EMERGENCY OPERATIONS PLAN 2009

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SECTION I:

INTRODUCTION

SECTION I: INTRODUCTION

1.1 Objectives

This ***Emergency Operations Plan (EOP)*** identifies the City of Martinez's emergency planning, organization and response policies and procedures. The EOP: 1) addresses the City's responsibilities in emergencies associated with an "all hazards" approach in managing natural disasters and human-caused emergencies; and 2) provides a framework for coordination of response and recovery efforts within the City in coordination with local, State, and Federal agencies, while maintaining the flexibility needed to adapt to various situations that arise. ("All hazards" references natural or man-made incidents, warranting action to protect life, property, the environment, public health or safety, and minimizes disruptions of government, social or economic activities).

The ***EOP*** meets the requirements of Contra Costa County's policies on Emergency Response and Planning, the Standardized Emergency Management System (SEMS) Operational Area Response, the National Incident Management System (NIMS) and defines the primary and support roles of City agencies and departments in after-incident damage assessment and reporting requirements.

The ***EOP*** includes a hazard analysis and probability matrix describing the responsibility of each department based on each identified hazard or threat.

The City of Martinez's ***EOP*** will be periodically reviewed by the Police Department and updated as required to keep abreast of the most current procedures, protocols and standards.

1.2 Purpose and Scope

The purpose of this ***Emergency Operations Plan (EOP)*** is to ensure an efficient and effective response to a disaster or emergency affecting the City of Martinez.

The City is dedicated to providing an efficient, coordinated response to any disaster that could threaten the well being and health of residents or visitors to Martinez. In so doing, the City intends to follow all NIMS and SEMS requirements in order to facilitate maximum cost recovery from the Federal and State governments.

The response to an emergency event will involve all affected City departments and community agencies and other organizations/individuals that can assist in providing resources and recovery efforts. This includes related City, County, State, Federal, non-

profit agencies, volunteer organizations and other volunteers called upon to serve by local authorities.

Emergency events are defined as, but not limited to: earthquakes, fire, floods, terrorism, nuclear /radiological incidents, hazardous material incidents, disease, civil disturbances or any other emergency requiring a coordinated multi-agency response and others as defined in Government Code Section 8630 and City of Martinez Municipal Code Section 14.04.040.

1.3 Response Priorities

This EOP hereby establishes in the following priorities for emergency services response:

1) Preserve the life, health and safety of all citizens;
2) Protect public and private property;
3) Restore order to the community;
4) Safeguard the environment; and
5) Ensure cost recovery

1.4 Authorities and References

The authority for the City of Martinez ***Emergency Operations Plan*** (EOP) is provided in the California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code); Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288, as amended); Federal Civil Defense Act of 1950 (Public Law 920, as amended). City of Martinez Municipal Code Section 14.04.080 provides for the authority of implementing the City of Martinez EOP.

1.5 Role of Public Employees

California Government Code, Section 3100, Title 1, Division 4, Chapter 4 states that public employees are disaster service workers, subject to such disaster service activities as may be assigned to them by their superiors or by law. The law applies when:

- A local emergency has been proclaimed.
- A state of emergency has been proclaimed.
- A federal disaster declaration has been made.

1.6 Standardized Emergency Management System (SEMS)

The Standardized Emergency Management System (SEMS) is the system required by Government Code §8607(a) for managing response to multi-agency and multi-

jurisdiction emergencies in the State of California.

Local governments are required to use SEMS in order to qualify for funding of personnel-related costs under state disaster assistance programs. By standardizing essential elements of the emergency management system, SEMS is intended to:

- Facilitate the flow of information between *five levels of government*; and
- Facilitate emergency management through the use of *five required functions*.

The five levels of government included in SEMS, are activated as necessary and include:

Field Level Operations - Field level operations include deployment of emergency response personnel and resources, under the command of an appropriate authority, to carry out tactical decisions and activities in direct response to an incident or threat. SEMS regulations require the use of Incident Command System (ICS) at the field response level of an incident.

Local Government Level - Local governments include cities, counties, and special districts. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction through the use of Emergency Operations Centers (EOCs) and Departmental Operations Centers (DOC's). Local governments are required to use SEMS when their EOC is activated or a local emergency is declared or proclaimed in order to be eligible for state funding of response-related personnel costs.

Operational Area Level – There are 58 Operational Areas within the State of California, corresponding with the 58 counties. The Operational Area manages and/or coordinates information, resources, and priorities among local governments within the operational area, and serves as the coordination and communication link between the local government level and the regional level.

In Contra Costa County, the emergency management organizations of each incorporated city are responsible for coordination and direction of response and recovery operations within their respective jurisdictions, while the County emergency management organization serves a support role. The County is responsible for coordinating and directing response and recovery operations in the unincorporated areas of the County, with the cities providing support and mutual aid as needed.

Contra Costa County is the Operational Area that will be the focal point for information transfer and support requests by the City of Martinez.

Regional Level Operations - Because of its size and geography, the State of California is

divided into six mutual aid regions. The City of Martinez is located in Region II – the Coastal Region. Use of this regional approach provides for more effective coordination of mutual aid. This includes coordination of resources among Operational Areas, and with the State level. This is coordinated through the Regional EOC located in Oakland.

The Regional level manages and coordinates information, and brokers resources among Operational Areas within the mutual aid region and between the Operational Areas and the State level. The Regional level also coordinates overall State agency support for emergency response activities within the region.

State - The State level of SEMS manages and allocates state resources in response to the emergency needs of the other levels. It further serves to broker resources among the regions and is responsible for federal response coordination and communication with the Governor and the State Legislature.

The five primary functions in SEMS provide the foundation for establishing an effective EOC management team. SEMS requires that Local Governments, Operational Areas, Regional and State level EOCs provide for the functions of *Management, Operations, Planning/Intelligence, Logistics and Finance*.

1.7 National Incident Management System (NIMS)

NIMS is a system mandated by Homeland Security Presidential Directive (HSPD-5) that provides a consistent nationwide approach for Federal, State, local, and tribal governments; the private-sector, and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. NIMS is not specific to one type of incident, rather it incorporates an all hazards approach in managing incidents.

To provide for interoperability and compatibility among Federal, State, local, and tribal capabilities, NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; multi-agency coordination systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.

The National Response Framework (NRF) is mandated by HSPD-5 that integrates Federal domestic prevention, preparedness, response, and recovery plans into one all-discipline, all-hazards plan.

Local governments must use NIMS to be eligible for federal preparedness grants.

1.8 City of Martinez Emergency Management Organization

The City of Martinez's emergency management operation operates under the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

The City Manager will direct the emergency management organization, serving as the Director of Emergency Services. The Director of Emergency Services is responsible for implementing the Emergency Operations Plan through the efforts of the City's Emergency Operations Center (EOC). Every department within the City will provide support to the operation of the City's EOC, with support from the Contra Costa County Fire Protection District and the Martinez Unified School District. The City's EOC is organized following the functions and principles of SEMS.

Within the emergency organization, departments and agencies have specified roles and responsibilities for certain functions. A listing of each functional area with their assigned duties is described in Sections V and VI of the ***Emergency Operations Plan.***

SECTION II

OVERVIEW

SECTION II: OVERVIEW

2.1 Emergency Management Phases

Some emergencies will be preceded by a build-up or warning period, providing sufficient time to warn the population and implement mitigation measures designated to reduce loss of life and property damage. Other emergencies occur with little or no advance warning, thus requiring immediate activation of the City's EOC and commitment of resources. All employees must be prepared to respond promptly and effectively to any foreseeable emergency, including the provision and use of mutual aid.

Emergency management activities during peacetime and national security emergencies are often associated with the phases indicated below. However, not every disaster necessarily includes all indicated phases.

Mitigation Phase

Mitigation is perhaps the most important phase of emergency management and is generally the most cost effective. Mitigation involves taking proactive efforts to minimize potential effects upon life and property in order to create a safer environment that will result in fewer casualties and lower response costs. This may also include taking actions to strengthen facilities, abate nearby hazards, and reduce the potential damage either to structures or their contents.

Preparedness Phase

The preparedness phase involves taking steps to proactively plan for development of operational capabilities needed in order to respond to a disaster. This plan includes the development of Standard Operating Procedures (SOPs) and checklists detailing personnel assignments, policies, notification procedures, and resource lists. Personnel should be acquainted with these SOPs and checklists and periodically should be trained in activation and execution.

Additionally, preparing the public to care for themselves and assist in disaster response is key. Providing education and training, utilizing nationally recognized preparedness programs such as: CERT (Community Emergency Response Team), PEP (Personal Emergency Preparedness) and American Red Cross courses on First Aid/CPR/AED aid emergency response personnel in providing assistance to the public.

Response Phase

Pre-Impact: Recognition of the approach of a potential disaster where actions are taken to save lives and protect property. Warning systems may be activated and resources may be mobilized, EOCs may be activated and evacuation may begin.

Immediate Impact: Emphasis is placed on saving lives, controlling the situation, and minimizing the effects of the disaster. Incident Command Posts and EOCs may be activated, and emergency instructions may be issued.

Sustained: As the emergency continues, assistance is provided to victims of the disaster and efforts are made to reduce secondary damage. Response support facilities may be established. The resource requirements continually change to meet the needs of the incident.

Recovery Phase

Recovery is taking all actions necessary to restore the area to pre-event conditions or better, if possible. Therefore, mitigation for future hazards plays an important part in the recovery phase for emergencies. There is no clear time separation between response and recovery. In fact, planning for recovery should be a part of the response phase.

2.2 Response Levels

Response levels will vary based upon: the area affected, extent of coordination or assistance needed, and degree of participation expected from the City.

Disasters are defined differently from emergencies. While most agencies are ready and prepared to deal with day-to-day emergencies that may arise, most cannot respond to a disaster without significant disruption to normal activities. Not enough resources can be brought to bear immediately to deal with a disaster. Some of the differences between emergencies and disasters are:

Local Emergency

This type of situation is managed in a normal manner from a command post at the scene, or coordinated through a DOC. Local resources are adequate and available; a local emergency is proclaimed. Both coordination and direction are centralized: the Emergency Operations Center is not activated and public safety personnel provide necessary support, as established by agreements and ordinances. Police, fire and other responders coordinate via established telephones, radio systems and dispatch centers.

Local Disaster

Local resources are not adequate and mutual aid may be required on a regional or even statewide basis. A Local Emergency is proclaimed and a State of Emergency might be proclaimed. Several departments as well as other jurisdictional agencies need close coordination. The Emergency Operations Center is activated to coordinate emergency response. EOC activities may include but are not limited to:

- Establishing a City-wide situation assessment function,
- Establishing a City-wide public information function,
- Determining resource requirements for the affected area and coordinating resource requests,
- Establishing and coordinating the logistical systems necessary to support multi-incident management,
- Establishing priorities for resource allocation.

Direction is decentralized: Incident Command Systems are established and continue to report through agency dispatch centers. Agency dispatch centers or liaison personnel provide information to the Emergency Operations Center.

Major Disaster

City resources are overwhelmed and extensive outside resources are required. A Local Emergency and a State of Emergency are proclaimed and a Presidential Declaration is requested. The emergency operation is centralized. The EOC is activated and all coordination and direction activities are done from there. There may be several incidents and the managers of each incident would, as much as possible, report to and receive direction from the EOC. During war, a Statewide Emergency Management System will be fully activated and the State will coordinate emergency operations from Sacramento.

Response Levels are closely tied to Emergency Proclamations.

SECTION III

HAZARD ANALYSIS

SECTION III: HAZARD ANALYSIS

3.1 Hazard Identification

The City of Martinez recognizes that the planning process must address each hazard that threatens the City. This section summarizes major disaster threats to the City of Martinez.

Earthquake

The US Geological Survey has estimated a 62% probability of a major earthquake in the San Francisco Bay Area by the year 2032. The City of Martinez lies near the Hayward Fault, Mt. Diablo Thrust Fault, Calaveras Fault, and Concord-Green Valley Fault.

Fires

Generally, from June to October, there is a wild land fire threat within the northwest area of the City. Access to those areas would be difficult for fire personnel. High temperatures, low humidity, and high winds may exacerbate the potential for wild land fires.

Hazardous Materials Emergencies

One of the primary hazards facing the City of Martinez would be some type of emergency involving the movement of hazardous materials. Because of the number of trucks and railcars that are used to transport these types of materials through the City, the likelihood of such an event occurring are increased.

Schools

There are 11, K-12 grade schools in the City of Martinez. There are a multitude of potential emergency situations that can occur on school grounds, i.e., bomb explosion, fire, active shooter, etc. In addition to this manual, each school in the Martinez Unified School District has their own Emergency Operations Plan in the event of an emergency.

Extreme Weather/Storm Emergencies

Extreme weather storms have traditionally affected the City in a variety of ways; however, none of these affects have been so severe as to affect the delivery of services to the citizens of the community.

Train Accident

There are a large number of trains that traverse the City, using the Burlington Northern-Santa Fe (BNSF) and Union Pacific tracks. Train accidents are likely to involve the spilling of hazardous materials during these events, compounding the problem.

Terrorism

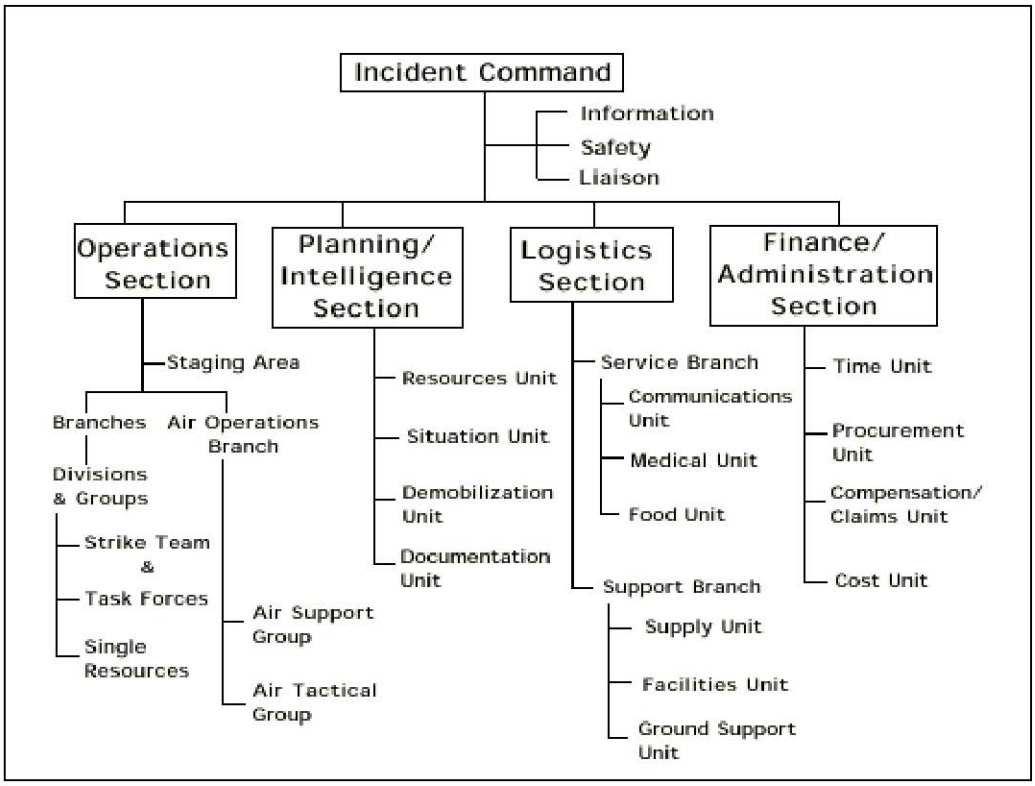
Although the City of Martinez is not likely to be the target of extreme terrorism, there are areas to remain aware of such as Shell Refinery Martinez. Additional sites within Contra Costa County which may be subject to attack include other large petroleum refineries and industry, local, state and federal government facilities, power and communication sites, and major transportation centers such as BART stations. The population may be affected by attacks outside the county that may impair power systems, telecommunications and transportation.

SECTION IV

INCIDENT COMMAND SYSTEM (ICS)

SECTION IV: INCIDENT COMMAND SYSTEM (ICS)

4.1 ICS Chart



4.2 General ICS Information

The Incident Command System is used to manage an emergency incident or a non-emergency event. It can be used for both small and large situations.

The system has considerable internal flexibility. It can grow or shrink to meet differing needs. This makes it a very cost-effective and efficient management system. Listed below are examples of the kinds of incidents and events that can use the ICS:

- Fires, HAZMAT, and multi-casualty incidents
- Multi-jurisdictional and multi-agency disasters
- Wide-area search and rescue missions
- Pest eradication programs
- Oil spill response and recovery incidents
- Single and multi-agency law enforcement incidents
- Air, rail, water, or ground transportation accidents

- Planned events such as celebrations, concerts, parades
- Private sector emergency management programs
- State or local major natural hazard management

4.3 ICS Organization

The organization of the Incident Command System is built around the same five major management activities as SEMS. These five management activities are the foundation upon which the incident management develops. They apply whether handling a routine emergency, organizing a major event, or managing a major response to a disaster.

