

ALTERNATE: OCFA, Orange County Health Care Agency

Print Name: _____

SUPERVISOR: EOC Logistics Section Chief

Print Name: _____

GENERAL DUTIES:

- Establish the Medical Unit
- Prepare the Medical Plan
- Prepare procedures for major medical emergency
- Declare major medical emergency as appropriate
- Respond to requests for medical aid, medical transportation, and medical supplies

RESPONSIBILITIES:

The Medical Unit Leader, under the direction of the Service Branch Director or Logistics Section Chief, is primarily responsible for the development of the Medical Plan, obtaining medical aid and transportation for injured and ill incident personnel, and preparation of reports and records.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Obtain briefing from Service Branch Director or Logistics Section Chief:
 - Obtain information on any injuries that occurred during initial response operations
 - Name and location of Safety Officer
- Determine level of emergency medical activities performed prior to activation of Medical Unit:
 - Number and location of aid stations
 - Number and location of stand-by ambulances, helicopters, and medical personnel to assign to the incident
 - Potential for special medical problems, i.e., hypothermia, dehydration, heat stroke, exposure to hazardous materials, etc.
 - Medical supplies needed
- Respond to requests for medical treatment and transportation
- Request/supervise ambulance support. Order through the established Incident chain of command
- Prepare the Medical Plan including procedures for major medical emergency. This plan should be coordinated with the medical organization within the Operations Section. The Plan should include:
 - Medical Assembly Area
 - Triage Area
 - Ambulance Traffic Route
 - Landing Zone for Life flight (incident and hospital)
 - First Aid Station Location(s)
 - Hazard specific information (HAZMAT treatment, etc.)
 - Closest hospitals
 - Consideration should be given to separate treatment areas for responders and victims, as well as sending all responders to a single hospital
- Obtain Safety Officer approval for the Medical Plan
- Coordinate Medical Plan with local hospitals
- Respond to requests for medical aid
- Notify the Safety Officer and Logistics Section Chief of all accidents and injuries



- Respond to requests for medical supplies
- Prepare medical reports; provide copies to Documentation Unit
- Submit reports as directed; provide copies to Documentation Unit Leader
- Provide briefing to relief on current activities and unusual circumstances



SERVICES - FOOD UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: City Staff as assigned

Print Name: _____

ALTERNATE: City Staff as assigned

Print Name: _____

SUPERVISOR: EOC Logistics Section Chief

Print Name: _____

GENERAL DUTIES:

- Determine food and water requirements
- Determine the method of feeding to best fit each facility or situation
- Obtain necessary equipment and supplies and establish cooking facilities
- Ensure that well-balanced menus are provided
- Order sufficient food and potable water from the Supply Unit
- Maintain an inventory of food and water
- Maintain food service areas, ensuring that all appropriate health and safety measures are being followed
- Supervise caterers, cooks, and other Food Unit personnel as appropriate

RESPONSIBILITIES:

The Food Unit Leader, under the direction of the Service Branch Director or Logistics Section Chief, is responsible for supplying the food needs for the entire incident, including the EOC and all remote locations (e.g., Staging Areas), as well as providing food for personnel unable to leave tactical field assignments.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

**CHECKLIST
ACTIONS**

POSITION OPERATIONAL DUTIES:

- Obtain briefing from Logistics Section Chief or Service Branch Director:
 - Determine potential duration of incident
 - Number and location of personnel to be fed
 - Last meal provided
 - Proposed time of next meal
- Determine food service requirements for planned and expected operations
- Determine best method of feeding to fit situation and obtain bids if not done prior to incident
- Determine location of working assignment
- Ensure sufficient potable water and beverages for all incident personnel
- Coordinate transportation of food and drinks to the scene with Ground Support 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, bills to Finance/Administration Section
- Let Supply Unit know when food orders are complete
- Provide briefing to relief on current activities and unusual situations



SUPPORT - TRANSPORTATION UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Public Works Fleet Maintenance

Print Name: _____

ALTERNATE: Public Works Supervisor - Assigned

Print Name: _____

SUPERVISOR: EOC Logistics Section Chief

Print Name: _____

GENERAL DUTIES:

- Develop and implement the Traffic Plan
- Support out-of-service resources
- Notify the Resources Unit of all status changes on support and transportation vehicles
- Arrange for and activate fueling, maintenance, and repair of ground resources
- Maintain Support Vehicle Inventory and transportation vehicles
- Provide transportation services, IAW requests from the Support Branch Director or the Logistics Section Chief
- Collect use information on rented equipment
- Requisition maintenance and repair supplies (e.g., fuel, spare parts)
- Maintain incident roads

RESPONSIBILITIES:

The Transportation Unit is responsible for transportation of emergency personnel, food, equipment, and supplies, as well as coordinates and implements the Traffic Plan. This position also supports out-of-service resources and the fueling, service, maintenance, and repair of vehicles and other ground support equipment.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Coordinate with the EOC Planning/Intelligence and Operations Sections to determine which disaster routes are available for emergency use
- Coordinate use of disaster routes with the Operations Section
- Coordinate with other sections and branches/groups/units to identify transportation priorities
- Establish and implement a Traffic Plan for movement of:
 - Personnel, supplies and equipment to the EOC, field units, shelters and Casualty Collection Points (CCPs)
 - Individuals to medical facilities
 - Emergency workers and volunteers to and from risk area
- Coordinate with the EOC Operations Section on the movement of disabled and elderly persons
- Coordinate transportation of animals as required
- Coordinate with local transportation agencies and schools to establish availability of resources for use in evacuations and other operations as needed
- As reports are received from field units and EOC sections and as sufficient information develops, analyze the situation and anticipate transportation requirements



SUPPORT - SUPPLY UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: City Staff as assigned

Print Name: _____

ALTERNATE: City Staff as assigned

Print Name: _____

SUPERVISOR: EOC Logistics Section Chief

Print Name: _____

GENERAL DUTIES:

- Coordinate and oversee the procurement, allocation and distribution of resources not normally obtained through existing mutual aid sources, such as food, potable water, petroleum fuels, heavy and special equipment and other supplies and consumables
- Maintain records to ensure a complete accounting of supplies procured and monies expended
- Receive and process all incoming requests for personnel and volunteer support
- Register volunteers as Disaster Service Workers per the Tustin Municipal Code