Command Section

Sets objectives and priorities. Has overall responsibility at the incident.

***Incident Commander*:** Person in charge at the incident, and must be fully qualified to manage the incident. As incidents grow in size or become more complex, a more highly qualified person may be assigned as Incident Commander by the responsible jurisdiction or agency.

Information Officer: The point of contact for the media or other organizations seeking information directly from the incident or event.

Safety Officer: Monitors safety conditions and develops measures for assuring the safety of all assigned personnel.

Liaison Officer: On larger incidents or events, representatives from other agencies may be assigned to the incident to coordinate their agency's involvement. The Liaison Officer will be their primary contact.

Operations Section

Conducts tactical operations to carry out the plan. Develops the tactical objectives, organization, and directs all resources.

Divisions: Established to divide an incident geographically or describe some geographical area related to incident operations.

Groups: Established to describe functional areas of operation. What is established will be determined by the needs of the incident. Groups work wherever they are needed, and are not assigned to any single division. Divisions and Groups are at an equal level in the organization.

Branches: Established another level of organization within the Operations Section to increase the span of control, define another functional structure, or organize the incident around jurisdictional lines.

Air Operations: Operated at the branch level and established separately at an incident where there are complex needs for the use of aircraft in both tactical and logistical operations.

Staging Areas: Established wherever necessary to temporarily locate resources awaiting assignment.

Planning/Intelligence Section

Develops the Action Plan to accomplish the objectives. Collects and evaluates information. Maintains resource status.

Logistics Section

Provides support to meet incident needs. Provides resources and all other services needed to support the incident response.

Finance Section

Monitors costs related to the incident. Provides accounting, procurement, time recording, and cost analyses.

Units

Functional Units fall under each of the three remaining sections (see ICS Structure Chart). Not all of the units may be required, and they will be established based upon the need. The titles of the units are self-descriptive.

4.4 Incident Facilities

Facilities will be established depending on the kind and complexity of the incident or event. Not all facilities will necessarily be used.

Incident Command Post (ICP)

The location from which the Incident Commander oversees all incident operations. There is only one ICP for each incident or event. Every incident or event must have some form of ICP.

Staging Area

Locations at which resources are kept while awaiting incident assignment.

Base

The location at the incident at which primary service and support activities are performed.

Camps

Incident locations where resources may be kept to support incident operations. Camps differ from staging areas in that essential support operations are done at camps, and resources at camps are not always immediately available.

Helibase

A location in and around an incident area at which helicopters may be parked, maintained, fueled, and equipped for incident operations.

Helispot

Temporary locations where helicopters can land and load/off-load personnel, equipment, and supplies.

4.5 Incident Action Plan

Every incident must have an oral or written action plan. The purpose of the plan is to provide all incident supervisory personnel with direction for future actions. Action plans which include the measurable tactical operations to be achieved are always prepared around a time-frame called an Operational Period.

Operational Periods can be of various lengths, but should be no longer than 24 hours. The planning of an operational period must be done far enough in advance to ensure that requested resources are available when it begins.

The Incident Action Plan must be known to all incident supervisory personnel. This can be done through briefings, by distributing a written plan prior to the start of the Operational Period, or by both methods. The Planning/Intelligence Chief is directly responsible for the EOC Action Planning process.

Essential Incident Action Plan Elements:

Statement of Objectives: Appropriate to the overall incident.

Organization: Describes what parts of the ICS organization will be in place for each Operational Period.

Assignments to Accomplish Objectives: These are normally prepared for each Division or Group and include the strategy, tactics, and resources to be used.

Supporting Material: Examples can include maps of the incident, a communications plan, a medical plan, a traffic plan, etc.

Incident objectives should have the following **SMART** characteristics:

1. **Specific** – the wording must be precise and unambiguous in describing the objective.
2. **Measurable** – the design and statement of objectives should make it possible to conduct a final accounting as to whether objectives were achieved
3. **Action Oriented** – the objective must have an action verb describing the expected accomplishments.
4. **Realistic** – objectives must be achievable with the resources that the agency (and assisting agencies) can allocate to the incident, even though it may take several operational periods to accomplish them.
5. **Time Sensitive** – the timeframe should be specific (if applicable).

Sample Objectives

- Complete preliminary Damage Assessments of all damaged residential structures in Martinez within the next 24 hours
- Restore water to the business district by 0900 hours tomorrow
- Contain fire within existing area, during this operational period
- Release all hostages safely with no further casualties as soon as practical

4.6 Incident Types

Incident Types

Incidents may be typed in order to make decisions regarding resource requirements. Incidents are based on the following five levels of complexity (lowest-5 to highest-1).

Type 5	• The incident can be handled with one or two single resources with up to six personnel. • Command & General Staff positions (other than the Incident Cmdr.) are not activated. • No Written Incident Action Plan (IAP) is required. The incident is contained within the first operational period and often to within an hour to a few hours after resources arrive on the scene. • Examples: a vehicle fire, an injured person or a major traffic collision.
Type 4	• Command Staff & General Staff functions are activated, only if needed • Several resources are required to mitigate the incident, including a Task Force or Strike Team. • The incident is usually limited to one operational period in the control phase. • The agency administrator may have briefings, and may ensure the complexity analysis and delegation of authority is updated. • No IAP is required, but a documented operational briefing will be completed for all incoming resources. • The role of the agency administrator includes operational planning, including objectives & priorities.
Type 3	• When capabilities exceed initial attack, the appropriate ICS positions should be added to match the complexity of the incident. • Some of the command & general staff positions may be activated, as well as Division/Group Supervisor and/or Unit Leader positions. • A Type 3 Incident Management team (IMT) or IC manages initial action incidents with a significant number of resources, an extended attack incident until containment/control is achieved, or an expanding incident, or until transition to a Type 1 or 2 incident. • The incident may be extended into multiple operational periods. • A written IAP may be required for each operational period.
Type 2	• This type of incident extends beyond the capabilities for local control and is expected to go into multiple operational periods. This type may require the response of resources out of the area, including regional and/or national, to effectively manage the operations, command and general staffing. • Most of the Command staff positions are filled. • A written IAP is required for each operational period. • Many functional units are needed & staffed. • Operational personnel normally do not exceed 200/operational period and 500 for the entire incident (guideline only). • The agency administrator is responsible for the incident complexity analysis, agency administrator briefings and the written delegation of authority.
Type 1	• This type of incident is the most complex, requiring national resources to safely & effectively manage and operate. • All Command & general Staff positions are activated. • Operations personnel can often exceed 500/operational period; total will usually exceed 1,000. • Branches need to be established. • The administrator will have briefings; ensure the complexity analysis & delegation of authority is updated. • Use of resource advisors at the incident base is recommended. • There is a high impact on the local jurisdiction, requiring additional staff for office & administrative functions.

SECTION V

EMERGENCY OPERATIONS CENTER (EOC)

SECTION V: EMERGENCY OPERATIONS CENTER (EOC)

5.1 Emergency Operations Center (EOC)

The EOC is the location from which centralized management of an emergency response is performed. The use of the EOC is a standard practice in emergency management.

The Director and key decision-making personnel operate from the EOC during the emergency response, establishing policy and priorities. It serves as the central point for information gathering, processing, and dissemination; coordination of all City of Martinez emergency operations, and coordination with other agencies and the Operational Area EOC. The EOC is partially or fully activated by the Director, according to the requirements of the situation.

The EOC is organized according to SEMS and NIMS, as noted earlier in this plan. The Director and the section chiefs serve as the EOC management team, along with the Public Information Officer, Safety Officer, and Liaison.

5.2 EOC Locations

Primary EOC

The primary City of Martinez Emergency Operations Center (EOC) is located at the Police Department, 525 Henrietta Street.

Alternate EOC

The alternate City of Martinez Emergency Operations Center is located at the Water Treatment Plant, located at 3003 Pacheco Boulevard.

The City of Martinez also has the capability to establish a temporary EOC in their mobile command vehicle.

Maintenance and Field Services Departmental Operations Center (DOC)

Martinez City Corporation Yard, located at 300 Buckley Street.

Police Department Operations Center

Martinez Police Department, Briefing Room, located at 525 Henrietta Street.

5.3 EOC Organization

When activated, the five primary EOC functions are established as separate sections of the EOC organization. Within each section, there may be several sub-functions that may normally be established.

The functions described here are those activities that may need to be activated during an EOC activation for the Management Section at the local government EOC. Some variations in duties and responsibilities may be found at different SEMS levels.

5.4 EOC Activation

The City EOC is activated in the event of a natural or man-made disaster when the routine availability of resources requires support and/or augmentation. City EOC Activation is ordered by the City Manager or from the City staff listed below:

- Chief of Police

The City official who decides to activate the EOC will implement the Standardized Emergency Management System (SEMS) as appropriate to the scope of the emergency and the City's role in response to the emergency. He/she may function from the EOC or from other locations depending on the situation.

If it is determined that the EOC should be activated, there are two types of activations:

Partial Activation

The EOC is activated, but only some of the positions are filled. This may involve a smaller emergency that a limited number of responders can handle, it might involve the early stages of an expanding disaster, or it might involve the late stages of a response prior to deactivation of the EOC. In a partial activation, the appropriate staff, as directed, should report to the EOC. This may include the Management section and Operations section along with the Planning/Intelligence Section Chief, the Logistics Chief and the Finance Chief. Other staff may be assigned depending on the emergency.

Full Activation

The EOC is activated, and all or most of the positions are filled. This involves an Emergency requiring an all-out response effort.

Notice of Activation

The City of Martinez maintains a current listing of all designated EOC responders. Upon the determination to activate the City's EOC, all designated responders will be notified to report.

5.5 Staff Training

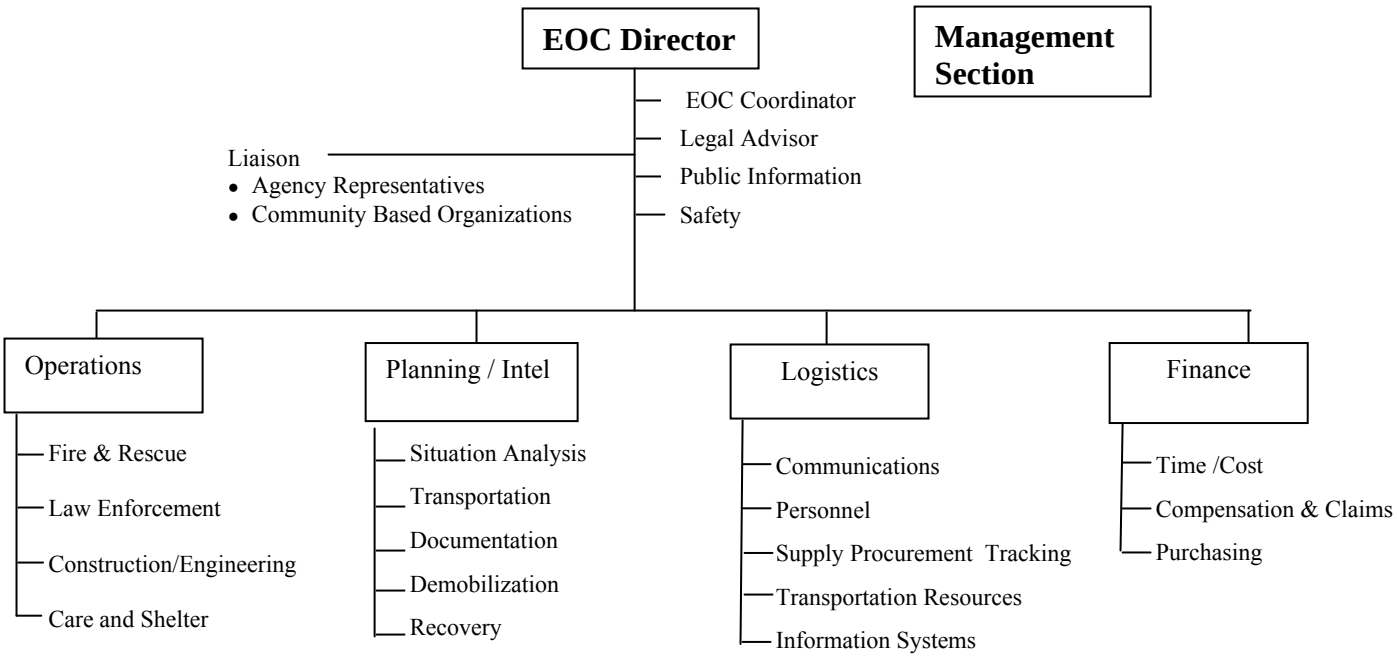
The City of Martinez Emergency Services Manager is responsible for developing and providing all training required under the National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS) regulations. The Emergency Services Manager is responsible for providing training for all department emergency responders, ensuring that all applicable laws are met, and employees are familiar with and knowledgeable of department Standard Operating Procedures (SOPs) and the City's emergency plan. The Emergency Services Manager is also responsible for developing appropriate exercises. Each department is responsible for sending emergency responders to scheduled trainings and exercises.

SECTION VI

EOC STAFFING

SECTION VI:
EMERGENCY OPERATIONS CENTER STAFFING

EOC Functional Organization Chart



The City of Martinez has assigned personnel to each of the Emergency Operations Center positions. ***Specific EOC staffing assignments are subject to change from time to time based upon turn over of City staff, and are included in Appendix 1 to this Plan.*** Descriptions of each section and each position are included in this section of the Emergency Operations Plan.

The purpose of the Emergency Operations Structure is to allow for the most efficient flow of information within City government and outside between the City and other jurisdictions, agencies, and organizations. Since other entities are obliged to organize in a similar fashion, with similar responsibilities, defining specific lines of communication facilitates sharing information related to the incident.

6.1 CITY COUNCIL

The City Council is the elected governing body responsible for passing laws and making policy that sets the direction of the City Government. Day-to-day administration of the City government is deferred to the City Manager and the City staff.

In the event of an emergency that requires activation of the City EOC, the City government will be operating under a different set of systems and procedures. The City Council will be initially responsible for establishing the legal authority and organization from which the City will operate in times of an emergency, including:

- Undertaking periodic policy review of the Emergency Operations Plan under which the City will operate,
- Being available to the Emergency Services Director to ratify any proclamation of Local Emergency,
- Passing emergency ordinances and resolutions,
- Designating alternates in the event City Council members are unavailable at the time of an emergency **(Resolution no.XXXX;** Government Code Section 8637-8641**),**
- Facilitating the continuity of Government following an emergency.

Rather than meeting according to a regular published meeting schedule, the City Council is expected to be involved in the incident response in ways that enable and complement ongoing operation of the EOC and EOC staffing. This could occur in a number of different ways, and may be dependant upon resource availability in the event of an EOC activation.

Although not directly involved in EOC staffing or operation, the City Council will receive regular briefings from the Emergency Services Director responsible for managing the overall incident. The City Council will communicate with the media and press and interface with residents and persons affected by the emergency in order to gather first-hand information and provide updates on incident status.

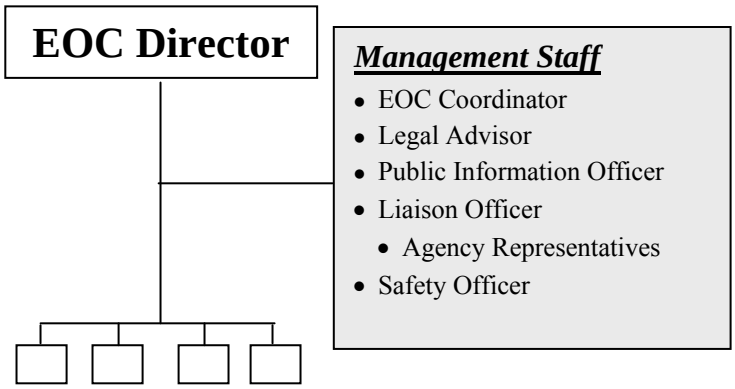
6.2 MANAGEMENT SECTION

The City Manager is the EOC Director and leads the City's Emergency Management Staff. From the EOC, the Director constantly assesses the situation, knows what resources are available, determines strategy for implementing the plan to handle the incident, monitors how the plan is working, adjusts the plan to meet the realities of the situation, and coordinates all response activities through the section chiefs.

The Director keeps the City Council informed of the progress and strategies being implemented during the response.

The EOC Director is supported by Management Staff. They are delegated responsibility to perform management support functions. Management Staff positions will vary depending upon the need of the EOC Director for support. The Management Staff positions are extremely important in that they relieve the EOC Director of many activities that may interfere with the Director's primary responsibility for EOC management.