RESPONSIBILITIES:

Obtain all non-fire and non-law enforcement mutual aid material, equipment, and supplies to support emergency operations and arrange for delivery of those resources.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Meet and coordinate activities with EOC Finance/Administration Chief and determine purchasing authority to be delegated to Supply Unit. Review emergency purchasing and contracting procedures
- Review, verify and process requests from other sections for resources
- Maintain information regarding resources readily available, resources requests, status of shipments and priority resource requirements
- Coordinate with other branches/groups/units as appropriate on resources requests received from operations forces to ensure there is no duplication of effort or requisition
- Determine if needed resources are available from City stocks, mutual aid sources or other sources. Arrange for delivery if available
- Determine availability and cost of resources from private vendors
- Issue purchase orders for needed items within limits of authority delegated by Finance Section
- Notify EOC Finance/Administration Chief of procurement needs that exceed delegated authority. Obtain needed authorizations and paperwork
- If contracts are needed for procuring resources, request that the Purchasing Unit of the EOC Finance/Administration Section develop necessary agreements
- Arrange for delivery of procured resources. Coordinate with Transportation and Facilities Units
- Identify to the EOC Logistics Section Chief any significant resource request(s) that cannot be met through local action. Suggest alternative methods to solve the problem if possible
- Establish contact with the appropriate Operations Section Branches and Red Cross representatives(s) and discuss the food and potable water situation regarding mass care shelters and mass feeding locations. Coordinate actions
- Establish a plan for field and EOC feeding operations. Coordinate with EOC Operations Section to avoid duplication
- Assemble resource documents that will allow for agency, vendor, and contractor contacts; e.g., telephone listings, procurement catalogs, directories, and supply locations
- Provide supplies for the EOC, field operations and other necessary facilities



- Determine the appropriate supply houses, vendors or contractors who can supply the item, product or commodity if City stocks do not exist
- Purchase items within limits of delegated authority from Finance/Administration Section and request items exceeding delegated authority from the Finance Section
- Arrange for the delivery of the items requisitioned, contracted for or purchased
- Continually update communications availability information with the Communications Unit. Revise contact methods with suppliers as improved communications become available
- Begin disaster documentation and record tracking of disaster-related requests for expenditures of equipment, supplies, personnel, funds, etc
- Provide updated reports on resource status to Resources Unit
- Identify and maintain a list of available and accessible equipment and supplies to support response and recovery efforts
- Arrange for storage, maintenance, and replenishment or replacement of equipment and materials
- Provide and coordinate with EOC Operations Section the allocation and distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities, including mass care shelters
- Procure and arrange for basic sanitation and health needs at mass care facilities (toilets, showers, etc.) as requested by EOC Operations Section
- Support activities for restoration of utilities to critical facilities
- Ensure the provision of sanitation services to include; portable toilets, hand washing stations, trash containers, etc.
- Procure and coordinate water resources for consumption, sanitation, and firefighting
- Coordinate resources with relief agencies (American Red Cross, etc.)
- Obtain and coordinate necessary medical supplies and equipment for persons with disabilities or access and functional needs
- Obtain necessary protective respiratory devices, clothing, equipment, and antidotes for personnel performing assigned tasks in hazardous radiological and/or chemical environments
- Ensure the organization, management, coordination, and channeling of donations of goods from individual citizens and volunteer groups during and following the disaster/emergency
- Identify supply sources to augment and/or satisfy expanded medical needs during emergency operations



- In coordination with EOC Operations Section and Orange County Operational Area, maintain essential medical supplies in designated Casualty Collection Points (CCPs)

PERSONNEL and VOLUNTEER OPERATIONAL DUTIES:

- Receive and process all incoming requests for personnel support. Identify number of personnel, special qualifications or training, location where needed and person to report to upon arrival. Secure an estimated time of arrival for relay back to the requesting agency
- Develop a system for tracking personnel/volunteers processed by the Unit. Maintain sign in/out logs. Control must be established for the accountability of personnel used in the response effort. Personnel/volunteers relieved from assignments will be processed through the Demobilization Unit
- Maintain information regarding:
 - Personnel/volunteers processed
 - Personnel/volunteers allocated and assigned by agency/location
 - Personnel/volunteers on standby
 - Special personnel requests by category not filled
- Ensure training of assigned response staff and volunteers to perform emergency functions. Coordinate with Safety Officer to ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements
- Obtain crisis counseling for emergency workers
- Coordinate feeding, shelter and care of personnel, employees' families, and volunteers with the American Red Cross, Food Unit and Facilities Unit
- Activate Child Care Plan for City employees as needed. Coordinate with Facilities Unit for suitable facilities
- Assist and support employees and their families who are also disaster victims. Develop a plan for communicating with those agencies having personnel resources capable of meeting special needs
- Coordinate with the Orange County Operational Area for additional personnel needs
- Ensure the recruitment, registration, mobilization and assignment of volunteers
- Establish Disaster Service Worker and Volunteer registration and interview locations. Assign staff to accomplish these functions
- Issue ID cards to Disaster Service Workers
- Coordinate transportation of personnel and volunteers with the Transportation Unit
- If the need for a call for volunteers is anticipated, coordinate with the PIO and provide the specific content of any broadcast item desired



- Keep the PIO advised of the volunteer situation. If the system is saturated with volunteers, advise the PIO of that condition and take steps to reduce or redirect the response
- Ensure the organization, management, coordination and channeling of the services of individual citizens and volunteer groups during and following the emergency
- Obtain health/medical personnel, e.g., nurses' aides, paramedics, Red Cross personnel and other trained volunteers to meet health/medical needs
- Request technical expertise resources not available within the jurisdiction (hazardous materials, environmental impact, structural analysis, geotechnical information, etc.) through established channels, mutual aid channels or the Orange County Operational Area.



SUPPORT - FACILITIES UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Public Works Supervisor - Buildings

Print Name: _____

ALTERNATE: Police Department Property Supervisor

Print Name: _____

SUPERVISOR: EOC Logistics Section Chief

Print Name: _____

GENERAL DUTIES:

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

RESPONSIBILITIES:

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



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Maintain information in the Unit regarding:
 - Facilities opened and operating
 - Facility managers
 - Supplies and equipment at the various locations
 - Specific operations and capabilities of each location
- As the requirement for emergency-use facilities is identified, coordinate the acquisition of required space to include any use permit, agreement or restriction negotiations required
- In coordination with the Operations Section, provide support to facilities used for disaster response and recovery operations; i.e., staging areas, shelters, etc
- Identify communications requirements to the Communications Unit
- Identify equipment, material and supply needs to the Supply Unit
- Identify personnel needs to the Supply (Personnel) Unit
- Identify transportation requirements to the Transportation Unit. Coordinate evacuation schedules and identify locations involved
- Identify security requirements to the Law Branch of the EOC Operations Section
- Monitor the actions at each facility activated and provide additional support requested in accordance with Unit capabilities and priorities established
- Account for personnel, equipment, supplies and materials provided to each facility
- Coordinate the receipt of incoming resources to facilities
- Ensure that operational capabilities are maintained at facilities
- Oversee the distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities
- Ensure that basic sanitation and health needs at mass care facilities (toilets, showers, etc.) are met
- Ensure that access and other related assistance for residential care and access or functional needs persons are provided in facilities
- Provide facilities for sheltering essential workers, employees' families and volunteers



- Be prepared to provide facilities for animal boarding as required
- Coordinate water resources for consumption, sanitation and firefighting at all facilities



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EOC FINANCE/ADMINISTRATION SECTION

EOC Finance/Administration Section Position Checklists

- EOC Finance/Administration Section Chief
- Cost Recovery Unit
- Time Unit
- Purchasing Unit
- Compensation/Claims Unit
- Cost Analysis Unit

Overview

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

- Payroll Payments Revenue collection
- Claim processing
- Cost recovery documentation
- Revenue Collection
- Documentation, Timekeeping and Cost Tracking

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

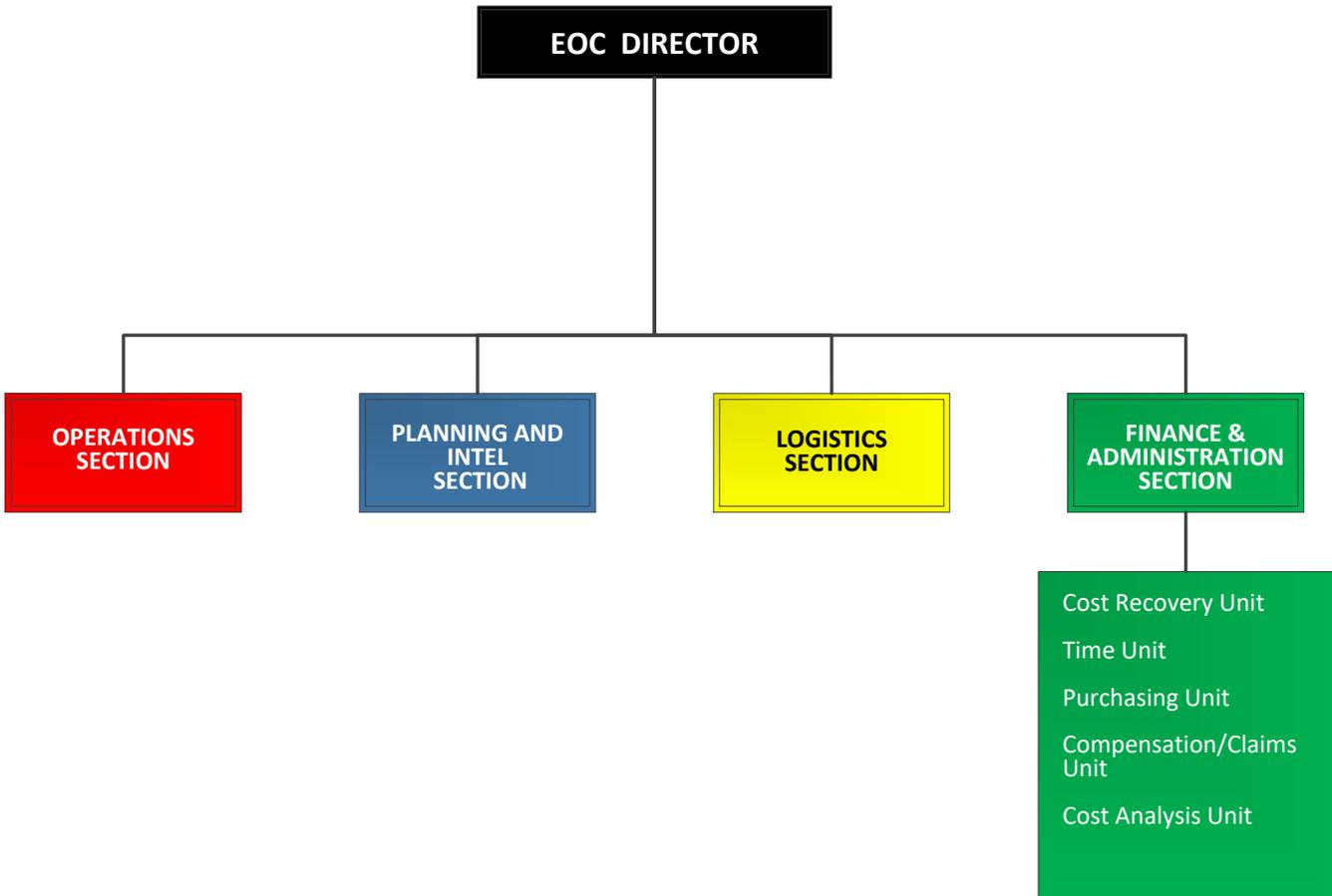
The extent of the disaster/emergency will determine the extent to which the EOC Finance/Administration Section will mobilize. In a low-level emergency, only part of the section will mobilize. In a wide-spread disaster that damages communications and systems, the entire section will mobilize. Due to the need to closely coordinate with the Logistics Section, it is highly desired that the Finance and Logistics Sections are co-located in the EOC.