6.2.1 EOC Director



Function Description

The EOC Director has overall responsibility and authority for the operation of the EOC. He/she will assure that the EOC is staffed and operated at a level commensurate with the emergency. The EOC Director reports directly to the City Council or their designated alternates.

The EOC Director will delegate authority as appropriate and necessary to members of the Management Staff and to the General Staff.

Positions reporting to the EOC Director include but are not limited to:

Management Staff

- EOC Coordinator
- Public Information Officer
- Liaison Officer
- Safety Officer
- Security Officer

Section Chiefs (called the General Staff)

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

Responsibilities

1. Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.
2. Exercise overall management responsibility for the coordination between emergency response agencies within the jurisdictional area.
3. In conjunction with the General Staff, set jurisdictional priorities for response efforts. Ensure that all department and agency actions are accomplished within the priorities established at the EOC.
4. Ensure that inter-agency coordination is accomplished effectively.

EOC Director Checklist

Activation Phase

☐ Determine appropriate level of activation based on situation as known.

☐ Mobilize appropriate personnel for the initial activation of the EOC.

☐ Respond immediately to EOC site and determine operational status.

☐ Obtain briefing from whatever sources are available.

☐ Ensure that the EOC is properly set up and ready for operations.

☐ Ensure that an EOC check-in procedure is established immediately.

☐ Ensure that an EOC organization and staffing chart is posted and completed.

☐ Determine which Management Staff positions are required and ensure they are filled as soon as possible.

- ☐ Legal Advisor
- ☐ Public Information Officer
- ☐ Liaison Officer
- ☐ Safety Officer
- ☐ Agency Representatives

☐ Determine which sections are needed, assign Section Chiefs as appropriate and ensure they are staffing their sections as required.

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

- ☐ Ensure that telephone and/or radio communications with other EOCs are established and functioning (to include RACES).
- ☐ Schedule the initial Action Planning meeting.
- ☐ Confer with the Section Chiefs to determine what representation is needed at the EOC from other emergency response agencies.
- ☐ Assign a Liaison Officer to coordinate outside agency response to the EOC, and to assist as necessary in establishing an Inter-agency Coordination Group.

Operational Phase

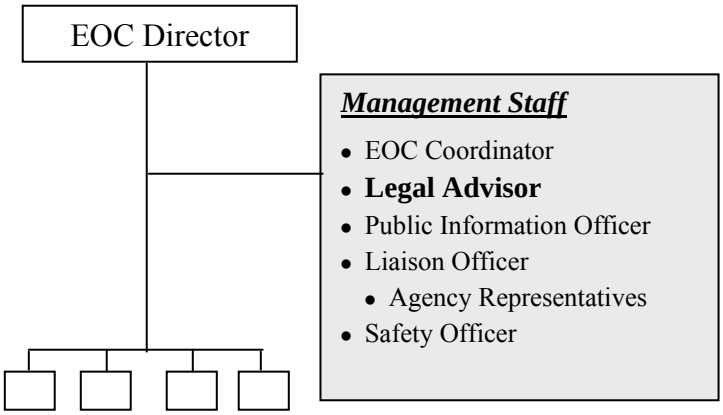
- ☐ Monitor General Staff activities to ensure that all appropriate actions are being taken.
- ☐ In conjunction with the Public Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.
- ☐ Ensure that the Liaison Officer is providing for and maintaining effective inter-agency coordination.
- ☐ Based on current status reports, establish initial strategic objectives for the EOC.
- ☐ In coordination with Management Staff, prepare EOC objectives for the initial Action Planning Meeting.
- ☐ Convene the initial Action Planning meeting. Ensure that all Section Coordinators, Management Staff, and other key agency representatives are in attendance. Ensure that appropriate Action Planning procedures are followed. Ensure the meeting is facilitated appropriately by the Planning/Intelligence Section.
- ☐ Once the Action Plan is completed by the Planning/Intelligence Section, review, approve and authorize its implementation.
- ☐ Conduct periodic briefings with the General Staff to ensure strategic objectives are current and appropriate.
- ☐ Conduct periodic briefings for elected officials or their representatives.

- ☐ Formally issue an Emergency Proclamation as necessary, and coordinate local government proclamations with other emergency response agencies, as appropriate.
- ☐ Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

Demobilization Phase

- ☐ Authorize demobilization of sections, branches and units when they are no longer required.
- ☐ Notify higher level EOCs and other appropriate organizations of the planned demobilization, as appropriate.
- ☐ Ensure that any open actions not yet completed will be handled after demobilization.
- ☐ Ensure that all required forms or reports are completed prior to demobilization.
- ☐ Be prepared to provide input to the after action report.
- ☐ Deactivate the EOC at the designated time, as appropriate.
- ☐ Proclaim termination of the emergency response and proceed with recovery operations.

6.2.2 Legal Advisor



Function Description

The City Attorney functions as the Legal Advisor, supplying immediate and direct legal advice to the EOC Director regarding policy implementation, emergency ordinances, liability issues, and claims against or on behalf of the City.

Responsibilities

1. Assist and serve as legal advisor to the EOC Director and General Staff as needed.
2. Assist the EOC Director in facilitating the overall functioning of the EOC.

Legal Advisor Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to EOC Director.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

☐ Assist the EOC Director in determining appropriate staffing for the EOC.

- ☐ Provide assistance and information regarding section staffing to all General Staff.

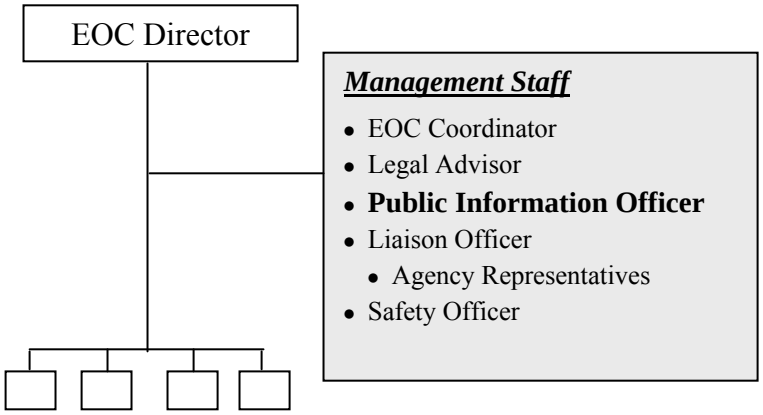
Operational Phase

- ☐ Assist the EOC Director and the General Staff in developing overall strategic objectives as well as section objectives for the Action Plan.
- ☐ Advise the EOC Director on proper procedures for enacting emergency proclamations, emergency ordinances and resolutions, and other legal requirements (Examples can be found in Appendix 3 of EOP).
- ☐ Assist the Planning/Intelligence Section in the development, continuous updating, and execution of the EOC Action Plan.
- ☐ Provide overall procedural guidance to General Staff as required.
- ☐ Provide general advice and guidance to the EOC Director as required.
- ☐ Assist the EOC Director in preparing for and conducting briefings with Management Staff, the agency or jurisdiction policy groups, the media, and the general public.
- ☐ Provide assistance with shift change activity as required.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.2.3 Public Information Officer



Function Description

The Public Information Officer serves as the primary point of contact between the EOC, the media and the public. The Public Information Officer will prepare information releases, brief media representatives, and provide for press conferences. Normally, the Public Information function will also oversee the Rumor Control activity.

Responsibilities

1. Serve as the central coordination point for the agency or jurisdiction for all media releases.
2. Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
3. Coordinate media releases with Public Information Officers at incidents or representing other affected emergency response agencies as required (establish a Joint Information Center – JIC – if needed).
4. Develop the format for press conferences, in conjunction with the EOC Director.
5. Maintaining a positive relationship with the media representatives.
6. Supervise PIO Branch, if needed.

Public Information Officer Checklist

Activation Phase

- ☐ Check in upon arrival at the EOC.
- ☐ Report to EOC Director.
- ☐ Set up your workstation and review your position responsibilities.
- ☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.
- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- ☐ Determine if additional staff is needed.

Operational Phase

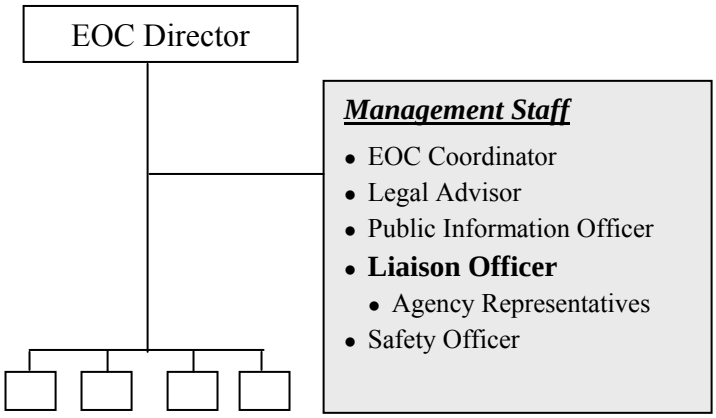
- ☐ Obtain policy guidance from the EOC Director with regard to media releases.
- ☐ Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.
- ☐ Coordinate with the Situation Analysis Unit and identify the method for obtaining and verifying significant information as it is developed.
- ☐ Develop and publish a media-briefing schedule, to include location, format, and preparation and distribution of handout materials.
- ☐ Implement and maintain an overall information release program.
- ☐ Interact with other EOC PIOs and obtain information relative to public information operations.
- ☐ Develop content for state Emergency Alert System (EAS) releases if available. Monitor EAS releases as necessary.
- ☐ Develop content for message for County CWS (Community Warning System) / TENS (Telephone Emergency Notification System). (Appendix 5 has sample messages).

- ☐ In coordination with other EOC sections and as approved by the EOC Director, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public.
- ☐ At the request of the EOC Director, prepare media briefings for members of the agencies or jurisdiction policy groups and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.
- ☐ Ensure that a rumor control function is established to correct false or erroneous information.
- ☐ Ensure that adequate staff is available at incident sites to coordinate and conduct tours of the affected areas.
- ☐ Prepare, update, and distribute to the public a Disaster Assistance Information Directory, which contains locations to obtain food, shelter, supplies, health services, etc.
- ☐ Monitor broadcast media, using information to develop follow-up news releases and rumor control.
- ☐ Ensure that file copies are maintained of all information released.
- ☐ Provide copies of all media releases to the EOC Director.
- ☐ Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.
- ☐ Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.2.4 Liaison Officer



Function Description

The Liaison Officer function provides a primary point of contact for all incoming agency representatives assigned to the EOC. The Liaison Officer will ensure that agency representatives are provided with the necessary workspace, communications, information and internal points of contact necessary to perform their responsibilities. The Liaison Officer will also ensure that the EOC Director is informed as to what agencies are represented in the EOC.

Responsibilities

1. Oversee all liaison activities, including coordinating outside agency representatives assigned to the EOC and handling requests from other EOCs for EOC agency representatives.
2. Establish and maintain a central location for incoming agency representatives, providing workspace and support as needed.
3 Ensure that position specific guidelines, policy directives, situation reports, and a copy of the EOC Action Plan is provided to Agency Representatives upon check-in.
4. Provide orientations for VIPs and other visitors to the EOC.
5. Ensure that demobilization is accomplished when directed by the EOC Director.

Liaison Officer Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to EOC Director.

- ☐ Set up your workstation and review your position responsibilities.
- ☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.
- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- ☐ Obtain assistance for your position through the Personnel Unit in Logistics, as required.

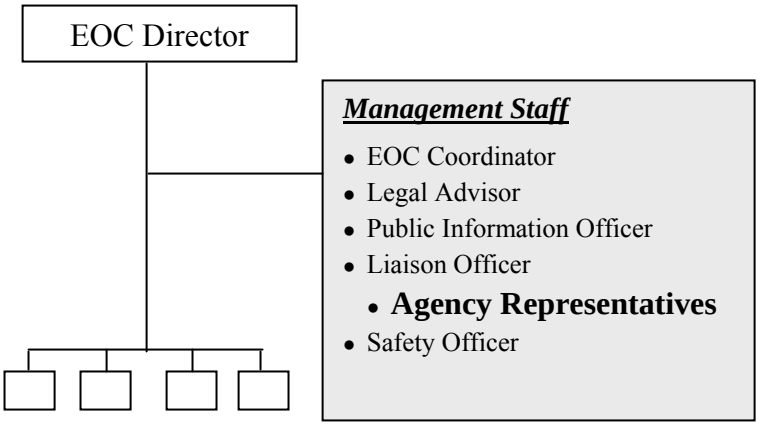
Operational Phase

- ☐ Contact Agency Representatives already on-site, ensuring that they:
  - Have signed into the EOC,
  - Understand their role in the EOC,
  - Know their work locations,
  - Understand the EOC organization and floor plan.
  - Have copies of and understanding of the Incident Action Plan (IAP)
- ☐ Determine if additional representation is required from:
  - Community based organizations,
  - Private organizations,
  - Utilities not already represented,
  - Other agencies.
- ☐ In conjunction with the EOC Director, establish and maintain an Inter-agency Coordination Group comprised of outside agency representatives and executives <u>not assigned</u> to specific sections within the EOC.
- ☐ Request that Agency Representatives maintain communications with their agencies and obtain situation status reports regularly.
- ☐ <u>With the approval of the EOC Director</u>, provide agency representatives from the EOC to other EOCs as required and requested.
- ☐ Maintain a roster of agency representatives located at the EOC. Roster should include assignment within the EOC (Section or Inter-agency Coordination Group). Roster should be distributed internally on a regular basis.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.2.5 Agency Representatives



Function Description

Agency Representatives are individuals assigned to the EOC by other agencies/jurisdictions. The Agency Representatives serve three principal functions. 1) they will bring to the EOC information from the agency they represent, 2) they will normally have some level of authorization to speak or act for their agency, and 3) they will provide their agency with information obtained at the EOC. **For the City's EOC, Agency Representatives will be included from the Consolidated Fire Protection District and the Martinez Unified School District and the American Red Cross.**

Responsibilities

1. Agency Representatives should be able to speak on behalf of their agencies, within established policy limits, acting as a liaison between their agencies and the EOC.
2. Agency Representatives may facilitate requests to or from their agencies, but normally do not directly act on or process resource requests.
3. Agency Representatives are responsible for obtaining situation status information and response activities from their agencies for the EOC.

Agency Representatives Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to EOC Director and Liaison Officer.

- ☐ Set up your workstation and review your position responsibilities.
- ☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.
- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- ☐ Establish communications with your home agency; notify the Logistics Section Communications Unit and the Liaison Officer of any communications problems.
- ☐ Unpack any materials you may have brought with you and set up your assigned station, requesting necessary materials and equipment through the Liaison Officer and/or Logistics Section.
- ☐ Contact the EOC sections or branches that are appropriate to your responsibility; advise them of your availability and assigned work location in the EOC.

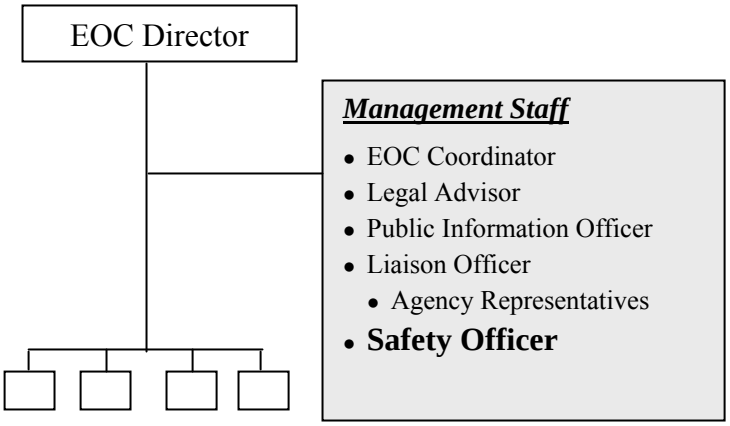
Operational Phase

- ☐ Facilitate requests for support or information that your agency can provide.
- ☐ Keep current on the general status of resources and activity associated with your agency.
- ☐ Provide appropriate situation information to the Planning/Intelligence Section.
- ☐ Represent your agency at planning meetings, as appropriate, providing update briefings about your agency's activities and priorities.
- ☐ Keep your agency executives informed and ensure that you can provide agency policy guidance and clarification for the EOC Director as required.
- ☐ On a regular basis, inform your agency of the EOC priorities and actions that may be of interest.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.2.6 Safety Officer



Function Description

When activated, the Safety Officer position at the EOC is to ensure that a safe working environment is established and maintained within the facility. The Safety Officer will routinely inspect and correct any deficiencies in the operating environment of the EOC. The Safety Officer will also ensure that personnel working in EOC positions are not over stressed or working for extended periods that may jeopardize their health.