Objectives

The EOC Finance/Administration Section acts in a support role in all disasters/emergencies to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements through maintenance of proper and accurate documentation of all actions taken. To carry out its responsibilities, the EOC Finance/Administration Section will accomplish the following objectives during a disaster/emergency:



EOC Finance/Administration Section Organization Chart





EOC FINANCE/ADMINISTRATION SECTION CHIEF

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Finance Director

Print Name: _____

ALTERNATE: Finance Supervisor

Print Name: _____

SUPERVISOR: Emergency Services Director or EOC Director

Print Name: _____

GENERAL DUTIES:

- Implementing a Disaster Accounting System
- Maintaining financial records of the emergency
- Tracking and recording of all agency staff time
- Processing purchase orders and contracts in coordination with EOC Logistics Section
- Processing worker's compensation claims received at the EOC
- Handling travel and expense claims
- Providing administrative support to the EOC

RESPONSIBILITIES:

Supervise the financial support, response, and recovery for the disaster/emergency; ensure that the payroll and revenue collection process continues and activate the Disaster Accounting System.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Authorize use of the Disaster Accounting System
- Ensure that the payroll process continues
- Ensure that the revenue collection process continues
- Attend planning meetings as required
- Manage all financial aspects of an incident
- Provide financial and cost analysis information as requested
- Gather pertinent information from briefings with responsible agencies
- Develop an operating plan for the Finance/Administration Section; fill, supply, and support needs.
- Meet with Assisting and Cooperating Agency Representatives, as needed
- Maintain daily contact with City Administration on Finance/Administration matters
- Ensure that all mutual aid personnel time records are accurately completed and transmitted to home agencies, according to policy
- Provide financial input to demobilization planning
- Ensure that all obligation documents initiated at the incident are properly prepared and completed
- Brief agency administrative personnel on all incident-related financial issues needing attention or follow-up prior to leaving incident
- Collect your Section personnel and equipment time records as well as records of expendable materials used, and provide copies to the Time and Cost Analysis Units at the end of each operational period
- Ensure that all personnel and equipment time records and record of expendable materials used are received from other Sections and submitted to the Time and Cost Analysis Units at the end of each operational period
- Organize, manage, coordinate and channel the donations of money received during and following the emergency from individual citizens and volunteer groups
- Coordinate with the Cost Analysis Unit to make recommendations for cost savings to the General Staff



- Meet with assisting and cooperating agency representatives as required
- Provide input in all planning sessions on finance and cost analysis matters
- Ensure that all obligation documents initiated during the emergency/disaster are properly prepared and completed
- Keep the General Staff advised of overall financial situation
- Develop a personnel plan to maintain a 24-hour operation as required



COST RECOVERY UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Accounts Clerk

Print Name: _____

ALTERNATE: Accounts Clerk

Print Name: _____

SUPERVISOR: EOC Finance/Administration Section Chief

Print Name: _____

GENERAL DUTIES:

Maintain the Disaster Accounting System and procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments; act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law and maintain records in such a manner that will pass audit.

RESPONSIBILITIES:

Maintain the Disaster Accounting System and procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments; act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law and maintain records in such a manner that will pass audit. The Cost Recovery Unit should be activated at the onset of any disaster/emergency. Accurate and timely documentation is essential to financial recovery.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Activate and maintain the Disaster Accounting System and procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments
- Inform all sections and departments that the Disaster Accounting System is to be used
- Coordinate cost documentation and make decisions on costs codes and items to be tracked by the Disaster Accounting System
- Act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law
- Prepare all required state and federal documentation as necessary to recover all allowable disaster costs
- Coordinate with the Documentation Unit of the EOC Planning/Intelligence Section
- Provide analyses, summaries, and estimates of costs for the EOC Finance/Administration Section Chief, Emergency Services Director, and the Orange County Operational Area as required
- Work with EOC sections and appropriate departments to collect all required documentation
- Receive and allocate payments
- Organize and prepare records for final audit
- Prepare recommendations as necessary



TIME UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Senior Account Clerk

Print Name: _____

ALTERNATE: Junior Accountant

Print Name: _____

SUPERVISOR: EOC Finance/Administration Section Chief

Print Name: _____

GENERAL DUTIES:

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

RESPONSIBILITIES:

Track hours worked by paid personnel, volunteers, contract labor, mutual aid and all others and ensure that daily personnel time recording documents are prepared and compliance to agency's time policy is being met. Ensure that time and equipment use records identify scope of work and site specific work location consistent with initial safety/damage assessment records, sites and Damage Survey Reports (DSRs).

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

Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Chief at the end of each operational period.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

**CHECKLIST
ACTIONS**

POSITION OPERATIONAL DUTIES—PERSONNEL TIME RECORDER:

- Determine specific requirements for the time recording function
- Initiate, gather, or update a time report from all applicable personnel assigned to the emergency/disaster for each operational period
- Ensure that all records identify scope of work and site specific work location
- Post personnel travel and work hours, assignment to a specific incident (location by address when possible), transfers, promotions, specific pay provisions, and terminations to personnel time documents
- Ensure that daily personnel time recording documents are accurate and prepared in compliance with City policy
- Ensure that all employee identification information is verified to be correct on the time report
- Ensure that time reports are signed
- Maintain separate logs for overtime hours
- Establish and maintain a file for employee time records within the first operational period for each person
- Maintain records security
- Close out time documents prior to personnel leaving emergency assignment
- Keep records on each shift. Operational Period work schedules are determined according to the time it may take to achieve the objectives outlined in the EOC Action Plan
- Coordinate with the Supply (Personnel) Unit of the Logistics Section

OPERATIONAL DUTIES—EQUIPMENT TIME RECORDER:

- Assist sections and branches/groups/units in establishing a system for collecting equipment time reports
- Ensure that all records identify scope of work and site specific work location
- Establish and maintain a file of time reports on owned, rented, donated and mutual aid equipment (including charges for fuel, parts, services and operators)
- Maintain records security



PURCHASING UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Finance Manager

Print Name: _____

ALTERNATE: To Be Assigned

Print Name: _____

SUPERVISOR: EOC Finance/Administration Section Chief

Print Name: _____

GENERAL DUTIES:

- Identify sources for equipment, expendable materials and resources
- Manage all equipment rental agreements
- Initiate vendor contracts associated with EOC activities within purchase authority limits established by City Council or Emergency Services Director
- Process all administrative paperwork associated with equipment rental and supply contracts

RESPONSIBILITIES:

Administration of all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements, and tracking expenditures. Identify sources of expendable materials and equipment, prepare and sign equipment rental agreements, and process all administrative paperwork associated with equipment rental and supply contracts, including incoming and outgoing mutual aid resources. Ensure that all records identify scope of work and site specific work location.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Contact appropriate branch/group/unit leaders on needs and any special procedures
- Review/prepare EOC purchasing procedures
- Prepare and sign contracts as needed within established contracting authority
- Establish contracts and agreements with supply vendors
- Ensure that all records identify scope of work and site specific locations
- Ensure that a system is in place that meets City's property management requirements
- Ensure proper accounting for all new property
- Interpret contracts/agreements and resolve claims or disputes within delegated authority
- Coordinate with Compensations/Claims Unit on procedures for handling claims
- Finalize all agreements and contracts
- Complete final processing and send documents for payment
- Verify cost data in established vendor contracts with Cost Analysis Unit



COMPENSATION/CLAIMS UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Finance Accounting Manager

Print Name: _____

ALTERNATE: Finance Employee

Print Name: _____

SUPERVISOR: EOC Finance/Administration Section Chief

Print Name: _____

GENERAL DUTIES:

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

RESPONSIBILITIES:

Manage the investigation and compensation of physical injuries and property damage claims involving the City of Tustin arising out of an emergency/disaster, including completing all forms required by worker's compensations programs and local agencies, maintaining a file of injuries and illnesses associated with the incident, providing investigative support of claims, and issuing checks upon settlement of claims.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

**CHECKLIST
ACTIONS**

POSITION OPERATIONAL DUTIES:

- Coordinate with the Safety Officer, Liaison Officer, Agency Representatives, Supply (Personnel) Unit of the Logistics Section, and ICS Field Level Compensation/Claims Unit Leader
- Maintain a log of all injuries occurring during the disaster/emergency
- Develop and maintain a log of potential and existing claims
- Prepare claims relative to damage to City property and notify and file the claims with insurers
- Process claims for travel requests, forms, and expense claims
- Determine if there is a need for Injury and Claims Specialists and order personnel as needed
- Ensure that all Injury and Claims logs and forms are complete and routed to the appropriate department for post EOC processing
- Ensure the investigation of all accidents, if possible
- Ensure that the Supply (Personnel) Unit of the EOC Logistics Section completes claims for any injured personnel or volunteers working at the emergency
- Provide report of injuries and coordinate with the Safety Officer for mitigation of hazards
- Obtain all witness statements pertaining to claims and review for completeness



COST ANALYSIS UNIT

Date: _____ Start Time: _____ End Time: _____

PRIMARY: Senior Account Clerk

Print Name: _____

ALTERNATE: Account Clerk

Print Name: _____

SUPERVISOR: EOC Finance/Administration Section Chief

Print Name: _____

GENERAL DUTIES:

- Provide all cost analysis activity associated with EOC operation
- Obtain and record all cost data for the emergency/disaster
- Ensure the proper identification of all equipment and personnel requiring payment
- Analyze and prepare estimates of EOC costs
- Maintain accurate record of EOC costs

RESPONSIBILITIES:

Provide cost analysis data for the incident to help the planning and recovery efforts. Ensure that all pieces of equipment and personnel that require payment are properly identified; obtain and record all cost data; analyze and prepare estimates of incident costs and maintain accurate records of incident costs.

The Cost Analysis Unit will be increasingly tasked to support the planning function in terms of cost estimates of resources used. The Unit must maintain accurate information on the actual costs for the use of all assigned resources.



**READ ALL RESPONDER CHECKLIST AT ACTIVATION,
BEGINNING AND END OF EACH SHIFT**

CHECKLIST ACTIONS

POSITION OPERATIONAL DUTIES:

- Collect and record all cost data
- Maintain a fiscal record of all expenditures related to the emergency/disaster
- Prepare and provide periodic cost summaries for the Finance/Administration Section Chief and the Emergency Services Director
- Maintain cumulative emergency/disaster cost records
- Ensure that all financial obligation documents are accurately prepared
- Prepare use of resources cost estimates
- Maintain accurate information on the actual cost for the use of all assigned resources
- With the Time Unit, ensure that all pieces of equipment under contract and dedicated personnel are properly identified
- Ensure that all EOC sections maintain proper supporting records and documentation to support claims
- Make recommendations for cost savings to the Finance/Administration Section Chief



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PART FIVE

City of Tustin Recovery Operations

Introduction

Recovery refers to those measures undertaken by an entity following a disaster that will return existence back to normal, or at least as normal as possible within a given time period. Effective recovery consists of a complex array of interdependent and coordinated actions. Recovery operations are divided into two phases; short term and long term.

Short Term

The first phase is short term, which involves restoring the infrastructure in the affected area. Continued coordination from the response phase into the recovery phase is necessary to identify high priority areas for resumption of utilities, liability concerns, financing, and recovery ordinances. City emergency managers should develop checklists for short-term recovery to ensure governing boards are kept up-to-date, to identify potential areas of mitigation, and to improve preparedness and response planning.