Responsibilities

1. Ensure that all buildings and other facilities used in support of the EOC are in a safe operating condition.
2. Monitor operational procedures and activities in the EOC to ensure they are being conducted in a safe manner, considering the existing situation and conditions.
3. Stop or modify all unsafe operations outside the scope of the EOC Action Plan, notifying the EOC Director of actions taken.

Safety Officer Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to EOC Director.

☐ Set up your workstation and review your position responsibilities.

- ☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.
- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

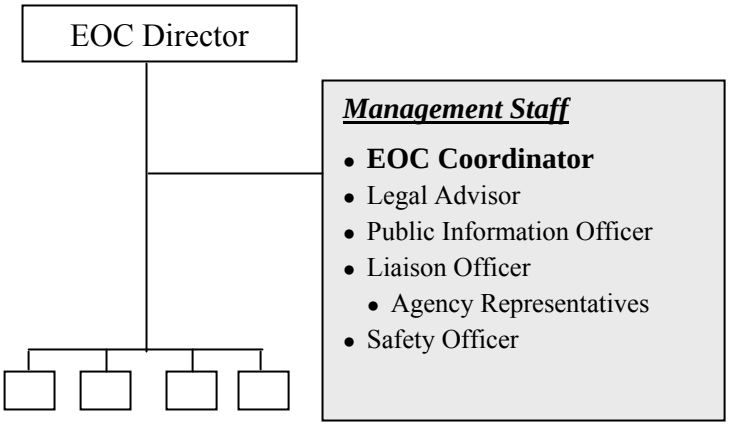
Operational Phase

- ☐ Tour the entire EOC facility and evaluate conditions; advise the EOC Director of any conditions and actions that might result in liability, unsafe layout or equipment set-up, etc.
- ☐ Be familiar with particularly hazardous conditions in the facility; take action when necessary.
- ☐ Prepare and present safety briefings for the EOC Director and General Staff at appropriate meetings.
- ☐ If the event that caused activation was an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- ☐ Ensure that the EOC facility is free from any environmental threats - e.g., radiation exposure, air purity, water quality, etc.
- ☐ Keep the EOC Director advised of unsafe conditions; take action when necessary.
- ☐ Coordinate with the Finance Section in preparing any personnel injury claims or records necessary for proper case evaluation and closure.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.2.7 EOC Coordinator



Function Description

The City's Emergency Services manager serves as the EOC Coordinator. The EOC Coordinator is the person who is most familiar with emergency services for the City. With working knowledge of: the EOC Facility, communications, support services and the jurisdictions emergency plan The EOC Coordinator is an asset to the EOC Director and other Section Chiefs.

Responsibilities

1. Facilitate the overall functioning of the EOC and DOCs.

2. Assist and serve as an advisor to the EOC Director and General Staff as needed, providing information and guidance related to the internal functions of the EOC and ensure compliance with operational area emergency plans and procedures.

3. Assist the Liaison Officer in ensuring proper procedures are in place for directing agency representatives and conducting VIP/visitor tours of the EOC.

EOC Coordinator Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to EOC Director and provide assistance to the EOC Director in determining appropriate staffing for the EOC.

- ☐ Provide assistance and information regarding section staffing to all General Staff.

Operational Phase

- ☐ Assist the EOC Director and General Staff in developing the overall strategic objectives as well as section objectives for the Action Plan.
- ☐ Advise the EOC Director on proper procedures for enacting emergency proclamations, emergency ordinances and resolutions, and other legal requirements.
- ☐ Assist the Planning/Intelligence Section in the development, continuous updating and execution of the EOC Action Plan.
- ☐ Provide overall procedural guidance to the General Staff as required.
- ☐ Ensure that all notifications are made to the Operational Area EOC.
- ☐ Ensure that all communications with appropriate emergency response agencies is established and maintained.
- ☐ Assist the EOC Director in preparing for and conducting briefings with Management Staff, the agency or jurisdiction policy groups, the media and the general public.
- ☐ Assist the EOC Director and Liaison Officer in establishing and maintaining inter-agency Coordination groups as necessary.
- ☐ Provide assistance with shift change activity.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.3 OPERATIONS SECTION

The Operations Section in the Local Government EOC acts as the primary point of contact between the EOC and the Department Operations Center (DOC), and is linked directly to field Incident Commands. Department Coordinators assigned to the EOC Operations Section receive incoming situation reports, department status, resource requests, and field intelligence. Incoming information will be routed to the appropriate EOC section. They will provide information from the EOC to DOCs and field Incident Commands as appropriate to the jurisdiction.

6.3.1 Operations Section Chief

Function Description

The City's Chief of Police will serve as the Operations Section Chief, who is responsible for the management and coordination of all EOC related operational functions. The Operations Section Chief will ensure, based on the emergency, that all necessary operational functions have been activated and are appropriately staffed.

Responsibilities

1. Ensure that the Operations function is carried out including coordination of activities for all operational functions assigned to the EOC.
2. Ensure that operational objectives and assignments identified in the EOC Action Plan are carried out effectively.
3. Establish the appropriate level of organization within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.
4. Exercise overall responsibility for the coordination of activities within the Operations Section.
5. Ensure that the Planning/Intelligence Section is provided with Status Reports and Major Incident Reports (utilizing the RIMS formats if available).
6. Conduct periodic Operations briefings for the EOC Director as required or requested.
7. Supervise the Operations Section.

Operations Section Chief Checklist

Activation Phase

- ☐ Check in upon arrival at the EOC.
- ☐ Report to EOC Director.
- ☐ Set up your workstation and review your position responsibilities.
- ☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.
- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- ☐ Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- ☐ Meet with Planning/Intelligence Section Coordinator; obtain a preliminary situation briefing.
- ☐ Based on the situation, activate appropriate branches within the section. Designate Branch Coordinators as necessary.
  - ☐ Fire & Rescue
  - ☐ Construction/Engineering
  - ☐ Law Enforcement
  - ☐ Care & Shelter
- ☐ Determine if there are mutual aid requests for these functional areas. Initiate coordination with appropriate mutual aid systems as required.
- ☐ Request additional personnel for the section as necessary for 24-hour operation.
- ☐ Obtain a current communications status briefing from the Communications Unit in Logistics. Ensure that there is adequate equipment and radio frequencies available as necessary for the section.
- ☐ Determine estimated times of arrival of section staff from the Personnel Unit in Logistics.

- ☐ Confer with the EOC Director to ensure that the Planning/Intelligence and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.

- ☐ Coordinate with the Liaison Officer regarding the need for Agency Representatives in the Operations Section.

- ☐ Establish radio or phone communications with Department Operations Centers (DOCs), and/or with Incident Commander(s) as directed, and coordinate accordingly.

- ☐ Determine activation status of other EOCs in the Operational Area or adjacent areas and establish communication links with their Operations Sections if necessary.

- ☐ Based on the situation known or forecasted, determine likely future needs of the Operations Section.

- ☐ Identify key issues currently affecting the Operations Section; meet with section personnel and determine appropriate section objectives for the first operational period.

- ☐ Review responsibilities of branches in section; develop an Operations Plan detailing strategies for carrying out Operations objectives.

- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase

- ☐ Ensure Operations Section position logs and other necessary files are maintained.

- ☐ Ensure that situation and resources information is provided to the Planning/Intelligence Section on a regular basis or as the situation requires, including Status Reports and Major Incident Reports.

- ☐ Ensure that all media contacts are referred to the Public Information Officer.

- ☐ Conduct periodic briefings and work to reach consensus among staff on objectives for forth-coming operational periods.

- ☐ Attend and participate in EOC Director's Action Planning meetings.

- ☐ Provide the Planning/Intelligence Section Coordinator with the Operations Section's objectives prior to each Action Planning meeting.
- ☐ Work closely with Operations Section staff to assure that Section objectives, as defined in the current Action Plan, are being addressed.
- ☐ Ensure that the branches coordinate all resource needs through the Logistics Section.
- ☐ Ensure that intelligence information is made available to the Planning/ Intelligence Section in a timely manner.
- ☐ Ensure that fiscal and administrative requirements are coordinated through the Finance/ Administration Section (notification of emergency expenditures and daily time sheets).
- ☐ Brief the EOC Director on all major incidents.
- ☐ Complete a Major Incident Report for all major incidents; forward a copy to the Planning/ Intelligence Section.
- ☐ Brief Operations Section staff periodically on any updated information you may have received.
- ☐ Share status information with other sections as appropriate.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.3.2 Fire and Rescue Branch (Consolidate Fire Protection District)

Function Description

Consolidated Fire Protection District personnel will staff the Fire and Rescue Branch within the Operations Section, with responsibility for linking the EOC to Fire DOCs, Dispatch Centers, the fire and rescue mutual aid system and, as appropriate to the jurisdiction Incident Command on incidents under the management of the fire services. The Branch Coordinator reports to the Operations Section Coordinator. The Branch will obtain situation reports, requests for resource support (outside of the mutual aid system), and be the primary link from the EOC to fire department operations. The Branch will supply fire DOCs and ICs as appropriate, with information and directives developed in the EOC.

Responsibilities

1. Coordinate fire, emergency medical, hazardous materials, and urban search and rescue operations in the jurisdictional area.
2. Assist Fire & Rescue Mutual Aid System Coordinator in acquiring mutual aid resources, as necessary.
3. Coordinate the mobilization and transportation of all resources through the Logistics Section.
4. Complete and maintain status reports for major incidents requiring or potentially requiring operational area, state and federal response, and maintains status of unassigned fire & rescue resources.
5. Coordinate with the Law Enforcement Branch Coordinator on jurisdiction Search & Rescue activities.
6. Implement the objectives of the EOC Action Plan assigned to the Fire & Rescue Branch.

Fire and Rescue Branch Coordinator Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Operations Section Chief.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

- ☐ Based on the situation, activate ***optional units*** within the Fire & Rescue Branch:

  - ☐ Fire & Rescue Unit
  - ☐ HAZMAT Unit
  - ☐ Emergency Medical Unit

- ☐ If the mutual aid system is activated, coordinate use of fire resources with the Operational Area Fire & Rescue Mutual Aid Coordinator.

- ☐ Prepare and submit a preliminary status report and major incident reports as appropriate to the Operations Section Coordinator.

- ☐ Prepare objectives for the Fire & Rescue Branch; provide them to the Operations Section Coordinator prior to the first Action Planning meeting.

Operational Phase

- ☐ Ensure that Branch and Unit position logs and other necessary files are maintained.

- ☐ Obtain and maintain current status on Fire & Rescue missions being conducted in the jurisdictional area.

- ☐ Provide the Operations Section Chief and the Planning/Intelligence Section with an overall summary of Fire & Rescue Branch operations periodically or as requested during the operational period.

- ☐ On a regular basis, complete and maintain the Fire & Rescue Status Report.

- ☐ Refer all contacts with the media to the Public Information Officer.

- ☐ Ensure that all fiscal and administrative requirements are coordinated through the Finance/ Administration Section (daily time sheets and notification of any emergency expenditures).

- ☐ Prepare objectives for the Fire & Rescue Branch for the subsequent operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.

- ☐ Provide your relief with a briefing at shift change; inform him/her of all on going activities, branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

<u>NOTE:</u> Sections 6.3.2a, 6.3.2b and 6.3.2c include the Fire and Rescue Emergency Medical, and Hazardous Materials Units within the Fire and Rescue Branch. These are optional units which may be established within the Fire and Rescue Branch of the Operations Section depending upon the magnitude of the disaster or the availability of staff.

6.3.2a (OPTIONAL) Fire and Rescue Unit (Consolidated Fire Protection District)

Responsibilities

1. Provide coordination for mutual aid requests to and from the Operational Area Fire/Rescue Mutual Aid Coordinator, as appropriate.
2. Respond to requests for non-fire support resources from the fire departments DOC in a timely manner, following established priorities (life safety, protection of the environment, and protection of property).
3. Monitor and track fire resources utilized during the event.
4. Assist in mobilizing urban search & rescue teams at the request of Department Operations Centers (DOCs) or Incident Commands as appropriate.
5. Provide general support to field personnel as required.

Fire and Rescue Unit Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Fire and Rescue Branch Coordinator, or other assigned Supervisor.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

- ☐ Establish and maintain a position log and other necessary files.
- ☐ Establish and maintain radio or phone communication with the Fire Department Operations Center, or with Fire Incident Commands if appropriate.
- ☐ Determine the status of all department emergency operations.
- ☐ Obtain regular status reports on the fire situation from the Department Operations Center as appropriate from Incident Commands.
- ☐ Determine the impact of the emergency on the fire department's operational capability.
- ☐ Establish the objectives of the Fire & Rescue Unit based on the nature and severity of the emergency, and provide them to the Fire & Rescue Branch Coordinator prior to the first Action Planning meeting.
- ☐ Work closely with all Operations Section Branch Coordinators to determine the scope of any urban search and rescue assistance required.
- ☐ Coordinate with the Fire & Rescue Branch Coordinator to determine missions for urban search and rescue teams based on established priorities.
- ☐ Assist in mobilizing urban search & rescue teams consistent with established policies and priorities.
- ☐ Work closely with the Logistics Section to determine the status and availability of urban search & rescue resources specifically larger jurisdictions who have organized Urban Search & Rescue teams.
- ☐ Coordinate with the Law Enforcement Branch to determine availability of search dog units and other Search & Rescue resources.
- ☐ Provide fire status updates to the Fire & Rescue Branch Coordinator on a regular basis.
- ☐ Evaluate and process all requests for fire Mutual Aid resources through the Operational Area Fire & Rescue Mutual Aid Coordinator.
- ☐ In conjunction with Planning/Intelligence, determine if current and forecasted weather conditions will affect fire and rescue operations.

- ☐ Inform the Fire & Rescue Branch Coordinator of all significant events that occur.
- ☐ Coordinate with the Law Enforcement Branch to determine status of Search and Rescue missions, evacuations and shelter locations.
- ☐ Determine availability of shelter facilities (or commercial lodging) through the Logistics Section.
- ☐ Reinforce the use of proper procedures for media contacts.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.3.2b (OPTIONAL) Emergency Medical Unit (Consolidated Fire Protection District)

Responsibilities

1. Ensure that all available emergency medical resources are identified and mobilized as required.
2. Provide assistance as required to Incident Command Posts and Department Operations Centers in establishing triage teams.
3. Determine the status of medical facilities within the affected area.
4. Ensure adequate transportation resources are available for appropriate DOCs or Incident Commands for the transportation of injured victims to appropriate medical facilities.
5. Supervise the Emergency Medical Unit.

Emergency Medical Unit Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Fire and Rescue Branch Coordinator, or other assigned Supervisor.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ Work closely with all Operations Section Branch Coordinators to determine the scope of emergency medical assistance required.

☐ Determine the status and availability of medical mutual aid resources in the operational area; specifically paramedics and ambulances.

- ☐ Establish radio or telephone communication with area hospitals and other medical facilities to determine their capability to treat disaster victims.
- ☐ Determine status and availability of specialized treatment such as burn centers.
- ☐ Assist the Fire & Rescue Unit Leader in providing triage for extricated victims.
- ☐ Coordinate with the Logistics Section to acquire suitable transportation for injured victims as required or requested.
- ☐ Establish and maintain communication with the Operational Area EOC and determine status and availability of medical resources.
- ☐ Coordinate with the Logistics Section to obtain necessary supplies and equipment to support emergency medical operations in the field.
- ☐ Inform the Fire & Rescue Branch Coordinator of all significant events.
- ☐ Reinforce the use of proper procedures for media contacts. This is particularly critical in a emergency medical situation where statistical information is requested by the media.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.3.2c (OPTIONAL) Hazardous Materials Unit

Responsibilities

1. Determine the scope of hazardous materials incidents. Utilize the HAZMAT Emergency Response Guide.
2. Assist in mobilizing hazardous materials teams at the request of Department Operations Centers or Field Incident Commanders.
3. Request assistance from and/or provide hazardous materials support as required to Operational Area Emergency Response Agencies consistent with established priorities and objectives.
4. Ensure that deployed teams are provided with adequate support.
5. Supervise the HAZMAT Unit.

Hazardous Materials Unit Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Fire and Rescue Branch Coordinator, or other assigned Supervisor.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ Work closely with all Operations Section Branch Coordinators to determine the scope of HAZMAT incident response required.

☐ Coordinate with the Fire & Rescue Branch Coordinator to determine missions for HAZMAT teams based on established priorities.

☐ Mobilize and deploy available HAZMAT teams in a manner consistent with the HAZMAT Mutual Aid System and established priorities.