Long Term

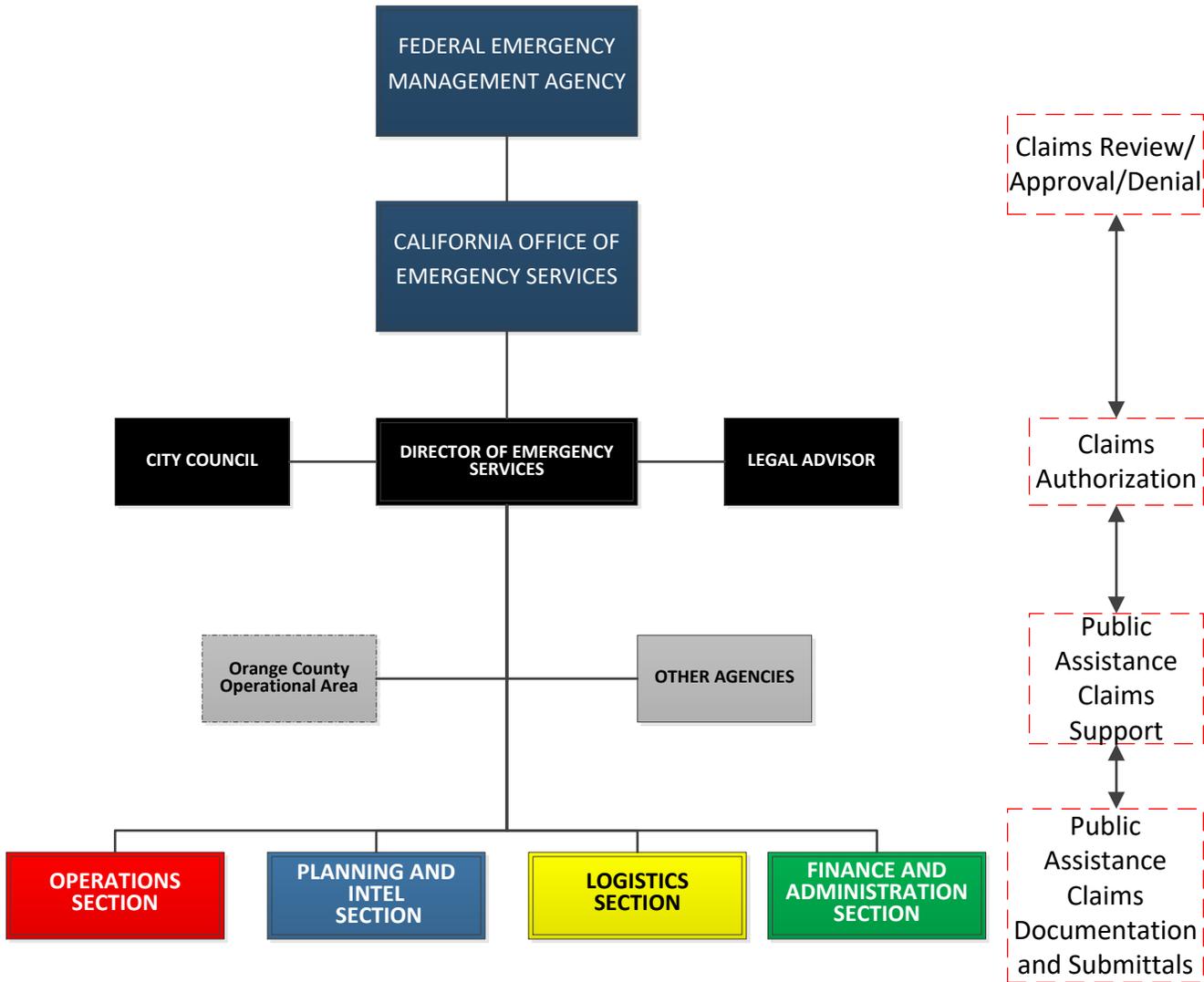
Long-term recovery consists of actions that will return the city back to normal pre-disaster levels of service. It is critical that the documentation functions during response continue and expand into recovery. Checklists should be developed for recovery operations to ensure accountability. Failure to strictly account for damage documentation and personnel costs can result in loss of possible reimbursement.

SEMS Recovery Organization

The Operational Area plays a different role in recovery than in response. The Operational Area may act as an information conduit and coordination point for its constituent jurisdiction. However, each local jurisdiction, rather than the Operational Area, works directly with state and federal recovery programs. Chart 5 on the following page shows the City of Tustin Recovery Organization.



SEMS Recovery Organization Chart



Damage Assessment

During the early phase of a disaster, the initial damage from the disaster is estimated due to time constraints related to the response. Plans should include procedures for conducting more detailed surveys to be used in disaster project applications once the recovery process begins. The procedures should include the following:



Safety Concerns

Safety precautions that will contribute to recovery operations include:

- Ensuring gas, water, sewer leaks are identified
- Ensuring utilities are turned off in unsafe or damaged structures
- Securing hazardous materials sites and preparing clean-up plan; ensuring unsafe buildings are vacated, clearly marked and access is restricted
- Identifying safety precautions to be undertaken by emergency workers

Structural Damage

Checklists and procedures for survey teams should include the following terms when describing damages, which are limited to the structure and not contents:

- Destroyed - Cost of repair is more than 75% of value
- Major Damage - Cost of repair is greater than 10% of value
- Minor Damage - Cost of repair is less than 10% of value.

Recovery Activities

Common terms for recovery activities are listed below:

- **Category A:** Debris Clearance - Clearance of debris, wreckage, demolition, and removal of buildings damaged beyond repair.
- **Category B:** Protective Measures - Measures to eliminate or lessen immediate threats to life, public health, and safety.
- **Category C:** Roads & Bridges - All non-emergency work and any that may require more time for decision-making, preparation of detailed design, construction plans, cost estimates, and schedules.
- **Category D:** Water Control Facilities - Includes flood control, drainage, levees, dams, dikes, irrigation works, and bulkheads.
- **Category E:** Public Buildings and Equipment - Buildings, vehicles or other equipment, transportation systems, fire stations, supplies or inventory, higher education facilities, libraries, and schools.
- **Category F:** Utilities - Water supply systems, sanitary sewerage treatment plants, storm drainage, and light/power.
- **Category G:** Other - Park facilities, public and private non-profit facilities, recreational facilities, and playground equipment.



List of Damages

Once a Presidential Disaster Declaration has been made a complete and comprehensive list of all the damage that has occurred needs to be completed by each jurisdiction and transmitted to the Operational Area. The Operational Area will transmit the damage information to the Cal OES Region, who will in turn send it to the State and FEMA. It should include:

- Location of Action/Damage - Geographical location of damaged facility or emergency work
- Description of Action/Damages - Narrative description explaining the nature of the disaster related problem (engineering details are not needed)
- Estimates of Cost - A separate estimate for each facility or system affected

Recovery Documentation and Reporting

Recovery documentation and reporting is the key to recovering eligible emergency response and recovery costs. Timely safety and damage assessments, documentation of all incident activities and accurate reporting are critical in establishing the basis for eligibility of disaster assistance programs.

After-Action Reporting

SEMS regulations require that jurisdictions complete an After Action Report (AAR) within 120 days after each emergency proclamation. Furthermore, the SEMS regulations under Title IX, Division 2, Chapter 1, Section 2450(a) requires any federal, state, or local jurisdiction proclaiming or responding to a Local Emergency for which the governor has declared a *State of Emergency* or *State of War Emergency* shall complete and transmit an AAR to Cal OES within 90 days of the close of the emergency period. Upon completion of the AAR, corrective actions are identified to make recommendations for correcting problems noted in the response/recovery effort, or during exercises and training. Depending on the level of the AAR, corrective action may encompass anything from detailed recommendations for improving individual agency plans and procedures to broader system-wide improvements. Priority corrective actions are assigned to relevant stakeholders and tracked to ensure the identified problem has been addressed.