- ☐ Establish radio or phone communication with all deployed HAZMAT teams to determine the scope of support required.
- ☐ Work closely with the Logistics Section to determine the status and availability of HAZMAT Response Teams in the Operational Area.
- ☐ Coordinate with Construction/Engineering to provide on-site assistance with HAZMAT operations at the request of team leaders.
- ☐ Coordinate with the Emergency Medical Unit to determine medical facilities where victims of HAZMAT incidents can be transported following decontamination.
- ☐ Coordinate with the Coroner/Fatalities Management Unit to provide on-site assistance in managing fatalities at HAZMAT scenes.
- ☐ Monitor and track the progress and status of each HAZMAT team.
- ☐ Ensure that HAZMAT Team Leaders report all significant events.
- ☐ Assist in establishing camp facilities (or commercial lodging) for HAZMAT teams through the Logistics Section, if not addressed at the ICP or DOC.
- ☐ Inform the Fire & Rescue Branch Coordinator of all significant events.
- ☐ Reinforce the use of proper procedures for media contacts. This is particularly critical in instances where the media is seeking technical information on the hazardous material, statistical information, or personal identities of injured victims or fatalities.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.3.3 Law Enforcement Branch (Martinez PD)

Function Description:

The Law Enforcement Branch in the Operations Section is responsible for linking the EOC to law enforcement agency's DOCs, Dispatch Centers, the law enforcement mutual aid system, and, as appropriate to the jurisdiction, with Incident Command on incidents under the management of law enforcement agencies. The Law Enforcement Branch Coordinator reports to the Operations Section Coordinator. The Branch will obtain situation reports, requests for resource support (outside of the mutual aid system), and be the primary link from the EOC to law enforcement operations.

Responsibilities

1. Coordinate movement and evacuation operations during an emergency.
2. Alert and notify the public of the impending or existing emergency.
3. Coordinate law enforcement, search and rescue, and traffic control operations during the emergency.
4. Coordinate site security at incidents.
5. Coordinate Law Enforcement Mutual Aid requests from emergency response agencies through the Law Enforcement Mutual Aid Coordinator at the Operational Area EOC.
6. Supervise the Law Enforcement Branch.

Law Enforcement Branch Coordinator Checklist

Activation Phase

- ☐ Check in upon arrival at the EOC.
- ☐ Report to Operations Section Chief.
- ☐ Set up your workstation and review your position responsibilities.
- ☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.
- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- ☐ Based on the situation, activate ***optional units*** within the Law Enforcement Branch:
  - ☐ Law Enforcement Operations Unit

- ☐ Search and Rescue Unit

- ☐ Contact and assist the Operational Area EOC Law Enforcement and Coroner's Mutual Aid Coordinators as required or requested.

- ☐ Provide an initial situation report to the Operations Section Chief.

- ☐ Based on the initial EOC strategic objectives prepare objectives for the Law Enforcement Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.

Operational Phase

- ☐ Ensure that Branch and Unit position logs and other necessary files are maintained.

- ☐ Maintain current status on Law Enforcement missions being conducted.

- ☐ Provide the Operations Section Chief and the Planning/Intelligence Section with an overall summary of Law Enforcement Branch operations periodically or as requested during the operational period.

- ☐ On a regular basis, complete and maintain the Law Enforcement Status Report. (Use RIMS forms if available).

- ☐ Refer all contacts with the media to the Public Information Branch.

- ☐ Determine need for Law Enforcement Mutual Aid.

- ☐ Determine need for Coroner's Mutual Aid.

- ☐ Ensure that all fiscal and administrative requirements are coordinated through the Finance Section (daily time sheets and notification of any emergency expenditures).

- ☐ Prepare objectives for the Law Enforcement Branch for the subsequent Operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning Meeting.

- ☐ Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

<u>NOTE:</u> Sections 6.3.3a and 6.3.3b include the Law Enforcement Operations and Search and Rescue Units within the Law Enforcement Branch. These are optional units which may be established within the Law Enforcement Branch of the Operations Section depending upon the magnitude of the disaster or the availability of staff.

6.3.3a (OPTIONAL) Law Enforcement Operations Unit

Responsibilities

1. Coordinate requests for Law Enforcement Mutual Aid resources through the Operational Area Law Enforcement Mutual Aid Coordinator.
2. Establish and maintain communication with Law Enforcement Branch Directors in the field or at the Department Operations Center (DOC) if activated.
3. Respond to requests for law enforcement resources from the field in a timely manner, following established priorities (life safety, protection of the environment, and protection of property).
4. Monitor and track law enforcement resources utilized during the event.
5. Provide general support to field personnel as required.
6. Supervise the Law Enforcement Operations Unit.

Law Enforcement Operations Unit Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Law Enforcement Branch Coordinator, or other assigned Supervisor.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

- ☐ Establish and maintain a position log and other necessary files.
- ☐ Establish and maintain radio or phone communication with the Department Operations Center, or Law Enforcement Branch Directors at the field level as appropriate.
- ☐ Obtain regular status reports on the law enforcement situation from the Department Operations Center or Law Enforcement Incident Command.
- ☐ Assess the impact of the emergency on the department's operational capability.
- ☐ Establish the objectives of the Law Enforcement Operations Unit based on the nature and severity of the emergency, and provide them to the Law Enforcement Branch Coordinator prior to the first Action Planning meeting.
- ☐ If the Department Operations Center is not activated, ensure that the assignment of law enforcement resources are closely monitored and coordinated, and that on-scene time is logged at the field level.
- ☐ In conjunction with the Planning/Intelligence Section, determine if current and forecasted weather conditions will affect law enforcement operations.
- ☐ Coordinate major evacuation activity with the Fire Operations Branch, as required.
- ☐ Coordinate with the Care and Shelter Unit to establish suitable shelter locations and appropriate shelter facilities for evacuated population.
- ☐ Determine availability of camp facilities (or commercial lodging) for law enforcement personnel, through the Logistics Section.
- ☐ Reinforce the use of proper procedures for media contacts.
- ☐ Provide law enforcement status updates to the Law Enforcement Branch Coordinator on a regular basis.
- ☐ Evaluate and process all requests for law enforcement resources through the Operational Area Law Enforcement Mutual Aid Coordinator.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.3.3b (OPTIONAL) Search and Rescue (SAR) Unit (Contra Costa County Sheriff's Office)

Responsibilities

1. Determine the scope of the search & rescue mission.
2. Assist in mobilizing Search & Rescue Teams at the request of Department Operations Centers or Field Incident Commanders.
3. Provide search & rescue support as required to other emergency response agencies consistent with established priorities and objectives.
4. Ensure that deployed teams are provided with adequate support.
5. Supervise the Search & Rescue Unit.

Search and Rescue (SAR) Unit Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Law Enforcement Branch Coordinator, or other assigned Supervisor.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ Work closely with all Operations Section Branch Coordinators to determine the scope of search & rescue assistance required.

☐ Coordinate with the Law Enforcement Branch Coordinator to determine missions for search & rescue teams based on established priorities.

☐ Mobilize and deploy available search & rescue teams to locations or to other emergency response agencies, consistent with established policies and priorities.

- ☐ Establish radio or phone communication with all deployed search & rescue team leaders to determine the scope of support required.
- ☐ Work closely with the Logistics Section to determine the status and availability of search & rescue resources specifically larger jurisdictions who have organized Search and Rescue teams.
- ☐ Coordinate with Construction/Engineering to provide on-site assistance with rescue operations at the request of team leaders.
- ☐ Coordinate with the Emergency Medical Unit to provide on-site assistance to extricated victims requiring medical treatment.
- ☐ Coordinate with the coroner/fatalities management unit to provide on-site assistance in managing fatalities at search locations.
- ☐ Ensure that each team leader develops a safety plan for each assigned mission.
- ☐ Monitor and track the progress and status of each search & rescue team.
- ☐ Ensure that team leaders report all significant events.
- ☐ Assist in establishing camp facilities (or commercial lodging) for Search & Rescue Teams through the Logistics Section, if not addressed at the ICP or DOC.
- ☐ Inform the Law Enforcement Branch Coordinator of all significant events.
- ☐ Reinforce the use of proper procedures for media contacts. This is particularly critical in instances where the media is seeking statistical information or personal identities of injured victims or fatalities.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.3.4 Construction/Engineering Branch

Function Description

The Construction/Engineering Branch coordinates all infrastructure related activities during an emergency, including coordination of utility services (public and private), public works, engineering, and damage and safety inspections and assessments. The Branch Coordinator reports to the Operations Section Chief.

Responsibilities

1. Survey all utility systems, and restore systems that have been disrupted, including coordinating with utility service providers in the restoration of disrupted services.
2. Survey all public and private facilities, assessing the damage to such facilities, and coordinating the repair of damage to public facilities.
3. Survey all other infrastructure systems, such as streets and roads within the jurisdictional area.
4. Assist other sections, branches, and units as needed.
5. Supervise the Construction/Engineering Branch.

Construction/Engineering Branch Coordinator Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Operations Section Chief or other assigned Supervisor.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

☐ Based on the situation, activate the ***optional units*** within the Construction/ Engineering Branch:

- ☐ Utilities Unit
- ☐ Public Works Unit
- ☐ Damage/Safety Assessment Unit

- ☐ Contact and assist the Operational Area Public Works Mutual Aid Coordinator with the coordination of mutual aid resources as necessary.
- ☐ Provide an initial situation report to the Operations Section Chief.
- ☐ Based on the initial EOC strategic objectives, prepare objectives for the Construction/ Engineering Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.

Operational Phase

- ☐ Ensure that Branch and Unit position logs and other necessary files are maintained.
- ☐ Maintain current status on all construction/engineering activities being conducted.
- ☐ Ensure that damage and safety assessments are being carried out for both public and private facilities.
- ☐ Request mutual aid as required through the Operational Area Public Works Mutual Aid Coordinator.
- ☐ Determine and document the status of transportation routes into and within affected areas.
- ☐ Coordinate debris removal services as required.
- ☐ Provide the Operations Section Chief and the Planning/Intelligence Section with an overall summary of Construction/Engineering Branch activities periodically during the operational period or as requested.
- ☐ Ensure that <u>all</u> Utilities and Construction/Engineering Status Reports, as well as the Initial Damage Estimation are completed and maintained.
- ☐ Refer all contacts with the media to the Public Information Officer.
- ☐ Ensure that all fiscal and administrative requirements are coordinated through the Finance/ Administration Section (daily time sheets and notification of any emergency expenditures).
- ☐ Prepare objectives for the Construction/Engineering Branch for the subsequent operations period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.

- ☐ Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

<u>NOTE:</u> Sections 6.3.4a, 6.3.4b and 6.3.4c include the Utilities, Damage/Safety Assessment and Public Works Units within the Construction/Engineering Branch. These are optional units which may be established within the Construction/Engineering Branch of the Operations Section depending upon the magnitude of the disaster or the availability of staff.

6.3.4a Utilities Unit

Responsibilities:

1. Assess the status of utilities, provide Utility Status Reports as required.
2. Coordinate restoration of damaged utilities with utility representatives in the EOC if present, or directly with Utility companies.
3. Supervise the Utilities Unit.

Utilities Unit Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Construction/Engineering Branch Coordinator, or other assigned Supervisor.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ Establish and maintain communications with the utility providers.

- ☐ Determine the extent of damage to utility systems.
- ☐ Coordinate with the Liaison Officer to ensure that agency representatives from affected utilities are available to respond to the EOC.
- ☐ Ensure that all information on system outages is consolidated and provided to the Situation Analysis Unit in the Planning/Intelligence Section.
- ☐ Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems.
- ☐ Keep the Construction/Engineering Branch Coordinator informed of the restoration status.
- ☐ Complete and maintain the Utilities Status Report .
- ☐ Refer all contacts with the media to the Public Information Officer.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.3.4b Damage/Safety Assessment Unit

Responsibilities

1. Collect initial damage/safety assessment information from other branches/units within the Operations Section.
2. If the emergency is storm, flood, or earthquake related, ensure that inspection teams have been dispatched to assess the condition of all facilities that might be affected.
3. Provide detailed damage/safety assessment information to the Planning/Intelligence Section, with associated loss damage estimates.
4. Maintain detailed records on damaged areas and structures.
5. Initiate requests for Engineers to inspect structures and/or facilities.
6. Utilize Building Inspection Equipment cache located at the City Service Center (container D).
7. Supervise the Damage/Safety Assessment Unit.

Damage/Safety Assessment Unit Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Construction/Engineering Branch Coordinator, or other assigned Supervisor.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ Obtain initial damage/safety assessment information from the Fire & Rescue Branch, Law Enforcement Branch, Utilities Unit and other branches/units as necessary.

☐ Coordinate with the American Red Cross, utility service providers, and other sources for additional damage/safety assessment information.

- ☐ Prepare detailed damage/safety assessment information, including estimate of value of the losses, and provide to the Planning/Intelligence Section.
- ☐ Clearly label each structure and/or facility inspected in accordance with ATC-20 standards and guidelines.
- ☐ Maintain a list of structures and facilities requiring immediate inspection or engineering assessment.
- ☐ Initiate all requests for engineers and building inspectors through the Operational Area EOC.
- ☐ Keep the Construction/Engineering Branch Coordinator informed of the inspection and engineering assessment status.
- ☐ Refer all contacts with the media to the Public Information Officer.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.3.4c Public Works Unit

Responsibilities

1. Assist other Operation Section Branches by providing construction equipment and operators as necessary.
2. Provide heavy equipment assistance to the Damage/Safety Assessment Unit as required.
3. Provide emergency construction and repair to damaged roadways. Assist with the repair of utility systems as required.
4. Providing flood-fighting assistance, such as sandbagging, rerouting waterways away from populated areas, and river, creek, or stream bed debris clearance.
5. Supervise the Public Works Unit.

Public Works Unit Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Construction/Engineering Branch Coordinator, or other assigned Supervisor.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ Ensure that appropriate staff is available to assist other emergency responders with the operation of heavy equipment, in coordination with the Logistics Section.

☐ Ensure that engineering staff are available to assist the Damage/Safety Assessment Unit in inspecting damaged structures and facilities.

- ☐ As requested, direct staff to provide flood fighting assistance, clear debris from roadways and water ways, assist with utility restoration, and build temporary emergency structures as required.
- ☐ Work closely with the Logistics Section to provide support and materiel as required.
- ☐ Keep the Construction/Engineering Branch Coordinator informed of unit status.
- ☐ Refer all contacts with the media to the Public Information Officer.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.3.5 Care and Shelter Branch (American Red Cross)

Responsibilities:

1. Coordinate directly with the American Red Cross and other volunteer agencies to provide food, potable water, clothing, shelter and other basic needs as required to disaster victims.
2. Assist the American Red Cross with inquiries and registration services to reunite families or respond to inquiries from relatives or friends.
3. Assist the American Red Cross with the transition from mass care to separate family/individual housing.
4. Supervise the Care & Shelter Unit.

Care and Shelter Unit Branch Coordinator

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Operations Section Chief.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ Establish communications with other volunteer agencies to provide clothing and other basic life sustaining needs.

☐ Ensure that each activated shelter meets the requirements as described under the Americans with Disabilities Act.

☐ Coordinate with County Animal Services on the evacuation, shelter and placement of domestic animals /pets.

- ☐ Staff and manage the shelters to the extent possible.
- ☐ In coordination with the American Red Cross, activate an inquiry registry service to reunite families and respond to inquiries from relatives or friends.
- ☐ Transition from operating shelters for displaced persons to separate family/individual housing.
- ☐ Complete and maintain the Care and Shelter Status Report Form .
- ☐ Refer all contacts with the media to the Public Information Officer.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.3.6 Animal Services Branch (Contra Costa County)

Animal Services Department Role at the Activated EOC

The Contra Costa County Animal Coordinator is the Animal Services Director or his/her designee; who will act as the single point of contact on animal issues in the Operational Area (OA.)

The Director and/or their designee will staff the EOC for the OA during a disaster and/or emergency. Further, Animal Services may send a coordinator to work with local jurisdictions who are operating their EOC or DOC. These individuals will work in shifts and are trained in SEMS, NIMS, and ICS.

Responsibilities

1. Coordinate the field services division responsible for law enforcement and public safety functions.
2. Assess the status of the County animal shelters and establish locations for additional temporary animal sheltering in conjunction with the American Red Cross evacuation centers.
3. Determine the need for animal care and veterinary services.
4. Develop a plan for meeting County animal welfare needs for the duration of the emergency.
5. Coordinate as necessary with the Medical/Health Branch Coordinator and other EOC positions on animal care and welfare issues and legal requirements.
6. Coordinate rescue and recovery efforts in the field and the operation of Temporary Pet Friendly Animal Shelter branch.
7. Supervise the OES Animal Control Unit.

Activation Phase

☐ Check in with the Personnel Unit (in Logistics) upon arrival at the Contra Costa County EOC.

☐ Report to EOC Director, Section Chief, Branch Coordinator, or other assigned Supervisor.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a log which chronologically describes your actions.