Recovery Documentation

The recovery documentation 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 will also be documented. The cost of improving facilities may be provided under federal hazard mitigation grant programs. Documentation is the key to recovering expenditures related to emergency response and recovery operations. Documentation must begin at the field response level and continue as the disaster unfolds. Included in the EOC Planning/Intelligence Section is a Documentation Branch that will coordinate the collection of all incident documentation for dissemination and filing.



Disaster Assistance

Disaster assistance is divided into two forms: Individual and Public Assistance. Recovery plans should address both types of assistance, methods of acquiring help, restrictions, and other pertinent information.

Government Assistance to Individuals

Individual assistance consists of services provided to individuals and private sector businesses.

Federal Programs

- Disaster Housing Assistance Program - This is a federal program administered by FEMA that provides temporary housing to disaster victims during presidentially declared disasters
- Disaster Mortgage and Rental Assistance Program - This program provides grants for home related mortgage or rent payments to disaster victims, who as a result of a disaster have lost their job or business and face foreclosure or eviction from their homes. It is a federal program available under a presidentially declared disaster
- Housing and Urban Development (HUD) Program - This program is offered to families that meet certain income guidelines and may provide a percentage of the rental cost for a limited period of time to disaster victims. It is also available under a presidentially declared disaster
- Small Business Administration (SBA) - This program is automatically implemented following a presidential disaster declaration for Individual Assistance, or may be implemented at the request of the governor. It provides low interest loans to businesses and individuals who have suffered disaster losses
- Individual and Family Grant Program (IFGP) - This is authorized only by a federal disaster declaration. It provides grants to disaster victims who are not eligible for SBA loans
- Cora Brown Fund - This is authorized only by a federal disaster declaration. The fund provides disaster victims with assistance provided they are not eligible for any other disaster assistance award from the government or other organizations

These are only a few federal programs that can be activated under a presidentially declared disaster. Disaster assistance may also be altered by legislation passed at the time of the event. Other types of assistance may also be made available depending on the disaster.

Non Profit Volunteer Charitable Organizations

Volunteer charitable organizations, including the American Red Cross, Salvation Army, and others, may provide assistance to individuals outside the scope of the City of Tustin Recovery Organization.



Public Assistance

Public assistance consists of various programs of disaster relief to the public sector. Public sector includes state and local government (city, county, special district).

State – Natural Disaster Assistance Act (NDAA)

NDAA is available to counties, cities, and special districts to repair disaster-related damages to public buildings, levees, flood control works, channels, irrigation works, city streets, county roads, bridges, and other public works except those facilities used solely for recreational purposes. This program offers a percentage of the eligible cost to: repair, restore, reconstruct or replace public property or facilities; to cover direct and indirect costs of grant administration with the Cal OES Secretary's concurrence; and to cover the cost of overtime and supplies used for response. The conditions for implementation of the NDAA are as follows:

- The Cal OES Secretary must concur with local emergency declaration for permanent restoration assistance;
- The Governor must proclaim a state of emergency for disaster response and permanent restoration assistance; or
- The President must declare a major disaster or emergency for matching fund assistance for cost sharing required under federal public assistance programs

Federal – Robert T Stafford Disaster Relief Act of 1974

The following is a brief overview of this program:

A Presidential Declaration of Major Disaster or Emergency is required to activate the provisions of this law. Eligible Applicants Eligible applicants include the following:

- State agencies
- Counties
- Cities
- Special districts
- Schools K-12
- Colleges and institutions of higher education
- Private non-profit organizations organized under § 501(c) 3 of the Internal Revenue Code
- Utilities
- Emergency agencies
- Medical agencies
- Custodial care organizations
- Government services such as: community centers, libraries, homeless shelters, senior citizen centers, and similar facilities open to the general public



Hazard Mitigation Grant Programs

The Hazard Mitigation Grant Program (HMGP) activities are aimed at reducing or eliminating future damages. Activities include hazard mitigation plans approvable by FEMA and cost-effective hazard mitigation projects. HMGP grants are provided on a cost-share of 75% federal share and 25% non-federal share.

The Disaster Mitigation Act of 2000 (DMA2000) states that each jurisdiction (counties, cities, towns, and special districts) must have a Local Hazard Mitigation Plan (LHMP) approved by Cal OES in order to be eligible for FEMA pre and post disaster mitigation funds. The objective of the LHMP is “to save lives, preserve property and protect the environment, during times of disaster.” The City of Tustin participated in the DMA2000 program and adopted the City of Tustin Hazard Mitigation Plan in May of 2009 and an updated revised plan in 2016.

Federal funding is provided under the Robert T. Stafford Emergency Assistance and Disaster relief Act (The Stafford Act) through FEMA and Cal OES. Cal OES is responsible for identifying program priorities, reviewing applications and forwarding recommendations for funding to FEMA. FEMA has final approval for activity eligibility and funding. The federal regulations governing the HMGP are found in Title 44 of Code of Federal Regulations (44CFR) Part 206 and Part 13. For specific information regarding current HMGP activities, refer to the Cal OES website: www.CalOES.ca.gov.

Disaster Field Office

Following a Presidential Declaration of a Major Disaster or Emergency, a Disaster Field Office (DFO) will be established in the proximity of the disaster area. The DFO provides the direction and coordination point for federal assistance. Typical functions of the DFO include:

- Management - Coordination of the overall federal assistance programs for Individual and Public Assistance, as well as any existing emergency work
- Public Information - Overall direction of public news releases on the progress of the emergency recovery actions, public notices on obtaining assistance, problems, and other pertinent information
- Liaison - Provides coordination and cooperation with other federal and state agencies
- Operations - Responsible for damage survey teams, outreach activities, and program implementation (i.e., Public Assistance, Individual Assistance, Hazard Mitigation, etc.)
- Planning/Intelligence - Develops action plans, identifies priorities, potential problems, documents the overall recovery actions
- Logistics - Provides materials and resources to perform the tasks associated with recovery
- Finance/Administration - Tracks and monitors costs, approves purchases, audits activities as needed



Mitigation

This aspect of recovery operations is critical in reducing or eliminating disaster-related property damage and loss of lives from reoccurring. The immediate post-disaster period presents a rare opportunity for mitigation. During this time, officials and citizens are more responsive to mitigation recommendations, and unique opportunities to rebuild or redirect development may be available. Recovery plans would benefit from addressing mitigation planning as part of the recovery process. The following issues represent some information that would be useful in recovery sections of emergency plans:

Forms of Mitigation

- Changes in building codes
- Variances or set-backs in construction
- Zoning, to reduce types of construction in high hazard areas
- Relocation or removal of structures from high hazard zones

Reference Information

FEMA procedures over the last few years have evolved and mitigation of disasters is becoming a key component of disaster recovery. The Internet provides the optimum method of obtaining up to date information relating to disaster response and Public Assistance Programs. Public Assistance Program Publications can be downloaded from the FEMA website at www.fema.gov.