☐ Determine your resource needs, such as a computer, phone, plan copies and other reference documents.

Operational Phase

- ☐ Establish and maintain your log and other necessary files.
- ☐ Contact all field ASD-Officers and off duty personnel to determine their status and ability to function.
- ☐ Determine extent of damage to, and the operational capacity of County animal shelter facilities.
- ☐ Obtain the current level of staffing and anticipated needs for additional personnel (including volunteer personnel.)
- ☐ Provide the Operations Section Chief and the Planning / Intelligence Section with an overall summary of the Animal Services Branch Operations periodically during the operations period or when requested.
- ☐ Determine locations and status of major incidents involving a threat to or from animals.
- ☐ Provide estimate of the emergency's impact on area animals, and the need for animal control and care when requested.
- ☐ Participate in EOC, planning meetings, as required.
- ☐ Coordinate all ASD Special Response Team (SRT) activities and assignments.
- ☐ Provide the Animal Services Department SRT personnel with the required resources and additional personnel to complete their mission.
- ☐ Coordinate the departments Pet Emergency Preparedness (PEP) teams in establishing, staffing and managing temporary Pet Friendly animal shelters in conjunction with our permanent facilities.
- ☐ Contact OA animal welfare organizations (public and private) and determine their status and ability to function (Contact the Animal Rescue Foundation (ARF) and the Lindsay Wildlife Museum to determine their operational status.)
- ☐ Coordinate the transfer of overflow domestic pets and livestock from our permanent and temporary animal shelters to approved public and private animal rescue organizations.

- ☐ Ensure that each activated temporary Pet Friendly animal shelter meets the requirements as described under the American with Disabilities Act.
- ☐ Provide coordination of all public and private animal shelters, and activate an inquiry registry services to reunite pets and families.
- ☐ Assist in the transition planning from our temporary Pet Friendly animal shelters to our permanent facilities.
- ☐ Complete and maintain the animal care and shelter status reports.
- ☐ Prepare objectives for the animal care and shelter division for the subsequent operation periods and provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning Meeting.
- ☐ Refer all contacts with the media to the Public Information Branch.
- ☐ Thoroughly brief all relief staff before you leave your work station.

Demobilization Phase

- ☐ Deactivate your assigned position and close out logs when authorized by the EOC Director.
- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
- ☐ Be prepared to provide input for the after-action report.
- ☐ Clean up your work area before you leave.
- ☐ Leave a forwarding phone number where you can be reached.

6.4 PLANNING/INTELLIGENCE SECTION

The Planning/Intelligence Section will gather information from a variety of sources, analyze and verify information, and prepare and update internal EOC information and map displays. The Section has an important function in overseeing the Planning Meetings and in initiating the EOC Action Planning Process. ***Please refer to Appendix 2 of this plan for a complete guide for conducting Action Planning Meetings.***

6.4.1 Planning/Intelligence Section Chief

Function Description

The Planning/Intelligence Section Chief, is responsible for the management and coordination of all EOC related Planning/Intelligence functions. The Section Chief reports directly to the EOC Director.

Responsibilities

1. Ensure that the following responsibilities of the Planning/Intelligence Section are addressed as required:

    - Collecting, analyzing, and displaying situation information,
    - Preparing periodic Situation Reports,
    - Preparing and distributing the EOC Action Plan and facilitating the Action Planning meeting,
    - Conducting Advance Planning activities and report,
    - Providing technical support services to the various EOC sections and branches, and documenting and maintaining files on all EOC activities.

2. Establish the appropriate level of organization for the Planning/Intelligence Section.
3. Exercise overall responsibility for the coordination of unit activities within the section.
4. Keep the EOC Director informed of significant issues affecting the Planning/Intelligence Section.
5. In coordination with the other section coordinators, ensure that Status Reports are completed and utilized as a basis for situation reports, and the EOC Action Plan.
6. Supervise the Planning/Intelligence Section.

Planning/Intelligence Section Chief Checklist

Activation Phase

- ☐ Check in upon arrival at the EOC.
- ☐ Report to EOC Director.
- ☐ Set up your workstation and review your position responsibilities.
- ☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.
- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- ☐ Ensure that the Planning/Intelligence Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- ☐ Based on the situation, activate appropriate branches within the section as needed and designate branch coordinators:
  - ☐ Situation Analysis Branch
  - ☐ Transportation Branch
  - ☐ Documentation Branch
  - ☐ Recovery Planning Branch
  - ☐ Demobilization Branch
- ☐ Request additional personnel for the section as necessary to maintain a 24-hour operation.
- ☐ Establish contact with the Operational Area EOC when activated, and coordinate Situation Reports with their Planning/Intelligence Section.
- ☐ Meet with Operations Section Chief; obtain and review any major incident reports.
- ☐ Review responsibilities of units in the section; develop plans for carrying out all responsibilities.
- ☐ Make a list of key issues to be addressed by the Planning/Intelligence Section; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.
- ☐ Keep the EOC Director informed of significant events.

- ☐ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase

- ☐ Ensure that Planning/Intelligence Section position logs and other necessary files are maintained.
- ☐ Ensure that the Situation Analysis Branch is maintaining current information for the situation report.
- ☐ Ensure that major incidents reports and status reports are completed by the Operations Section and are accessible by Planning/Intelligence.
- ☐ Ensure that a situation report is produced and distributed to EOC Sections and the Operational Area EOC at least once, prior to the end of the operational period.
- ☐ Ensure that all status boards and other displays are kept current and that posted information is neat and legible.
- ☐ Ensure that the Public Information Branch has immediate and unlimited access to all status reports and displays.
- ☐ Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.
- ☐ Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting.
- ☐ Ensure that the EOC Action Plan is completed and distributed prior to the start of the next operational period.
- ☐ Work closely with each unit within the Planning/Intelligence Section to ensure the section objectives, as defined in the current EOC Action Plan, are being addressed.
- ☐ Ensure that the Documentation Branch maintains files on all EOC activities and provides reproduction and archiving services for the EOC as required.
- ☐ Ensure that fiscal and administrative requirements are coordinated through the Finance Section.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.4.2 Situation Analysis Branch

Responsibilities

1. Oversee the collection, organization, and analysis of situation information related to the emergency.
2. Ensure that information collected from all sources is validated prior to posting on status boards.
3. Ensure that situation reports are developed for dissemination to EOC staff and also to other EOCs as required.
4. Ensure that an EOC Action Plan is developed for each operational period.
5. Ensure that all maps, status boards and other displays contain current and accurate information.
6. Supervise Situation Analysis Branch.

Situation Analysis Branch Coordinator Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Planning/Intelligence Section Chief.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

☐ Make contact with local government EOCs in the operational area and establish a schedule for obtaining situation reports.

☐ Ensure there is adequate staff available to collect and analyze incoming information, maintain the Situation Report and facilitate the Action Planning process.

☐ Prepare Situation Analysis objectives for the initial Action Planning meeting.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

- ☐ Oversee the collection and analysis of all emergency related information.
- ☐ Oversee the preparation and distribution of the Situation Report. Coordinate with the Documentation Branch for manual distribution and reproduction as required.
- ☐ Ensure that each EOC Section provides the Situation Analysis Unit with status reports on a regular basis.
- ☐ Meet with the Public Information Officer to determine the best method for ensuring access to current information.
- ☐ Prepare a situation summary for the EOC Action Planning meeting.
- ☐ Ensure each section provides their objectives at least 30 minutes prior to each Action Planning meeting.
- ☐ In preparation for the Action Planning meeting, ensure that all EOC objectives are posted on chart paper, and that the meeting room is set up with appropriate equipment and materials (easels, markers, situation reports, etc.)
- ☐ Following the meeting, ensure that the Documentation Branch publishes and distributes the EOC Action Plan prior to the beginning of the next operational period.
- ☐ Ensure that adequate staff is assigned to maintain all maps, status boards and other displays.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.4.3 Transportation Branch

Responsibilities

1. In coordination with the Logistics Section, and the Situation Analysis Branch, develop a transportation plan to support EOC operations.
2. Arrange for the acquisition or use of required transportation resources.
3. Supervise the Transportation Branch.

Transportation Branch Coordinator Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Planning/Intelligence Section Chief.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ Routinely coordinate with the Situation Analysis Branch to determine the status of transportation routes in and around the affected area.

☐ Routinely coordinate with the Logistics Section to determine progress of route recovery operations.

☐ Develop a Transportation Plan which identifies routes of ingress and egress; thus facilitating the movement of response personnel, the affected population, and shipment of resources and materiel.

☐ Establish contact with local transportation agencies and schools to establish availability of equipment and transportation resources for use in evacuations and other operations as needed.

- ☐ Keep the Logistics Section informed of significant issues affecting the Transportation Branch.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.4.4 Documentation Branch

Responsibilities

1. Collect, organize and file all completed emergency related forms, to include: all EOC position logs, situation reports, EOC Action Plans and any other related information, just prior to the end of each operational period.
2. Provide document reproduction services to EOC staff.
3. Distribute the EOC situation reports, EOC Action Plan, and other documents, as required.
4. Maintain a permanent electronic archive of all situation reports and Action Plans associated with the emergency.
6. Supervise the Documentation Branch.

Documentation Branch Coordinator Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Planning/Intelligence Section Chief.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ Meet with the Planning/Intelligence Section Chief to determine what EOC materials should be maintained as official records.

☐ Meet with the Recovery Branch Coordinator to determine what EOC materials and documents are necessary to provide accurate records and documentation for recovery purposes.

- ☐ Initiate and maintain a roster of all activated EOC positions to ensure that position logs are accounted for and submitted to the Documentation Branch at the end of each shift.
- ☐ Reproduce and distribute the Situation Reports and Action Plans. Ensure distribution is made to the Operational Area EOC.
- ☐ Keep extra copies of reports and plans available for special distribution as required.
- ☐ Set up and maintain document reproduction services for the EOC.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.4.5 Demobilization Branch

Responsibilities

1. Develop a Demobilization Plan for the EOC based on a review of all pertinent planning documents, and status reports.
2. Supervise the Demobilization Branch.

Activation Phase:

- ☐ Check in upon arrival at the EOC.
- ☐ Report to Planning/Intelligence Section Chief.
- ☐ Set up your workstation and review your position responsibilities.
- ☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.
- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

- ☐ Establish and maintain a position log and other necessary files.
- ☐ Review EOC personnel roster to determine size and scope of any demobilization efforts.
- ☐ Meet individually with the general staff to determine their need for assistance in any Demobilization Planning.
- ☐ Advise Planning/Intelligence Section Chief on the need for a formal written Demobilization Plan.
- ☐ If a Demobilization Plan is required, develop the plan using detailed specific responsibilities, release priorities and procedures.
- ☐ Establish with each Section Coordinator which units/personnel should be demobilized first.
- ☐ Establish time tables for deactivating or downsizing units.

- ☐ Determine if any special needs exist for personnel demobilization (e.g. transportation).
- ☐ Develop a checkout procedure if necessary, to ensure all deactivated personnel have cleared their operating position.
- ☐ Submit any formalized Demobilization Plan to the Planning/Intelligence Section Chief for approval.
- ☐ Meet with each assigned Agency Representative and Technical Specialist to determine what assistance may be required for their demobilization from the EOC.
- ☐ Monitor the implementation of the Demobilization Plan and be prepared to handle any demobilization issues as they occur.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.4.6 Recovery Branch

Responsibilities

1. Determine impacts of the emergency requiring recovery planning.
2. Initiate recovery planning meetings with appropriate individuals and agencies.
3. Develop the initial recovery plan and strategy for the jurisdiction.
4. Ensure that all appropriate agencies are kept informed and have the opportunity to participate in the recovery planning process.
5. Develop the strategy to transition from recovery planning in the EOC to a wider post-emergency recovery effort.
6. Supervise the Recovery Branch.

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Planning/Intelligence Section Chief.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ Monitor the current situation report to include recent updates and determine overall impacts of the emergency.

☐ Based on available information, prepare an initial estimate of likely recovery issues that must be addressed. Document these in a preliminary report.

☐ Assist the Operational Area as necessary in determining appropriate sites for Disaster Application Centers.

☐ Facilitate recovery planning meetings involving appropriate Management and General Staff personnel and other agencies as needed.

- ☐ Develop a recovery plan and strategy for the jurisdiction or agency.
- ☐ Coordinate with Finance to ensure that FEMA, OES and other public reimbursement source documents and applications are consistent with the recovery strategy.
- ☐ In conjunction with Finance, ensure that specific project timelines are developed to meet the goals and objectives of the recovery plan.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.5 LOGISTICS SECTION

The Logistics Section provides facilities, services, resources and other support services both to agencies responding to the emergency, and to meet internal EOC operating requirements. Incident, DOC or agency requests for support directed to the EOC will be channeled through the EOC Operations Section.

6.5.1 Logistics Section Chief

The Logistics Section Chief reports to the EOC Director.

Responsibilities

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing communication services, resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.
2. Establish the appropriate level of branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
3. Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.
4. Coordinate closely with the Operations Section Coordinator to establish priorities for resource allocation to activated Incident Commands within the affected area.
5. Keep the EOC Director informed of all significant issues relating to the Logistics Section.
6. Supervise the Logistics Section.

Logistics Section Chief Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to EOC Director.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

- ☐ Ensure the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.

- ☐ Based on the situation, activate branches/units within section as needed and designate Unit Leaders for each element:

  - ☐ Communications Branch
  - ☐ Supply/Procurement Unit
  - ☐ Personnel Unit
  - ☐ Transportation Resources
  - ☐ Information Systems Unit (optional)

- ☐ Mobilize sufficient section staffing for 24 hour operations.

- ☐ Establish communications with the Logistics Section at the Operational Area EOC if activated.

- ☐ Advise Branches and Units within the section to coordinate with appropriate branches in the Operations Section to prioritize and validate resource requests from DOCs or Incident Command Posts in the field. This should be done prior to acting on the request.

- ☐ Meet with the EOC Director and General Staff and identify immediate resource needs.

- ☐ Meet with the Finance Section Chief and determine level of purchasing authority for the Logistics Section.

- ☐ Assist branch and unit Leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the Action Plan.

- ☐ Provide periodic Section Status Reports to the EOC Director.

- ☐ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase

- ☐ Ensure that Logistics Section position logs and other necessary files are maintained.
- ☐ Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods.
- ☐ Provide the Planning/Intelligence Section Chief with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.
- ☐ Attend and participate in EOC Action Planning meetings.
- ☐ Ensure that the Supply/Procurement Branch coordinates closely with the Purchasing Branch in the Finance Section, and that all required documents and procedures are completed and followed.
- ☐ Ensure that transportation requirements, in support of response operations, are met.
- ☐ Ensure that all requests for facilities and facility support are addressed.
- ☐ Ensure that all resources are tracked and accounted for, as well as resources ordered through Mutual Aid.
- ☐ Provide section staff with information updates as required.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.5.2 Communications Branch

Function Description

The Communications Branch provides for the coordination of agency or jurisdiction communications services to meet incident, DOC or agency needs. These services will include electronic information processing, telephone, fax, and radio. The Branch also provides internal and external communications services to meet and support EOC operating requirements.

Responsibilities

1. Ensure radio, telephone, and computer resources and services are provided to EOC staff as required.
2. Oversee the installation of communications resources within the EOC. Ensure that a communications link is established with the Operational Area EOC.
3. Determine specific computer requirements for all EOC positions.
4. Ensure that the EOC Communications Center is established to include sufficient frequencies to facilitate operations, and that adequate communications operators are available for 24-hour coverage.
5. Develop and distribute a Communications Plan that identifies all systems in use and lists specific frequencies allotted for the emergency.
7. Supervise the Communications Branch.

Communications Branch Coordinator Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Logistics Section Chief.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

- ☐ Prepare objectives for the Communications Branch; provide them to the Logistics Section Coordinator prior to the initial Action Planning meeting.

Operational Phase:

- ☐ Ensure Branch and Unit position logs and other necessary files are maintained.
- ☐ Keep all sections informed of the status of the communications systems, particularly those that are being restored.
- ☐ Coordinate with all EOC sections/branches/units regarding the use of all communication systems.
- ☐ Ensure that the EOC Communications Center is activated to receive and direct all emergency related communications to appropriate destinations within the EOC.
- ☐ Ensure that adequate communications operators are mobilized to accommodate each discipline on a 24-hour basis or as required.
- ☐ Ensure that communications links are established with activated EOC within the Operational Area, as appropriate.
- ☐ Continually monitor the operational effectiveness of EOC communications systems. Provide additional equipment as required.
- ☐ Ensure that technical personnel are available for communications equipment maintenance and repair.
- ☐ Mobilize and coordinate amateur radio resources to augment primary communications systems as required.
- ☐ Keep the Logistics Section Chief informed of the status of the communications systems.
- ☐ Prepare objectives for the Communications Branch; provide them to the Logistics Section Coordinator prior to the next Action Planning meeting.
- ☐ Refer all contacts with the media to the Public Information Officer.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7.