Appendix A – Glossary of Terms

This list contains definitions of terms commonly used in Emergency Management, the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS) and the Incident Command System (ICS)

Action Plan: The plan prepared in the EOC containing objectives for the emergency response SEMS level reflecting overall priorities and supporting activities for a designated period. See also Incident Action Plan.

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

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

Agency: An agency is a division of government with a specific function, or a non-governmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation), or assisting and/or cooperating (providing resources and/or assistance). (See Assisting Agency, Cooperating Agency and Multi-agency.)

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

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

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

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

Allocated Resources: Resources dispatched to an incident.

Area Command: An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System organization; or 2) to oversee the management of a very large incident that has multiple Incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate



critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed.

Assigned Resources: Resources checked in and assigned work tasks on an incident.

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

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

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

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

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

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

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

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

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

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

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



Clear Text: The use of plain English in radio communications transmissions. No Ten Codes or agency specific codes are used when utilizing Clear Text.

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

Command Post: (See Incident Command Post)

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

Communications Unit: An organizational unit in the Logistics Section responsible for providing communication services at an incident or an EOC. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to provide the major part of an Incident Communications Center.

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

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

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

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

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

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



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

Cost Unit: Functional unit within the Finance/Administration Section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

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

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

Department Operations Center: A facility used by a distinct discipline, such as flood operations, fire, medical, hazardous material, or a unit, such as Department of Public Works, or Department of Health. Department Operations centers may be used at all SEMS levels above the field response level depending upon the needs of the emergency.

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

Disaster: A serious disruption of the functioning of a community or a society involving widespread human, material, economic or environmental losses and impacts, which exceeds the ability of the affected community or society to cope using its own resources.

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

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

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

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

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



Emergency: A condition of disaster or of extreme peril to the safety of persons and property caused by such conditions as air pollution, fire, flood, hazardous material incident, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake or other conditions, other than conditions resulting from a labor controversy.

Emergency Management Coordinator: The individual within each jurisdiction that is delegated the day to day responsibility for the development and maintenance of all emergency management coordination efforts.

Emergency Management Director (Emergency Services Director): The individual within each political subdivision that has overall responsibility for jurisdiction emergency management. For cities and counties, this responsibility is commonly assigned by local ordinance.

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

At the EOC levels, the position titles are Section Chief's.

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

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

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

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

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

Hierarchy of Command: (See Chain of Command.)



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

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

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

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

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

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

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

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

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

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



Initial Action: The actions taken by resources which are the first to arrive at an incident. Initial Response: Resources initially committed to an incident.

Jurisdiction: The range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (e.g., special district city, county, state or federal boundary lines), or functional (e.g., police department, health department, etc.). (See Multi-jurisdiction.)

Jurisdictional Agency: The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function.

Landing Zone: (See Helispot.)

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

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

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

Local Government: Means local agencies per Article 3 of the SEMS regulations. The Government Code 8680.2 defines local agencies as any city, city and county, county, school district or special district.

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

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

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

Master Mutual Aid Agreement: An agreement entered into by and between the State of California, its various departments and agencies, and the various political subdivision, municipal corporations, and other public agencies of the State of California to assist each other by providing resource during an emergency Mutual aid occurs when two or more parties agree to



furnish resources and facilities and to render services to each other to prevent and combat any type of disaster or emergency.

Marshaling Area: An area used for the completed mobilization and assemblage of personnel and resources prior to their being sent directly to the disaster affected area. Marshaling Areas are utilized particularly for disasters outside of the continental United States.

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

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

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

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

Multi-Agency or Inter-Agency Coordination: 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.

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

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

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

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

Mutual Aid Coordinator: An individual at local government, operational area, region or state level that is responsible to coordinate the process of requesting, obtaining, processing and using



mutual aid resources. Mutual Aid Coordinator duties will vary depending upon the mutual aid system.

Mutual Aid Region: A mutual aid region is a subdivision of state OES established to assist in the coordination of mutual aid and other emergency operations within a geographical area of the state, consisting of two or more county (operational) areas.

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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



Special District: A unit of local government (other than a city, county, or city and county) with authority or responsibility to own, operate or maintain a project (as defined in California Code of Regulations 2900(s) for purposes of natural disaster assistance. This may include a joint powers authority established under section 6500 et seq. of the Code.

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

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

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

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

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

Supply Unit: Functional unit within the Support Branch of the Logistics Section responsible for ordering equipment and supplies required for incident operations.

Support Branch: A Branch within the Logistics Section responsible for providing personnel, equipment and supplies to support incident operations. Includes the Supply, Facilities and Ground Support Units.

Support Resources: Non-tactical resources under the supervision of the Logistics, Planning, Finance/Administration Sections or the Command Staff.

Supporting Materials: Refers to the attachments that may be included with an Incident Action Plan, e.g., communications plan, map, safety plan, traffic plan, and medical plan.

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

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

Team: (See Single Resource.)

Technical Specialists: Personnel with special skills that can be used anywhere within the ICS or EOC organization.



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

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

Unified Area Command: A Unified Area Command is established when incidents under an Area Command are multijurisdictional. (See Area Command and Unified Command.)

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

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

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



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Appendix B - Resources

Current Equipment Lists are provided by the Public Works Department Field Services Division or the Police Department Property Supervisor



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Appendix C – Contact Lists

Contact Lists are to be provided by City Departments, PD Dispatch & Watch Commander's Office and from the City Intranet.

Additional Contact lists may be provided by the Orange County Emergency Management Organization (OCEMO) and the Orange County Sheriff's Department Emergency Management Bureau.