6.5.3 Personnel Branch

Responsibilities

1. Provide personnel resources as requested in support of the EOC and Field Operations.
2. Identify, recruit and register volunteers as required.
3. Develop an EOC organization chart.
4. Supervise the Personnel Branch.

Personnel Branch Coordinator Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Logistics Section Chief.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ In conjunction with the Planning and Intelligence Section, develop a large poster size EOC organization chart depicting each activated position. Upon check in, indicate the name of the person occupying each position on the chart. The chart should be posted in a conspicuous place, accessible to all EOC personnel.

☐ Coordinate with the Liaison Officer and Safety Officer to ensure that all EOC staff to include volunteers, receive a current situation and safety briefing upon check-in.

☐ Establish communications with volunteer agencies and other organizations that can provide personnel resources.

☐ Coordinate with the Operational Area EOC to activate the Emergency Management Mutual Aid System (EMMA), if required.

- ☐ Process all incoming requests for personnel support. Identify the number of personnel, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly.

- ☐ Maintain a status board or other reference to keep track of incoming personnel resources.

- ☐ Update EOC organization chart for each operational period.

- ☐ Coordinate with the Liaison Officer and Security Officer to ensure access, badging or identification, and proper direction for responding personnel upon arrival at the EOC.

- ☐ Assist the Fire Rescue and Law Enforcement Branches in the Operations Section with ordering of mutual aid resources as required.

- ☐ To minimize redundancy, coordinate all requests for personnel resources from the field level through the EOC Operations Section prior to acting on the request.

- ☐ In coordination with the Safety Officer, determine the need for crisis counseling for emergency workers; acquire mental health specialists as needed.

- ☐ Establish registration locations with sufficient staff to register volunteers, especially spontaneous or emergent volunteers, and issue them disaster service worker identification cards.

- ☐ Keep the Logistics Section Chief informed of significant issues affecting the Personnel Branch.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.5.4 Supply Procurement/Tracking Branch

Responsibilities

1. Oversee the procurement and allocation of supplies and materiel not normally provided through mutual aid channels.
2. Coordinate procurement actions with the Finance Section.
3. If necessary, utilize manual (paper) purchase orders found in the EOC.
4. Coordinate delivery of supplies and materiel as required.
5. Develop and maintain resource status/location boards in the Logistics Section.
6. Supervise the Supply/Procurement Branch.

Supply Procurement Tracking Branch Coordinator Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Logistics Section Chief.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ Determine if requested types and quantities of supplies and materiel are available in inventory.

☐ Determine procurement spending limits with the Finance Section. Obtain a list of pre-designated emergency purchase orders as required.

☐ Whenever possible, meet personally with the requesting party to clarify types and amount of supplies and materiel, and also verify that the request has not been previously filled through another source.

- ☐ Maintain a status board or other reference depicting procurement actions in progress and their current status.
- ☐ As resource requests are received in the Logistics Section, post the request on a status board and track the progress of the request until filled.
- ☐ Status boards should track requests by providing at a minimum, the following information; date & time of the request, items requested, priority designation, time the request was processed and estimated time of arrival or delivery to the requesting party.
- ☐ Determine if the procurement item can be provided without cost from another jurisdiction or through the Operational Area.
- ☐ Determine unit costs of supplies and materiel, from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order.
- ☐ Orders exceeding the purchase order limit must be approved by the Finance Section before the order can be completed.
- ☐ If vendor contracts are required for procurement of specific resources or services, refer the request to the Finance Section for development of necessary agreements.
- ☐ Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery through the Transportation Branch.
- ☐ In coordination with the Personnel Branch, provide food and lodging for EOC staff and volunteers as required. Assist field level with food services at camp locations as requested.
- ☐ Coordinate donated goods and services from community groups and private organizations. Set up procedures for collecting, inventorying, and distributing usable donations.
- ☐ Keep the Logistics Section Chief informed of significant issues affecting the Supply/ Procurement Branch.
- ☐ Work closely with other logistics units and assist in notifying requesting parties of the status of their resource request. This is particularly critical in situations where there will be delays in filling the request.

- ☐ An additional status board may be developed to track resource use by the requesting party. Information categories might include the following; actual arrival time of the resource, location of use, and an estimate of how long the resource will be needed. Keep in mind that it is generally not necessary to track mutual aid resources unless they are ordered through the Logistics Section.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.5.5 Transportation Resources

Responsibilities

1. Arrange for the acquisition or use of required transportation resources.

Transportation Resources Coordinator Checklist

Activation Phase

- ☐ Check in upon arrival at the EOC.
- ☐ Report to Logistics Section Chief.
- ☐ Set up your workstation and review your position responsibilities.
- ☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.
- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

- ☐ Establish and maintain a position log and other necessary files.
- ☐ Establish contact with local transportation agencies and schools to establish availability of equipment and transportation resources for use in evacuations and other operations as needed.
- ☐ Determine if requested transportation resources are available in inventory.
- ☐ Determine procurement spending limits with the Finance Section. Obtain a list of pre-designated emergency purchase orders as required.
- ☐ Whenever possible, meet personally with the requesting party to clarify transportation resource needs , and also verify that the request has not been previously filled through another source.
- ☐ Maintain a status board or other reference depicting procurement actions in progress and their current status.

- ☐ Determine if the procurement item can be provided without cost from another jurisdiction or through the Operational Area.
- ☐ Determine unit costs of supplies and materiel, from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order.
- ☐ Orders exceeding the purchase order limit must be approved by the Finance Section before the order can be completed.
- ☐ If vendor contracts are required for procurement of specific resources or services, refer the request to the Finance Section for development of necessary agreements.
- ☐ Keep the Logistics Section Chief informed of significant issues affecting the Transportation Resources Branch.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.5.6 Information Systems Unit (optional)

Responsibilities

1. Install, activate and maintain information systems for the EOC.
2. Assist EOC positions in determining appropriate types of computer applications required to facilitate operations.
3.

Information Systems Coordinator Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Logistics Section Chief.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ Continually monitor any automated information links with the Operation Area EOC.

☐ Keep Communications Branch Coordinator informed of any system failures and restoration.

☐ Request additional computer, phone or communication equipment as required, through the Communication Branch Coordinator.

Demobilization Phase

☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.6 FINANCE SECTION

The Finance Section in the EOC manages all financial, administrative and cost analysis aspects of the emergency. Initially, this work may be done in the EOC, but in later stages of the emergency this function may be accomplished at other locations.

6.6.1 Finance Section Chief

Responsibilities

1. Ensure that all financial records are maintained throughout the emergency.
2. Ensure that all on-duty time is recorded for all emergency response personnel.
3. Ensure that all on-duty time sheets are collected from EOC assigned personnel and that departments are collecting this information from Field Level Supervisors or Incident Commanders and their staffs.
4. Ensure there is a continuum of the payroll process for all employees responding to the emergency.
5. Determine purchase order limits for the procurement function in Logistics Section.
6. Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.
7. Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
8. Provide administrative support to all EOC Sections as required, in coordination with the Personnel Branch.
9. Activate units within the Finance Section as required; monitor section activities continuously and modify the organization as needed.
10. Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.
11. Supervise the Finance Section.

Finance Section Chief Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to EOC Director.

☐ Set up your workstation and review your position responsibilities.

- ☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.
- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- ☐ Ensure that the Finance Section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- ☐ Based on the situation, activate units within section as needed and designate Unit Coordinators for each element:
  - ☐ Time Keeping / Cost Accounting Unit
  - ☐ Purchasing Unit
  - ☐ Compensation & Claims Unit
- ☐ Ensure that sufficient staff are available for a 24-hour schedule, or as required.
- ☐ Meet with the Logistics Section Chief and review financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to the Logistics Section.
- ☐ Meet with all Unit Leaders and ensure that responsibilities are clearly understood.
- ☐ In conjunction with Unit Leaders, determine the initial Action Planning objectives for the first operational period.
- ☐ Notify the EOC Director when the Finance Section is operational.
- ☐ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase

- ☐ Ensure that Finance Section position logs and other necessary files are maintained.
- ☐ Ensure that displays associated with the Finance Section are current, and that information is posted in a legible and concise manner.
- ☐ Participate in all Action Planning meetings.
- ☐ Brief all Unit Leaders and ensure they are aware of the EOC objectives as defined in the Action Plan.

- ☐ Keep the EOC Director, General Staff, and elected/other officials aware of the current fiscal situation and other related matters, on an on-going basis.
- ☐ Ensure that the Recovery Branch in Planning/Intelligence Section maintains all financial records throughout the emergency.
- ☐ Ensure that the Time Keeping Unit tracks and records all agency staff time.
- ☐ In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.
- ☐ Ensure that the Compensation & Claims Unit processes all workers' compensation claims, resulting from the emergency, in a reasonable time-frame, given the nature of the situation.
- ☐ Ensure that the Time Keeping Unit processes all time-sheets and travel expense claims promptly.
- ☐ Ensure that the Finance Section provides administrative support to other EOC Sections as required.
- ☐ Ensure that all recovery documentation is accurately maintained by the Recovery Unit during the response, and submitted on the appropriate forms to Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.6.2 Time/Cost Branch

Responsibilities

1. Track, record, and report all on-duty time for personnel working during the emergency.
2. Ensure that personnel time records, travel expense claims and other related forms are prepared and submitted to the budget and payroll office.
3. Responsible for collecting cost information, performing cost-effectiveness analyzes and providing cost estimates and cost savings recommendations.
4. Supervise the Time/Cost Branch.

Time/Cost Branch Coordinator Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Finance Section Chief.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ Initiate, gather and update time reports from all personnel, to include volunteers assigned to each shift; ensure that time records are accurate and prepared in compliance with policy.

☐ Obtain complete personnel rosters from the Personnel Branch. Rosters must include all EOC personnel as well as personnel assigned to the field level.

☐ Provide instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them.

- ☐ Establish a file for each employee or volunteer within the first operational period; to maintain a fiscal record for as long as the employee is assigned to the response.
- ☐ Establish (or implement) an accounting system and special cost codes associated with this emergency.
- ☐ Monitor all emergency expenditures.
- ☐ Ensure that all sections and units are documenting cost related information.
- ☐ Collect, and compile cost information at the end of each shift.
- ☐ Obtain and record all cost data to cover:
    - Personnel
    - Equipment
    - Rental/Contract Equipment
    - Supplies from outside vendors
    - Contracts for special or emergency services
- ☐ Coordinate with the Documentation Branch on content and format of cost related files to be transferred.
- ☐ Review existing documentation to determine if there are additional cost items that may have been overlooked.
- ☐ Prepare cost estimates related to EOC objectives and strategies. Be prepared to discuss these at EOC Planning Meetings if required.
- ☐ Compile cumulative cost records on a daily basis.
- ☐ Ensure that departments are compiling cost information using any special agency/jurisdiction cost codes.
- ☐ Ensure that estimate costs are replaced with actual costs where known.
- ☐ Provide verbal or written reports to the Finance Section Chief upon request.
- ☐ Prepare and maintain a cost report to include cumulative analysis, summaries and total expenditures related to the emergency.
- ☐ Organize and prepare records for audits as necessary.

- ☐ Act as the liaison for the EOC with county and other disaster assistance agencies to coordinate the cost recovery process.
- ☐ Prepare all required state and federal documentation as necessary to recover allowable costs.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.6.2a Purchasing Unit

Responsibilities

1. Coordinate vendor contracts not previously addressed by existing approved vendor lists.
2. If necessary, utilize manual (paper) purchase orders found in the EOC.
3. Coordinate with Finance Section Chief on all matters involving the need to exceed established purchase order limits.
4. Supervise the Purchasing Unit.

Purchasing Unit Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Time/Cost Branch Coordinator or other assigned Supervisor.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ Review the emergency purchasing procedures.

☐ Prepare and sign contracts as needed; be sure to obtain concurrence from the Finance Section Chief. If necessary, utilize manual (paper) purchase orders found in the EOC.

☐ Ensure that all contracts identify the scope of work and specific site locations.

☐ Negotiate rental rates not already established, or purchase price with vendors as required.

☐ Finalize all agreements and contracts, as required.

- ☐ Complete final processing and send documents to Budget and Payroll for payment.
- ☐ Verify costs data in the pre-established vendor contracts and/or agreements.
- ☐ In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.
- ☐ Keep the Finance Section Chief informed of all significant issues involving the Purchasing Unit.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.6.3 Compensation and Claims Branch

Responsibilities

1. Oversee the investigation of injuries and property/equipment damage claims arising out of the emergency.
2. Complete all forms required by workers' compensation program.
3. Maintain a file of injuries and illnesses associated with the emergency which includes results of investigations.
4. Supervise the Compensation and Claims Branch.

Compensation and Claims Branch Coordinator Checklist

Activation Phase

☐ Check in upon arrival at the EOC.

☐ Report to Finance Section Chief.

☐ Set up your workstation and review your position responsibilities.

☐ Establish and maintain a position log that chronologically describes your actions taken during your shift.

☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Operational Phase

☐ Establish and maintain a position log and other necessary files.

☐ Maintain a chronological log of injuries and illnesses, and property damage reported during the emergency.

☐ Investigate all injury and damage claims as soon as possible.

☐ Prepare appropriate forms for all verifiable injury claims and forward them to Workmen's Compensations within the required time-frame consistent with jurisdiction's policy & procedures.

☐ Coordinate with the Safety Officer regarding the mitigation of hazards.

- ☐ Keep the Finance Section Chief informed of significant issues affecting the Compensation and Claims Branch.
- ☐ Forward all equipment or property damage claims to the Recovery Branch in Planning and Intelligence Section.

Demobilization Phase

- ☐ Follow the generic Demobilization Phase Checklist as shown in Section 6.7

6.7 DEMOBILIZATION PHASE CHECKLIST

- ☐ Deactivate your assigned position and close out logs when authorized by the EOC Director.
- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
- ☐ Be prepared to provide input to the after-action report.
- ☐ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ☐ Clean up your work area before you leave.
- ☐ Leave a forwarding phone number where you can be reached.

6.8 FUNCTIONAL MATRIX OF DIVISIONS / SERVICES

ICS Function **P** = primary response **A** = alternate response	CITY MANAGER	CITY ATTORNEY	CITY CLERK	POLICE	FIRE	PLANNING	ENGINEERING	BUILDING	COMMUNITY SERVICES	PUBLIC WORKS	PARKS AND RECREATION	FINANCE	PERSONNEL	ADMINISTRATIVE SERVICES DEPARTMENT	OUTSIDE ASSISTANCE
EOC Director	**P**			**A**					**A**					**A**	
Legal Advisor		**P**													
PIO				**P/A**		**P/A**	**P/A**		**P/A**	**P/A**				**P/A**	
Safety				**P/A**	**P/A**		**P/A**	**P/A**		**P/A**					
Liaison				**P/A**						**P/A**					**P**
Operations Chief				**P**											
Fire & Rescue					**P**										
Law Enforcement				**P**											
Const./Eng.							**P**	**P**		**P**					
Care & Shelter											**P**				
Planning/Intel Chief						**P**									
Situation Analysis							**P/A**								
Transportation						**P/A**									
Documentation						**P/A**									
Demobilization	**P**					**A**									
Recovery						**P/A**									
Logistics Chief														**P**	
Communications														**P**	
Personnel													**P**		
Supply Procurement/Tracking										**P/A**					
Information Systems														**P/A**	
Finance Chief												**P/A**			
Time and Cost												**P**			
Compensation Claims												**P**			
Purchasing												**P**			

SECTION VII

MUTUAL AID

SECTION VII: MUTUAL AID

7.1 Definition of Mutual Aid

Incidents frequently require responses that exceed the resource capabilities of the affected response agencies and jurisdictions. When this occurs mutual aid is provided by other agencies, local governments, and the state. Mutual aid is voluntary aid and assistance through the provision of services and facilities including but not limited to: fire, police, medical and health, communications, transportation, and utilities.

Mutual aid is provided between and among local jurisdictions and the state under the terms of the California Disaster and Civil Defense Master Mutual Aid Agreement. This agreement was developed in 1950 and has been adopted by California's incorporated cities, all 58 counties, and the state.

7.2 Mutual Aid Systems

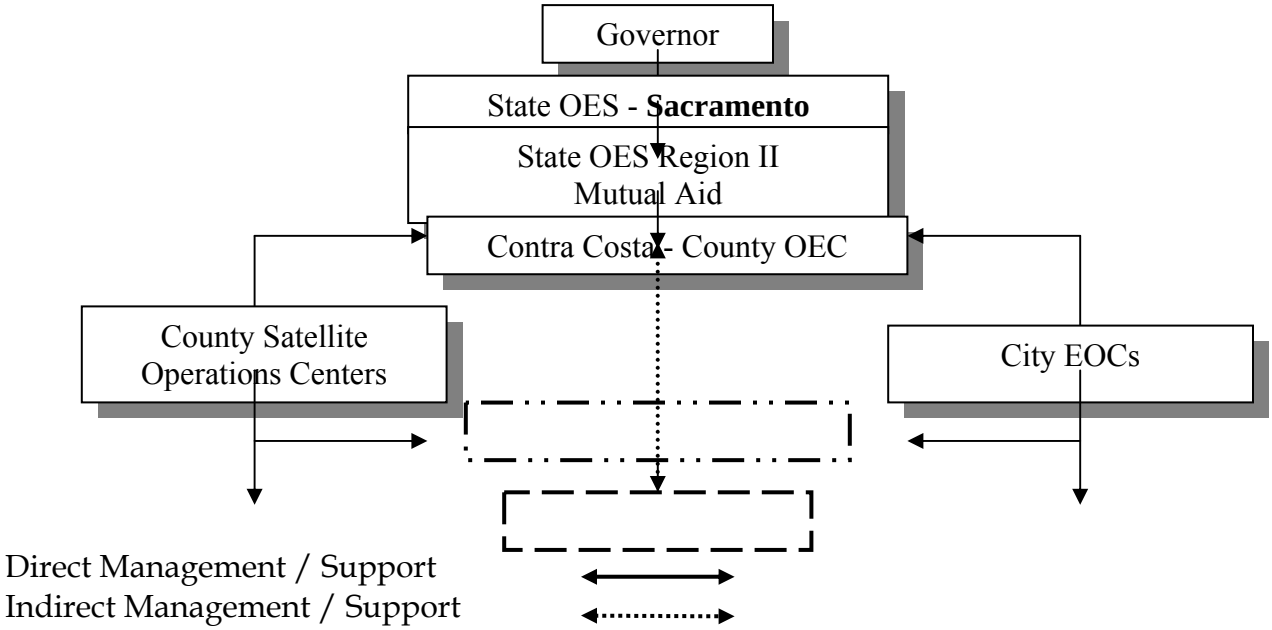
The mutual aid program in California has developed statewide mutual aid systems. These systems, operating within the framework of the Master Mutual Aid Agreement, allow for the progressive mobilization of resources to and from emergency response agencies, local governments, operational areas, regions, and state with the intent to provide requesting agencies with adequate resources. The City of Martinez is located in Mutual Aid Region II which is coordinated through Alameda County.

Mutual aid may also be obtained from other states. Inter-state mutual aid may be obtained through direct state-to-state contacts, pursuant to inter-state agreements and compacts, or may be coordinated through federal agencies.

7.3 Relationship to System

The City is responsible for emergency response within its geographical boundaries. The California Emergency Services Act requires the City to manage and coordinate the overall emergency response and recovery activities within its jurisdiction. During disasters, the City is required to coordinate emergency operations with the Contra Costa County Operational Area and, in some instances, other local governments. Under SEMS, it has responsibilities at two levels, the field response and local government levels. At the field response level, all agencies will use the Incident Command System (ICS) to standardize the emergency response. At the local government level, a designated Emergency Operations Center (EOC) is used as the central location for gathering and disseminating information, coordinating all jurisdictional emergency operations and coordinating with the Contra Costa County Operational Area.

The following diagram depicts the relationship between the City of Martinez, the Contra Costa County Operational Area and the States Regional Operations Center (REOC).



7.4 Mutual Aid Coordinators

Several discipline-specific mutual aid coordinators will operate from the City of Martinez EOC. Mutual aid requests for disciplines such as fire and rescue, law, medical and public works, will be managed through the coordinators. Once the City's EOC is activated, communications will be established between the EOC and these disciplines-specific operational area mutual aid coordinators. All other requests for assistance will flow through the appropriate Operational Area SEMS function. The jurisdiction(s) requesting mutual aid will remain in charge and retain overall direction of personnel and equipment provided through mutual aid.

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

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

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

7.5 Participation of Volunteer and Private Agencies

Volunteer and private agencies may participate in the mutual aid system along with governmental agencies. For example, the disaster medical mutual aid system relies heavily on private sector involvement for medical/health resources. Some volunteer agencies such as the American Red Cross, Salvation Army and others are an essential element of the statewide emergency response to meet the needs of disaster victims. Volunteer agencies mobilize volunteers and other resources through their own systems. They also may identify resource needs that are not met within their own systems that would be requested through the mutual aid system. Volunteer agencies with extensive involvement in the emergency response should be represented in EOCs. Police Dispatch is responsible for maintaining a contact list for these organizations.

City residents may also participate in the Community Emergency Response Team (CERT) and Personal Emergency Preparedness (PEP) training.

CERT involves training individuals in basic response skills so that they can assist emergency responders and others in the event of a disaster. Completion of the CERT course requires 20 hours of training and CERT volunteers are required to maintain their skills by participating in exercises and activities.

PEP provides 2-4 hours of training that covers what residents and families need to know in order to be personally prepared in the event of a disaster for a minimum of 72 hours or more.

Some private agencies have established mutual aid arrangements to assist other private agencies within their functional area. For example, electric and gas utilities have mutual aid agreements within their industry and established procedures for coordinating with governmental EOCs. In some functional areas, services are provided by a mix of special district, municipal, and private agencies. Mutual aid arrangements may include both governmental and private agencies. For example, public and private water utilities are currently developing a mutual aid system.

Liaison should be established between activated EOCs and private agencies involved in a response. Where there is a need for extensive coordination and information exchange, private agencies should be represented in activated EOCs at the appropriate SEMS/NIMS level.

7.6 Pet Emergency Response Information

County Animal Services Department is the primary responder in the case of local disasters. They enter into a "Memorandum of Understanding" with local jurisdictions and approved qualified private animal welfare organizations, faith based organizations, private companies and/or individuals to obtain assistance in the planning, preparation and/or response to an emergency or disaster.

Animal Services' primary goal in a declared disaster and/or emergency is public safety. Additional services provided to local jurisdictions in the event of a declared disaster and/or emergency will include, but not be limited to, set up of emergency shelters, supplies and equipment necessary for rescue services, and any other action necessary to address management and mitigation of animals issues associated with a declared disaster and/or emergency.

In a declared disaster, Animal Services is coordinated through the Operations Section. An Animal Services representative or their designee will be assigned to the EOC to coordinate response, rescue and shelter activities. Requests for assistance are made through the County Office of Emergency Services.

For the purposes of responding to animal issues during disasters, "animals" are defined as, "affected commercial livestock, companion animals, exhibition animals, captive wildlife, and exotic pets." This definition excludes non-captive wildlife. This is the definition that will be used for state level response activities. This definition has been adopted to eliminate confusion as to the types of animals rescue efforts will be directed towards.

- **Animal** – Commercial livestock, companion animals, exotic pets, and restricted species.

- **Captive Wildlife** – Any non-domestic animals in captivity as a pet, exhibition animal, or production animal.

- **Livestock** – Any cattle, sheep, swine goat or any horse mule or other equine whether live or dead (FAC § 18663.)

- **Pet/ Companion Animal –** Any household animal including, but not limited to, cats, dogs, or other carnivores whether or not for public exhibition (FAC § 19211.)

- **Restricted Species –** Any animal requiring a license or permit from the Department of Fish and Game Manual (671 for listing.)

- **Service Animals -** Animals specially trained to guide, signal, or assist people with disabilities or special needs.

- **Privately Owned** - Livestock and companion animals are private property; the livestock belong to individuals or entities and have an economic value that may require compensation if those animals are ordered destroyed.

- **Publicly Owned** - Wildlife, both game and non-game species, belongs to the people of the State of California, and separate laws govern them. Each category has laws that govern how animals are cared for and handled.

SECTION VIII

RECOVERY OPERATIONS

SECTION VIII: RECOVERY OPERATIONS

The City of Martinez and the special districts serving the City will be involved in recovery operations. In the aftermath of a disaster, many citizens will have specific needs that must be met before they can resume their pre-disaster lives. Typically, there will be a need for services such as:

- Assessment of the extent and severity of damages to homes and other property;
- Restoration of services generally available in communities - water, food, and medical assistance;
- Repair of damaged homes and property; and
- Professional counseling when the sudden changes resulting from the emergency have resulted in mental anguish and inability to cope.

The City will help individuals and families recover by ensuring that these services are available and by seeking additional resources if the community needs them.

Recovery occurs in two phases: short-term and long-term.

8.1 Short-term Recovery

Short-term recovery includes utility restoration, expanded social, medical, and mental health services, reconstitution of Martinez government operations, transportation route restoration, debris removal and clean up operations, and the abatement and demolition of hazardous structures. Martinez will coordinate with special district and private utility companies on all efforts to restore utility systems and services during recovery operations. For federally declared disasters, hotlines will be established by the Federal Emergency Management Agency (FEMA) to assist disaster victims and businesses in applying for individual assistance grants and Small Business Administration loans. In coordination with the American Red Cross, temporary housing will be provided for disaster victims until long-term housing can be arranged.

8.2 Long-term Recovery

Long-term recovery includes land use planning, zoning variance activities, hazard mitigation activities, restoration or reconstruction of public facilities and financial recovery. The City's zoning variances, building codes, plan reviews, seismic safety elements, and other land use planning techniques will be handled independently, on a case-by-case basis. Additionally, to ensure rapid recovery, normal City procedures and policies may be adjusted to streamline the recovery process. However, the City has decided that public safety will be the primary factor when considering streamlining procedures and policies. The City and special districts will identify hazard mitigation

projects that will aid in reducing the City's vulnerability to future disasters. The City and special districts will strive to restore essential facilities to their pre-disaster condition by retrofitting, repairing or reconstructing them during long-term recovery operations. Application for financial recovery activities will be submitted, recouping the cost of responding to and recovering from the disaster. Relief programs will also be sought for individual citizens and private businesses.

8.3 Recovery Damage Assessment

Damage assessment is the basis for determining the type and amount of state and/or federal financial assistance necessary for recovery. Under the Martinez Emergency Operations Center's Standard Operating Procedures, an Initial Damage Estimate is developed during the emergency response phase to support a gubernatorial proclamation and for the state to request a presidential declaration. The City and special districts will develop a detailed assessment of damage during the recovery phase. The City or district when applying for the various disaster financial assistance programs will use the detailed damage assessment. The public works departments will complete the detailed damage assessment. The administrative and operational divisions of special districts will, in most cases, complete the detailed damage assessment.

8.4 Documentation

Documentation is the key to recovering emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs. Under the State Natural Disaster Assistance Act (NDAA), documentation is required for damage sustained to public buildings, levees, flood control works, irrigation works, County roads, City streets, bridges, and other public works, except those facilities used solely for recreational purposes. Under federal disaster assistance programs, documentation of damage sustained to roads, water control facilities, public buildings and related equipment, public utilities, facilities under construction, recreational and park facilities, educational institutions and certain private non-profit facilities must be obtained. Debris removal and emergency response costs incurred by the affected entities should also be documented for assistance purposes under the federal programs. It will be the responsibility of the City and special districts to collect documentation of these damages.

The documented information should include the location, extent of damage and estimates of costs for: debris removal, emergency work and repairing or replacing damaged facilities to pre-disaster condition. The cost of compliance with building codes for new construction, repair, and restoration will also be documented. However, the cost of improving facilities will not be included. Documentation is key to recovering expenditures related to emergency response and recovery operations. For Martinez and

their special districts, documentation must begin at the field response level and continue through the operation of their Emergency Operations Center continually as the disaster unfolds.

8.5 After-Action Reporting

Standardized Emergency Management System (SEMS) regulations require any City or County declaring a local emergency for which the governor proclaims a state of emergency, to complete and transmit an after action report to OES within ninety (90) days of the close of the incident period. The after action report will provide, at a minimum, review response actions taken, application of SEMS, suggested modifications to SEMS, necessary modifications to plans and procedures, identified training needs, and recovery activities to date. The after action report will serve as a source for documenting Martinez's emergency response activities, identifying areas of concern and successes. It will also be utilized to develop and describe a work plan for implementing improvements.

An after action report will be a composite document for all SEMS levels, providing a broad perspective of the incident, referencing more detailed documents, addressing all areas specified in regulations. It will include an overview of the incident, including enclosures and addressing specific areas if necessary. It will be coordinated with, but not encompass, hazard mitigation. The Martinez Police Department will be responsible for the completion and distribution of the Martinez after action report, including sending it to the Governor's Region Office of Emergency Services within the required 90-day period. They may coordinate with the operational area and special districts in the completion of the after action report, incorporating information from them for the report.

8.6 Disaster Assistance Programs

When requesting assistance under disaster assistance programs, some key areas of concern must be adequately addressed. These areas include the various disaster assistance programs designed for distinct groups, disaster assistance available at each level of declaration and the level of detail required on each request for disaster assistance. The disaster assistance programs have been developed around the needs of four distinct groups: individuals, businesses, governments, and non-profit organizations.

Individuals may receive loans or grants for such things as real and personal property, dental, funeral, medical, transportation reconstruction crisis counseling, unemployment, sheltering and rental assistance may be provided depending on the extent of damage. Loans for many types of businesses are often made available through

the US Small Business Administration, assisting with physical and economic losses as result of a disaster or an emergency. Funds and grants are available to government and non-profit organizations to mitigate the risk of future damage. A state grant program is available to local governments to respond and recover from disasters. Federal grant programs are available to assist governments and certain non-profit organizations in responding to and recover from disasters.

At each level of emergency declaration, various disaster assistance programs become available to individuals, businesses, governments, and non-profit organizations. Under a local, state, and federal emergency declaration, Martinez may be eligible for assistance under the Natural Disaster Assistance Act (with the Governor's OES Director's concurrence). Businesses and individuals may be eligible for local government tax relief, low interest loans from the US Small Business Administration, and relief programs under the US Department of Agriculture. Under a State of Emergency Proclamation by the Governor, the City, special districts, individuals, and businesses may be eligible, in addition to the assistance available under a local emergency declaration, for services from the following agencies:

- Contractor's License Board
- Department of Insurance
- State Board of Equalization
- Department of Social Services
- Department of Aging
- Department of Motor Vehicles
- Franchise Tax Board Tax
- Department of Veteran's Affairs (CALVET)

Under a Presidential Declaration, the City, special districts, individuals, and businesses may be eligible for the following disaster assistance programs and services:

- Cora Brown Fund
- Disaster Unemployment
- Individual/Family Grant Program
- Public Assistance
- Veteran's Affairs Assistance
- Crisis Counseling Program
- Temporary Housing Program
- Internal Revenue Service Tax
- Hazard Mitigation
- Federal Financial Institutions

8.7 Public Assistance Program Responsibilities:

The City, private agencies, and special districts have the responsibility for the completion and submission of the required documents for both state and federal public assistance programs for their jurisdiction, agency, or company. Specifically the City of Martinez's Emergency Operations Center Finance Section will complete the necessary public assistance program application and supporting materials. Additionally, the Finance Section Chief will be the primary contact for the state and federal field representatives. Special districts will typically assign a representative from their

emergency organization to complete application materials and coordinate with the state and federal representatives.

8.8 Individual Assistance Program Responsibilities

Individuals are expected, whenever possible, to provide for themselves and direct their own personal recovery. However, many individuals will expect the City to deliver assistance to them well after the disaster. The City will assist individuals in any way possible, including providing them with the Federal Emergency Management Agency's (FEMA) hotline number for assistance. Additionally, they may assist individuals in completing applications for assistance. A sequence of delivery guides has been developed by FEMA to assist individuals and local governments in determining the flow of individual assistance. Martinez's objective is to provide the citizens of this City with all the necessary information to help them recover from the disaster. The sequence of delivery appears as follows:

1) Individual Actions for Assistance (family, friends, volunteer organizations, churches, etc.)
2) Recovery/Assistance from Private Insurance Carrier
3) FEMA Disaster Housing Assistance
4) United States Small Business Administration Assistance
5) Individual and Family Grant Program Assistance
6) Cora Brown Fund Assistance

Locally, assistance programs may be coordinated at various levels. The number of citizens seeking assistance may be overwhelming. Utilizing Contra Costa County's 2-1-1 (www.211contracosta.org) may be an option on how to coordinate and direct people to assistance.

2-1-1 is a national, toll-free, three-digit phone number. Calls are answered live 24 hours a day, 365 days a year by trained information and referral specialists regarding local health and social services. It enables people to find out about vital resources in their community quickly and easily. In Contra Costa County, 2-1-1 service is provided by the Contra Costa Crisis Center with financial support provide by United Way of the Bay Area, the John Muir/Mt. Diablo Community Health Fund, First 5 Contra Costa, the Contra Costa County Employment and Human Services Department, the Dean and Margaret Lesher Foundation, and others.